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Founders Keepers Newsletter 2014-02-15

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Founders Keepers

Upcoming Events

- Lynne Thomas presentation March 4
- Lee Schreiner presentation April 10

Naxos Music Library, by Michael Duffy

Thanks to support from the School of Music, the University Libraries are now able to offer access to Naxos Music Library to an unlimited number of simultaneous users. If you like classical music, this is a great resource, offering more than 92,000 discs of sound recording content, or more than 1.35 million tracks. You can access Naxos Music Library from the alphabetical list of databases on the library's website, from the Music Resources LibGuides page (<http://libguides.niu.edu/musicresources>), under the Streaming Audio Databases tab, or directly at <http://wpcso.naxosmusiclibrary.com>, as long as you



are on campus. Recordings can be searched or browsed by a number of different access points, such as composer, artist, genre, and label. You can create your own playlists on Naxos Music Library if you create a student/member account, which is available under the

“Playlists” option on the overhead menu. Additionally, Naxos Music Library has a number of apps that allow you to access content from your mobile device. Please feel free to use this valuable resource, and let me know if you have any questions about how to use any of its features.

CARLI Open House at NIU, by Cherie Hauptman

User Services at NIU Founders Library will host a CARLI Resource Sharing open house on April 9, 2014. Different areas of User Services including Circulation, Billing and IDS, to

name a few, will be featured. Kishwaukee Community College will be hosting a half day at their institution also.



The Regional History Center Update, by Danielle Spalenka

The Regional History Center has been busy processing additions to collections that have come in over the past few months. We are happy to announce that additional letters from the Giles P. Ransom Family Collection (RC 275) have been processed and are ready for research! Some of you may remember this collection, as it was featured in a library exhibit in 2010. The letters are mostly from Daniel Leland Ransom, who was

considered the "black sheep" of this family. This is an excellent opportunity to revisit this wonderful collection that includes nearly 50 boxes of correspondence, diaries, and business records related to this family of physicians in the Rockford region dating from 1839 to 1946.

Other additions that are now processed and ready for research include the First Congregational Church of DeKalb (RC 17), Salem Lu-

theran Church of Sycamore (RC 321), League of Women Voters of Rockford (RC 178), and the DuPage Older Women's League (RC 299).

Check out our Facebook and Flickr pages for updates and highlights from the Regional History Center and University Archives!

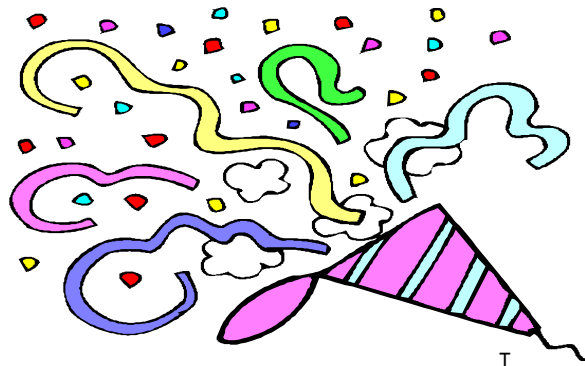
Student Appreciation Party, by Brian Prall

**The Annual Student
Appreciation Party is
April 16!**

The date for the Annual Student Appreciation Party has been appointed! Bands have been booked! Caterers consulted! Decorations decided! Entertainment elected! Festivities fixed! Ggggg....eh, I won't go through the whole alphabet. Please mark your calendars for **Wednesday, April 16, 11:30 a.m. - 1:30 p.m. in the Staff Lounge,** where we will pay tribute

to our beloved student workforce with pizza, games, prizes, and more. Between now and then the Party Planning Committee needs your help in raising money for food, beverages, decor, etc.; acquiring donations for raffle prizes (monetary or material goods); and volunteering to setup, run games, and cleanup. If you would like to donate any of your time, money, or

worldly possessions to this most noble of causes, please see one of the committee members: Sherrie Barber (Copy Services), Ron Barshinger (Access Services), Stacey Bivens (Stacks), Kate Hartman (IDS), Brian Prall (IDS), Ginger Prothero-Schwersenska (Acquisitions), Charisma Turner (Acquisitions). Thank you all for your support!



Information You Can Use From Technical Services! by Wanda Endburg

Recent headings changes in Voyager

Alexander, \$c the Great, \$d 356- **changed to** Alexander, \$c the Great, \$d 356 B.C.-323 B.C.

Complementary medicine **changed to** Alternative medicine

Antarctic regions **changed to** Antarctica

Adventure fiction **changed to** Adventure stories

Boston Tea Party, 1773 **changed to** Boston Tea Party, Boston, Mass., 1773

Art, Oriental **changed to** Art, Asian

B-1 bomber **changed to** Rockwell B-1 (Bomber)

Buddhism \$v Prayer-books and devotions **changed to** Buddhism \$v Prayers and devotions

Language Proficiency, by Ete Olson

If you have proficiency in a language other than English (including sign language), please contact Ete Olson with information on the language

and at what level you speak, read, and write. University Libraries occasionally have need for foreign language expertise. Thank you!



The Last Word

Very few people actually enjoy unpleasant exchanges, and we in libraries are no exception. We try to give good customer service, we try to greet customers and treat their needs with respect, and we try to thank them at the end of a transaction. But how do you thank a customer when the service experience hasn't gone well? Whether you were involved in the initial exchange or not, you will

sometimes have to speak with an unhappy patron. How do you thank them? The employees at our Customer Service workshops suggested these ways:

*Stay neutral ("Thanks for your feedback.")

*"I hope its better next time."

*Acknowledge the customer's frustration.

*"Thanks for letting us know."

*Take the customer seriously.

*Don't get defensive about the comments, even if they are bad suggestions.

*Get names and contact info. Offer to pass comments along to supervisors.

*Remain calm.

We hope every exchange with patrons is positive, but when it isn't, we can still exemplify excellent customer service by listening and being respectful of their points of view. Sometimes we can fix a problem and sometimes we can't, but we can always try to make the library experience a good one.

Take care! Spring must come sometime...

