

DE SALES UNIVERSITY TREXLER LIBRARY

# Commitment to Service

ANNUAL REPORT 2022-2023



DeSales University  
**TREXLER LIBRARY**

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An empowering information hub serving every generation of learners.

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Partnering with the DeSales University community to offer the best in personalized customer care.

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## LETTER FROM THE ***DIRECTOR***

**Living near the Pocono Mountains,** I have the opportunity of nearly an hour-long drive back and forth to Trexler Library. On that drive, I pass a small elementary school that posts motivational messages on their billboard. My favorite of them reads: “The best preparation for tomorrow is to work hard today.” I believe the Trexler Library team takes this message to heart every day. Our future looks great because of the library team’s dedication to work and a commitment to unparalleled service.

We begin our annual report this year by celebrating Trexler’s 35th anniversary. Information about the library’s short-but-rich history can be found on the next few pages. Much of the library’s story is available in our archives. The archives are more than just a collection of historical documents about the library and DeSales; there you will find narratives that touch the heart and mind, much like the story built around the Steve McKee Collection.

Our Library Instruction team has done some impressive work this past year. Although we have not had a staff increase since my arrival in the fall of 2021, our small group of librarians continues to build relationships with our faculty and have made significant impacts on student learning. In their articles, the team shares their many successes and showcases new innovative methods of librarianship.

Surveys can be a great tool that a library can use to get their customers' perspectives on service offerings and resources, as well as an understanding of their views on a library’s physical spaces. This year the Trexler Library administered LibQUAL, a web-based survey offered by the Association of Research Libraries. I am excited and encouraged by the results.

Each semester, Trexler library offers more than 30 of the University’s students opportunities to grow personally and professionally through work-study employment. Their work is important and, honestly, we could not maintain library operations without them. In this report, we spotlight several of our student assistants.

I could go on and on about the content you will read in the following pages, singing praises about our partnerships with Women for DeSales, LVAIC, and PLACE. I could steal the thunder from the compelling stories about our Sensory Room, our work in diversity, equity, and inclusion (DEI), our first guest speaker, or our new Popular Reading Collection, but I will refrain. I will contain my excitement and allow you to discover all this annual report has to offer at your own pace.

Thank you for taking time to enjoy reading this annual report. Please remember, the library team is committed to ensuring Trexler Library remains the heart of this incredible University.

***Ed Zimmerman***

LIBRARY DIRECTOR

# *The Journey Thus Far*

## A HISTORY LEADING US FORWARD

**Trexler Library has seen many changes** since its doors opened 35 years ago. The library, which had yet to be named, was initially housed in the basement of Dooling Hall. In 1987, construction began to build the 36,000 square-foot building, making way for 160,000 books; this number currently sits at approximately 400,000 titles.

Through the generous support and contributions made by the Henry C. Trexler Trust, the library of Allentown College of St. Francis de Sales (now DeSales University) earned the title of Trexler Library.



*Fr. Gambet, Carl Feichtel, general chairman of the campaign for the new library, and Dexter Baker, trustee of the Trexler Foundation, help break ground for the new Trexler Library.*



*Construction on the front of the library continues as forms and framing are placed to make way for the patio.*

**BEGINNINGS** Print journals and newspapers made up most of the journal collection.

**EARLY 90S** Databases were CD-ROM based and had to be used in the library. Today, the library subscribes to 100 web-based databases in a variety of disciplines with 24/7 access anywhere.

**1995** The card catalog was revolutionized with a web-based platform called Innopac. No more cards to sift through!

**2001** Launch of DVD collection. Twenty years later, this collection has grown to over 2,000 items and now includes Blu-rays.

**2005** Debut of the Cup and Chaucer Coffee Café. This short-lived café demonstrated a need for students to have some nourishment while studying.

**2005** Addition of the Walter Kerr Collection. This assortment of books and newspaper writings was gifted to us from the estate of playwright, director, and drama critic Walter Kerr. Accompanying this collection are portraits of Walter and his wife Jean Kerr, also a playwright, who most notably wrote "Please Don't Eat the Daisies."

**2008** The DeSales Community Cookbook was created. Recipes were supplied by the DeSales campus community.

**2009 & 2013** The library made investments to accommodate student needs, such as the installation of group study spaces. The library also invested in more desktop computers. Today, we have close to 100 desktops, where the DeSales community can research, write assignments, and browse our catalog.

**2022** The Writing Center moved into the library. The partnership between Trexler and the Writing Center has helped to foster several collaborative projects and workshops.



# *The University Archives*

## A SNAPSHOT IN TIME TO SUPPORT THE FUTURE

Many picture a university archive as a place for old materials to be stored in case there may be some future need. We at Trexler Library would like to paint a different picture of the archive as a place to hold and protect valuable items (some very personal in nature) until a time when they can be made accessible and serve a greater purpose. This greater purpose can be the central focus of research, a course, or even a publication.

Last year, through the support of former Provost Brother Dan Wisniewski, we began to formalize a vision for providing a robust archival service. The plan laid out over several years will ensure DeSales University will have access to valuable items via several defined services.

First, access to the physical collection will continue to be supported by utilizing a tool called ArchivesSpace. This tool identifies each item in the archive with detailed metadata: a description of the characteristics of the item such as date, location, and creator, as well as its associations with other archived items.

We will also offer a virtual institutional repository. Funding for this initiative was provided through the support of President James Greenfield (Father Jim) and Brother Dan. Each believed that the University needed broader access to archival materials and endorsed the work the library will take on. We have secured access to repository software HyKu through our consortia partner

Partnership for Academic Library Collaboration Inc. This graphical and descriptive software will allow us to put together virtual collections and highlight the best of the archive's offerings.

Finally, Trexler Library would like to mention Noreen McKee, the wife of the late Stephen McKee '74, who was a prolific writer with some of his greatest work involving sports teams and their coaching. Noreen reached out to the library in April 2022 in the hope of us providing access to much of Steve's work to writer Paul Grondahl, who has begun his work on the book "Centaur Seasons."

"I see this body of work as a testament to grit, determination, and the love that formed DeSales from its earliest days as told through the voices of those early basketball teams," said Noreen. "It's a remarkable story."

We are excited to be a part of this project, and we cannot wait to add "Centaur Seasons" to our collection. ■



*ArchivesSpace*

THE ARCHIVES SERVE AS  
THE DESALES UNIVERSITY  
INSTITUTIONAL MEMORY  
AND DOCUMENTS THE KEY  
ACTIVITIES OF OUR HISTORY.

# Empowering Students

## LIBRARY INSTRUCTION REACHES NEW HEIGHTS THROUGH COLLABORATIVE PARTNERSHIPS

In a time when information literacy skills are increasingly crucial, educational institutions strive to provide their students with the tools to navigate the vast sea of knowledge. Trexler Library has embarked on an ambitious journey to empower students to succeed by offering more comprehensive library instruction sessions. This past year, we have witnessed remarkable accomplishments as these sessions nearly doubled in number, enabling us to reach more students than ever before.

### Expanding Reach and Impact

Throughout the 2022-2023 academic year, the library instruction program has experienced a remarkable ascent. Our diligent team of librarians has fostered a collaborative partnership with faculty members from diverse disciplines, extending our instructional offerings to an even broader array of classes. Over the course of this year, our compact team of three librarians taught 157 classes, with an impressive total of 2,976 students who have benefitted from our tailored instructional sessions. Consequently, we have witnessed a substantial rise in research appointments, surging by an impressive 61%. This upswing stands as a testament to students' eagerness to seek tailored guidance for their research endeavors.

### Adapting to Asynchronous Classes

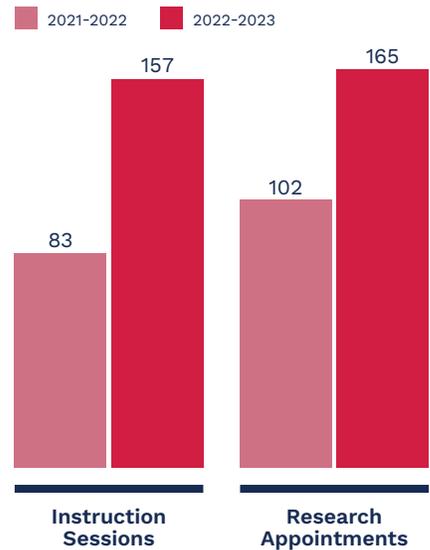
Recognizing the evolving landscape of education, our librarians have proactively adapted their instruction methods to cater to students taking asynchronous classes. To ensure that students in these courses receive the same level of support, we have integrated video instruction into our repertoire, allowing students to engage with the material at their own pace, without compromising the quality of instruction.

### Fostering Collaborative Workshops

To further enrich the learning experience, Trexler Library has partnered with faculty members from the DSU Writing Center to introduce additional workshops that complement our core instruction sessions. Students can participate in workshops like "How to Write a Literature Review" and "Write & Cites." These workshops have been valuable resources for students seeking guidance on scholarly writing and methodologies. By harnessing the expertise of both the library and the Writing Center, we have been able to provide comprehensive support to students, enabling them to excel in their academic pursuits.

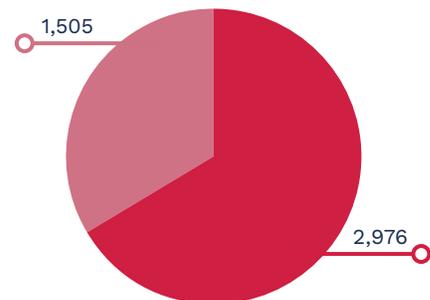
As the instruction program continues to grow, Trexler librarians are eager to provide various levels of guidance and instruction to both faculty and students through new innovative approaches. The future looks bright here at Trexler Library! ■

### INSTRUCTION STATISTICS OVER TWO YEARS



Trexler Library saw an 89% increase in instruction sessions and a 61% increase in research appointments from the previous year.

### STUDENTS TAUGHT OVER TWO YEARS



Librarians taught 97% more students this year, as compared to last year.

# *Embedded Librarianship*

## INNOVATION OF INFORMATION LITERACY IN THE CLASSROOM



*Kathleen Zamietra received praise from the students in PA 517 Research Seminar for her support and expertise.*

**Library information literacy sessions** are one of the best ways to ensure students develop valuable research skills. Studies show that students who have the skills to find, evaluate, and use information are more successful in their studies and become successful life-long learners.

This fall, Trexler Library piloted an advanced level of library support when Kathleen Zamietra, health care professions librarian, was embedded in PA-517 Research Seminar.

Embedded librarians are integrated information experts that offer more direct research assistance to groups of faculty and students than the traditional “one-shot” instruction session. The librarian collaborates with faculty to provide students with the support and resources they need, usually over the course of the semester.

As an embedded librarian, Kathleen had the opportunity to work with first-year physician assistant students from the beginning of the research process. She was available throughout the course of the semester to provide library-related instruction as each part of the assignment was due. In addition, she guest-

lectured several times on topics outside traditional library instruction sessions, such as evidence-based medicine and the elements of good clinical foreground questions.

Through this level of support, Kathleen saw an increase in the number of first-year physician assistant students seeking additional support through research appointments. As a result of this additional support, students are using the library more to find and use higher quality sources for their assignments.

Embedded librarianship helps foster relationships with both faculty and students. Kathleen loved the opportunity to teach lessons outside of normal library sessions and to work with faculty and students in a new way. ■

# *Conference of Connections*

## LVAIC LIBRARIES JOIN TOGETHER FOR A DAY OF PROFESSIONAL DEVELOPEMENT

**Most libraries today are motivated** to work with consortia partners. These partnerships bring value in many ways, but typically include benefits such as cost savings, resource sharing, and professional development opportunities, to name a few.

Trexler Library is a proud member and supporter of the Lehigh Valley Association of Independent Colleges (LVAIC). The Trexler Library team recently participated in a half-day library conference supported by LVAIC and hosted at Cedar Crest College. Many topics were discussed, including innovation, inspiring spaces, DEI, leadership, as well as addressing today’s student population.

With nearly 60 attendees, the conversations were truly engaging with a great mix of personal experiences. The library directors of LVAIC viewed this conference as a success and would like to expand it to a full-day event in the future. ■

# Leaders in the Library

## PROFILES OF TREXLER'S WORK-STUDY STUDENTS

Student assistants are an integral part of our team in Trexler Library. We employed 35 student assistants in the 2022-2023 academic year. All of our students come from different backgrounds, have a variety of interests, and have chosen to serve the DeSales community. We are grateful for their enthusiasm and dedication. Below are a few of those students who lead with a Salesian spirit and exemplify a commitment to service through work-study at the library.



ANNYSSA  
*Parker*

CLASS OF 2026

### What led you to your current major, and where do you see yourself in the future?

My brother is autistic, so I knew that dance was a very good outlet for kids with special needs. So, I thought why not take something I'd been doing for so long—because I've danced for 10 years—and put it towards a career? My goal is to be a dance-movement therapist, so I thought this was the way to go.

### Why did you choose to study at DeSales?

It had a very family-oriented atmosphere. I think they were able to help me transition from a cyber-school environment to a more—for a lack of a better term—structured school setting.

### What was your interest in working at the library?

I like reading. I also like helping people, so I thought this was a great place to start. I also like just being in a library. My mom was a stickler for academia, so every summer she gave me a reading list, and I had to write book reports after every book. It's also a place where if you need help, you're going to get help no matter what.



JUSTIN  
*Rice*

CLASS OF 2025

### What led you to your current major, and where do you see yourself in the future?

I was definitely interested in how computers worked. I looked and poked around [the computers] until I found out answers. Obviously being a big fan of video games, I was curious as how games were made. ... That's when I realized this is what I want to do. I'm not sure if I would want to be an independent [video game] developer or in a group of independent developers, or if I would want to join a big studio. It's a lot to think about.

### What are some of the things you have grown to value about the DeSales community?

How tight knit it is. I see a lot of familiar faces. Even if I don't know their names, I see them all the time on campus. I think that's really neat.

### What do you think the library's role is within the DeSales community?

There's a lot of student needs that I think go underrealized. The Sensory Room is something I don't think a lot of people realize is needed in a community. I know a couple people who go in there regularly and use it. When you are at the library, even the small things you might not use, someone else might use regularly. [The library] is thinking about the niche things and trying to get them.



KELLY  
*Meyer*

CLASS OF 2024

**What lead you to your current major, and where do you see yourself in the future?**

I had always wanted to help people in my living. I love talking to people. I love getting to know people. I didn't know if I could handle the aspect of being a teacher, so the medical profession sounded great. I would love to work with children, but if not, I think anesthesia and cardiology are pretty cool.

**Why did you choose to study at DeSales?**

I knew DeSales had a great medical studies program. They're very well known for their five-year PA program, which is more of an accelerated program, which is not widely available in the United States. Also, the soccer team was recruiting me, and just the sense of family at the school, on my team, and in the classes. That's something that really drew me here. That and, of course, the beautiful campus.

**What do you think the library's role is within the DeSales community?**

I think it's a safe place. In college, it's easy to compare yourself to others when you're in a class or worrying about what your role is. But in the library, it's nice to see that we're all striving for the same goal of studying and getting our assignments done.



JAIMASON  
*Lacasse*

CLASS OF 2024

**What lead you to your current major, and where do you see yourself in the future?**

I took a couple of human anatomy and physiology courses in high school, and I really loved those. So I was thinking of going into physical therapy. I have a few modified courses I'm taking to prepare me for the pre-med track. I'm trying to get into doctor of osteopathic school.

**What are some of the things you have grown to value about the DeSales community?**

When I took a trip down here my senior year, I fell in love with the people here and the campus, and Father Burns who is in charge of the department. I like the different opportunities to be active on campus. There's the campus ministry to be involved, the different athletic clubs. It's helped me make a lot of close connections with different people.

**What was your interest in working at the library?**

I definitely knew I wanted to get a work-study. When I saw the library was hiring, I knew that was definitely somewhere I wanted to be. I like the quiet atmosphere. It's a nice place to get work done. It's calming organizing the books.



KATHERINE  
*Rattell*

CLASS OF 2023

**What lead you to your current major, and where do you see yourself in the future?**

I started taking little, tiny baby ballet classes when I was two years old. When I started, I did it just to get me out of the house and doing something. Dance is the one thing I had fun doing outside of school, so I decided to make it school. After I graduate, I have a job lined up as an administrative assistant at the Maryland Youth Ballet. Maybe in the future, I might go to grad school for arts management so that I could run a studio or a company.

**Why did you choose to study at DeSales?**

I really like the area, and there's a really good dance program. One of the cool things about our dance program is the Friday Master Class Series. Every Friday, we have a class with a different guest artist, which is not something that [every school] has.

**What do you think the library's role is within the DeSales community?**

Working at the library is a good opportunity to serve the community, and it's even beyond DeSales. Everybody who works here at the library has demonstrated the core values of the University, like kindness and wisdom.

# A LIBRARY OF *Useful Things*



**The role of academic libraries has been evolving**, moving beyond the traditional concept of just books and research materials to include various resources and services that support the learning needs of students. In line with this, Trexler Library has taken a step forward to support the needs of our student community by creating a Library of Useful Things.

## **Support from Women For DeSales**

This effort would not be possible without the continuous support from Women for DeSales. With their help, Trexler Library was able to add more anatomical models and TI-84 calculators to our collection this year.

Kathleen Zamietra's request for anatomical models was funded at \$4,250. With this funding, we were able to purchase 22 new models to support our students who are enrolled in anatomy and physiology-related courses and include new models that specifically support our new communication sciences and disorders program. Hands-on learning outside of the classroom continues to help students conceptualize and visualize these anatomical structures in a three-dimensional space, which is important for real-world applications in clinical settings.

Lisa Dietz's request for TI-84 calculators was funded at \$2,500. With the generous funding from both Women for DeSales and the math department, we were able to purchase 24 new Texas Instrument graphing calculators to lend out to students for the entirety of a semester. These calculators are essential tools for students in various fields of study, and their availability in the library will significantly reduce the financial burden on our students.

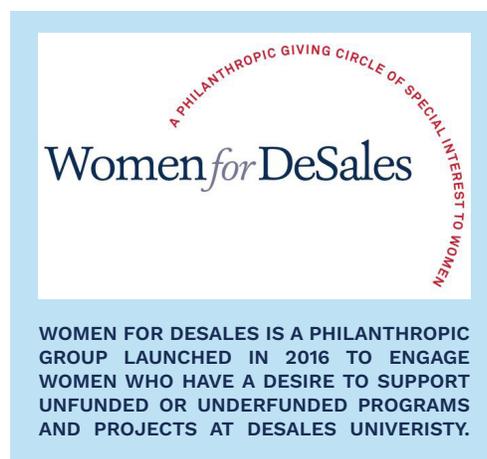
## **In-House Investments**

Over the past year, we have also made some significant in-house investments in enhancing our resources. One of the most exciting additions has been the installation of new TV monitors in our glass study rooms, providing students with the opportunity to collaborate in an even more efficient manner.

Additionally, we have purchased adapters for all computer types, making it easier for students to connect by sharing their screens with their personal technology.

For those who prefer to study without interruption, we have added portable phone chargers, power banks, and laptop chargers to our collection, enabling students to remain in the library without worrying about their devices running out of battery power.

Trexler Library is grateful for Women for DeSales' unwavering support, enabling us to cater to the diverse needs of our students. We are proud to provide these valuable resources to our students, and we look forward to continuing to enhance their academic experience in the years to come. ■



# You are Welcomed Here

## FOSTERING COMMUNITY THROUGH INCLUSIVITY

Tucked away in the center of campus along DeSales Drive sits a library built in 1988 under the leadership of Father Daniel Gambet. Within those walls are hundreds of thousands of narratives, essays, and information waiting to be gleaned in the pursuit of academic excellence.

While wandering through the library, there is no doubt you will find more titles and resources than you could ever possibly imagine, but you will also find students—hundreds of them—settled at tables, attention fixed on their notes, research, and computers. Each of those students has a story of their own, a narrative they are living, crafted entirely through their experiences, relationships, and interests. Those stories come together finding community, safety, and inclusion within Trexler Library.

On any given day, you will see a book display sitting in the lobby; tables adorned with fun-colored tablecloths; an array of book titles and bulletin boards highlighting observances such as the Feast Day of St. Francis de Sales, Banned Books Week, or Black History Month, to name a few.

If you stop in the library during finals week, you may even catch a service pup or two from Vet 2 Vet Service Dogs, providing much-needed stress relief and cuddles for our students.

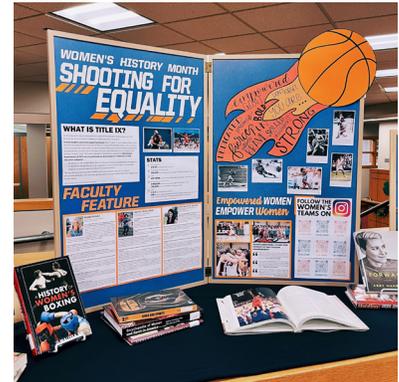


*Students gathered in the lobby of the library during finals week in December to unwind and relax with service and therapy dogs.*

*Vet 2 Vet Service Dogs offers training of service animals and mentorship to military veterans who have experienced mental- or physical-related trauma as a result of their service.*

*March is Women's History Month and the NCAA March Madness.*

*This year, Trexler Library celebrated both by highlighting the history of women's athletics, each of DeSales' women's athletic teams, and faculty members whose work impacts student-athletes on campus.*



Open our Instagram and you will discover hundreds of photos over the semester, from faculty features to Transgender Day of Visibility resources, and even a completed book bracket from our Book Tournament Challenge during March Madness.

At Trexler Library, you will find it all, because we support all.

Libraries are for everyone, and at the heart of our mission is partnering with the community in such a way that each of our students feels seen and supported. Outside our library, students will find their communities, groups, and tribes. Inside our library, they will connect and share. They will lean on one another when the stress becomes too high. They will laugh at the silly captions on our Instagram posts. Most importantly, they will witness their communities being highlighted and represented in ways they have not experienced before.

Their life stories and experiences may not end up in a 300-page novel sitting on a shelf, but their stories deserve to be shared and their communities deserve to be known.

Our DeSales students will always have a place in Trexler Library. ■



*Grace L. won first place in our Blackout Poetry Contest.*

*Late Night in the Library was a great success!*



*Chess Club starts Chess with Vets in the library.*

*Paige C. completed our survey and won a backpack!*



*Kathleen, Anny, Emily, & Frankie pose at Bulldog Bash.*

# Embracing a *Culture of Calm*

**There is a common denominator** among students on college campuses everywhere: stress is inevitable. Perhaps that is a common denominator in the human condition. We are all prone to stress as we navigate a fast-paced world, whether it is studying for exams, teaching classes post-pandemic, or sustaining a good work-life balance.

Within the last year, Trexler Library and the Office of Student Accessibility launched a new service: Sensory Room 2.0. This addition to the library offers both students and employees of the University access to a safe space on campus to reduce stress, promote mental wellness, and take time to recharge during their hectic schedules.

Carolyn Tiger, director of Student Accessibility, unveiled the first sensory room in Dorothy Day Student Union in Fall 2020 to support neurodiverse students receiving accommodations through her office. Neurodiversity refers to the differences in functioning in the human brain such as autism spectrum disorder or attention deficit-hyperactivity disorder but can also include those experiencing anxiety.

After almost two years since the implementation of the first sensory room, the need for additional space grew. Tiger and Ed Zimmerman, director of Trexler Library, met during Spring 2022 to discuss and identify a solution to serve the larger DeSales community in a centralized location. Once plans were finalized, Tiger reached out to Women for DeSales for funding to create the space in Trexler.

Sensory Room 2.0, situated between the Technology Center and the Archives and Special Collections Room on the second floor of the library, features small fidget toys, sensory floor tiles, color changing LED lighting, weighted blankets, a crash-pad, and a sensory swing.

“The impact has been phenomenal,” says Tiger. “I am constantly hearing from students that they find the space to be relaxing, destressing, and helps them to center their thoughts. [Trexler Library] shares a vision of supporting students where they are and providing a need to ensure that resources are available.”

Faculty, staff, and students can reserve the room anonymously at the front desk for up to a half hour and enjoy much-needed peace and quiet during a busy day. ■



*Since its unveiling at Trexler's Academic Services Open House in the beginning of Fall 2022, the room has been reserved over a hundred times.*



*Even Father Jim stopped in the library to take a swing at the sensory swing.*

## A *PLACE* for Everyone

**Trexler Library staff made some new friends** during the fall semester when students from Post-Secondary Lifelong Adapted Continuing Education Program (PLACE) made their first trip to the Trexler Library.

PLACE, a non-degree program that was created by Dr. Elisabeth Felten, an assistant professor of accounting, offers a unique opportunity for adult learners with disabilities who may be denied a traditional college education.

As part of their continued learning, the students were given a guided tour of Trexler. Many of the students had never visited a university library before and were impressed that Trexler had two floors featuring many amenities, such as the library's print collections, Sensory Room 2.0, the computer classrooms, and the Air Products Room.

In addition to touring the library, students were given a giftbag of bookmarks, pens, and pencils and were encouraged to sign up for their own library cards.

In the spring semester, library directors Michele Mrazik and Ed Zimmerman had the pleasure of meeting with the group again to present certificates to all who participated in the tour.

The library looks forward to future collaborations with Dr. Felten and her PLACE students. ■

*Students in the PLACE program pose with their newly-earned certificates for participating in an "Introduction to the Library" visit.*

*Elisabeth Felten, Ph.D. stands alongside her students as well as Michele Mrazik, assistant library director, and Ed Zimmerman, library director.*



# Popular Reading Collection

## NEW RELEASES AND BESTSELLERS ADDED TO SUPPORT CASUAL READING IN TREXLER LIBRARY



*The Popular Reading Collection, located on the second floor of the library, features authors such as James Patterson, Colleen Hoover, Michelle Obama, and much more!*

**Attention all book lovers and avid readers!** Have you heard the exciting news? Trexler Library has added a new Popular Reading Collection!

We believe that reading is not just a necessary academic pursuit, but a fun and enjoyable activity that should be shared and celebrated. That is why this past fall our team decided to add a Popular Reading Collection to our library, filled with books curated by our library staff.

With over 230 titles, this collection features stories that will keep you up at night, make you laugh out loud, and tug at your heartstrings. From pulse-pounding thrillers and gripping mysteries to heartwarming romances, and the latest non-fiction, there is something for everyone in our Popular Reading Collection.

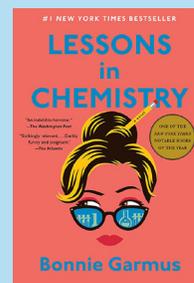
We have already seen a surge in popularity for our new collection, and it has been encouraging to see so many students and faculty rediscover their love of reading.

There is something special about taking a break from the hustle and bustle of academic life to curl up with a good book, and we are thrilled to be able to provide that experience to the DeSales community.

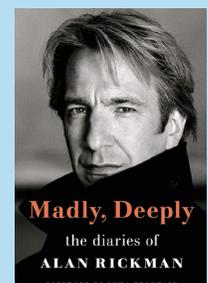
New titles are added each month, so head on over to the Popular Reading section of our library, located on the second floor next to the Walter Kerr Collection. Pick up a book that speaks to you and settle in for a good read. We love hearing about all the wonderful stories and characters you discover in our new collection. Happy reading! ■



*"The 1619 Project" delves into the subjects of slavery and the founding of the United States of America.*



*"Lessons in Chemistry," set in the 1960s, follows a chemist who reluctantly finds herself as the star chef of a television cooking show.*



*"Madly, Deeply" takes the reader through the life, legacy, and mind of Alan Rickman.*



# *A Night of Fright and Fiction*

## FEATURING KATHERINE RAMSLAND'S NEWEST NOVEL

**Trexler Library hosted an evening of crime stories and ice cream in October 2022.** Dr. Katherine Ramsland, professor of criminal justice and serial killer expert, discussed her latest venture in crime fiction with her novel "I Scream Man: The Nut Cracker Investigations."

Attendees were riveted as Ramsland discussed the early days of her career when she began writing about the supernatural and vampires. As she delved more into forensic research, the focus of her writing moved to serial killers and extreme offenders.

After the discussion, guests were treated to frosty treats and fellowship. Copies of her works were also available for purchase.

Ramsland's expertise within the forensic psychology community opened doors for her to consult on shows such as "CSI," "Bones," and "The Alienist," and become an executive producer on "Murder House Flip."

For several years, Ramsland interviewed Dennis Rader, the BTK Killer, to uncover the workings of his mind and motivations for his crimes. The collection of her research and correspondence with him has become one of her most notable works: "Confessions of a Serial Killer: The Untold Stories of Dennis Rader, the BTK Killer."

At DeSales, Ramsland was instrumental in the

creation of the online Master of Criminal Justice program as well as the forensic track in psychology.

Her recent novel, "I Scream Man," centers on a forensic psychologist and her team, the Nut Crackers, who investigate the disappearance of a young boy. The book was written during her time in the Master of Fine Arts program here at DeSales University and brings her total book collection to 70 titles and still counting. She has also written over a thousand articles in her career and contributes to a Psychology Today blog "Shadow Boxing"

Hosting this event enabled Trexler Library to showcase one of DeSales University's talented faculty members. It also brought the DeSales community together to build connections, create a sense of belonging, and actively participate in learning. The audience was able to network with their classmates and other faculty members, which promoted more discussion and friendships.

Events such as these are a great way for students, faculty, and staff to take a break from their work and learn something new. Furthermore, hosting these events is a way for the library to create an inclusive environment and bring more people through the library's doors.

We look forward to highlighting more faculty at these type of events in the future. ■

# Library Illuminated

## UNVEILING TREXLER LIBRARY'S LIBQUAL SURVEY RESULTS

**First things first: what is LibQUAL?** LibQUAL+ is a survey tool that measures library service quality from the perspective of library users. It was developed by the Association of Research Libraries and Texas A&M University back in 2000 and has been used by hundreds of libraries around the world.

The survey measures three main dimensions of library service quality: Affect of Service, Information Control, and Library as Place. Affect of Service includes things like whether staff are approachable and helpful, whether the library website is easy to use, and if the library offers services that users actually need. Information Control measures the library's ability to provide access to information resources, such as the quality of the online catalog, the availability of electronic resources, and the ease of finding and retrieving materials. Finally, Library as Place looks at the physical environment of the library, including things like noise levels, lighting, and seating.

Now, on to the results!

CONT'D ON PAGE 17

## Undergraduates

 404 participants  
147 comments

### MOST IMPORTANT SERVICES



Comfortable and inviting location



Quiet space for individual activity



Library space that inspires studying and learning



Library that supports DEI and accessibility

### HOW THE LIBRARY EXCELS



Comfortable and inviting location

Library that supports DEI and accessibility

Employees willingness to help users

Employees who are consistently courteous

### HOW THE LIBRARY CAN IMPROVE

More inspiring and quiet study spaces

More modern technology for accessing needed information

Updating the website to provide a user-friendly experience to access information

# Graduates

 40 participants  
16 comments

## MOST IMPORTANT SERVICES



Employees willingness to help users



Print and electronic journal collections needed for their work



Quiet space for individual activities



Electronic resources accessible from home or office

## HOW THE LIBRARY EXCELS



Library that supports DEI and accessibility

Employees who deal with users in a caring fashion

Employees who understand the needs of users

Employees willingness to help users

## HOW THE LIBRARY CAN IMPROVE

More inspiring and quiet study spaces

Better remote access to electronic resources

Provide more print and electronic resources for their studies

# Faculty

 36 participants  
22 comments

## MOST IMPORTANT SERVICES



Print and electronic journal collections needed for their work



Dependability in handling users' service problems



Readiness to respond to users' questions



Library website that enables them to locate information on their own

## HOW THE LIBRARY EXCELS



Employees who are consistently courteous

Employees who deal with users in a caring fashion

Employees willingness to help users

Employees who understand the needs of users

## HOW THE LIBRARY CAN IMPROVE

Provide more print and electronic resources for their studies

Updating the website to provide a user-friendly experience to access information

Provide more community space for group learning and studying

## LIBQUAL ANALYSIS CONT'D

Spanning a duration of six weeks during the fall semester, the survey garnered 480 responses from students, faculty, and staff members, encompassing a broad spectrum of academic disciplines and backgrounds.

Due to the specific preferences and needs of undergraduates, graduates, and faculty members utilizing the library, we made a deliberate choice to focus our findings on each distinct user group. This approach allows us to gain valuable insights from each group's unique perspective.

Our initial objective was to identify the primary library services that hold significant importance for each group. To achieve this, we utilized high-desired mean scores as a measure of users' ideal preferences for a specific service. By analyzing these scores, we were able to discern the services our users consider crucial. Subsequently, we conducted an evaluation to identify the areas of excellence and areas requiring improvement within Trexler Library. This assessment was based on the calculation of superiority mean scores, which enabled us to gauge the deviation between users' desired level of performance and their perceived level. Positive gaps indicate instances where the library exceeds user expectations and demonstrates exceptional performance. Conversely, negative gaps highlight areas where the library falls short of meeting user expectations.

Undergraduates emerge as the primary occupants of the library's physical space, which explains their focus on attributes related to the Library as Place. Notably, the top three desires expressed in their survey responses revolve around their experience within the library premises, especially the need for a comfortable and tranquil study environment. While undergraduates generally find the library space to be cozy and inviting, their feedback emphasized the desire for more inspiring study spaces. Additionally, they highlighted noise levels as a noteworthy concern, along with accessibility to modern technology and the usability of the library website. In areas where expectations were surpassed, undergraduates expressed their sincere appreciation for Trexler's commitment to creating an inclusive and diverse environment. They specifically acknowledged the staff's assistance and unwavering courteousness, recognizing the significant contributions in ensuring a welcoming space.

A prevalent theme among graduate students, who frequently rely on remote access to library

services, revolves around the importance of timely assistance, seamless remote access to resources, and comprehensive print and electronic journal collections that cater to their assignment requirements. In expressing areas for improvement, graduate students emphasized the need for more inspiring quiet study spaces, enhanced remote access capabilities, and improved electronic resources. Graduate students also acknowledged the excellent support provided by the library staff, particularly in offering personalized research assistance. They further appreciated the welcoming atmosphere fostered through the library's commitment to diversity, equity, and inclusion initiatives.

Faculty members primarily emphasized the significance of collections and the Affect of Service provided by the library. They placed great importance on the staff's expertise in answering questions and addressing issues effectively. Areas requiring improvement center around enhancing accessibility to the information they require from both the physical and electronic collections, as well as ensuring user-friendly navigation on library website. Despite their relatively lower utilization of the physical library space as compared to students, faculty members expressed a desire for a dedicated group learning space to facilitate collaborative activities.

## OVERALL SATISFACTION

ON A SCALE FROM 1 TO 9



*Overall satisfaction of services, information, and place increased from 2009, when the LibQUAL+ survey was first completed in Trexler Library.*

The survey responses have unveiled invaluable insights. Our mission this year is to dive deeper into the feedback, unraveling the secrets of what makes an inspiring study space, filling collection gaps, and updating our website with user-friendly information retrieval. We will summon the power of focus groups and embark on innovative collection assessments to achieve our goals. By incorporating this feedback into our strategic plan, we vow to elevate Trexler Library into an extraordinary realm that caters to the entire DeSales community.

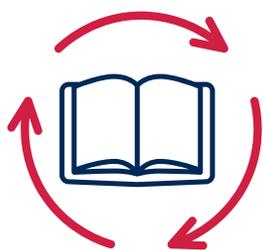
**Let the adventure begin! ■**

# Our Year

## BY THE NUMBERS

81,927 STEPS INTO THE LIBRARY

### CIRCULATION



1,825  
BOOKS BORROWED

1,704  
INTERLIBRARY LOAN  
REQUESTS FILLED



1,533  
ANATOMICAL MODEL  
RESERVATIONS



35  
STUDENT  
ASSISTANTS



### REFERENCE, RESEARCH, & WRITING

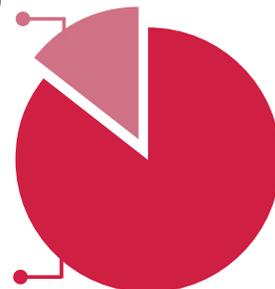


410  
REFERENCE QUESTIONS  
ANSWERED



2,976  
STUDENTS  
TAUGHT

260  
GRADUATE  
WRITING CENTER  
APPOINTMENTS



1,564  
WRITING CENTER  
APPOINTMENTS



53,962  
DATABASE SEARCHES

26,746  
HELP GUIDE VIEWS

108,838  
PRINT RESOURCES

130  
COURSE RESERVES

770,081  
E-RESOURCES

4,937  
MEDIA RESOURCES

### PHYSICAL SPACES



377  
TOTAL SEATS



3,760  
STUDY ROOM  
RESERVATIONS



103  
SENSORY ROOM  
RESERVATIONS

### STUDENT ENGAGEMENT



14  
EVENTS



495  
ATTENDEES



15  
BOOK DISPLAYS



1,864  
SNACKS CONSUMED



164  
INSTAGRAM POSTS



6,687  
LIKES



18,525  
IG REEL VIEWS



580  
SHARES

# THE *Trexler Library* TEAM

## THE YEAR *Ahead*

With 2022-2023 safely in the books, we now get to look to the year ahead. Personally, it is our favorite time to plan. The summer will be filled with projects involving our physical space, where we will be improving student experience, providing enhanced study areas, and creating more inspirational learning spaces. We look forward to showcasing some of this work in our next report.

The Center for Teaching Excellence renovation will begin here during June-July 2023. This exciting new center focusing on our faculty will provide greater opportunities to build upon our existing faculty-librarian partnerships.

Libraries are meant to be cultural learning centers. The Pennsylvania Shakespeare Festival has partnered with Trexler Library to host an outdoor summer theater series. We are eager to welcome our community to this experience and will be sure to report on its successes.

We are also excited to begin working with the new Writing Center Director Greg Rogers. Greg brings a significant amount of experience to the Writing Center and is sure to make a positive impact, strengthening its presence and effectiveness within the University.

The year ahead will be challenging as well, but you can trust that our team members are committed to serving our community and ensuring each library user has an exceptional experience.

Please reach out to any team member with your comments, questions, or well wishes.

*Thank you!*



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DeSales University  
**TREXLER LIBRARY**

AN EMPOWERING INFORMATION HUB SERVING  
EVERY GENERATION OF LEARNERS

ANNUAL REPORT 2022-2023