BOSTON COLLEGE
LIBRARIES
FACULTY NEWSLETTER

LibQUAL+™
Charting Library Service Quality...

The Boston College Libraries value your opinion! On March 24th, the Libraries began a formal assessment program using a web-based survey called LibQUAL+™.

A random sample of the Boston College academic community was selected to help us identify how well the Libraries meet users' expectations of service. The survey is designed to measure library users' perceptions of service quality and identify gaps between desired, perceived, and minimum expectations of service. The LIBQUAL+ survey asks questions in four categories: Library as Place (Utilitarian Space, Symbol, Refuge), Personal Control (Ease of Navigation, Convenience, Modern Equipment), Library Affect of Service (Empathy, Responsiveness, Assurance, Reliability), and Information Access (Scope, Timeliness, Convenience). You also have the opportunity to enter any comments you might have about library services. We welcome this input and urge you to share your opinions with us.

This year over 300 libraries will participate in the LibQUAL+ survey. By participating, the Boston College Libraries can identify where our services need improvement in the eyes of our users and can compare our service quality with that of peer institutions in an effort to develop benchmarks and understanding of best practices across institutions.

Responses will be held in strict confidence. No identifying links between responses and the individual responding will be retained. Emails are requested only if you want to be entered into a drawing for a prize. Although the network address and e-mail address of the respondent are captured, the respondent's privacy is protected in two ways. First, very indirect information about the computer being used to take the survey is captured; it would be difficult to use this information to trace the individual. Second, everything possible is done to separate personal information from survey responses. E-mail addresses are not saved with the responses and, once they are saved, there's no way to link an individual's responses to their e-mail address. This process ensures their confidentiality when entering the incentive drawings.

Survey results will be returned to us this summer. We will be back in touch with you after our review to talk about the results. We will also be using a web page on the library site to share our findings.

If you received an e-mail message from us, we ask that you complete the survey and take the opportunity to assist us in better serving you. We estimate that the survey will take 10 minutes to complete. Questions can be addressed to Ed Tallent, Head of Reference and Instructional Services, tallent@bc.edu, 2-2854.

Spring 2003

JCR Web: A Database for Ranking Journals in Science, Technology, and Social Sciences

The database Journal Citation Reports on the Web (JCR Web), using citation data drawn from over 8,400 scholarly and technical journals worldwide, helps one evaluate and compare scholarly journals. The journals covered include many specialties in the areas of science, technology, and the social sciences. Journals from over 3,000 publishers in 60 nations are represented. Essentially JCR shows the relationship between citing and cited journals. It seeks to show the highest impact journals, the most frequently used journals, the "hottest" journals, and the largest journals. It is advisable that one consults the help and informational screens of this sophisticated database, particularly the section "Using the JCR Wisely," where there is a discussion of various conditions which may affect a journal's ranking and impact factor. JCR Web allows one to rank journals in a variety of ways, the Impact Factor and Immediacy Index being arguably the most useful. The journal Impact Factor is a measure of the frequency with which the "average article" in a journal has been cited in a particular year. The impact factor may help one evaluate a journal's relative importance, especially when one compares it to others in the same field. The impact factor is calculated by dividing the number of current citations to articles published in the two previous years by the total number of articles published in the two previous years. The Immediacy Index is a measure of how quickly the "average article" in a journal is cited. The Immediacy Index tells one how often articles published in a journal are cited within the same year. The Immediacy Index is calculated by dividing the number of citations to articles published in a given year by the number of articles published in that year. The Immediacy Index is useful in comparing how quickly journals are cited. Because it is a per-article average, the Immediacy Index tends to discount the advantage of large journals over small ones. However, frequently issued journals may have an advantage here, because an article published early in the year has a better chance of being cited than one published later in the year.

To Access Journal Citation Reports : Go to BC Libraries Online Databases page and check the alphabetical listing under J.

Brendan Rapple
Collection Development

Computer Science/Information Technology Resources

Several new computer science resources are now available for your use. Computing Reviews and Faulkner Advisory for IT Studies are now available online, replacing their print counterparts. Two new databases, Forrester and Gartner, provide reports on the IT industry and IT products. The subscription to Gartner is made available to the BC community by the IT department, which acquired the database and is promoting it jointly with the libraries. More detailed information on the databases is listed below. A research guide for computer science resources is now available from the libraries' Research Guides page.

Computing Reviews, produced jointly by the ACM (Association for Computing Machinery) and reviews.com, provides reviews of the "best" computing literature prepared by a community of experts. It has full-text reviews of books, journal articles and conference papers. Coverage extends from 1985 to the present.

Faulkner's Advisory for IT Studies (FAITS) contains hundreds of current reports covering such key technology areas as IT infrastructure, telecom, data networking, wireless communications, security, enterprise systems, the Internet, as well as technology vendors. The FAITS database offers several different report types including marketplace overviews, product and service selection guides, product and company profiles, best practices, and directories.

Forrester provides in-depth full text market research reports which focus on emerging technologies and their impact on business. Our academic subscription to Forrester's WholeView provides research in 3 areas: customer trends with technographics research, business strategy with Techstrategy research and technology investment with TechRankings Research. Primary geographic coverage is North America and Europe.

Gartner is a leading research and analysis advisor company that provides reports on the Information Technology industry and IT products, as well as forecasting trends in various Information Technology areas. The database currently contains over 10,000 documents and is updated weekly.

Sonia Ensins
Senior Reference Librarian

New Directory of Open Access Journals

The numbers of free scholarly online journals that are accessible to anyone with internet access is growing very rapidly. However, libraries are finding it difficult to integrate these resources in their existing services and to provide a meaningful overview of them to their users. Accordingly, the recent announcement of the establishment of the Directory of Open Access Journals (www.doaj.org) by Lund University Libraries is extremely welcome. The aim of the Directory (DOAG), which is supported by the Information Program of the Open Society Institute and SPARC (The Scholarly Publishing and Academic Resources Coalition), is to enhance the visibility and ease of use of open access scientific journals thereby promoting their increased usage and impact. To be included a journal must exercise peer-review and also be truly open access, that is using a funding model that charges neither readers nor their institutions for access. DOAG accepts the unequivocal definition of the literature of 'open access' journals as specified by the Budapest Open Access Initiative : "we mean its free availability on the public internet, permitting any users to read, download, copy, distribute, print, search, or link to the full texts of these articles, crawl them for indexing, pass them as data to software, or use them for any other lawful purpose, without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself. The only constraint on reproduction and distribution, and the only role for copyright in this domain, should be to give authors control over the integrity of their work and the right to be properly acknowledged and cited." All subject areas and languages will be covered in the Directory. Melissa Hagemann, Program Manager of the Open Access Program at the Open Society Institute, stresses the importance of the Directory for scholarship: "Open access journals can compete with traditional subscription-based journals if librarians and users are made aware of these titles, and the Directory of Open Access Journals is the way to publicise their existence. We believe the Directory will become a major reference tool for the scholarly communications community, and we are proud to be able to collaborate with Lund University and SPARC to support the development of this important project." It is expected that the Directory will be completed in late spring 2003. The second phase of the project will then begin. This will involve developing a search system for Open Access Journals on article level. To include an open-access journal in the Directory of Open Access Journals, please contact Sara Kjellberg, sara.kjellberg@lub.lu.se.

Brendan Rapple
Collection Development

Preview new version of MetaQuest this spring

This spring we will be working on the release of an enhanced version of the Libraries' portal product, MetaQuest. As many of you know, MetaQuest, is a web portal that allows you to manage library databases in a way that is unique to your research needs. The current version of MetaQuest, which includes more than 250 resources, offers options such as, the ability to customize and save your own list of resources, a simple search interface that can be used to search up to eight resources at one time, the option to merge search results from different databases, save records with MetaQuest, download and e-mail records, and save searches to re-run at a later date. In addition to searching within MetaQuest, you have the option to connect to the native interface for all resources.

The next version of MetaQuest will have some exciting new features. The Libraries' e-journals will be available within MetaQuest. This means you will be able to search and browse the Libraries' collection of more than 15,000 electronic journals. The MetaQuest interface will become frameless and be redesigned for easier navigation. We will provide remote access to each resources' native interface through the Libraries' proxy server. And you will be able to save MetaQuest searches as alerts and then be notified via e-mail when new articles that match your search criteria are available. Many of these enhancements are thanks to the feedback that we have received from current users of MetaQuest that we passed on to the vendor.

We hope to offer this new version of MetaQuest for testing this spring with a live roll-out in the Fall. Please look for the preview version, give it a try and send in your feedback.

Theresa Lyman
Digital Resources Reference Librarian

Finding "Quality" Sites on the Internet

Subject Directories as Navigating Tools

To target your research, limit searching to web sites that already have been categorized and/or evaluated. It is important to seek out sites where content has been selected according to sound criteria. This reduces the chance that your "hits" will be useless. The following are several respected and authoritative web subject directories

Infomine

INFOMINE is a library of over 110,000 Internet resources useful for research at the college/university level. The resources are carefully selected by librarians. "Librarian collection expertise and concerns regarding resource comprehensiveness, quality and general usefulness from an academic perspective guide all INFOMINE resource selection activities." The resources include databases, e-journals, e-books, bulletin boards, mailing lists, online library catalogs, articles, directories of researchers, and many other types of information.

OAIster

OAIster is a database of over a million records from about 140 institutions, with each record leading to an actual digital collection hosted at an institution. Multidisciplinary in scope, OAIster's aim is to create a wide-ranging collection of free, useful, previously difficult-to-access digital resources.

Scout Report Archives

The Scout Report Archives is a searchable and browseable database to over seven years' worth of the Scout Report and subject-specific Scout Reports. It contains thousands and thousands of critical annotations of web sites. Each annotation seeks to provide an overall analysis of each site including general content, attribution (authors, etc.), currency, availability, accessibility and presentation. Most of the items reviewed are free and freely accessible.

Voice of the Shuttle

The Voice of the Shuttle (VoS) is a structured and briefly annotated guide to a very large number of online humanities resources. VOS has a major focus on primary and secondary (or theoretical) resources, and aims at a scholarly level. It is an excellent starting point for locating qualities online resources in numerous areas of the humanities.

Academic Info

This is a gateway to a very large number of selected web sites. The sites are mainly academic in content and cater mostly to researchers at the college/university level. "A priority is adding digital collections from libraries, museums, and academic organizations and sites offering unique online content."

BUBL LINK

This is a U.K. based catalog of selected Internet resources covering numerous academic subject areas. BUBL LINK catalogues the resources according to the Dewey Decimal Classification. All items are evaluated and the maintainers of the site declare that each resource is checked and fixed each month. Though BUBL LINK points to a relatively small number of resources (over 11,000 resources), it is a useful database for locating quality web sites across all disciplines.

Internet Public Library

The Internet Public Library is an educational initiative of the University of Michigan School of Information. It consists of "an annotated collection of high quality Internet resources, selected by IPL staff for their usefulness in providing accurate, factual information on a particular topic or topics." The IPL has an extensive Reference Center with links to Almanacs, Calendars, Dictionaries, Style & Writing Guides, Quotations, Telephone & Address, Genealogy, Biographies, Encyclopedias, Geography. The IPL's Subject Collections include: Arts & Humanities; Business & Economics; Computers & Internet; Education; Entertainment & Leisure; Health & Medical Sciences; Law, Government & Political Science;

Regional & Country Information; Science & Technology; Social Sciences.

The Librarians' Index to the Internet
This searchable, annotated subject directory includes thousands of Internet resources selected and evaluated by librarians. Useful to both librarians and non-librarians, the LII's primary focus is on the utility of their selected web sites to users of public libraries. Nevertheless, a great number of the sites may be useful in an academic library setting.

Using Internet Search Engines

There are literally hundreds of different search engines, all with different features and capabilities. Every search engine requires the researcher to learn specific searching protocols since every search engine searches a different database, a different grouping of web pages. Researchers get different results depending on the search engine used. Sometimes the results vary widely; other times the results point to some of the same sites. Learn the various search techniques, and the range of specific databases to better target research efforts. See the web site Search Engine Resources for a comprehensive listing of a large number of search engines.

An excellent general introduction for searching the Internet is UC Berkeley Library's Finding Information on the Internet: A Tutorial. Other tutorials and advice of searching the web include:

- ¢ The Pandia Goalgetter: A Short and Easy Search Engine Tutorial
- ¢ Guide to Effective Searching of the Internet
- ¢ Search Guide: Search Engines & Tutorials
- ¢ The Spider's Apprentice: A Helpful Guide To Web Search Engines

There are scores of other useful guides/tutorials to searching the web efficiently and effectively.

Brendan Rapple
Collection Development

New Reference Books of Note

ALTERED ENGLISH: SURPRISING MEANINGS OF FAMILIAR WORDS
Pomegranate Communications, Inc.: 2002   **[Ref. PE1667 .K325 2002]**

Altered English offers a selection of terms whose "earlier meanings...have gently faded or disappeared over time, often helping to form successors". The author's goal is to "leave readers with a sense of where some modern expressions have come from, or in some cases have strayed, whether we think of the changes as corruptions or improvements".

BAKER'S BIOGRAPHICAL DICTIONARY OF 20ᵀᴴ CENTURY CLASSICAL MUSICIANS
Schirmer Books: 1997   **[Ref. ML105 .S612]**

Baker's Biographical Dictionary of 20ᵗʰ Century Musicians presents biographies of contemporary, classical musicians, with complete works lists, and selected bibliographies. The entries also include many first performance dates.

BUSINESS: THE KEY CONCEPTS
Routledge: 2002   **[Ref. HF1001.V47 2002]**

Business: the Key Concepts is "a practical and accessible guide to the essentials of business". It provides "an explanation and exploration of the key concepts in the study of business ... from the areas of management, marketing, finance, economics, organizational behaviour and operations. Care has been taken to present an international viewpoint, to consider contemporary perspectives on business such as strategic approaches, and to balance theory and practice. The exciting though often hyped developments associated with e-business and ethical business are also assessed." This is a book for students of business, practitioners of business, and general readers who are interested in business vocabulary.

DICTIONARY OF POPES AND THE PAPACY
Crossroad Publishing Co.: 2001   **[Ref. BX955.3.L4913 2001]**

The *Dictionary of Popes and the Papacy*, the first in the series The Encyclopedia of Theology and Church , offers short biographical articles on the popes and antipopes of historical record, and a theological and historical understanding of the origins and development of the papacy. Also included are articles on the institutional, canonical and theological aspects of the papacy; articles of contemporary interest; an international bibliography; a list of general reference works; maps; and drawings.

THE ESSENTIAL DESK REFERENCE
Oxford University Press: 2002   **[Ref. AG6 .E87 2002]**

The *Essential Desk Reference* provides facts on a wide variety of subjects ranging from the principal organs of the United Nations, to the names of hurricanes, to United States population statistics, to book award recipients, to a breakdown of the religions, ethnicities, and languages in China.

GENETICS
Macmillan Reference U.S.A.: 2003   **[Ref. QH427.G46 2003]**

The four volumes of *Genetics* cover the history, theory, technology, uses, and misuses of genetic knowledge. Topics span the field from 'classical' genetics, to molecular genetics, to population genetics. The set includes clear diagrams and photographs, cross-references to related entries, suggested readings, Internet resources, and indexes.

INTERNATIONAL ENCYCLOPEDIA OF MARRIAGE AND FAMILY
Macmillan Reference: 2003   **[Ref. HQ9.E52 2003]**

The *International Encyclopedia of Marriage and Family* is the first extensive reference work to focus on marriage and relationships from an international perspective. It is "designed for use by general

readers interested in the dynamics of marriage and family around the world, as well as students and scholars seeking a unique source of information regarding global family lifestyles." The encyclopedia includes detailed entries, with bibliographies of cited works and suggestions for further reading, and cross references.

LAW DICTIONARY FOR NONLAWYERS [4ᵗʰ ed.]
Delmar: 2000   **[Ref. KF156.O7 2000]**

Law Dictionary for Nonlawyers elucidates in everyday English the technical definitions of legal terms which often have definitions that are different from their ordinary uses. It also includes Latin, Old French, Old English, and obsolete words that are still used in their original forms in the language of Law. This dictionary should make most contracts, laws, court decisions, and lawyers more understandable.

NURSING NONPRESCRIPTION DRUG HANDBOOK
Springhouse Corporation: 2001   **[RM671 .A1 N87 2001]**

Nursing Nonprescription Drug Handbook provides information about the therapeutic uses of OTC drugs, and the interactions between OTC drug ingredients and prescription drugs. The handbook also includes an Interactions section that points out interactions between the OTC drug and other drugs, herbs, foods, and lifestyle behaviors. Appendices include ingredients found in combination OTC drugs, patient-teaching aids, sugar-free OTC drugs, sunblocks, OTC multivitamin comparisons, and OTC drug resources.

OXFORD DICTIONARY OF DIFFICULT WORDS
Oxford University Press: 2001   **[Ref. PE1625.O95 2001]**

The *Oxford Dictionary of Difficult Words* "will help you understand words outside your everyday 'working' vocabulary, words that are too learned, specialized, or highbrow for day-to-day usage". The definitions include sentences and phrases that show the word used in context, and usage notes. Words that are related, such as *deism* and *theism*, or opposite, such as *esoteric* and *exoteric* are also cross-referenced.

OXFORD DICTIONARY OF WORD HISTORIES
Oxford University Press: 2002   **[Ref. PE1580 .O94 2002]**

The *Oxford Dictionary of Word Histories* details "the origins and sense development of thousands of core words of the English language with dates indicating the period in which the first example of use currently evidenced is recorded."

RELIGION AND AMERICAN LAW: AN ENCYCLOPEDIA
Garland Publishing, Inc.: 2000   **[Ref. KF4783 .A68 R45 2000]**

Religion and American Law examines the complex issues that are involved in the intersection of law and religion in our Constitutional democracy. The focus of the entries is on "the adoption of the United States Constitution and the Bill of Rights" and on the way in which "the people of a new nation struggled to definethe relationship between church and state". The entries cover individuals who have affected the development of religion and law; faiths and sects, particularly those that have had confrontations with the American legal system; legal theories and historical developments of the law of church and state; and major legal decisions related to religion and American law.

SAGE DICTIONARY OF CRIMINOLOGY
Sage Publications: 2001   **[Ref. HV12.S34 2001]**

The *Sage Dictionary of Criminology* provides "a comprehensive introduction to criminological theory, its diverse frames of reference and its expansive modes of analysis". Unlike many other dictionaries or encyclopaedias in the area of criminological study, "its starting point is not to elucidate particular legal powers or criminal justice procedures but to unravel issues of theoretical and conceptual complexity".

Supreme Court Cases on Gender and Sexual Equality, 1787-2001
M.E. Sharpe, Inc.: 2002   **[Ref. KF4758 .A7 A96 2002]**

   Supreme Court Cases on Gender and Equality covers over 260 Supreme Court Cases on the topic of gender and equality. Since the Supreme Court is the creation of the U.S. Constitution and has thus been in existence since 1787, and since there were no gender-related cases before 1836, when the first such case was decided by the Court, this book "is, in fact, the complete history of the Supreme Court for gender equality from 1787 to 2001".

The Wellbeing of Nations: A Country-by-Country Index of Quality of Life and the Environment
Island Press: 2001   **[Ref. GE140 .P74 2001]**

   The Wellbeing of Nations presents a new way of measuring and comparing both human and ecosystem wellbeing, combining indicators of each into wellbeing indices, and accordingly ranking 180 countries. It is a "one-of-a-kind reference for development and environment policy professionals, and students and scholars in environmental studies, development studies, international relations, public policy, and resource management".

Lopa Williams
Reference Assistant