

THE NEWSLETTER  
OF THE  
EMMANUEL  
D'ALZON LIBRARY  
ASSUMPTION  
COLLEGE,  
WORCESTER,  
MASSACHUSETTS  
USA

# Emmanuel d'Alzon Library Link

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## From the Director's Desk:

### Why Worry About Net Neutrality?

DORIS ANN SWEET

Net neutrality is very much on the minds of librarians lately, as there has been action on this issue by both administrative and court bodies at the federal level.

Net neutrality is a phrase used to mean equality in delivery of content by Internet Service Providers (ISP's) such as Verizon, Comcast, and Time-Warner. One threat to net neutrality would be a tiered system of delivery that would give fee-paying content providers priority "fast lane" service. Critics fear that commercial site demands for broadband space could change the nature of the internet by blocking out or slowing down access to non-profit and start-up company websites. Comcast and Netflix have already made a deal for a direct Netflix feed, for an undisclosed sum of money.

Many proponents of net neutrality are arguing that ISP's should be governed according to the "common carrier" principle that governed phone service (including dial-up access to online resources) for many years. They argue that because infrastructure is expensive and areas are rarely served by more than one or two ISP's, there is relatively little competition in the industry, and the public good is ill served if commerce is allowed to trump the communication/innovation revolution brought about by the internet.



 by [The Local People Photo Archive](#)

## CONTRIBUTORS:

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# We Hear You!:

## Results of Recent Website Survey

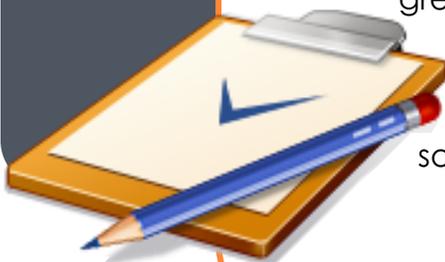
MARY BRUNELLE

In April, Library staff and student workers carried out a survey of our website users, to gauge people's use of and satisfaction with our new website, which went live in January. Although it seems many users are pleased with some of the new features, we realize we need to address some design elements on the site.

We took a two-step approach. First, we posted a link to a basic feedback form on our homepage, inviting users to tell us how they use the site, whether they feel confident navigating the new site, and what they like/dislike most about it. The responses from this survey show us we are doing some things right. For instance, one undergraduate student really likes the EasyBib citation service, as well as our online chat service. However, some users reported having difficulty using the site. One faculty member feels the language on the website is confusing, while an undergrad feels the organization of pages is not intuitive.

Our second method of engaging with our users was one-on-one interviews with people in the building. We enlisted the help of our invaluable student workers to perform these interviews, as we felt our users (presumably undergrads) would feel more comfortable speaking with their peers. Most questions were task-based (meaning we asked participants how they would search for a book or submit an InterLibrary Loan request), though we did ask for general impressions/feelings. Again, we received both positive and negative feedback. Almost half the participants reported that the new site is easy to use, especially in comparison to our previous site. But we realized many participants do not use, or perhaps cannot distinguish, the main navigational menu on the site. This nav menu is critical; It's where users can find information on Course Reserves, EasyBib, and InterLibrary Loan. So now, we realize we need to find a way to make the nav menu more obvious and useful.

In the coming months, our Web Development committee will decide on the needed changes to the site, and we hope to have some great improvements to roll out for the fall. In the meantime, please keep those comments coming! The feedback form will remain on the site through the end of May, and you always can [email](#) us or [chat](#) with us. If you have something to say, we want to hear it!



## Special Collection

As many of you know, Assumption College was founded to teach the sons of immigrants from French Canada who had settled in New England.

ELIZABETH MAISEY

This mission created a strong connection between the College and L'Union Saint-Jean-Baptiste d'Amerique (USJBA), a Franco-American fraternal association based in Woonsocket, Rhode Island and founded in 1900. In fact the USJBA provided monies for the construction of La Maison Française in 1955. Although the College is now teaching men and women from all over the world and different backgrounds, its connection to the Franco-American population is a vital piece of our history that should not be lost.

To that end, for the past several years the Library has taken on the responsibility of maintaining and preserving the Archives of the USJB (now part of Catholic Financial Life). As the stewards of this collection the Library has created a Research Guide called "Archives and Special Collections: a Collection of Franco-American Resources at the Assumption College Library." We hope this Research Guide will inform outside scholars and researchers as well as students from our own community of the unique and important items in this Archives. This collection is very large and eclectic, and the work of inventorying and preserving continues. Please check out our Research Guide, and know that we continue to add information.

<http://assumption.libguides.com/unionstjohnbaptiste>

## Net Neutrality? cont.

In January, the DC Circuit Court of Appeals ruled in favor of Verizon which had brought suit over the Federal Communication Commission's rules established for the purpose of maintaining net neutrality. The FCC has developed new rules it will reveal on May 15. Many professional organizations in higher education are organizing to prevent what they fear will be a further "digital divide" that will disadvantage educational uses of the web. Visions of cable television types of packages applied to delivery of web content is an outcome feared by proponents of net neutrality.

The *Chronicle of Higher Education* is following this issue, and you can set up a free account through the Library's subscription to receive alerts for top stories to keep informed about what actions you can take as an individual or through your primary professional organization to maintain net neutrality. This is an important issue that could have a significant impact on the way that higher education operates.



# Summer Library Hours



**May 14 - May 26**

Mon - Fri: 8am - 4:30pm  
Sat & Sun: CLOSED

**Memorial Day**

Mon, May 26: CLOSED

**Summer Session**

**(Tues, May 27 - Sun, Aug 17)**

Mon - Thurs: 8:30am - 7pm  
Fri: 8:30am - 4:30pm  
Sat & Sun: CLOSED

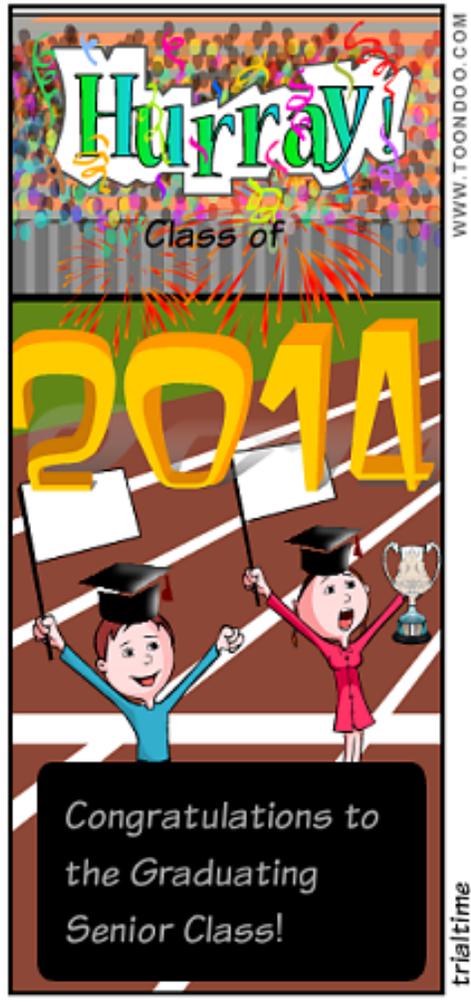
**Independence Day**

Fri, Jul 4: CLOSED

**Aug 18 - Aug 30**

Mon - Fri: 8:30am - 4:30pm  
Sat & Sun: CLOSED

**CONGRATS GRADS!**



The culminating events in the 2013-2014 d'Alzon Art Series were the Senior Art Seminar and the Poetry Reading, which featured readers from John Hodgen's Advanced Poetry class. Both events showcased the work of our multi-talented students. It was an honor for the Library to provide the venue for these events. The art show reception included remarks by the artists who used many different media and created their work for a variety of individual reasons, from tackling social issues to "yarn bombing". A few days later, students at the Poetry Reading took to the podium to share their beautifully expressed innermost thoughts. Presentations at both events were very impressive, a confirmation that the students here are confident, creative, and independent thinkers. Congratulations to the graduating seniors, and thank you for sharing your work with us!

JOAN O'ROURKE

We are looking forward to the 2014-2015 d'Alzon Arts season, which will launch with the Faculty Art Show. Check our website over the summer for the full schedule of events:

<http://www.assumption.edu/library/dalzon-arts>

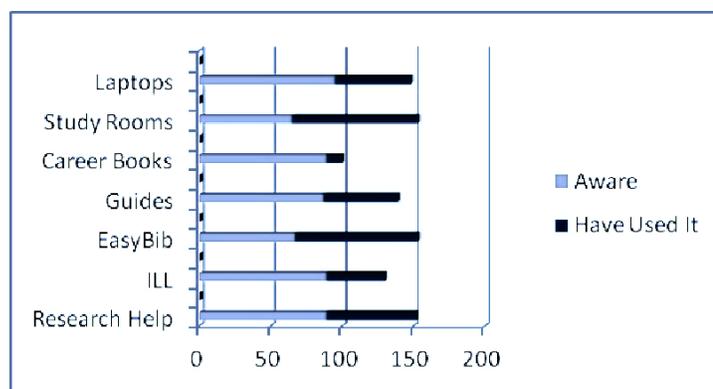
## Library Survey

The Marketing Committee, with the help of our student workers, conducted a survey at Charlie's to learn which of our marketing strategies are making an impact. 164 people took the survey for which they received a 20%-off coupon for the Bookstore. 94% of the respondents were undergraduates.

NANCY O'SULLIVAN

We were surprised to learn that **23% of respondents noticed our posters** around campus more than any other mode of marketing we do. **Facebook and the table-top signs at the Library were noticed by 19%** of the survey participants. Most people learned about library services from either their professors or another student.

As you can see from the graph below, most of our participants were either aware of or have used our core services, though decidedly fewer knew about and almost none used our Career collection.



The marketing committee will look more closely at all of this information in order to inform our decisions about future Library marketing activities. Stay tuned.

## InterLibrary Loan

Thank you to all our fantastic student employees who have trained and worked so hard alongside us this year to fill over **2,900** requests sent to other libraries and in helping us to prepare the incoming library books and requested materials for our Assumption Community. Your work with us is very much appreciated. Vivienne Anthony and Robin Maddalena will be here during the summer months to assist faculty, staff and students with any InterLibrary Loan questions and with research materials required outside our Assumption Library collection.

Best wishes for a wonderful and safe summer from your InterLibrary Loan Department!

**Our summer hours are as follows:**

**8:30 p.m. - 4:30 p.m.**

**Contact:**

Vivienne Anthony: 508- 767 7291

[vanthony@assumption.edu](mailto:vanthony@assumption.edu)

Robin Maddalena: 508 -767 7271

[r.maddalena@assumption.edu](mailto:r.maddalena@assumption.edu)

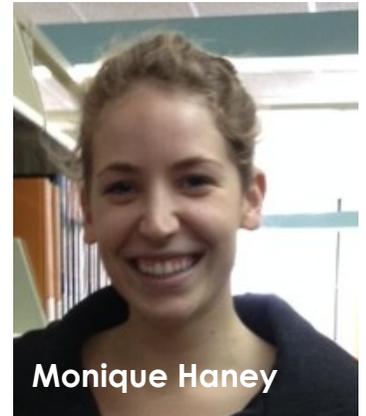
# Graduating Library Workers



**Brian Dixon**

**Brian Dixon:** I have worked at the library since spring semester of my freshmen year. This makes me the longest tenured student worker at the d'Alzon library. The thing I'll remember most about the library is the relationships I have developed with my fellow workers. I have had a lot of fun working at the library and have met some good friends while doing so. I learned a lot of clerical skills while working at the library, like transferring calls, making copies, and retrieving journals. In addition I improved my customer service and communication skills by servicing the wonderful students of Assumption College.

**Monique Haney:** I have worked in the library for 7 semesters and my fondest memories are closing the library every week with Mike, Rachel and Ted! I have grown to be very open and welcoming to the people around me. Working in the library really made college that much more fun.



**Monique Haney**



**April Foglio**

**April Foglio:** I have worked in the library since September 2013. Quite vividly, I will remember closing the library on Friday nights with Renee and my roommate Lauren Hannon. We shared a lot of laughs! I will also remember the very friendly library staff. I definitely learned valuable library research skills for graduate school!

**Devon Holmes:** I have worked at the library since Spring semester freshmen year. I have had a great time getting to know everyone that works here, and also getting to know other students as they come into the library. Working here has helped me gain skills such as customer service, and has also improved my research abilities. Whether it be closing the library on a Friday night, opening Sunday morning, or just dropping in for a few hours during the week, I always considered this my second home on campus. I've had the chance to work with great people, and work in a fun and social environment! And of course I will remember Larry the Librarian's puns!



**Devon Holmes**



**Brittany Kennedy**

**Brittany Kennedy:** I have worked in the library since Fall 2012. The one thing I will remember the most from working at the library is Larry's jokes. His jokes can brighten anyone's day. The most important things that I have learned from working at the library are locating books and journals and research strategies. I have become very familiar with where things are located around the library. I have also gained a better understanding of the different databases and which ones are appropriate depending on the subject. These skills will stick with me throughout my future research. I will miss working in the library!

**Erin McElroy:** I have worked at the library for three years now. Some of the things I will remember most about my time here are Larry's jokes, getting to know my coworkers, and seeing so many familiar faces come in and out of the library every time I was working the front desk. I will also never forget working on a stormy night when there was a power outage and the entire library went pitch black. Everyone, including myself, was terrified, but we pulled it together and got everyone out safely. Working here has helped me learn research skills that I will likely use in the future if I go to graduate school, and my customer service and communication skills have also improved quite a bit.



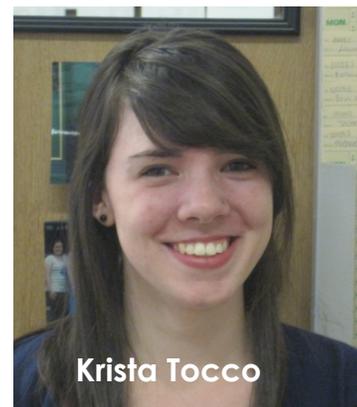
Erin McElroy



Lee Lee Reichhold-Carusio:

**Lee Lee Reichhold-Carusio:** I have worked at the Library since sophomore year. What will stick with me the most from my experience at the Library are two things. First, I enjoyed walking into the first floor and seeing students' artwork, which was very impressive. And of course nobody can forget Larry's clever and witty puns. He can certainly entertain a crowd. I have learned how to put together and manage a team of workers with my experience doing "Stacks," which is a project that maintains the organization of the Library's books.

**Krista Tocco:** I have been working at the Library since February 2012 and it has been a great experience the entire time! I will remember all of the staff members and how friendly everyone is. I worked primarily with the Research Librarians, so I had a different experience than working at the circulation desk. I will also remember how I was on all the library's social media pages more than my own most days! This job helped me for the future because I learned research skills and what resources are available here and online! I am definitely going to miss working here!!



Krista Tocco



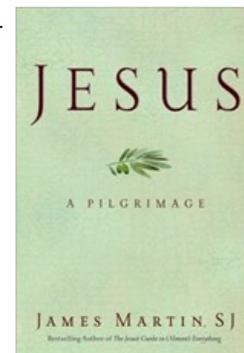
Courtney Trahan

**Courtney Trahan:** I have worked in the library since Fall Semester of my sophomore year. I will always remember the nice people I've encountered both on staff (students and faculty), as well as patrons coming into the library. I could also never forget Larry's puns because as an English major and lover of words, there is nothing I enjoy more than a good laugh and a funny play on our own language! I have enjoyed so much encountering people who will stop and talk to me at the desk or who will ask me around campus when I'm working next. I have appreciated growing my skills in customer service and socialization, as they are such important tools out in the working world and beyond. Additionally, I think the problem-solving skills I've developed from being an employee here will be useful for life. (And I have *really* put the Dewey Decimal System knowledge I learned in elementary school to use and can proudly find books with ease now!)

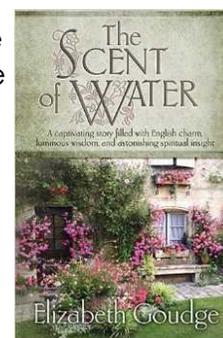
*Best of Luck, Grads!*

**Jesus: A Pilgrimage** by James Martin, S. J.

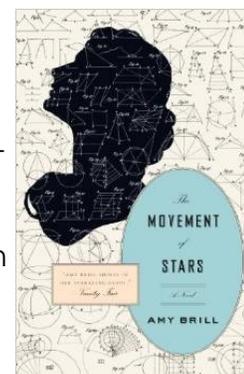
This is the story of Jesuit priest, James Martin's first pilgrimage to the Holy Land. It is a combination of travelogue, biblical history and personal reflection that invites the reader along for the trip. Martin and a friend toured well-known sites which one must see on such a trip, but some of their favorite places were off the beaten path. Martin offers his own insights and biblical knowledge in order to encourage us to reflect in new ways upon the Bible stories. However, this is not a ponderous book. Anyone who is familiar with Martin will find that his trademark humor and breezy style make him a comfortable traveling companion. — Recommended by Nancy O'Sullivan

**The Scent of Water** by Elizabeth Goudge published in 1963

I love this author, and have read many other books by her, but she was first recommended to me by a coworker with *The Scent of Water*. The story takes place in the 1950's, and is about a woman, Mary Lindsay, who leaves friends and active London life to live in a cottage she inherited from an aunt she only met once. The cottage, The Laurels, is in a small English village full of wonderful characters that Mary learns to love, and they enrich her life in return. Throughout the book we also learn about Mary's aunt and how she suffered with severe depression that caused her to be bed-ridden. Reading how Mary's aunt struggles to live with her mental illness and how friends help her through the times of depression is one of the most beautiful parts of the book. The book is spiritual without being preachy. It is a wonderfully peaceful read. I will leave you to learn what the title of the books means. Please read! — Recommended by Elizabeth Maisey

**The Movement of Stars** by Amy Brill

This wonderful work of historical fiction follows the life and professional career of Hannah Price, a female astronomer living on Nantucket during the nineteenth century. The historical framework for the novel immerses the reader in the Nantucket whaling industry, Quaker society, and of course the struggle of female scientists in the 1800s. Hannah's life becomes even more complicated when she falls in love with a dark-skinned sailor and finds herself involved in the abolitionist movement. But the novel's heart lies with Hannah herself, and her determination to establish her place within her male-dominated family and society at large. Read this novel for the history lessons or the love story; there is so much to enjoy about this book. — Recommended by Mary Brunelle

**How It All Began** by Penelope Lively

The plot of Penelope Lively's new novel is a demonstration of the "butterfly effect" or how a simple action can impact the lives of many people. When Charlotte Rainsford, a retired schoolteacher, is accosted by a petty thief on a London street, the consequences ripple across the lives of acquaintances and strangers alike. By the end of the book this single event will have derailed seven lives, sending them ricocheting off in new directions. The characters are vivid and interesting and many of the scenes are very funny. The most memorable character is Anton, an immigrant from Central Europe who is struggling to learn English and who makes his breakthrough when he starts to read Maurice Sendak's *Where the Wild Things Are*, because he likes the story and wants "to know how it happen, what comes next. How one thing make happen another." This is the premise of Lively's whole book. We read to find out what happens but realize that there is no "end" to these stories. They just keep spinning on their newly-aligned courses. — Recommended by Julie O'Shea

