



	Library News	<b>Krupp Library</b>
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I find that a great part of the information I have was acquired by looking something up and finding something else on the way.

- Franklin P. Adams

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## Digital Commons @ Bryant University

Did you know that Bryant had a women's basketball team in 1925? Or that the first issue of the Archway (1946) called for submissions of news, poems, and "classroom jokes"? Have you ever seen the handwritten Bryant and Stratton National Business College Charter from 1863, or read "Betty Wins a Malted"? These documents, photos, and more are available in the Digital Commons @ Bryant University, [digitalcommons.bryant.edu](http://digitalcommons.bryant.edu).



Commencement materials, issues of the Archway, the Bryant College Goes to War collection, and a variety of historical documents and photos. The Digital Commons also features intellectual content such as faculty publications, research, and senior honors projects.

The Digital Commons is an institutional repository of Bryant's scholarly output, historical legacy, and unique collections. Digitized items include

The Digital Commons @ Bryant University is a work in progress, and will continue to be enhanced by the addition of journal articles, working papers, conference proceedings, and content related to Bryant's institutional history. Please visit [digitalcommons.bryant.edu](http://digitalcommons.bryant.edu).



Digital Commons @ Bryant University

## Pat Crawford Elected IUG Vice-Chair/Chair Elect

Pat Crawford, Head of Access Services at Krupp Library, was recently elected Vice-Chair/Chair-Elect of the Innovative User's Group (IUG) Steering Committee. Pat completed two years as an IUG Steering Committee Member-at-Large before winning this three-year term in a landslide victory. As Vice-Chair, Pat will head the Program Committee for the IUG Annual Conference. The following year she will serve as Chair, overseeing all conference planning. In her final year, Pat will continue to sit on the

Board and serve as Past Chair to mentor the incoming Chair. IUG is an international organization of libraries that use the Innovative Interfaces, Inc. integrated library software, and the Chair position is one of the most important in the worldwide Innovative community. Congratulations, Pat!



# “Reeling Them In” at the ACRL New England Conference

Jenifer Bond (Assistant Director/Reference Librarian), Maura Keating (Reference Librarian), and Laura Kohl (Head of Reference), recently gave a presentation at the Association of College & Research Libraries (ACRL) New England Chapter 2009 Conference. Their presentation, “Reel Them In: How to Get (and Keep) a Line at the Reference Desk,” addressed the conference theme of “Are You Being Served? Customer Satisfaction & Library Service.”

Maura, Laura, and Jenifer each spoke about a different aspect of branding, from the “librarian brand” to the “Bryant University brand” to the “Krupp Library brand.” Maura described the concept of branding, showing how iconic companies and organizations create and build their brands. Jenifer discussed how the library complements the Bryant Uni-

versity brand of student-centered, “high touch” learning. She noted that Bryant’s Three Pillars of Character, Knowledge, and Success also influence Krupp Library’s customer service philosophy. Laura described the library’s marketing strategies and efforts to (re)define expectations of librarians and library services. She compiled a chart to illustrate the increase in research consultations over the past five years, indicating a growing student awareness of the library’s services.

Other conference attendees were most impressed with the commitment to “high touch” service, and even Twittered about the presentation during the

conference. Laura, Maura, and Jenifer shared how they create, promote, and maintain the image of a Bryant librarian through creativity and a multi-faceted approach to marketing and outreach.

	Total Inquiries	FACE TIME	RESEARCH
FY 04/05	6902	6819	159
FY 05/06	8195	8081	199
FY 06/07	8386	8156	146
FY 07/08	8402	7521	838
FY 08/09 (May/June missing)	8256	6405	1521

## • Summer Hours •

### May 18 — August 3

Monday - Thursday: 7:30 am - 10 pm

Friday: 7:30 am - 4 pm

Saturday & Sunday: 9 am - 4:30 pm

### August 4 — September 7

Monday - Friday: 8:30 am - 4 pm

Saturday & Sunday: Closed

### Fourth of July Weekend:

Closed Friday & Saturday (3rd and 4th)

### VJ Day (State Holiday):

Closed Monday, August 10th

## Summer Leisure Reading

Planning a picnic, a trip to the beach, or just a relaxing weekend at home? Be sure to pick up a book from our new Leisure Reading Collection to take along! Titles are being added all the time, so check back often to see the newest books. From the latest crime thrillers to “chick lit” to popular non-fiction, we’re expanding the collection to include a wide selection of books for every taste. Don’t see what you want? Suggest new books on the leisure reading blog:

[BryantReads.wordpress.com](http://BryantReads.wordpress.com)



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