Service Policy

I. Mission Statement

Our mission is to support the teaching and learning objectives of the university by providing the technology with which to access a diverse range of information resources, instruction on how to find and use these resources, and physical space in which to utilize and work with these resources.

II. Primary Clienteles

The primary clientele are the students, faculty, staff and alumni of the university.

III. Other Clientele

Johnson & Wales University Library also serves, to varying degrees, the students, faculty and staff of the Higher Education Library & Information Network (HELIN), the Consortium of Rhode Island Academic & Research Libraries (CRIARL), as well as those of Year Up and Best Community Learning in Retirement (BLCLIR).

On a case by case basis upon request, the library offers limited onsite services to affiliated or unaffiliated individuals.

IV. Services

Johnson & Wales University Library operates two facilities in Providence, one on the Downcity campus and one on the Harborside
campus of the university. Both facilities maintain a regular operating schedule of approximately 95 hours per week, with an additional 15 hours a week during study/finals weeks. Professional librarians are available 80 hours per week to respond to questions or provide individualized research assistance in person, by telephone, by e-mail, as well as through instant messaging or text messaging.

The library provides librarian-led classroom instruction in library research skills to all Johnson & Wales University undergraduates in association with a required course in English composition. In addition, librarian-led classroom instruction is provided in association with other courses throughout the undergraduate and graduated curriculum, at the discretion of university faculty.

Library research guides and tutorials are developed by library personnel and delivered primarily in online format at http://jwu-ri.libguides.com/ and on the JWU Library YouTube network at http://www.youtube.com/JWULibrary

The library also hosts exhibits of special collections as well as of original works of art by students, faculty and staff, and it hosts periodic book talks in relation to university initiatives or other special events.

V. Collections
Collections include 110,000+ books in print format and more than 75,000 in electronic format, selected primarily to support the university curriculum, and covering such specialized subjects as culinary arts, hospitality management, and equine studies, in addition to the areas of business, education, humanities, and technology. The library also provides two rotating “best seller” book collections in order to promote a love of reading. Additional curriculum support is provided through 500+ paper and electronic format journal and newspaper subscriptions, approximately 3,500+ videos in both VHS and DVD format; approximately 8,000 streamed videos, more than 7,000 restaurant menus; plus exhibits of resources from the university’s archives and special collections. Finally, the Library maintains the ScholarsArchive@JWU, a digital commons platform providing web-based, fully searchable open access to publications and images created by university faculty, staff and students, as well as to library special collections that have been digitized. Included within the ScholarsArchive@JWU are a growing collection of digitized restaurant menus donated to the university by various organizations including the National Restaurant Association, the family of private collector Marilyn B. Feingold, and by Brown University Library.

VI. Facilities & Equipment
Equipment and accommodations include 169 computer workstations with full Internet connectivity and MS Office, and 6 IMacs; 2 thin client terminals providing Internet connections for university visitors; WiFi (available with a university network password only); an electronic classroom equipped with 20 workstations and an instructor’s terminal on the Downcity campus; an instructor’s terminal and dedicated LCD projector at the Harborside campus; a total of 7 VHS/DVD players; one Kurzweil station (available to students, faculty and staff of the university; 6 photocopiers (4 black & white and 2 color); and one public access fax machine.

Study tables, study carrels, and soft seating are available to all library users. Group study rooms are also available for use by students, faculty and staff of the university. A café in the library on the Downcity campus offers snacks and beverages for sale whenever the library is open for business.

All areas of the library are available for use by non-profit organizations by advance arrangement with the dean of libraries and approval from the university’s Local Initiatives for Neighboring Communities (LINC).