

Library Gazette

The Library Gazette is a newsletter printed by and for the staff of the Z. Smith Reynolds Library.

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[Administrative Council Report](#)

[NC Live](#)

[From the Director](#)

[History of Library Recruiting](#)

[Conference Reports](#)

[Book Sale Dates](#)

Administrative Council Report – April 15, 1998

Work Study Student hiring for Fall 98: Concerns were raised about the prospect of the library being required to hire only Work Study students next fall. The priority for hiring students this fall will be: 1st- Work Study, 2nd- CEO (Campus Employment Opportunity) and 3rd- Regular Students. Every department should hire some Work Study Students—this helps our student dollars go farther because the Government pays 75% of a W/S Student's salary. Our student budget for the next Fiscal Year will probably remain the same, so the hiring of W/S Students will help our money go farther. Rhoda will contact Financial Aid to request that W/S Students report for work earlier than they have in the past. In previous years, this has caused scheduling difficulties during the first week of classes.

Salary Letters: Because there were mistakes made last year by the Admin System, the letter with updated salary info will not come until June. Rhoda said she may find out the information earlier, and she will tell everyone as soon as she hears anything.

Supply Money: Departments need to be conservative on spending supply money for the remainder of the Fiscal Year. Travel expenses and candidates for new positions have used much of the supply funds this year.

New System: Negotiations are ongoing for selecting/purchasing the new database system. – [Craig Fansler](#)

NC LIVE is here!

NC LIVE stands for **North Carolina Libraries for Virtual Education** and is a statewide library project. In its first phase, which kicked off yesterday, it is a collaborative effort of 186 libraries in North Carolina.

The participating libraries are made up of:

- The North Carolina Community College system and libraries serving 59 institutions statewide.
- The University of North Carolina and the libraries at the 16 campuses.
- The State Library and 75 public library systems that serve all 100 counties.
- North Carolina Center for Independent Higher Education and the libraries serving its 36 member institutions.

The initiative's vision is that each library will serve as a gateway to the total library and information resources in the state and to a rich array of electronic information. Access will be available to anyone who uses a NC LIVE library.

These databases will be residing at two identical server sites, one at NC State and the other at UNC-Chapel Hill. Having two sites has advantages: load balancing will ensure good responsiveness, special network arrangements will ensure continued service if one site fails, and access to NC LIVE sites will not be interrupted during updates and modifications.

In this first phase, we will have a wide assortment of web-based resources that include databases from EBSCOhost, ProQuest Direct, FirstSearch and SilverPlatter. Some will replace databases to which we already subscribe, while others will be new additions to our collection. A major benefit to our participation is the savings we will realize in subscription costs from what we have been paying for the same databases. Another plus is that all the databases are site licensed which means an end to simultaneous use limitations.

The most exciting replacement title, in my opinion, is ProQuest Direct, which includes Periodical Abstracts Research II and ABI Inform. This will replace our popular (to the students) Power Pages CD-ROM database system. It has been well used, but is DOS based, requires the maintenance of three servers, 8 jukeboxes and 2000 CD-ROM disks. In this old system, only one year can be searched at a time, articles could not be viewed prior to printing, and those could be output to the printer in the Reference Department. The new web version has the same content, but users can read the full text and then decide whether or not to print it **to their own computers!**

A few of the highlights of new databases we now will be able to access include Health Source Plus and full text of the Greensboro News and Record as well as other regional newspapers.

The URL to access NC LIVE is: <http://www.nclive.org>. Visit the NC LIVE display in the library entrance to see a complete list of available databases. – [Susan Smith](#)

From the Director

On April 13 Elon College hosted the annual meeting of NCCIHE, the North Carolina Center for Independent Higher Education, with several different groups representing the 36 private colleges in North Carolina. Library Directors, Heads of Alumni activities, Academic Vice-Presidents and Financial Officers first met in their own groups and then were joined for lunch and a demonstration of NC LIVE done by Leland Park (Davidson) and Janet Freeman (Meredith). In the morning session we discussed the marketing, funding and operation of NC LIVE for the private colleges. I will be part of a press conference at the Forsyth County Library on April 21 to celebrate the kick-off of NC LIVE. I am expecting a press kit which will have NC LIVE information for our users and our exhibit.

[Elon College](#) has a magnificent new library building on the drawing boards with an expected completion date of late 1999. The architects are Shepley, Bulfinch and Co., arguably the most famous library architects around. There will be some new faces in the group next time as the Directors at Guilford, Mt. Olive and St. Andrews are retiring.

On the 17th I attended the NCLA Executive Board meeting all day at Guilford Tech. In preparation for that, the LAMS Board, which I chair, had a meeting - by conference call. I arranged, well in advance, for ATT to contact the board members, and sent out as much pertinent info as I could before the conference

call. It will be nice when we can all meet in a "chat room." We take our technology for granted here!

I am heartened by the presence of candidates for our vacancies, but it does take a lot of time to give each one a fair hearing, and to find out about them. The Search Committees are to be commended for their efforts and the staff for its feedback.

Library Survey

The first web-based survey for library users was sent out indirectly, through the chairs of the academic departments, and we got a very positive response. We had 60 faculty surveys returned, and we had about 40 from students, both web-based and in paper. The impetus for the survey was the SACS recommendation that the library provide documentation of systematic self-evaluation. The second was the real need to assess our effectiveness in many areas. As we are trying to use the same dollars and the same staff to do more things, we need to be told whether we are doing the right things! Indications from the survey are that our customers are very satisfied with our collections and services. Faculty ask for more journals and although the margin is slight, prefer to use print journals rather than electronic ones.

Training issues

The Training Task Force is as usual trying to anticipate every eventuality related to the freshman orientation, and the redistribution of faculty machines. We will be doing freshman orientation on August 24 from 12:30pm-3pm and August 25 from 8am-5pm. We have indicated in the information students will receive that training is MANDATORY! Of course that doesn't mean they will come! This is an "off" year for library staff, meaning that our machines are not generally due for replacement this fall. Until the new budget arrives, we will not know whether or not we will have many desktop upgrades. – Rhoda

Channing

Selecting the person with the best PQs

Back in the 1940s, recruiting was one of the great issues facing the library profession. Within the American Library Association, several committees were formed to explore ways to recruit well-qualified young people to the field of librarianship. For example, the Special Committee on Recruiting of the Association of College and Reference Libraries was appointed in August 1947. Not only was there considerable interest on the national level, state associations became involved in recruiting activities as well. In 1948, the Executive Committee of the North Carolina Library Association unanimously agreed that the association establish a Scholarship-Loan Fund.

"Recruiting Teas" also served as another way to recruit young people to the profession. On February 15, 1948, M. Ruth MacDonald gave a speech entitled "Library Work as a Career" at a Recruiting Tea at Catholic University of America. Her speech was reprinted in the June 1948 issue of the *A.L.A. Bulletin* (pages 266-268). One of the things that MacDonald mentioned in her speech was that every library whether small, general or specialized needs a librarian.

One section of her speech dealt with public service librarians. MacDonald told her audience that "libraries need librarians who have the personal qualifications, education and training to serve successfully in their multiple tasks" (p. 267). She identified 13 personal qualifications that she considered highly desirable in prospective librarians. According to MacDonald, the combination in which these personal qualifications "... are found in an individual may make him more successful in one particular phase of library work than in another." She believed that library school would help to make this clear. MacDonald's personal qualifications are listed below:

1. An objective interest in human beings.
2. Good physical and mental health.
3. Friendliness and sympathy.
4. Good disposition.
5. Good memory.
6. Imagination.
7. Curiosity.
8. Energy.
9. Enthusiasm.
10. Patience.
11. Resourcefulness.
12. Orderliness.
13. Quality of leadership.

MacDonald also pointed out that "these characteristics add up to make an attractive, approachable person who is able to think quickly and clearly, and who enjoys the stimulation of a varied public service" (p.267).

Almost 50 years later these personal qualifications are still on target. These personal qualifications can also be applied when hiring new library staff. As we hire staff, we should look not only at the experience, education, and skills that an employee can bring to a position, but we should also try to determine those personal qualifications that will allow a person to excel in the job. – **Bobbie Collins**

Conference reports

LAUNC-CH Conference according to Elise

"From Virtual to Reality: A Question of Balance" was the title of this spring's LAUNC-CH conference on March 16 in Chapel Hill and the organizers did a good job presenting several of the major topics in electronic librarianship today.

The keynote speaker was Peter Young, Chief, Cataloging Distribution Services of the Library of Congress, who spoke about the technological issues facing libraries. Mr. Young also discussed the changes in mindset and language that are needed to discuss the World Wide Web and the future of information organization and use. Using the LC as his example, Mr. Young demonstrated the great change in hot technology topics during just one year. He also presented a humorous comparison between modern (hierarchical) and postmodern (nonlinear) attitudes towards information, identifying buzzwords that characterized each group's perception of various aspects of information.

Mr. Young painted a positive picture of librarians handling traditional information management tasks while becoming increasingly involved in using and shaping the Web. Three of his suggestions for handling the changes caused by the Web are to increase tolerance for ambiguity; to track innovation trends relentlessly; and to accept responsiveness as more important than perfection. Overall, Mr. Young's presentation was very dense in content, fast-paced, and highly entertaining. He even included 9 Dilbert cartoons.

Next up was "Evaluating Internet Information Sources," by Paul Gilster, a computer columnist for the *Raleigh News and Observer*. Given that anyone can put anything on the Web, determining the legitimacy of the information on a specific Web page can be a challenge. Mr. Gilster focused on using the resources

of the Web as a means of validating a site after finding it.

Mr. Gilster described various ways that unscrupulous Web authors can make their documents look more respectable, such as using addresses and names that can be confused with those of well-respected groups. He also identified several characteristics generally found with good sites, for example, links to other authors' pages that provide supporting material or even differing viewpoints. In contrast, sites containing links only to more of the same author's work should raise questions. One of Mr. Gilster's examples of a questionable site was a collection of Web pages, all from one group and linked only to one another, proving conclusively that the Holocaust was a hoax. Good Web sites also usually give the author's name, the date of creation or update of the page, and a contact address for questions and comments.

Mr. Gilster also used Web search engines to pull up information about a Web site. In this case, he searched for Web pages about a California company that had, among other things, involved unsuspecting individuals in an online soap opera. He searched Dejanews to view comments from Usenet newsgroups that discussed that incident and the company. In a short hour Mr. Gilster skillfully demonstrated how easily one can use basic Web skills to provide one with background information about a Web site or a Web author.

The last seminar I attended was "User Rights and Electronic Copyright Management Systems: Alternatives to Pay-per-Use," presented by Glen Secor, CFO and Attorney for Yankee Book Peddler. Mr. Secor began his talk with an explanation of the purpose of copyright as a tool to promote progress in science and "the useful arts." From there Mr. Secor touched briefly on a variety of tools related to copyright protection. These included encryption-based systems that restrict access to documents, and wired clearinghouses such as Copyright Clearance Center that allow for streamlined voluntary payment of copyright fees. Mr. Secor mentioned several supporting tools for maintaining document integrity including digital object identifiers (DOI), labeling technology such as watermarking, secured billing and payment technologies, and rights metadata and languages. He finished this section with a quick description of British electronic permissions and licensing systems.

For the remainder of the seminar, Mr. Secor discussed efforts by publishers to shift the function of copyright towards protecting an author's investment in a work and the negative response from the U.S. Supreme Court towards that effort. In response, some publishers have developed separate, legally binding, licenses for electronic products that achieve the goals of the publishers without requiring a direct challenge of copyright law. A lively discussion followed as Mr. Secor described one court case that was settled in the publisher's favor due to the use of such a license. He mentioned efforts by libraries and others to strengthen copyright laws, including recent legislation in Congress and CONFU (Conference on Fair Use). – [Elise Anderson](#)

Library Book Sale

For WFU students, staff and faculty:

April 22 (10 am-4 pm)

April 23 (10 am-6 pm)

For the public:

April 24 (10 am-4 pm)

Admission on April 22-23 by WFU ID only

Location: Gerald Johnson Room

ZSR Library

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