

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- March 17, 1999

Back door library access: The question was raised as to whether library staff might be able to enter the building by the rear door. Various methods might be used to accomplish this: keycard, key, mechanical opener. Rhoda is considering this issue and will discuss it at the upcoming staff meeting.

Computer support at the Bookstore: The Bookstore is no longer staffing a computer support area to purchase computer hardware and software. Presently, the Bookstore is only stocking computer supplies. Orders for computer hardware/software may be routed through Lisa to the Biomedical Supplies office at the Medical School.

Elevator update: The carpet and tile should be completed this week, as well as, the remaining wiring and the weight test. Otis Elevator Company says the elevator will be tested, inspected and turned over to the library next week.

Job searches: **1. Serials Tech** -Interviews are ongoing. **2. Non-print Cataloger** - There are 15 applicants, and once a selection is made, the new person could start in June or July. **3. Systems Librarian** - There are very few applicants, and we are looking at creative approaches to attract candidates (such as-listservs, job boards on the web, technical publications, etc). **4. Tech Team Leader** - There are a few applicants after a recent re-advertisement - earlier applicants that were not selected have been notified.

Remote storage: Rhoda has a meeting to review this topic on the 24th. Hopefully, we can set up an agreement for the future.

Voyager: Sharon Snow identified some problems with the current Voyager load. Records are not always available. Rhoda will call the head of Endeavor and set up a meeting with Alan Keely and affected library department heads.

Survey: A group of MBA students working with Professor Kelly Molica are doing a survey on job satisfaction, growth and recognition. The library staff are asked to participate and will receive the results at the survey's completion.

Statistics Committee: The committee is identifying the data that we will lose access to when Dynix is no longer available. Dan Smith will help extract this data.

Annual Report: The Annual Report will be coming soon, and Debbie Lambert is working on the format for submitting this report. – **Craig Fansler**

Our condolences

Our sympathies go out to **Travis Manning** whose grandmother, Ms. Marie Epps, of Gaffney, South Carolina, passed away on March 9th. – **Isabel Zuber**

From the Director

Really good and exciting things are happening to increase the ease and quantity of information that we can deliver to our users! There are more bodies of significant, high quality electronic information out there that can be linked – so that the user goes from an index or abstract to full text or image quickly and easily. SOLINET, on behalf of the ASERL group as well as other members, is pursuing new electronic resources for us at the best possible prices. It was very uplifting to hear all the deals on the table to make affordable so many worthwhile products.

The ASERL Directors met Saturday night through Monday (why DO we do that?) in cold and rainy Charleston, but the weather couldn't dampen our enthusiasm when we heard of the possibilities for enhanced cooperation, a role for SOLINET in brokering regional storage at the Washington Research Library Consortium storage facility, and even the possibility of some shared collections in storage. We had a full agenda, and one of the items, fund-raising, was particularly relevant as I am working on a plan to increase our endowment with funds to augment salaries, professional development, collections, and the refurbishing of technology and furniture in public areas, as well as ongoing renovation.

I was very impressed with the development brochures prepared by Duke's Library and those for the Universities of South Carolina, and South Florida. All are in capital campaigns for the library, looking for 5 million at USC and 30 million at Duke. Virginia is in a campaign for 35 million, and several of the directors at the meeting were scheduled to meet with donors after the ASERL meeting. All these libraries, and ours too, have strengths and programs which should appeal to donors. Recruitment was another topic we discussed, and some novel ideas emerged. Recruitment for highly specialized positions at the research libraries, for example Latin American Studies bibliographer, is difficult when the requirements include both an advanced degree in the subject (and places like UNC like it to be the PhD) and a library degree. Instead, we discussed programs which hire PhDs in the field and then send them to a certificate or masters program in library science. There are many more people with doctorates looking for academic jobs than there are jobs. The same is not the case for librarians! – **Rhoda Channing**

News from the Assistant Director

Workshop report: New Employee Orientation

There's good news and there's good news. First, effective new employee orientation programs are creative, interesting, informative, motivating, and contribute to the success of the organization. Second, we in the Z. Smith Reynolds Library are doing a very commendable job with our new employee

orientation program.

I attended a seminar sponsored by the American Management Association entitled "How to Develop and Deliver Powerful Employee Orientation Programs." Only a few of us were from non-profit organizations. The rest of the participants were from manufacturing, banking, health care, and other for-profit companies. Most of the participants work in the human resources offices of their organizations. I feel fortunate to be involved in employee orientation at both the university and library level.

Some fundamental concepts underscore the importance of new employee orientation.

1. "Orientation is the removal of disorientation." While we've been taught not to define a word by using it in the definition, I think this exception is quite meaningful. Do you remember how **disorientated** you felt your first few days on a new job? An effective orientation program will remedy that feeling of disorientation.
2. New employee orientation should last a full year. Consider it an investment in a valuable asset.
3. Supervisor involvement is key to successful employee orientation. Supervisors need to understand that time spent in orientation rather than in "doing the job," will pay off in improved productivity and morale as well as reduced turnover.

Most of the seminar focused on designing and implementing a new employee orientation program. Like much of what we do, developing the orientation program itself is an ongoing process comprised of assessing, designing, developing, providing and evaluating the program. It is important to assess the purpose and needs for orientation before beginning to design and develop the program. Providing an effective orientation program means having the right trainer, materials, environment, and schedule. Evaluation of the program will lead to improvements for future orientation programs.

I have lists and lists of ideas that I will share with our Orientation Committee. Thankfully, our committee is energetic, creative, and motivated to provide the best orientation possible for our new employees. If you have questions or ideas about new employee orientation, be sure to contact me or any members of the Orientation Committee (**Bobbie Collins, Sherry Durren, Lisa Myers, Florence Toy**). - **Debbie Lambert**

Workplace Motivation Survey

The Z. Smith Reynolds Library is supporting a team of students from the Babcock Graduate School of Management who are studying organizational behavior. The students have constructed a survey that examines motivational factors in the workplace. Survey questions address library-specific issues as well as general motivational issues. Survey results will be compiled and analyzed by the graduate students who will present their findings to us in a future meeting. We hope to use the findings to assist in our ongoing staff development and organizational improvement activities. Please return your completed survey in the envelope provided. Place it in the designated box located in the staff lounge no later than Tuesday, March 23, 1999. Thank you for participating in this project. – **Debbie Lambert**

ZSR Library committees: making a difference

Staff Development

Staff Development reminders

Business Writing Workshop (*for those who contribute to the annual report*)

Wednesday, March 24, 1999

10:00 a.m. - Noon

Library Room 204

Supervising Student Assistants Discussion Group

(agenda items include timesheets and evaluations)

Thursday, March 25, 1999

2:00 - 3:00 p.m.

Johnson Room

– *Debbie Lambert*

Department news

Rare Books

Sharon, in her role as religion bibliographer, is working closely with the Divinity School faculty in examining the library's holdings. Both Dean Bill Leonard and Professor Samuel Weber are actively perusing our collection as they consider the needs of the students for the opening term in the fall. Professor Weber's particular area of interest and expertise is spirituality and spiritual development. He recently requested a comparison of our serial holdings with those of Duke Divinity School's Library.

Sharon completed a survey for the general humanities bibliographer at Ohio State University Library on the topic of religious instruction at Wake Forest University. The results will be compiled and published in 2000.

North Carolina School of the Arts film writing class will visit the Rare Books Department after a visit in the Reference Department. Rare materials on native Americans, particularly the Cherokee, will be the focus of research as the film students prepare to interview Cherokee high school students.

Student assistants, under the direction of **Sharon**, continue to work steadily on the task of protecting rare and fragile Baptist materials. To date we have completed construction of 349 protective cases.

Megan is revising and fine tuning work on Rare's upcoming homepage of the manuscript Civil War reminiscences of Herbert Eugene Valentine. Expect a full display, with Valentine's watercolor illustrations of war sites and incidents, by May. - **Sharon Snow**

Circulation

M books back in place

After nearly a year in storage in the Baptist gift storage area, the "M" books have finally been returned to their proper place on Reynolds 6. This group of books had to be temporarily relocated during the elevator construction. This was quite inconvenient for both us and our patrons as we had to retrieve any items that were needed and due to the claustrophobic conditions in the room it was nearly impossible for patrons to go in and browse. **Peter Romanov** and I along with student assistants Tim Reeder, Ric Bridges, and Jason Rajtar moved the books back to their original home. It is great to get Reynolds 6 back to normal and the music faculty should definitely be happy. – **Patrick Ferrell**

Making do

When the Circulation Staff noticed that the red indicators on the atrium were no longer bright enough to show whether or not the alarms were set locksmith Louis Foster was called to the rescue. It turned out that the paint had merely faded. After an attempt to recolor the indicators with a red felt pen failed **Mary Reeves** let Louis use some of her nail polish which did the job perfectly. For those of you who are dying to know the indicators are now "rouge realiste."

Attempted theft—and a mystery!

On Tuesday morning, March 9, our Knogo alarm rang and the exit student assistant Jamie Jenkins asked the young man leaving to stop. Instead the man ran out the door and Jamie, disregarding the directive to consider his personal safety first, went after him. The man ran between the library and Benson, first entangling himself in the security tape and then running into the crane. After falling twice he stopped and asked if Jamie would let him go if he returned the material. "I'm just a lousy bum," Jamie quoted the man as saying. He then threw some pages without a cover on the ground and ran on, at which point Jamie went into Benson and called campus police, giving them a complete description. The police searched but were unable to find a tall thin white male with light eyes and shoulder length wavy brown hair, wearing a black leather jacket and blue jeans covered in mud.

The pages the thief discarded in his flight were engraved, hand-colored plates taken from a rare government document. When **Mary Horton** checked on the value she discovered that the complete volume was probably worth about \$5000. We were puzzled when the pages were brought back into the library and did not set off the Knogo and realized that the thief probably did not give back everything he had stashed in his leather jacket. We were further puzzled when the pages proved to be from some other source, not from our library at all! **Mary** found our volume intact and in place on the shelf. Since this valuable set was in an unsecured area of the stacks we are now in the process of moving them into the Cage. **Mary** has posted a notice on a documents listserve to see if anyone is missing these plates but so far has not had a response.

Detective James Ray is investigating this case but so far all we know is that the thief most likely got away with something else of ours and that Jamie is a hero. Donna Horosko has awarded Jamie one of her mugs for excellence in security service. We still don't advise that our students give chase, but we're proud of Jamie. – **Isabel Zuber**

Internet catch-o'-the-day

The most frequently asked questions I get from colleagues are about personal investing. While I steadfastly avoid offering stock advice, I am always happy to guide people to helpful resources. One of

my favorite internet sites is [The Motley Fool](#). Founded by brothers David and Tom Gardner in 1993, The Motley Fool provides educational investment information in a reader friendly format. The Fools state:

"....you've set your virtual feet on Foolish soil and your days of fear and intimidation are over. We exist to serve you, to teach you, and to have a heck of a lot of fun along the way. We believe that:

1. You are the most capable person alive to manage your money.
2. This stuff isn't rocket science; we all just need to learn together.
3. Being smart about your money can be a lot of fun... really!
4. You can make a fortune doing it."

What more could any investor want?! Need to know if you will have enough saved for your retirement? Try the [savings calculator](#). Want to do some reading? Feature articles address topics like money management, investment ideas, and stock research. Stock quotes, news, and the "Fool's School" of how-to essays complete this useful and tongue-in-cheek site.

So, my friends, I hope that armed with this site, the investment resources in the library (if you aren't sure what these are, call me!), and your own good sense, you will go forth and invest – wisely! – **Elisabeth Leonard**

Conference reports

STN workshop

Recently I attended two days of training on **STN** (the *Scientific and Technical Information Network*). The training was held in Research Triangle Park's Biotechnology Center. The building has a lovely setting, but once inside I found it to be strikingly anonymous. We were confined to the first floor of the building and there is **no** artwork on the walls. These things reminded me of the secrecy and mystery surrounding biotechnology and its applications.

For those familiar with DIALOG, STN is the equivalent in the chemistry world. Academic and corporate researchers, government regulatory agencies, patent lawyers, medical professionals, and information workers use the online service. **Chemical Abstracts Services (CAS)** owns STN, which provides access to 200 databases of scientific and technical information. STN charges a flat fee for online time and varying rates for specific types of searches. At Reynolds Library we have access to an academic **CA (Chemical Abstracts)** account, available after 5:00 p.m., at reduced rates. Searching on STN is taught in the Chemistry Department in the "Chem Lit" class. The department maintains about a dozen accounts for student practice.

Our STN account gives us access to **CA's REGISTRY** file of 16 million substance records for compound identification. For those of you keeping tabs on the Human Genome Project, that work has already generated 2 million new nucleic acids, which have been dumped into the REGISTRY database. We also have access to CA's chemical literature index of 8,000 scientific journals and the patents of 29 countries. Every bibliographic record contains an abstract and structure, as well as extensive information on alternate names, products, reactants, intermediates, and commercial sources. Because chemical names tend to be cantankerous, both right and left truncations are allowed, making it possible to pick up hits with just a portion of the compound name.

The second day of the workshop was devoted to chemical structure searching. An impressive Windows-

based software program supports it. It resembles the paint and draw programs we are used to seeing, but includes buttons for atoms, functional groups, 3- to 15-membered carbon rings and chains, isotope labeling, an assortment of bond types, molecular rotation, etc. Using the software, structure building takes place offline, then the file is uploaded for searching. This is definitely the time when those reference interview skills come in to play. Linda Toler, a lifetime chemist who wrote the computer program that underlies STN's chemical structure searching, taught the course and proved to be an excellent teacher. My search skills as a librarian made the training easy sailing for me and were the envy of my working partners.

And speaking of monopolies--**ISI (Web of Science)** now offers a Chemistry Server as an "alternative to on-line structure searching." This product may give Chem Abstracts Services its first challenge ever in indexing and abstracting chemical information. – **Sherry Durren**

Computers in Libraries according to Roz

This year's Computers in Libraries conference was held in Washington DC. As usual, it was hosted by Information Today. **Susan, Elise** and I all attended the conference and you'll be hearing from them as well, so I'll keep my comments brief.

Monday morning I attended a session on collection development techniques for the traditional and virtual libraries. Conducted in part by Bea Kovacs and Randy Ralph of UNC-G it was an entertaining look at the similarities that exist in collecting for paper and electronic collections. Next was a thorough look at plans for implementing new technologies in libraries. The speaker gave good tips and procedures for introducing new technologies into a library setting.

Last on Monday was a session that sounded more interesting than it turned out to be. Entitled CD and DVD technologies in libraries, it was essentially a discussion of various ways to network CDs. I was hoping for a look into the upcoming DVD technologies, but DVD was lumped in with CD at every turn. A brief trip to the Mall and the National Gallery of Art for a John Singer Sergeant show on Monday afternoon was followed by a lovely meal in Old Town Alexandria Monday night.

Tuesday was full of heavy snow and more sessions on web issues, the most valuable one was on creating personalized library pages for users that **Susan** will discuss more in depth in the next issue of the Gaz. I also attended a good session on the Smithsonian Institution Libraries web initiative and heard about their plans for a Library Information Center to be established somewhere on the Mall to allow the public to search their catalogs and submit ILL requests, etc. It should be a great centralized resource for the SIL. Tuesday afternoon was also spent talking to vendors about upcoming products and services that should be useful to us here at ZSR .

Wednesday we attended part of a session on evaluating web interfaces for libraries and then hit the road to return home. All in all it was a valuable conference although I had hoped for a bit more information about emerging technologies and their potential for use in library settings. I did get to see brief glimpses into future technologies, however, in the exhibits area and hope we can make use of some them. – **Roz Tedford**

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