

Library Gazette

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

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[Yankee Town Meeting](#)

[From the Director](#)

[Teams in Action](#)

[Conference Reports](#)

[The Book Corner](#)

[ZSR Participating in CORC](#)

[Web Page reaches 15,000 Hits!](#)

Yankee Town meeting

Yankee Book Peddler, our primary monograph supplier, is trying to find a way to develop business practices that will serve both the company and its customers in the current dynamic marketplace. In the search for answers, Yankee is facilitating a series of "Town Meetings" across the nation where library representatives and Yankee staff can discuss the changes that are impacting both libraries and the book trade. I attended the Town Meeting in Chapel Hill, April 19. Librarians from Wilmington, Greenville, the Triangle, the Triad, and points west joined John Secor, the founder of Yankee, and Ann-Marie Breaux, the regional manager.

John Secor presented the idea that Yankee is operating on an outdated business model. In this outdated model, the premise is that Yankee will supply the right book in a timely manner for a fair price. That fair price must result in a 5% profit margin for the company and cover all company costs, including development and expansion. As Secor and his staff tried to meet the changing needs of the libraries that form their main customer base, they were increasingly called upon to meet growing technological needs of the library world. These included the development of interfaces for many different integrated library systems, development of Gobi, and implementation of individualized services for libraries. Then it was all to develop over again as everyone changed systems, upgraded systems, or redesigned workflow. They invested their reserve cash and still the need for more and more technological development increased. Supporting this expensive service was the same academic market for books.

Secor asks libraries to look at some of the value added services Yankee now supplies and asks what these services are worth. He asks us to consider a world without book vendors. He tells us that free electronic service has exceeded Yankee's ability to continue to provide it. He asks librarians to help define what he terms core services that are essential to the business of supplying the right book in a timely manner for a fair price. He asks us to look at the extra services, the outmoded services, and the new ones we would like and consider what we will need to pay for some of those services.

Not many people spoke to the issue, though most acknowledged that Yankee provides superior service and careful development. We consider that Yankee spends a half million dollars a year on printed slips for selectors and for work slips for individual books. Can we give up those slips in favor of electronic delivery of the information? Gobi is a core service, but development of many generations of specifically tailored system interfaces may not be a free core service.

Secor says the book discount has reached its maximum. Free shipping is still an option. E-book sales are in the planning stage. Print sales are strong.

But profits for the business have slipped to an all time low well below 5 percent, and the money gobbler is the unprofitable and expensive electronic product. There will be some changes in marketing strategy, and he is inviting his customer base to consider the changes and the impact they may have on library purchasing.

Libraries respond that they are not getting much in the way of increases to pay for the technological venue. They ask the vendor to sort out the costs and perhaps offer a menu of purchase selections. They mention consortial purchasing groups and other collaborative collection development efforts. For this moment, I think vendor and client find themselves at the apogee of impending change. We will probably be able to identify this precise point only after the fact, but for now we have a chance to affect the direction and velocity of what is to come. That is a rare event in this age of technological explosion.

In this library, we pay for outsourced cataloging and marking of books supplied by Yankee. We will pay for shipment of our books to our international libraries. For free we go to GOBI for pre-order searching, for management reports far beyond simple costs. We have called upon our vendor to create large retrospective lists for possible purchase for special subjects and for the Divinity School. We want EDI exchange, Voyager interface capacity, and we are looking at electronic delivery of selection slips. We ask that special invoicing and delivery options be implemented to facilitate our need to order books and pay for them from multiple fiscal years. We ask for extensive personal consulting to keep our approval plan functional. We ask for increased discounts whenever possible. As we change and expand our own library practices, we need to consider the supply eco-system and our proper role in it. In spite of the proliferation of electronic information resources, the printed book will remain an important part of library collections for a good while. Some elements of change are indeed a challenge. This is one. – **Jill Carraway**

From the Director

You've heard the expression, "It's lonely at the top." Well, the departure of Lisa Myers has indeed left us lonely here, and we are interviewing possible replacements, but it will be some time before we are passably normal and in the meanwhile, we will need your patience.

On April 13-14, I attended an interesting meeting at Villanova University's gorgeous conference center. James Mullins, the Director at Villanova, had opened discussion on the need for another organization for libraries, those of us between the Oberlin Group (liberal arts colleges) and the ARL (the large research libraries). The opening discussion took place at ALA midwinter, and based on the interest shown, Mullins offered to host a meeting of the libraries that were invited, based on size and quality. The other libraries represented last week included many with religious connections or origins: Southern Methodist, Loyola of Chicago, DePaul, St. Johns, Richmond, Marquette, Baylor, etc., as well as William and Mary, the U. of Denver, Tufts and Lehigh. There was some skepticism about the advantages of yet another organization, but it was felt that we lacked a voice that this organization might provide. The tentative but unexciting name for the group is the University Libraries Group. (I suggested using "The Middle Kingdom" but less frivolous heads prevailed.) During this first meeting we worked on a mission statement and discussed several topics: Friends groups and fund raising, outcomes and assessments, faculty status, and building issues, including remote storage. We did not have nearly enough time for discussion of any of the issues, and didn't get to others of equal interest. The current plan is to meet at ALA in July, and again next year, possibly at ACRL in Denver.

I am thrilled that we will soon be filling our serials cataloger position. It will give us all a lift to know that Technical Services is at full strength as we approach the end of the fiscal year.

Congratulations to our graduating seniors, especially those who have earned departmental honors: in biology, Joseph Barker; in English, Anne Mary Moser; in history, Jennifer Anne Walters; in psychology,

Bryanne Lisa Cordeiro. We wish all our seniors well and thank them for their contributions! -**Rhoda Channing**

Reconstruction zone: teams in action

News from the Special Collections Team

Special Collections kicks off the off-site storage program

As many of you are aware, I've been working down in the storage room off the all-night study room for the past month. We have stored some of our manuscript collections down there until we complete our move into the Art Room.

Two of these collections were chosen as candidates for off-site storage. Before the boxes could be moved to Twin City, we needed to do a listing of the contents of each box. So I grabbed up my trusty laptop and proceeded to compile a rough draft finding aid for each collection. Many thanks are due to **Erik Mitchell** for the excellent Access database that he set up for me that made this project much easier than anticipated.

The two collections that I was dealing with were the Charles O. Whitley Papers and the R. Kyle Hayes Papers. The Whitley Papers consist of 165 record center cartons, and the Hayes Papers added another 161 cartons.

Charles Orville Whitley is a Wake Forest alumnus who graduated with a B.A. in 1948 and then received his law degree from Wake in 1950. A native North Carolinian, Whitley represented the Third North Carolina District for many years in Washington as a member of the U.S. Congress, House of Representatives. His papers consist primarily of his Congressional files including committee files, governmental department files, sponsored legislation files, miscellaneous subject files, invitations, and press clippings.

I was certainly able to practice my alphabet in typing these files, since the majority of the labels did not contain words – just letters. For example: FCC, EEOC, SBA, FAA, and any other combination of letters that you can think of. Aside from the alphabet jumble, my favorite files in the Whitley papers were the occasional folders I came across labeled “crackpots.” These files contained correspondence from people that Whitley obviously viewed as “not quite with the program.” Some of these letters offered much-needed comic relief from the general government files.

The second collection was the Hayes papers. Raymond Kyle Hayes was also an alumnus of Wake Forest, graduating in 1931 with a law degree. Hayes practiced law in North Wilkesboro, NC for many years. He also became involved in many of the businesses located in and around North Wilkesboro, so much so that he could be described as “having owned half of Wilkes County.” His wife, Margaret Smithey Hayes, inherited a chain of department stores named Smithey's. These stores were located in mountain towns such as Boone, Lenoir, Elkin, Wilkesboro, West Jefferson, and others. When I first attended Appalachian State University, I bought a pair of overalls from the Boone Smithey's. Little did I know at the time that 20 years later I would be organizing the papers of this store.

Kyle Hayes was an ardent supporter of Wake Forest, especially the law school, until his death in 1994. One interesting letter I came across was from Dr. Hearn, asking Mr. Hayes for a sizable donation to the university in exchange for the newly constructed law school to be named the R. Kyle and Margaret Smithey Hayes Law Center. There was no return correspondence from Hayes to Hearn, but obviously

Hayes declined the offer since the law center is named the Worrell Professional Center.

If this has piqued your interest and you just can't wait to learn more about these gentlemen, let me know and we'll be happy to have Twin City pull a few boxes for you. If you've just been trying to contact me lately and haven't found me, please know that I'm back in my office and back to my regular duties. It's nice to be home again! -**Susan McDonald**

Conference reports

Symposium on Electronic Theses and Dissertations

I recently attended the Third International Symposium on Electronic Theses and Dissertations, which was held in St. Petersburg, Florida. The three-day conference was sponsored by the NDLTD ([Networked Digital Library of Theses and Dissertations](#)), a consortium of research universities committed to improving graduate education by developing digital libraries of theses and dissertations.

There is a big movement to digitize theses and dissertations in order to make these more widely distributed for the benefit of scholarly research. Schools that have switched to requiring ETD's (electronic theses and dissertations) have seen an enormous increase in access to the documents. For example, at West Virginia University, during the last year they had print-only theses and dissertations, there were 813 accesses to these documents. Once they went online, the access increased to 37,000 in the first year (They have 484 ETD's at this point). Other objectives of the ETD movement include

- To improve graduate education by allowing students to produce electronic documents, use digital libraries, and understand issues in publishing
- To lower the cost of submitting and handling theses and dissertations
- To empower students to convey a richer message through the use of multimedia and hypermedia technologies
- To empower universities to unlock their information resources
- To advance digital library technology

There are many issues to be considered before committing to an ETD program campus-wide. In addition to the technical processes and tools involved in having the students create the electronic documents, there are delivery and rights management issues as well as long-term preservation questions that nobody has resolved yet. The sessions presented over the three days focused on the challenges and benefits and gave examples of successes and lessons learned. Cooperative involvement needs to come from all areas of the university community (university administration, graduate faculty, staff and students, library, and Information Systems), but the library's role is central to the success of any ETD program. As with today's print theses/dissertations, the library is the unit that has the responsibility for providing intellectual access to the documents. With ETD's that includes the enhancement of descriptions through the use of metadata such as Dublin Core and creating catalog records (perhaps through CORC). Some libraries are also involved with the actual creation of web pages and programming delivery systems including access control.

My primary interest was to see how we might be able to use Voyager to implement an ETD program here at Wake Forest University. I confirmed that it is possible, but that issues of rights management make it more complex than simply linking to an ETD in an 856 field. I hope to share what I learned at the symposium with the graduate school so that a dialog can be started about the potential benefits of moving to an ETD program.

For further information on ETD's, take a look at the two leaders in mandatory ETD programs (Virginia Tech and West Virginia University). Their web sites have detailed information that explains their programs in depth:

<http://scholar.lib.vt.edu/theses>

<http://etd.vt.edu>

<http://www.wvu.edu/~thesis>

<http://www.libraries.wvu.edu/theses/index.htm>

-Susan Smith

VUGM 2000: Susan's report

The annual Voyager's Users Group meeting (VUGM) was held in Chicago from April 5-8. Attending from ZSR Library were **Erik Mitchell**, **Tim Mitchell**, **Susan Smith**, **Wanda Brown**, and **Carolyn McCallum**. The conference was very large with almost 1000 people attending. Voyager libraries now total 632.

My first sessions were on Thursday when pre-conference workshops were held. I attended a half-day session on Web Voyager Configuration (and confirmed that we are already doing about all that can be done with the configuration) and a half-day session on Report Writing. Since **Erik** and **Tim** currently do all of the reports, I hoped to get some sort of foundation so I could do **easy** reports in their absence. I wasn't disappointed. I found that there are 124 prepackages queries and 105 prepackaged reports available in 99.1. I also learned the basics of using SQL Plus and the reasons why I should ignore that and use Access instead (easier to do more complex reports with no SQL expertise!).

Friday, the conference started with a bombshell from Jane Burke, president of Endeavor. She announced in the general session that Endeavor has been bought by Elsevier Science and is now a wholly owned subsidiary. We will have to wait to see what the implications are for their customers, but a large portion of the audience was skeptical about the benefits of such a merger. The general session also included a presentation of the major enhancements to the next version of Voyager (2000): Acquisitions, Web Voyage interface and switching to 32 bit for Circulation. Endeavor is projecting a general release by July, but experience has shown us that AIX sites are a month or so behind the release to Sun sites. We'll keep you informed.

The rest of Friday and all day Saturday were spent attending presentations on different aspects of Voyager. I learned that Image Server is not the answer to our entire digital library needs (as we were led to believe when we purchased it). The rights management piece of the software only works in proprietary client software that we don't provide to the public. Public access to digital images will be through Web Voyage, which doesn't restrict access at all. I did learn about work-arounds that other libraries are using so that they can proceed with digital projects. **Erik** did a fine presentation on Media Scheduling with two other universities but I'll let him tell you the details.

The presentation where I saw the most potential was about electronic course reserves. Two schools (Grand Valley State University and University of Pennsylvania) showed two very different approaches to making reserves available electronically through Voyager. Both projects were well received by faculty and students. Electronic reserves were implemented at both sites to broaden accessibility and better manage course reserve costs. It's worth investigating for our site!

In addition to filling our brains with all things Voyager, we managed to see a little of Chicago. **Erik** worked

hard to bring culture to **Tim** and me by taking us to the Art Institute and the symphony. I did my best to acquaint **Erik** with more lowbrow cultural experiences by going to Second City for a comedy show. We ate some wonderful food and saw some great sights, including an April blizzard. -**Susan Smith**

VUGM 2000 & the Enhancement Process: Erik's report

While Endeavor's Purchase by Elsevier certainly turned the conference on its ear, the slightly less anticipated announcement regarding the revised structure of Endeavor's enhancement process was met with much more enthusiasm. This past fall, the main enhancement committee decided to expand the role of each subcommittee to allow them to make specific recommendations for enhancements that would then be passed to Endeavor. Each committee has a module for which they consider enhancement requests. A few weeks before VUGM, I traveled to Chicago to work on the Media Scheduling Enhancement Subcommittee. The subcommittees have since completed their work and have submitted their recommendations to Endeavor. The proposed features for 2001 will be released on SupportWeb soon.

While my co-attendees enjoyed the town on Wednesday, I attended a certification session for Voyager administrators. We learned all about Oracle, Voyager structure, and Keyword indexes. You might be interested to know that the OPAC runs almost completely on the Keyword indexes and NOT the Oracle database. The keyword indexes have been optimized for speed, not content. This is why we cannot set the default display exactly as we would like.

On Friday, I had the opportunity to show Wake Forest's implementation of Media Scheduling during my presentation with the other members of the MS Enhancement Subcommittee. Our web based MS public interface was well received and (it appears) will be used as a template for other libraries in the coming months. If you would like to see our interface, go to <http://cbt.wfu.edu/media/calendar/calendar.asp>.

By far the most entertaining session I attended was an informational presentation on the coming Interlibrary loan Clio/ Voyager integration for Voyager 2000. The integrated product will allow patrons to submit and track Interlibrary Loan requests through the OPAC. While the product looks very promising, the Endeavor representative who was presenting had no idea what Interlibrary loan was all about and in the span of a few minutes had a room full of librarians turning on him.

As you have heard, Voyager 2000 is coming sometime this summer or fall. VUGM 2000 presentations contained lots of good information about using the current release as well as what to look forward to in the next one. Look for an email soon with more information on getting to VUGM presentations and Voyager 2000 Information. – **Erik Mitchell**

VUGM 2000: Tim's view

By now everyone knows that **Susan, Erik**, and I were at the **Voyager Users Group Meeting** in Chicago last week.

My Thursday Pre-Conference workshops started with a half-day session of "Report Writing" in 99.1. Along with the 124 prepackaged reports mentioned by **Susan**, new for 99.1 are a few functions to search the "BLOB". "BLOB" stands for **B**inary **L**arge **O**bject, and the MARC record is stored here. These new functions will allow us to search for the MARC fields and subfields that are not available in any Voyager tables. So far we haven't had too many instances where this was necessary, but it's nice to know **Erik's** and my life will be made easier with these new functions. My second workshop was on Unix where I learned a few Unix tricks.

My Friday sessions consisted of **Erik's** presentation on Media Scheduling and a presentation on how to use

scripts for complicated tasks. This might come in handy down the road for us but first we (**Erik** and myself) need to learn Pearl, something we both want but can't seem to find the time to do. On Saturday, I attended a presentation on the new Short Loan feature offered in the Circulation module. To me it came across as a mix of Reserves and Media Scheduling. The idea is to allow a student to pick up a book at a specific time, and reserve it for a certain length of time. I also went to another presentation on report writing and an interesting presentation on portable barcode scanners. So far no one has worked out an inventory method yet, but it is highly desired by most Voyager users so hopefully Endeavor will get the message.

Aside from all the VUGM stuff **Erik** did manage to bring a little culture to me. Because of him I got to experience my first Symphony. All in all, I think a good time was had by all. -**Tim Mitchell**

VUGM 2000 according to Carolyn

I also went to the Voyager User Group Meeting in Chicago. **Wanda** and I flew up together on Thursday, April 6.

I attended various workshops on the cataloging and serials modules. The "MFHD Basics" workshop covered everything one would want to know about fields, subfields, and indicators that are included in the holdings record of a cataloging record. In "The Shocking Truth about Managing Electronic Journals" workshop, I heard how other institutions are handling (i.e. cataloging) their libraries' electronic journals and links.

One of the more interesting workshops that I attended was the Pre-Conference workshop "Beyond Functional Training". This workshop was for Voyager users of all levels, from those persons who haven't gone "live" with Voyager in their respective libraries to those who have been working with the system for some time. Various aspects of training such as assessing training needs, methods of training, and developing training materials were covered. The presenters had training materials (e.g. keyboard templates, cheat sheets) that Texas A&M uses to train their library staff on Voyager and its modules. (Texas A&M's library has a training department within their library). Another workshop, "User Training Trends In Voyager Libraries", passed out examples of guides on how to search Voyager's OPAC that various libraries have designed and are providing to their patrons.

I had a great time at the conference. I learned a lot, met some new people, got drenched from rain and sleet in downtown Chicago, and had dinner with a former Pfeiffer colleague of mine. The only downside to the trip was that I got a horrible cold after I got home. – **Carolyn McCallum**

The book corner

Companion to food

If you have been alive in the last 10 years, you will have noticed an increased focus on food. Newspapers, magazines and cable networks devote much time and space, often with luscious photos, to the preparation and presentation of appealing meals. You have only to look around to see the effects of this focus--many of us are larger than we used to be. Interestingly also, food has become an object of scholarly study, food in art, food in the Middle Ages and LC lists as subject Food Habits in Literature. *The Oxford Companion to Food* by Alan Davidson, Ref TX 349 D38 1999 comes along as hefty tome and boon companion to food enthusiasts. Don't look here for recipes, menus or table settings. Instead you will find an alphabetic listing in crisp order and appealing font which begins, not surprisingly with aardvark, "tastes like pork", and ends with zucchini. Global in scope, historical definitions for "poor knights" fried bread of

the 17th century and my personal fav, "spottted dick" an English pudding of the roly-poly type, (q.v.) snuggle up to entries on "poppadom", Indian circular thin crispbreads and "sprat" a small fish of the herring family. National and regional cuisines are listed under most countries and these provide some of the most interesting information included in this very thorough subject encyclopedia. Beautiful, etched botanical and fish drawings illustrate the text which is also accompanied by an extensive and comprehensive bibliography. Basically this is a book for quick reference and heavy browsing--there are 892 pages. – **Elen Knott**

ZSR is participating in CORC

On March 22, 16 people from ZSR (mostly bibliographers) participated in a telephone/internet CORC training session. Special thanks go to **Erik Mitchell** for all of his help in this endeavor.

What is CORC? CORC stands for Cooperative Online Resource Catalog. It is an OCLC sponsored project in which participating volunteer libraries are creating a database of well-selected and well-cataloged Web resources. It is modeled after the creation of WorldCat (the OCLC Online Union Catalog). The overall goal of CORC is to assist libraries in providing their patrons with guided access to quality Web resources. More than 240 institutions are currently participating in CORC. OCLC plans to release CORC in July 2000.

If you know of any valuable, information-rich websites that should be included in CORC, please let me know. – **Carolyn McCallum**

ZSR Web Page reaches 15,000 hits

The new [ZSR Library web page](#) has now had over 15,000 visits or 'hits' since it was put up in January. That's 5000 hits a month, 166 hits a day! -**Roz Tedford**

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