

Library Gazette

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

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Literary Laurels

A piece of short fiction by **Isabel Zuber**, entitled "Blue Chairs," appears in the 50th anniversary fiction issue of *Shenandoah: The Washington and Lee University Review*. Another one, the editor is told, waits in the wings (and an earlier piece, "The Boys from Trade," was published in *Sandhills Review*). *Shenandoah* is a literary quarterly, founded in 1950 by Tom Wolfe among others, and defines its scope as original poetry, fiction, and essays "displaying formal accomplishment, passionate understanding and serious mischief." In quantitative terms, this means that of some 15,000 poems and 5,000 pieces of prose submitted each year, only 80-100 poems and 24 prose selections are published. In qualitative terms, Isabel joins the company of no less august a group than W. H. Auden, e e cummings, William Faulkner, Flannery O'Connor, Ezra Pound, and Dylan Thomas, all published in *Shenandoah*. The summer 2000 issue (vol. 50 no. 2) is still to be found in the Periodicals Room, section J. - **Ellen Daugman**

Angela Gets the Dough

Angela Wilson is the recipient of a \$1000 North Carolina Library Association Memorial Scholarship. Angela is a student in UNC-Greensboro's Graduate School of Library Science where she is specializing in Reference. In his letter notifying Angela of her good fortune, Gerald V. Holmes, NCLA's scholarship committee chair, said: "We had many applicants and you are to be congratulated." Angela is a library assistant in Document Delivery but she puts her reference skills to the test each day at the reference desk.

Reference/Document Delivery is proud of Angela and her achievement. - **Elen Knott**

Carrel Reclamation

Over the last few weeks the Circulation Department has been working to free more carrels for the incoming students and faculty. We saw an increase in carrel usage last fall with the opening of the Divinity School, and the number of students who have already requested carrels seems to indicate that the need is not leveling off. To open up additional carrels, **Renate**, along with Matt Nichols and Daniel Thompson, cleared out several carrels that had been used by the Circulation Department for storage (if anyone needs an old typewriter, please see us!). I have been checking on carrels that have been assigned and making sure that they are actively being used (it is amazing how many students and faculty have left Wake Forest over the

years, but still have carrels checked out). Many carrels that I have been unable to assign to patrons have been marked for lock changes or have no keys, so I am in the process of making a list of the carrels that need changes and additional keys. Judging by the number of students and faculty who have expressed an interest in keeping their carrels this year, as well as the number who are requesting them, the carrels continue to be a popular service that the Library provides. - **Kaeley McMahan**

From the Director

The day we work toward all year has come and gone! Thanks to the planners and the trainers as well as some heroic resident technology advisors who handled the overload, and no thanks to a sometimes balky network, training went pretty well. I was very pleased to read the many appreciative comments on the evaluation instrument. Just as library staff helped out with the computer distribution, handling the parents' reception, IS volunteers similarly pitched in for training. It was stressful, but successful. First year student registration had all of the stress but less of the success as the students encountered one difficulty after another. Aren't we glad our college days are behind us! Library staff who were helping out, as well as staff from the Registrar's Office, worked extra hours to provide support to the frustrated students.

The music of the elevator repairs can be heard on the eighth floor, where I asked that the work be staged, to keep it as far away from the second level as possible and to enable us to track progress easily.

The big news for our users is that NetLibrary is here! Not an unmixed blessing, but a good introduction to a brave new world. Still to come: catalog records and integration of this collection in our OPAC. Right now you may go to the NetLibrary website from a Wake Forest IP address and search for a book, preview it using the table of contents, and check it out for two hours. Printing is very limited. It remains to be seen whether the single copy will meet our requirements. As use patterns emerge the implications of electronic books will appear more clearly. No one seriously doubts that electronic books will make great inroads into printed volumes, especially among younger readers. Food for thought: how should the staffing of our library change to reflect this shift? - **Rhoda Channing**

Department News: Reference

The Reference Department, enabled by **Elise Anderson**, has designated four terminals for open Internet access and the following policy has been approved and is in effect:

Internet Access Policy Reference Department Z. Smith Reynolds Library

- These computers are maintained for scholarly research and in support of the university curriculum.
- Use by Wake Forest University Faculty, Students and Staff has priority. Others will be asked to relinquish their use of the computer if WFU-affiliated users are waiting.
- Use of these computers in the Reference Department to access sites that are incongruent with a scholarly purpose is unacceptable. Do not give us cause to ask you to leave.
- Parents or guardians, **not library staff**, are responsible for the information accessed by their children. All individuals under age 16, not enrolled at Wake Forest University, must be accompanied by a parent or an adult guardian at all times.
- Chat or email usage is restricted to 15 minutes.
- Users must sign up at the Reference Desk to use these computers and show some form of ID.

- Unauthorized access to the WFU server is strictly prohibited. Users will not engage in any such activity or attempt to alter or manipulate the hardware or software (hacking).
- Users are encouraged to download to disk or email data to themselves whenever possible.

ASK ! - **Elen Knott**

Students Tour Library

On Monday morning, August 28, library staff provided tours for 90 WFU students. As usual, we had a lot of really good tour guides who participated in this year's tours. Thanks to the following staff who gave tours: **Linda Early, Elen Knott, Mary Lib Slate, Elisabeth Leonard, John Woodard, Lanie Williamson, Debbie Lambert, Prentice Armstrong, Sherry Durren, Mary Horton, Chris Burris, Carolyn McCallum, and Cristina Yu**, and also thanks to these staff who volunteered but did not give tours: **Ann Bailey, Wanda Brown, Jill Carraway, Susan McDonald, Sharon Snow, and Laura Spear**. Special thanks to **Linda Early** who helped to coordinate the tours. -**Bobbie Collins**

Conference Reports: American Library Association Annual Conference (Mary H.'s version)

I attended several good sessions at ALA this year, covering a mix of government information and access services. The LAMA Circulation/Access Services Committee hosted a session entitled "Access Services: Reorganizing for Efficiency." Sheila Intner, Library Science Professor at Simmons, began the session by looking back at the history of access in libraries. You will gather that Professor Intner was the liveliest speaker when you learn that her talk was entitled "From Guardians of the Treasure to Purveyors of Instant Gratification: Is Life a Journey or What?" Eras in access include: Whips & Chains (pre-1900), Storehouses of Knowledge (1900), The Nuclear Age (1960), The Rise of Bibliographic Computing (1970), From "Big Brother" to "All Chiefs & No Indians" (1980), and The New Age of Discovery: Direct Marketing Eliminates the Middleman (i.e. the library). In the (near) future, Intner predicts that circulation services will dissolve into "multifaceted document delivery services with round-the-clock user services & satellite-linked electronic security systems to track materials without human intervention" and that circulation librarians will earn their JDs and become the library's chief negotiators. We'll see.

Other speakers included Charles McMorran, Queens Borough Public Library; Jeanne Voyles, University of Arizona; and James Vaughan, University of Chicago. Each described the reasons for and goals of reorganization at their institutions. The reasons (technological advances) and goals (improving customer service and more effective use of staff) sounded familiar to me, but it was interesting to see the different configurations that resulted. At Queens Borough it sounds as if most of the library is included in Access Services, including what we would think of here as technical services, circulation, electronic resources, and systems. The other two configurations are more similar to our situation. At the University of Arizona, Access Services consists of Circulation; Maps, Media and Reserves; Current Periodicals, Newspapers and Microforms; and the "ILL circulation outpost." Access Services at U of Chicago includes Circulation, Reserves and ILL. Overall, I came away with the feeling that we are doing well here at ZSR .

In the session on "International Statistical Data: Trends, Sources and Issues," I was able to pick up a few good tips on searching for such data. We were all reminded that reading footnotes when using statistical data is always important, but never more so than when looking at data from a country other than your own. This is especially important when trying to compare data from two or more countries - you might think you are comparing apples to apples, but a thorough reading of the notes will often tell you otherwise.

My suspicions were confirmed when one of the speakers stated that "if you want real nice international data you have to \$\$\$pay\$\$\$ for it."

By far the best session I attended was "We're Here from the Government and We're Here to Help You - Really." Gary McCone (National Agriculture Library), Diane Kresh (Library of Congress), and a representative from the National Library of Medicine each described a program in which the goal is to get information out to the public. The National Agriculture Library is working with the Agricultural Research Service to mount all ARS publications (articles in refereed journals and book chapters) on the Web. They are currently in the pilot phase but hope to be up and running by the end of the summer. The NLM representative described their PubMed product, a free, web-based version of the venerable MedLine database. In the late fall NLM hopes to have in place its NLM Gateway - a web portal to PubMed and the large database Entrez (adds items such as GeneBank) -- that will ultimately be open to anyone, anywhere. The Library of Congress's initiative, the Collaborative Digital Reference Service (CDRS), where "Library-quality reference meets the Web," is truly exciting. This service is also in a pilot phase. At the moment it includes 30 institutions (public, academic and special libraries, as well as museums and "ask-an-expert" services). They have created member profiles, including each institution's areas of expertise, and are using Remedy software to automatically route reference questions to the most likely institution. As the program goes on, CDRS plans to build a knowledge-base from the questions and answers. The goals of the pilot include determining and evaluating the technical, service and administrative capacities of the system. If the program works out and LC is able to fund it, the planners see the CDRS as a way for librarians to make a place for themselves on the Web, in addition to (or in place of) such services as AskJeeves. The CDRS would provide quality reference service 24/7 everywhere in the world. To take a look, point your browser to <http://www.loc.gov/rr/digiref>.

In addition to conferencing, I was able to take in a Cubs game at Wrigley field, see Sue the dinosaur and other museumy things, plus take in a lot of Chicago art, architecture and scenery. - **Mary Horton**

New Gaz staff announces guidelines

Rhoda Channing met with the new Gaz Staff, **Ellen Daugman**, Editor; **Craig Fansler**, Graphics; and **Carol Joyner**, Web Editor, and approved the following newsletter guidelines:

Newsletter Guidelines

The Library Gazette is the staff newsletter of the Z. Smith Reynolds Library. It exists to facilitate communication across departments of the Library, to enable sharing of information about conferences and workshops, to present policies for consideration by staff, and to convey information about staff changes and activities.

These guidelines are not intended to restrict or discourage submissions or other participation, but to ensure fair and equitable treatment of authors and the materials they submit, and the smooth operation of the newsletter. Library staff members are encouraged to contribute to the newsletter by submitting articles for consideration, ideas for coverage, or suggestions on any facet of the newsletter operation.

Submissions

Any member of the ZSR Library staff may submit material for consideration by the editor. Submissions from student employees, retirees, university officials and others will be considered if appropriate and if space permits.

Material may be submitted by e-mail, Word file attachments, or on disk. Computer disks must be readable by Microsoft Word software on an IBM computer. Multi-media for the web version of the Gazette should be submitted in digital format. The author is responsible for converting materials into an electronic format for submission. Articles and other material submitted on disk must be labeled for easy identification and distinction from other files on the disk.

Material submitted on computer disk will not be deleted from the disk. The disk will be returned at publication.

Editing

Material submitted for publication may be edited for reasons of grammar, spelling, punctuation, clarity or consistency. These changes will be made without consulting the author.

Material may also be edited for reasons of inappropriateness, space restrictions, inflammatory remarks, or inaccuracies. In these cases, an attempt will be made to contact the author before publication. An author may withdraw the entire submission if he or she chooses at the time of such notification.

Material submitted for consideration is assumed to be factually correct. Errors will be corrected if noted, but responsibility for accuracy remains with the author.

Placement, headlines, type size, layout, and use of bylines and graphics are prerogatives of the editor.

Deadlines/Publication

Deadline for submissions shall be noon on the Thursday preceding publication. The newsletter staff will strive to publish every other Monday. If publication is delayed beyond Tuesday, the editor shall post a notice in the staff lounge.

In case of a holiday falling on Friday, the deadline shall be noon on the last workday preceding publication. In case of a holiday on Monday, publication shall be striven for on the next workday following.

Publication may be suspended or postponed at the discretion of the Director.

Web Version

The Gazette will be published also on the library's web site, <http://www.wfu.edu/Library/gazette/index.html>, by the Friday after print publication. The web version may include additional material such as graphics, photographs, sound, or other media accessible through the web site.

Distribution/Circulation

The newsletter will be distributed to every full time library staff member. Others, including retirees and selected university offices and officials, may receive the newsletter as a courtesy extended by the Director.

Archiving

A set of the Library Gazette will be preserved in paper in the Archives.

Newsletter staff

The newsletter staff serves at the pleasure of the Director.

Policy changes

Changes in newsletter policy shall be announced in the newsletter. 6/00 - **Ellen Daugman**

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