
Technology Team: Rhoda discussed the task force that is currently evaluating the organization of a Technology Team in the library. She mentioned that the questions before the committee are how the team would be arranged and whether the leader would be brought in at the Assistant Director's level.

The New Library System: Rhoda met with members of IS and of the three libraries regarding the new, more detailed cost information on the two systems still under consideration. The next step is for Dan Smith along with Alan and Mark from the other libraries to put together a presentation for the Vice Presidents of the University. The presentation will be made in March.

Reorganization Reevaluation: Rhoda sketched out the tentative schedule for representative from the teams to meet with the reorganization reevaluation committee. Rhoda made it clear that the committee is looking for feedback from anyone regarding the effects of reorganization. People who wish to communicate to the committee can do so by e-mail or letter or come in person to the committee meetings. The members of the committee are Rhoda, Megan Mulder, Mary Horton, Scott Adair, Isabel Zuber and Debbie Lambert.

Smoking Policy: The signage committee brought the issue of smoking in ZSR to the attention of Rhoda who asked for comments regarding making the entire library smoke-free. This would mean no smoking in the stairwells and no smoking lounge for the staff, either. The issue will be discussed at future staff meetings and any decision would probably not take effect until after spring semester exams.

WIN: Debbie offered information on the Wake Forest Information Network, which is being developed as an Intranet for the University and its employees. Plans to have forms for expense vouchers, reimbursement forms and many other items are in process. Debbie asked the group to think of ways the library may become involved and services we might have available over the network (book orders, ILL forms, etc.)

Housekeepers: Elen suggested that the library make some show of support for our excellent housekeeping staff, especially in light of the recent events surrounding the bad weather policy. Isabel reported on a meeting she had attended with the Women's Issues group in which heated exchanges on the subject took place. Gift certificates were suggested as a possibility.
Coffee Bar on the Horizon? **Rhoda** mentioned that she is considering installing a coffee bar somewhere in the library. Her hope is that this would attract more faculty, and even perhaps students, to the library and would give them a place to sit and relax and enjoy some good Java! Other libraries have already done this and Carpenter Library at Bowman Gray is one (Maria’s coffee is featured there). Discussion ensued about where to install it; the primary consideration is that water must be available. The Johnson Room was suggested as a potential space. – **Roz Tedford**

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**From the Director**

In accordance with the SACS recommendations, the Library Planning Committee has created a survey which will be sent to faculty and a sampling of students, so as to give us a way to evaluate our services, facilities and programs on a regular basis. **Florence Toy** translated the survey form into a web-based document that will be attached to an e-mail message to be sent right after spring break. The feedback from the form will help us identify areas where we are not meeting the expectations of our users (and non-users). I also hope it will tell us what we are doing especially well!

At the March 2 meeting of the Library Planning Committee, I asked for opinions about smoking in the library; some of the members of the committee were not aware there was smoking in the building, and while there was some sentiment expressed that the building should be smoke-free, it was not a strong sentiment. My e-mail, received since the staff meeting, indicates staff feelings are mixed.

I have also been involved, as has **Debbie**, with the testing and design of administrative computing applications, like online directories and forms. A lot of work is being done on these applications, and much more needs to be done before they can be put into general release.

Those of you who were on the staff during the last capital campaign will recall that the library was not included among the targets for additional funding. At this time, preliminary discussion is underway on the priorities for the next campaign. I have ideas about the needs of the library for additional funding, but would welcome your suggestions as well. – **Rhoda Channing**

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**Reconstruction zone: teams in action**

News from the Information Services Team

Team Info met on February 17 to fill one another in on recent activities, then reconvened on March 3 to prepare a report for the Reorganization Review Committee on March 10. **Bobbie Collins** reported that 67 BI classes had been presented to Wake Forest students between June and December 1997. **Susan Smith** announced a new NT server has been purchased for the library. Since our meeting, the server has been fired up and is smoothly running a load of the library’s databases. We are in the midst of a number of electronic resource trials and **Susan** implores all staff to check out these new resources and give feedback. Ebscohost, *Sportdiscus, Political Science Abstracts* and *Mental Measurements Yearbook* are but a few.

**Roz Tedford**, Ms. **Microtext**, could hardly wait to announce that 500-700,000 records have been added to OWL for the 18th Century Imprints collection. This sounds like a lot, but if it’s wrong, who’s counting?
We’ll slip in here that Roz and her boyfriend Patrick Morton have announced their engagement. Congratulations and best wishes, you two! Roz is constantly upgrading the Gov. Docs homepage and has proposed giving a tutorial on its use to TeamInfo. All staff is invited to participate. We’ll sound the alert in a timely fashion. Roz says that so much government information is available over the Web, we need never check print again. Well, what about those glorious old tomes of expeditions into the Amazon Basin issued by U.S.Gov.Print.Off. in ’04? Marilyn can tell you where these are, and while they are electrifying, they are not electronic.

Giz did a heap of training classes this fall with the help of his friends. Most of these classes were Template training for 1st year seminar and other on demand classes requested by students. Giz says the NEW LOAD involves upgrades to the desktop. Office 97 and Windows 95-R-US. The mail package will PROBABLY be Eudora Pro. The Multimedia Lab has been moved around in the ITC, check it out. I did and I got scanned! Giz will be working at Corporate on Orientation materials two days a week this spring.

Florence has been combing catalogs to make additions to the video collection. Equipment added to the multimedia lab includes new furniture, a combo laser disc, new VCR and a TV monitor.

Dan reported that the System selection committee has been spending quite a lot of time querying the two contenders, Innovative and Endeavor in order to make precise system and budget comparisons. He anticipates a decision being made at the highest administrative levels by late March, early April.

Team Info members Ellen Daugman, Bobbie Collins, and Cristina Yu have shown verve and versatility in Lobby exhibitions this spring on Jane Austen, Great Women Writers and Chinese New Year. Of course the unmistakable hand and eye of Craig Fansler lies in them thar cases.

Elise Anderson did the Team thing and assisted in three 1st year seminars I did in the ELECTRONIC classroom recently. Team Info is highly collegial. It’s a good thing! – Elen Knott

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News from the Assistant Director

Wake Forest Information Network (WIN)

Many of you may have heard about the new Wake Forest Information Network (WIN). I thought you might like a little more information about this campus intranet.

**What is WIN?** WIN (Wake Forest Information Network) is a web-based network (campus intranet) which will provide students, faculty and staff with easy electronic access to information and resources about Wake Forest University.

**What types of information and resources will WIN include?** WIN will provide access to a wide variety of information and resources. Just a few examples are: class rosters, course schedules, enrollment information, parking sticker forms, room reservations, policy manuals, meeting minutes, travel reimbursement forms, and work request forms. Some information will be accessible by the general public. Some will require passwords and be accessible only to students, staff, or faculty.

**How are decisions being made about the information to be available?** Several focus groups of faculty, staff, and students met earlier this year to brainstorm and identify information needs that could be met through the campus intranet. Two other groups have been established. One group is prioritizing
the suggestions of the focus groups, gathering existing forms, and providing input to Information Services technical staff who are developing the intranet documents. Another group is working on processes that will allow users to submit information to various business offices via the web.

**What can the library do?** We can identify forms, processes, and information that we would like to make available to students, faculty and staff via the Intranet. For example, several focus groups indicated interest in having an online form available to request materials to be placed on Reserve. Other library applications could be enhancements of the current online request form for interlibrary loans; forms for reserving group study rooms; and access to digital reserves via intranet. **Your ideas are very welcome!**

**What about training?** There are some training issues related to implementing WIN. The library is represented on the WIN Training Committee and you will hear more.

**What's next?** Updates will be posted in the *Library Gazette*. If you have any ideas or questions about WIN, contact Debbie or Rhoda.

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**Call for Reports**

We are very fortunate to have many Z. Smith Reynolds Library staff members serving on boards, committees, and as officers of state, regional and campus associations and organizations. Through these activities, we network with our colleagues, gather information, and make contributions to the world of libraries, information science, and higher education. To assist the communications process, we are reserving a new column in the *Library Gazette* for everyone serving in these capacities. We need you to share the latest, share the news, and share the issues with the rest of the library staff! Please submit your reports directly to Bobbie Collins for our new "Outside the Library" column in upcoming issues of the Gaz. Thanks!

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**Committees Column**

Did you know that we have 10 internal library committees and workgroups operating this year? The current standing committees are: Disaster Preparedness, Employee Recognition, Kitchen, Library Orientation, Reorganization Review, Signage, Social, and Staff Development. In addition, the Staff Association Board manages the Library Staff Association business, and the Technology Work Group functions as a temporary Technology Team this year. In an effort to enhance communications within the library, future issues of the *Library Gazette* will includereports from all of these groups. Look for the latest news in the regular "Committees Column." (If I have overlooked any committees, please let me know).

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**Staff Development news**

Are we all ready for our "service with a smile," "how may I help you" customer service attitude? After the enthusiastic and informative presentation by Linda Early, Susan McDonald, Mary Lib Slate, and Cristina Yu, we can't help but be! Many, many thanks to the four of them for sharing the lessons of the Customer Service Certification training they attended in January.
Kudos go to Mary Horton and Tina Kussey for the very successful Introduction to MS Word workshop that they led for library staff on February 23, 1998. Once again, we are pleased to be able to call upon our very own talented staff to conduct training for library staff. Thanks!

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**Social Committee Reminders**

Socialites: Mark your calendars!

St. Patrick’s Day Breakfast  
Thursday, March 12, 1998  
8:30 – 9:30 AM in the Staff Lounge  
Special Guests: Custodial Staff of the library *Sign up sheet is in the staff lounge.*

Mulder, Jr. Baby Shower  
Wednesday, April 8, 1998  
2:30 – 4:00 PM in the **Rare Books** Reading Room  
Special Guests: Megan and Phil Mulder (and Junior, incognito!)

*More details will follow in later issues. – Debbie Lambert*

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**New NT CD-ROM server: up and running!**

After many months of discussion, investigation, planning, negotiation, and a great team effort, our new library CD-ROM LAN went "live" at the end of February! The new server is an IBM Netfinity 7000—a powerful, sleek computer with 3 Pentium Pro 200 Mhz processors, 54 GB of hard disk space and 256 MB RAM. In addition to providing badly needed expansion, this server is allowing us to add innovative software that will give us better management tools and ready us to integrate easily with the new library system that is coming soon.

The dedicated group who saw this project through from start to finish are: Dan Smith, Elise Anderson, Susan Smith, Elen Knott, Rhoda Channing and IS’s Lee Norris. Special mention goes to Tim Mitchell, who jumped right in to assist with the process upon his arrival at ZSR in January! Once the server arrived on campus, IS’s Ken Sharp and Rob McCartney provided valuable technical assistance to install the operating and web software and provide connectivity and access.

The databases that will reside on this server, for now, are all of our SilverPlatter titles: *Art Index*, *Biological Abstracts*, *EconLit*, *ERIC*, *GPO Index*, *MLA International Bibliography*, *Political Science Abstracts*, *PsycInfo*, and *sociofile*. They can be accessed from two different interfaces—windows (through Research and Classroom Tools/Library CD Services) and through a web interface via Netscape ([http://library2.computer.wfu.edu/scripts/webspirs.cmd](http://library2.computer.wfu.edu/scripts/webspirs.cmd)).

In addition to faster, more reliable service, the new "ERL" management software allows users to cross search databases at the same time. In addition, the windows interface has the capability of including remote SilverPlatter databases so that they can also be searched simultaneously with those mounted locally. Currently, *Medline* is one of our remote subscriptions that this will affect. We are also excited
About the web interface capability. The ability to access via Netscape will provide access to those students who don't have the standard load on their computers, or who have Macintosh computers. – Susan Smith

And So To Bed

National Women’s History Month is March 1-31. In celebration of this and to honor the lives and achievements of women, Craig Fansler, Ellen Daugman and Bobbie Collins prepared a library exhibit. The exhibit highlights the writings of women. Letters, diaries, and other resources were identified and pulled from the stacks to illustrate the variety of women’s writings. Some of the items selected for the display are very well known, for example, The Diary of Anne Frank. Other resources such as the letter written by little Martha Gibbins may not be as familiar.

In addition to book sources, the exhibit includes photocopies of original letters and a "mock diary." The original letters are from the Personal Collections Section. Julia Bradford and Susan McDonald helped to identify these resources. The exhibit contains a letter written by Lizzie Gregory to her aunt. Lizzie was a student at Chowan Female Institute. The letter is dated October 23, 1860. There is also a letter from Ann Eliza Wait to her father, Samuel Wait.

By the way, the title of the exhibit "And so to bed" comes from the fact that before retiring for the evening, many women ended their journal entries for the day with this phrase.

Ellen prepared a handout to accompany the exhibit. The handout includes several annotated reference bibliographies of women’s diaries that have been published either in book form or in journals and magazines. Ellen’s handout also lists web resources that focus on women and women’s writings.

Although Ellen and Bobbie did the research and wrote the text for the exhibit, much of the credit goes to Craig. He is responsible for creating the great visual presentation and the wonderful signage. Ellen and Bobbie are grateful to Craig for all of his assistance.

It is our fond hope that library exhibits honoring National Women’s History Month will become an annual tradition. Women’s diaries and letters have become a prominent feature on publishers’ lists, especially among the university presses. So staff members interested in any aspect of women’s history—whether for personal pleasure reading, or for research and exhibit purposes—will find abundant resources. – Bobbie Collins and Ellen Daugman.

Gazette Home | Library Home | Questions? Contact Us.
Marcive: Mary Horton reported that the library has been paying Marcive to update our Government Document holdings in OCLC each year. Marcive adds all our new Gov Doc’s holdings onto tapes for addition to OCLC. This is an expensive process that yields the library and its patrons little benefit. Our holdings are fully accounted for in the database and any item not available here is available at a full repository, such as UNC-CH. As a result, the group felt this expenditure of funds was no longer necessary.

Discards: Wanda Brown reported that there are inconsistencies with the way items are being discarded. She will be working on a procedure to remedy this problem.

Desktop maintenance: Wanda asked that there be some method of maintaining the Tech Services desktop computers, so that everyone will have the same versions of software.

Student Budget Update: There will be a large amount of money funded for student payroll which will not be spent this year. Rhoda will try to transfer any unspent funds into the PCQ retroactive salary upgrades. The budget for next year will most likely be very tight and it looks as if the student salaries will remain at $6.50/hour.

New System: The next meeting with the University Vice Presidents and the new database presenters will be on March 30th.

Technology Team: The group is meeting monthly to look at other institutions and how they deal with technology issues. They are also examining the issue of having a Technology Team Leader vs. an Assistant Director.

ASERL Stats: Debbie Lambert passed out a sheet of statistics covering the three WFU Libraries compiled from a report from ASERL. This report is compiled annually and involves 31 institutions, and compares them on a variety of issues such as holdings, payroll, etc. These are available from your Team Leader. – Craig Fansler
From The Director

On March 18 I had the pleasure of meeting the new faculty for a library orientation, which was pleasantly rounded off by a reception in the Rare Book Room and a talk from once-and-future Provost Ed Wilson. Last year I had a conflict and Elen Knott did the honors, so it was a tough act to follow.

With yeoman service from Florence Toy and Susan Smith, our web based online library survey was distributed as a link from e-mail. I am pleased at the number of replies we have already received and have learned a lot from the faculty who were unable to use the link I provided. We are all learning! The surveys for students will be distributed in hard copy, but the students will be given the URL of the survey and may choose to reply that way. Unfortunately, it seems that every campus unit is surveying every other, or convening a focus group, all in good causes to be sure, so patience and willingness to participate may be in short supply.

The library was well represented at the first two NIT rounds. Strong support for the Deacons was evident! I don't usually go to games, and find them especially exhausting when I have work the next day. They take a toll on the emotions!

From my experience in Venice, trying to inventory the collection, I felt it would be very useful to have someone with a little bit of training do the same for Worrell House in London. Professor William Moss of the English Department will be the summer director and his student will work up to 10 hours a week for us. I hope we can clear up their catalog.

The cooperative efforts of the Wake Forest libraries have led to another "first"— a co-sponsorship of a lecture on March 31 by Dr. Laura (Lolly) Gasaway on Copyright in a Digital World. We are very lucky to have such an authority as close as Chapel Hill. I hope any of you who are interested will be able to come. There will be a reception afterward.

NC LIVE is on its way! The good news is that we will be able to save money by canceling existing subscriptions and substituting others that have been negotiated for us. If there is any bad news it may be that some details still have to be worked out.

The next few weeks will be extraordinarily busy and important. Our presentation to the Vice Presidents on the next integrated information management system will be March 30, and then we will have several candidates on campus for the two reference/bibliographer slots. I am tired of replying in the negative to faculty who ask if we've hired their new liaison yet!

The Reorganization Review Committee and the Technology Organization Group are continuing to meet. Hearings continue for the RRC, and the Tech Group is gathering information about other academic libraries and how they manage technology functions. – Rhoda Channing

News from the Assistant Director

ASERL Statistics

ASERL, the Association of Southeastern Research Libraries, is made up of the libraries of 31 institutions. Every year member libraries report statistics in the areas of holdings, expenditures, staffing, and enrollment. Each institution reports aggregate data for all the libraries within its administration. In the
case of Wake Forest, that means that we report the data for ZSR, PCL and Carpenter libraries together. Once ASERL collects the data, it is compiled and reported to member libraries.

It can be difficult to make comparisons due to vast differences in institution size. For example, of the 31 institutions represented, Wake Forest University has the smallest enrollment (3,679 full time students in 1996-97) and University of Florida has the largest (33,838 full time students). Even with our small enrollment, we are 22nd in collection size with 1,355,705 volumes in the libraries. UNC Chapel Hill is first with 4,819,186 volumes. In June 1996 and June 1997, Wake Forest fell within the range of 19th to 23rd for most categories. It is most interesting to note that we are first among all 31 schools in the category of "Library Expenditures per Full Time Students." We spent $2,395 per student in FY 1996 and $2,429 per student in FY 1997.

Another way to look at the data is to compare our own WFU changes from year to year. Here are some examples. The Collection Size remains fairly steady with increases of 1% in 1994, 5% in 1995, 2% in 1996, and 2% in 1997. Total Library Expenditures increased 6% in 1994, 6% in 1995, 3% in 1996, and 5% in 1997. Salary and Wages Expenditures (including exempt, nonexempt, and student employees) increased 6% in 1994, 10% in 1995, 2% in 1996, and 12% in 1997.

A summary spreadsheet of selected ASERL data has been distributed to Team Leaders and the complete ASERL report is on file in the library office. You are welcome to see the report if you'd like to review all the data. – Debbie Lambert

Beta Test for EBSCO Online

Z. Smith Reynolds Library is collaborating with Carpenter Library in a Beta test of EBSCO Online, a web based collection of more than 1000 titles, primarily in the sciences. Representatives from the Birmingham offices of EBSCO came here March 17 – 19 to introduce the product and train the Beta participants. Susan Smith is the local system administrator. Reynolds staff who trained on Wednesday and Thursday were Scott Adair, Elise Anderson, Wanda Brown, Jill Carraway, Bobbie Collins, Ellen Daugman, Mary Horton, Tina Kussey, Leslie McCall, Susan McDonald, Megan Mulder, Roumi Radenska, Dan Smith, Susan Smith, Sharon Snow, Laura Spear, and Cristina Yu. Debbie Lambert joined the group for the demonstration. Faculty participants, Dr. James Kuzmanovich, Dr. Dilip Kondepudi, and Dr. Yaorong Ge, had sessions with the trainer earlier. A training session was also offered at Carpenter Library for Molly Barnett, Rochelle Kramer, Mark McKone, Bonnie Poston, David Stewart, and Janine Tillett.

For the next two months, beta participants will dial in once a day to conduct a search and send comments by e-mail to Birmingham. In the meantime, they will have full access to all the journals on the test, whether we subscribe to them or not. It will be an opportune time for us to look over a growing journal list to see if any are needed for our collections. This test also will help us explore the benefits and limitations of using an aggregator to handle our growing collection of electronic journals. Faculty participants are pleased at the prospect of this expanding electronic body of resources for their teaching and research.

This beta test represents yet one more step in the direction of the virtual library, a route we are following as fast as we can run. – Jill Carraway
Department News

Government Documents

At the most recent Administrative Council meeting we made the decision not to update our government documents holdings on OCLC. The cost of doing this outweighed the negligible, to us, benefit of updating our holdings. Government documents are exempt from the OCLC membership requirement that all holdings be loaded into OCLC. This decision will not change the appearance or completeness of government documents records in our local online catalog. Loading our documents holdings onto OCLC would only affect resource sharing and Interlibrary Loan. Since it is the protocol in government documents circles to always request materials from the nearest regional depository library, this decision will not impact our ILL loans or requests. – Mary Horton

A topographic field trip of Washington, D.C.

The U.S. Geological Survey has designed and produced "A Topographic Field Trip of Washington, D.C." using an education grant from the Department of the Interior.

Originally designed for middle-school students, it can be used to teach introductory topo map reading skills at any level. It teaches you to examine spatial information and relate it to real-world features through the use of sounds, graphics, text, animation and interactivity in a multimedia game-like adventure.

You will actually land at Washington National Airport. You are required to answer questions and, if correct, you earn Metrorail farecards that help you navigate around town. I can go on about this publication but I want you to borrow it and see for yourself.

This is a great program, especially if you are planning a trip to Washington and are not familiar with the lay of the land. The graphics are great and it holds your attention. It closes with the statue of Abraham Lincoln in his memorial saying, in a deep, resonating voice, "Are you sure you want to quit?" – Marilyn Shuping

Outside the Library

Name-Dropping

North Carolina Libraries is naming names. The following ZSR staff names appear in the Winter 1997 issue (The Conference Issue) of North Carolina Libraries: Wanda Brown, Rhoda Channing, Bobbie Collins, Mary Horton, Megan Mulder, Susan Smith, and Cristina Yu. Check out this issue and find out why these people are in the news. – Bobbie Collins

Outside But Checking In

Some of you may have noticed that I am not always around lately. Once again I am working with Information Systems to develop the ThinkPad Software Load for the ThinkPad 380XD. For the third year in a row, I will be spending two days a week (Tuesday and Wednesday) during March, April, and May at the University Corporate Center helping Tim Covey and other members of Information Systems build the new software load. So if you see me in the atrium looking puzzled, I am just trying to figure out which
day it is and where I am supposed to be! I always enjoy participating in this project each year. This joint effort always helps us better prepare for ThinkPad Orientation and keeps us current with what is new regarding the ThinkPad Project. – Giz Womack

ZSR Library Committees: Making a Difference

Signage Committee

The Signage Committee began meeting in early March of this year. We are just beginning a ‘Search and Revive’ mission for the library’s signs. To date, the committee members have surveyed all the current signs in the library. We are currently discussing each sign and any needed changes or updating. The committee members are: Linda Early, Scott Adair, Marilyn Shuping, Sharon Snow, Mary Lib Slate, and Elen Knott. When the committee has completed its survey of the signs, we’ll forward our recommendations to Rhoda. We will gladly entertain suggestions via voice, phone or email—personal visits too. – Craig Fansler

Employee Recognition Committee

On February 10th, the Employee Recognition Committee sent out an e-mail explaining the guidelines for the recognition program. The guidelines followed an outline of what is recognized, who is recognized, how it is recognized, who does the recognizing, and the process for recognition. Since only two responses were received, we are extending the deadline to April 3rd. At that time, the committee will meet to finalize the guidelines for the program using the feedback given. – Mary Reeves

Social Committee

Thanks to lots of help and hearty appetites, the St. Patrick’s Day celebration was a success. The menu for the morning: homemade biscuits, muffins, casseroles, and grits, not to mention blueberry pancakes and scrambled eggs. And, Wanda finally had her green eggs and ham! Are we ready to open a diner? Any volunteers for another ZSR breakfast bonanza would be most welcome! – Debbie Lambert

Staff Development

Continuing our technology training series, Susan Smith and Andy Morton presented an Introduction to Netscape to library staff on March 9, 1998. Both novice and experienced Netscape users benefited from the tips, tricks, and shortcuts that Susan and Andy shared. Like the feedback for the Introduction to MS Word session (led by Mary Horton and Tina Kussey), the evaluations for Introduction to Netscape were very positive, emphasizing the benefits of small group size, individual attention, and hands on practice. Stay tuned for news of the next class in the series: Introduction to Excel. – Debbie Lambert

Conference Reports

Serials Conference according to Laura
I attended the 7th North Carolina Serials Conference in Chapel Hill on March 5 & 6, 1998. The keynote address was given by Clifford Lynch, Executive Director of the Coalition for Networked Information. He philosophized regarding the "community of interest" and what all these web sites mean. He is very concerned with the question of privacy—now who and what they are reading will be available not just to the publisher but to others. In this electronic format the issues of migration and archiving become more acute. He talked about the evolution of the site in terms of time travel and multi-media simulation. It was a glimpse into the future from paper to electronic challenging us all, especially librarians.

The two breakout meetings were much more practical. Claiming and database maintenance by acquisitions people at NCS and UNC-W included examples of their check-in and claim records. Both libraries were involved in vendor transfer, cutting or adding subscriptions. All these required cross training and much employee support and recognition. A second session dealt with the electronic transfer of government information from paper. The speaker, an "advocate," is concerned that some government information is being lost in the transfer.

The final afternoon session dealt with the advent of NC LIVE in April 1998. This is an attempt to level the playing field for all libraries in the state: university, community college, public and school libraries, based on the GALILEO project in Georgia. Pretty exciting stuff! The two Friday morning presentations were a symposium with lots of questions and interaction from the floor aptly named "TALK!TALK!TALK!" The Director and the Head of Library Information Systems from the Perkins Library at Duke and the Director of a small county library, Bladen, batted around questions involving community and the library, etc. The advent of NC LIVE could be a salvation to that small county library. Finally, three publisher representatives made their pitch including Jenny Kanji of LEXIS-NEXIS who used the Nordstrom's approach to business and creating loyalty from its customers. LEXIS has borrowed from this and libraries can too.

I met folks from all over— not just my usual NC serials friends—even a woman from Hunter College in NYC. This opportunity to network and be involved in issues on the cutting edge is exciting and challenging. I thank Rhoda for allowing me to participate in the conference and conversations with Tina and Roumi on our drives back and forth to Chapel Hill. Another plus—the luncheon at the Friday Center was grand, especially all those rich desserts! – Laura Spear

Scottish duo attends conference in South Carolina

On February 19, Susan McDonald and Julia Bradford attended the fourth annual Historical Records Conference, "Archives for the Next Century" in Columbia, South Carolina. This conference was sponsored by the State Historical Records Advisory Board (SHRAB). The one-day conference, held at the State Museum, provided a range of sessions—from "Archives in Your Attic" to "Wearing Many Hats: Librarians as Archivists and Archivists as Records Managers."

Julia attended the morning session: "South Carolina Archives Organizations: Activities and New Directions," presented by representatives of several South Carolina organizations concerned with archives and manuscripts. After each described their missions and activities there was a general discussion on the topic "Should South Carolina form a state-wide archival association?" The consensus was that even though there are many sources of help available through the different organizations, professional archivists in South Carolina do not have a means of coming together to discuss common needs and concerns. It was brought out that North Carolina has the North Carolina Society of Archivists and Georgia has the Georgia Society of Archivists. Someone suggested exploring the possibility of having a joint association with a neighboring state. It was also suggested that a committee be formed to compile a mailing list for mailing a survey to archivists to evaluate interest and willingness to join such an organization, etc.

Susan's morning session was "Archives in Your Attic." It was intended for people interested in taking care of their personal papers, scrapbooks, and photographs. However, invaluable information was presented
which we can immediately apply to projects we are working on in the Baptist Collection and in the University Archives. The speaker was Sharon Bennett, director of the Charleston Museum. Ms. Bennett was a dynamic speaker who is obviously extremely knowledgeable in preservation issues. The discussion of handling framed materials was especially beneficial since we are in the process of making decisions about a large number of these items that we have on hand. Factual information on displaying items and on preserving scrapbooks was also extremely valuable. It isn’t often that you attend a session where you come away with two to three pages of notes you can actually use. This session was one of those and was well worth attending the conference.

The most entertaining session was the keynote address given by Dr. Rodger E. Stroup, Director, S. C. Department of Archives and History. His address, "The History Center Becomes a Reality" was a very interesting history of the South Carolina archives from its inception to its recent move to beautiful new, modern quarters. His talk was replete with slides and humorous anecdotes. The astonishing thing about the move is that when they move in, the building will be paid for from surplus money from the state budget. Check out their web page at www.scdah.sc.edu/homepage.htm.

During the afternoon, Susan and Julia attended "Wearing Many Hats: Librarians as Archivists and Archivists as Records Managers." This session was presented by Dr. Robert Williams, USC College of Library and Information Science and SHRAB, Chair; Jeanette Bergeron, Consulting Librarian and Archivist; and Marie Hollings, Charleston County Records Manager. Each described their duties and explained how their roles have changed. They also gave the audience practical advice on how to cope successfully with additional functions in their responsibilities. It was clear that today librarians serve as archivists, and archivists add records management to their duties. The panelists’ presentations clearly demonstrated that there is overlapping in the areas of communities served, processes, physical environment, types of records, medium dealt with, legal issues and impact of technology. This session was both interesting and informative.

Overall, this affordable one-day conference was well organized and executed. Although much of the focus was on South Carolina issues, there was plenty of information presented that would be useful for any archival collection. This may be a conference we attend again next year— even if the topics aren’t as relevant, we can at least enjoy more of the delicious chicken casserole and special green beans they serve each year at lunch! – Julia Bradford and Susan McDonald

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Getting to the Source: Recent Scholarship on Women

As many of you know, the Reference Department has a table where new reference books are displayed. It is tucked under one of the clocks in the reference area and sits adjacent to the Reference Department shelflist. As one of my reference duties, I make it a habit to check new arrivals. I am constantly amazed at the different and interesting reference sources that the library receives.

During the fall semester, several new reference books on women arrived and were shelved on the "New Reference Books" table. These books quickly caught my eye, and I thought that some of our staff would like to know that these are here. As I examined the new books, I realized that years ago information concerning women’s studies was difficult to locate. There were very few dictionaries, encyclopedias, and other reference sources devoted to this important area. This is no longer true. The volume of scholarship on topics related to and affecting women continues to grow, and researchers today (at least in our library) have access to some excellent sources. Plus as Ellen Daugman and I noted in our article "And so to bed" in the March 9 issue of the gazette, we are blessed with a wide variety of resources dealing with women.

One of the new reference books is The Women’s Movement: Reference and Resources (Ref HQ1236.5 U6 R93 1996). This is an annotated bibliography on the women’s movement in the U.S. and is an interesting
collection of references that focus on broad areas such as early women’s rights movement, suffrage, equal rights amendment, and feminist discourse.

The *Chronology of Women Worldwide: People, Places, and Events that Changed Women’s History* (Ref HQ1121 C617 1996) offers a comprehensive account of historical and cultural events covering women from all cultures. This book proceeds from ancient times to 1996. One helpful section is called the "Documents of History" which contains excerpts from the historical record of women’s struggle for rights.

While we are still celebrating National Women’s History Month (March 1-31), I wanted to mention at least two of these resources and to whet your appetite for more tantalizing things to come. So stay tuned! – **Bobbie Collins**

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### Hospitality Hall of Fame

In December SOLINET inducted Wake Forest University into its Hospitality Hall of Fame. We were granted this honor because we have hosted 10 workshops since 1993. If it were not for our hospitality, along with many other universities and libraries, SOLINET workshops would reach and benefit fewer members. – **Rhoda Channing**

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Gazette on the WWW

As of the March 9th issue of the Gazette, it is now available on the WWW. You can access the information from the Library's homepage. Go to "About the Library" and choose "Library Gazette." The online version is the same as the Web version except there are hotlinks and extra site links in the online version which adds something to the content. Please take a look and let me know what you think!! – Roz Tedford

Copyright Lecture: a success!

On Tuesday, March 31, the three Wake Forest Libraries presented their first annual lecture series. This was an important occasion as it was the first of many collaborative efforts between the libraries! The lecture was about copyright law and its implications in the electronic world. We were very fortunate to have Lolly Gasaway, Director of the Law Library and Professor of Law from UNC-Chapel Hill, as the guest speaker. She is one of the country's foremost experts on copyright and intellectual property law, AND an extremely entertaining speaker!

Dr. Gasaway started out by giving an overview of copyright law and the issues that are library-related. She also brought us up to date on pending legislation and topics. Then she discussed the issues that have arisen with the advent of the Internet and electronic publishing. One of the most important concepts she covered concerned how to tell what is copyrighted on the Internet. The fact is that even if an electronic document or image contains no notice of copyright, it is, in fact, protected by copyright as long as it meets the criteria (it must be an original work of authorship and be fixed in any tangible medium of expression). This means that you can't assume it's OK to snatch a picture or download a document and use it however you'd like just because there is no copyright notice listed! Other areas of concern to libraries that she discussed included electronic reserves, interlibrary loans of electronic documents and what constitutes fair use of a digital work.

If you missed the lecture, Dr. Gasaway left a copy of her PowerPoint presentation for anyone who would like it. Wanda Nester at the Law Library has the file, so just give her a call at 5067 or email her at wnester@law.wfu.edu and she will get a copy for you.

Following the presentation, a reception was held for all that attended. The refreshments were wonderful,
thanks to Rhoda’s superb good taste! It was also a nice opportunity to visit with our peers from Carpenter Library and PCL. The success of this joint effort ensures that we will be looking forward to working together with them on future projects! – Susan Smith

From the Director

Spring has arrived and it is the season for - surveys! Our faculty survey was distributed electronically and we had a good response, which is now being tabulated by a student. Our student survey has had a much lower yield, perhaps because we did it on paper, or perhaps because our students too are receiving other surveys. The Serials Review Project, headed by Jill, has also sent out a survey to faculty, and I just filled out a survey about Human Resources and personnel policies that was mailed to my home. I assume all of you did as well.

Dan Smith, Alan Keely and Mark McCone gave a carefully crafted presentation to Vice-Presidents Zick and Anderson from this campus and two administrators from the Medical School campus. Jay Dominick and the three library directors were also present. The selection of the system was what we expected to determine, and there was nearly unanimous agreement there. I won't make a public announcement until we have a signed contract!! The issue which emerged, to our surprise, was the source of funding for the system. We are currently trying to figure out how we can pay for the new system, but we were able to agree on a ratio to allocate the decentralized costs among the libraries!

The Reorganization Review Committee heard from our Collections Librarian on March 31, and the Technology Organization group got an update on NC LIVE, which will begin to affect us very shortly. We should have budget news shortly as well, as the Trustees have just met on campus. – Rhoda Channing

Reconstruction zone: teams in action

News from the Special Collections Team

On Monday, March 30, a screenwriting class from North Carolina School of the Arts visited the library for the afternoon. Susan Keely, Alan’s spouse and library counterpart across the city, called Sharon to inquire about the possibility of bringing a class from the Film School of NCSA to Special Collections to look at slave era materials. The assignment for the class was to develop a fictional storyline using nonfiction material. Susan Keely accompanied 6 film students with their instructor, Laura Hart McKinney, to the Rare Books and Manuscripts Department for a look at original slave documents as well as pro- and anti-slavery materials from the 19th century. Before coming to Rare, Bobbie Collins gave the class a review of general reference and circulating tools available in the library. After time in Rare Books, Sharon introduced the students to John Woodard and Julia Bradford for investigation into the University’s Archives and Baptist materials. – Sharon Snow

News from the Assistant Director

If I’ve been so busy, why can’t I think of what to write? I’m sure many of you feel this way too! Between
meetings and projects, the time sure does fly.

Work continues on the WIN system, and I’ve been participating in discussions about content, usability, and training for the WIN system. We’ve invited Anne Yandell to present an overview and demonstration of the WIN system to the library staff and will pass along date and time information when we have it.

In the Human Resources area, we’ve filled the position of Library Technician II – Monographs. Angela Wilson will join the staff on April 20, 1998. I’m continuing to work on the library’s "personnel policies and procedures," incorporating your feedback from meetings earlier this year. I know we’d all like resolution on these issues as soon as possible.

The new offices for the University Archives/Baptist Historical Collection staff are taking shape with new paint, carpeting, and furniture. John Woodard and Julia Bradford will be working out of both the fourth floor and sixth floor areas for a while. During the transition, their telephones will ring in both spaces, so they will be as accessible as always.

I’m excited about developing the web page for the administrative team! I’ve seen some impressive library pages from other universities. If you get a chance to do so, browsing university home pages will motivate and inspire you to contribute to your Team’s web page. Thank you, Susan Smith, Roz Tedford, and Giz Womack for encouraging and supporting our web page efforts. – Debbie Lambert

ZSR Library Committees: Making a Difference

Library Orientation Committee

The Library Orientation Committee is in the process of updating the library orientation video. In January 1997, the committee introduced version 1.0, and now it is time to update the video. Florence Toy will be assuming Giz Womack’s role as director, producer, and video technician for this production.

The purpose of this new video is to briefly introduce new employees to the library. The video will show employees where the departments are located and will cover the bare essentials of each department. The reason for keeping the video brief and to the point is that version 1.0 is too long. The running time is 71 minutes.

In order to ensure overall quality of the video this time, the committee asked each department to prepare a written script. Many thanks to the individuals who prepared the scripts. The committee appreciates your willingness to assist us with this important project.

The committee is still working on the technical aspects of the project. Another person on campus will be assisting Florence with the filming and as soon as these arrangements are made, Florence will be setting up a schedule to begin videotaping. So stay tuned for more developments.

As Chair of the committee, I would like to welcome Florence Toy to our committee. After serving for four years, Giz has decided to relinquish his position on the committee to Florence. I would like to thank Giz for all of his hard work, his great ideas and enthusiasm that he shared with us during his tenure on the committee. Also many thanks to Laura Spear and Cristina Yu for their faithful service. And so now the members of the Library Orientation Committee are: Bobbie Collins, Cristina Yu, Laura Spear and Florence Toy. – Bobbie Collins
Staff Development Committee

Time Management Seminar: The Staff Development Committee is planning more workshops for the spring semester. Based on feedback from the Staff Development Survey, arrangements have been made for a Time Management Seminar to be held on Tuesday, May 19, 1998. The seminar will be presented twice, once in the morning and repeated in the afternoon, allowing all staff to attend. Team Leaders will be contacted to work out scheduling details to ensure that work areas are covered while staff members attend the seminar. More details will follow in upcoming issues of the Gazette.

Introduction to Excel: The third workshop in our Technology Training series will be an Introduction to Excel. This session is scheduled for Tuesday, June 2, 1998 from 9:00 AM – 12:00 noon. The training will be held in the Library's Lab 254. We have room for 16 participants, so let Debbie Lambert know as soon as possible if you'd like to attend. If we have more interest than available space, we will try to schedule a repeat session.

1999 Staff Development Plans: The Staff Development Committee is beginning to plan activities for FY 1999 (can it be here already?!) The plans will continue to be based on the 1998 Survey and on comments received through workshop evaluations. If you would like to recommend any topics, speakers, or activities, talk with any of the committee members: Ellen Daugman, Renate Evans, Medra Justis, Susan McDonald, and Debbie Lambert. We appreciate your feedback! – Debbie Lambert

Social Committee

Blue, Baby Blue: It's time! The baby shower for Megan and Phil Mulder will be held on Wednesday, April 8, 1998 from 1:30 – 4:00 PM in the Rare Books Reading Room. Let's join in wishing the three of them the very best! Talk with Sharon Snow if you have any questions. – Debbie Lambert

Library Staff Association Meeting

The Library Staff Association met on March 24, 1998. Old business included the treasurer's report and a discussion of kitchen duties. It was suggested that we purchase a timer to keep the hot water pot from overheating when the water level is too low. Additional ice trays need to be purchased to replace cracked and broken ones that are now in use. The kitchen committee has been asked to revise the kitchen duty list to eliminate the duties pertaining to coffee and to purchase these new and replacement items. The possibility of a new microwave in the staff lounge was mentioned and thanks to Giz Womack we now have a "like new" one. The microwave from Giz is in addition to the toaster oven that he has already donated to the lounge.

New business included discussions on the cookbook, flower fund, newspaper for the lounge, and food thefts. Rosalind Tedford and Rachel Kuhn have volunteered to organize the cookbook project if there is enough interest in compiling one. Everyone was encouraged to submit his or her favorite recipes.

The association dues have always been separated into two parts, one for flowers and one for supplies. In order to alleviate additional contributions during the year, it was agreed to combine these monies and to use the dues as needed by the association.

It was suggested that the association purchase a daily newspaper for the staff lounge. We already have a daily newspaper in the periodicals room, but further discussion on a staff subscription will be entertained.
Recent thefts of food from the staff lounge refrigerators have been a major concern for everyone. Suggestions were made to try to solve this problem. The most feasible one for the present time is for Craig Fansler to make signs for the hall door and for the two refrigerators to state that the staff lounge is for ZSR Library employees ONLY. – Mary Lib Slate

Conference reports

Carolina Serials Conference

The 7th annual North Carolina Serials Conference was held at the Friday Center on March 5th-6th. Keynote speaker, Clifford Lynch, the Executive Director of the Coalition for Networked Information, discussed many of the concerns we’ve all been hearing about in the area of electronic serials over the past year or so. Issues such as archiving, (are temporary sites, such as those for the Olympics being archived?) coherence in subject areas, publishers trying to make their site the center of the literature, linkage mechanisms, and standards for DOI were all discussed. Groups of publishers, as we saw in the EBSCO Online demo, are starting to make hot links to each other’s journals in the same area. Technical aspects of giving people access wherever they are, haven’t been solved yet. Use data for paper is rather iffy, and is much better with the electronic version—you can even tell who is accessing the journals, which brings up some privacy issues. Will the publishers be able to sell this info? Do libraries discuss confidentiality when negotiating contracts? Should they be?

The session I was hoping to glean some practical info from was the Cataloging of Electronic Serials session, presented by Elaine Drusedow, Serials Catalog Librarian at Duke. She did not disappoint. The objectives of the session were to identify essential resources for cataloging electronic serials, review current practice and anticipated developments, and to talk about examples and address practical concerns. Just some tidbits of info to show how electronic serials are growing:

- # of Internet resources in the OCLC database as of 12/31/96: 8,478
- # of Internet resources in the OCLC database as of 12/31/97/: 23,291
- Growth rate of 275% in 1997
- January 1998: record month for cataloging Internet resources: 2,101 resources were identified, cataloged, and contributed by libraries to the OCLC.

I won’t go into all the MARC tag talk that occurred during the session, as I’m sure it would bore you to tears, but I found it interesting. The CONSER guidelines for using the separate record approach vs. the single record approach was debated for some time. LC has recently adopted the separate record approach to maintain consistency with other formats.

All in all, it was a good conference! – Tina Kussey

Antiquarian Book Fair according to Sharon

Sharon attended the North Carolina Antiquarian Book Fair in Raleigh at the W. Kerr Scott Building on Saturday, March 21. The Book Fair is an annual event and is host to over 100 rare and used book dealers
from throughout the northeast, midwest, and southeastern regions of the U.S. The Book Fair is an
opportunity to meet, to buy, and to chat with dealers with whom I communicate regularly via phone or e-
mail. I selected a few items for purchase that day, including Nzotake Shange’s *Daughter’s Geography*, in
a limited edition and signed by Shange, as well as Kaye Gibbons’ *Frost and Flower*, signed by Gibbons and
published by Wisteria Press in Decatur, Georgia. – *Sharon Snow*

# LAUNC-CH Conference according to Ellen

"From Virtual to Reality: A Question of Balance" was the timely theme of this spring’s LAUNC-CH*
conference on March 16 in Chapel Hill, which struck sympathetic chords in an audience consisting largely
of academic library representatives, including Elise Anderson and Ellen Daugman. Keynote speaker
Peter Young, Chief of the Cataloging Distribution Service at the Library of Congress, engaged the
audience with a witty and insightful discussion of the conflicting forces that librarians must attempt to
balance in the "Postmodern Library." Drawing upon his background in philosophy, Young defined the
reality vs. virtuality dichotomy, and outlined the legal, technical, economic and social issues which frame
the po-mo debate. Dilbert cartoons, apt as always, punctuated points made in his interactive overhead-
transparency presentation. His advice to librarians was to increase tolerance for ambiguity, to be open to
collaborative arrangements, and to track innovation relentlessly!

Freelance writer Paul Gilster gave a useful presentation on evaluating Internet resources. With a nod to
traditional criteria such as accuracy, authority, objectivity, currency, and coverage, he went on to
demonstrate how features of the new tools themselves may be used to assess Web sites. He
recommended examining home pages for copyright, affiliation, and ownership information; employing
search engines to retrieve information on authors and organizations; following hypertext links to external
sites; and using e-mail both to correspond with page authors and, by modifying the address, to uncover
web sites. He cautioned that links which only point inward to sites developed by the same author or
institution are suspect, since this eliminates diversity of opinion. A handout from the session lists web
sites on the session topic, and is available from Elise or Ellen.

The title of our third session, "Well…digitize something!" reflected the speaker’s shared sense of
pressure to jump on the digitization bandwagon. Winston Atkins is Preservation Librarian at NCSU, and
his recurrent theme was respect for the authenticity of the original format, as it was created and received.
Although he addressed digitization as a preservation strategy analogous to preservation microfilming, his
advocacy was qualified in part because of the high costs involved, but also, as he pointed out repeatedly,
because it sacrifices the artifact for the text. He did urge us to turn our attention also to preserving
material which is digital in origin, since life expectancy decreases as information density increases. The
final prediction? that we will continue to live in a hybrid environment.

The quote of the day, cited in two of the sessions we attended, was from a feature article by Michael
Gorman, published in *LJ* (15 September 1995):

> The net is like a huge vandalized library. Someone has destroyed the catalog and removed
> the front matter, indexes, etc. from hundreds of thousands of books and torn and scattered
> what remains…and the walls are covered in graffiti. "Surfing" is the process of sifting
> through this disorganized mess in the hope of coming across some useful fragments of text
> and images that can be related to other fragments. The net is even worse than a
> vandalized library because thousands of additional unorganized fragments are added daily
> by the myriad cranks, sages, and persons with time on their hands who launch their
> unfiltered messages into cyberspace (p. 34).

An arresting image!
Look What the Staff is Cooking Up

Roz and Rachel are now officially accepting submissions to the library's cookbook. We hope to get enough of the staff's (retired staff included so send in those recipes!!) recipes to put together a fun cookbook! If people in the library make things you would love to have the recipe for, now is the time to urge them to turn in the recipes! We accept almost any format - voice mail, email, paper - so get those culinary juices flowing and pass the information along to us!! – Roz Tedford

Elevator Project

Construction work has started for the new elevator! At the moment, most of the work is confined to the 6th floor of Reynolds. A temporary partition has been placed around the work area. A portion of the ceiling is being removed so that a steel beam can be installed above the 6th floor. Platforms are being placed within the elevator shaft for work inside the shaft. Once a canopy is placed on the roof, a hole will be cut through the roof over the 6th floor. Construction debris will be taken from the 6th floor shaft area to the Wilson Wing elevator and down to the loading dock. Protective runners will be placed on the carpeting and the crew will try to minimize disruption and clutter.

The plan is to complete the noisiest part of the project before April 27th. After graduation, the Otis Company will be on site to begin the actual elevator installation work.

J.L. Bolt from Facilities Management will present an overview of the project on Monday, April 6, 1998 at 12:00 noon in the Staff Lounge. In addition, you can watch for regular updates in the Gazette! – Debbie Lambert

BOOK SALE - Gerald Johnson Room

For WFU Faculty Staff and Students:

Wednesday April 22, 1998 - 10am - 4pm

Thursday April 23, 1998 - 10am - 6pm

For The Public

Friday April 24, 1998 - 10am - 4pm

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**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

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**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

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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.
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

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**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

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**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
Welcome Angela

Hello everyone! First of all I want to say that it is a pleasure to work with such a wonderful group of co-workers. You all have made me feel at home and I really do appreciate it.

I am a native of Winston-Salem and a graduate of East Forsyth High School. I earned my BA in English from the University of North Carolina at Greensboro in 1996. After graduating, I entered into employment at the Integon Corporation; and was there for one year and ten months.

I am currently enrolled in the MLIS program at UNCG. I thoroughly enjoy the program and I am elated to be working in my field of study. I am also currently a Senior Girl Scout leader and I have been involved in that for almost three years.

I profess my strong faith in Jesus Christ; and I spend a fair amount of my time involved in church missionary functions. It is because of Him that I am who I am.

Again, I thank you for the opportunity to work for such a great educational institution. - Angela Wilson

WIN Update

The WIN Project is moving forward with the launch date set for July 1, 1998. Various departments on campus have been asked to designate 2 people who will be responsible for creating WIN forms and documents for that department. Debbie Lambert and Roz Tedford will serve in this capacity for the Z. Smith Reynolds Library. The first Library forms that will be loaded on WIN are the request forms for interlibrary loan and for placing material on reserve. The authenticated users will fill out the forms online. When the "submit" button is clicked, the request will go to the designated department for processing.

The WIN committees are currently discussing WIN training. There will essentially be two tracks: one for people who will be creating and uploading WIN documents and one for key WIN users (departmental administrative assistants, ACS’s, representatives of administrative departments, and so forth.) The people we train will ultimately train the faculty and others in their departments. Some of the Library staff will be involved with the training, but the questions about number of participants, number of sessions, number of trainers, when, and where are currently being addressed. Details will be announced as soon as they are available. - Debbie Lambert
From the Director

I am writing this in advance of my trip to the SOLINET annual meeting, where the most important item is the ASERL meeting at which the members will be asked to re-commit to supporting the electronic resources initiative we began two years ago. It includes the consortial purchase of high-end scholarly databases, over and above what one finds in the offerings of NC-LIVE, and may make it possible to offer our users resources that would otherwise be out of reach. I am a candidate for the SOLINET Board, and Wanda will be able to tell you the outcome of the election before I return to campus.

Personal business will keep me away for the next week or two, but I will have my trusty ThinkPad and will be working from my location in New York. If you need to contact me, send e-mail or voice mail. I will check every day.

It will be gratifying to know that we will soon add two new librarians to the Information Services Team, and I look forward to completing the search for Serials cataloger in June. I have been very pleased at the high turnout for the presentations of the candidates and know there is more to that than merely serving cookies.

Kudos to Scott on the book sale. Many Wake Forest students and faculty left with treasures, some volumes with sentimental attachments to professors. Library staff were not immune either. Even I, with no empty shelves at home, had to pick up 6 or 7 titles, although Rachel Kuhn beat me to some of them.

I have shared with the Team Leaders, and asked them to pass on, information about operating budget increases. Information about salaries, computing equipment, the new integrated library system and the capital items had not been received as I left. - Rhoda Channing

ZSR Library Committees: Making a Difference

Staff Development Committee

Coming Soon:

Time Management Seminar

Tuesday, May 19, 1998

9:00 AM – 12:00 noon or 1:00 – 4:00 PM

(Team Leaders will coordinate who attends which session.)

Bibliographic Instruction Lab

Lunch will be provided!

Preservation Lunch Bunch
Friday, May 22, 1998

11:30 AM – 12:30 PM

Johnson Room

Come hear Craig Fansler discuss preservation topics and tips.

*Bring your lunch!*

**Introduction to Excel**

Tuesday, June 2, 1998

9:00 AM – 12:00 noon

Library Lab 254

Seating limited to 16. Contact Debbie Lambert to register.

If you have questions about any upcoming workshops, contact Ellen Daugman, Renate Evans, Medra Justis, Susan McDonald, or Debbie Lambert. - Debbie Lambert

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**Thesis Thanks**

A candidate for the Masters of Arts in Speech Communication included ZSR in her Acknowledgements. She stated, "I am tremendously grateful to the staff of the Z. Smith Reynolds Library at Wake Forest University. In particular, Ms. Mary Reeves and Ms. Renate Evans greatly assisted me in acquiring and receiving important research materials and genuinely expressed their interest in my project." Way to go! - Debbie Lambert

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**Conference reports**

**Federal Depository Library Conference**

As usual, the Federal Depository Library Conference/Spring Depository Library Council meeting was a full three and a half days. The following are highlights that might be of general interest.

From the Biennial Survey of Depository Libraries:

- 90% of depository libraries make Internet access available at public workstations
- 93% have an online catalog and 82% of these catalogs are available on the Internet
The Government Printing Office's (GPO) Cataloging Branch has instituted a policy regarding persistent uniform resource locators (PURLs) so that libraries will not have to update their cataloging records as URLs change. This is great for new records, but we will still have to update the records already in our catalog.

The GPO is beginning to address the issue of permanent access to electronic information products. A report, "Managing the FDLP Electronic Collection," is being written to "set forth GPO's policies and responsibilities regarding current and permanent public access to electronic Government information products." Historically, depository libraries have provided this current and permanent access to printed products. This is an important issue because although the National Archives (NARA) is responsible for archiving government information (both print and electronic), NARA does not necessarily provide access to the information.

The Department of Energy and GPO are partnering to bring a number of DOE sponsored reports in the areas of "physics, chemistry, materials, biology, environmental cleanup, energy technologies, and other topics" to the public through the DOE Information Bridge (http://www.gpoaccess.gov/index.html or http://www.doe.gov/bridge).

The use of the World Wide Web is changing the way reference assistance, particularly documents reference, is conducted. Grace York, of University of Michigan Documents Center web-site fame, presented some interesting statistics. From FY96 to FY97 the number of accesses on her web-site increased from 2.2 million to 12.8 million (+482%), while in-person reference questions declined from a little over 10,000 to just under 8,000 (-20%) over the same time period. At the same time the percentage of extended reference questions (compared to the whole) increased from 23% to 26%. (For these statistics regular reference is calculated using real numbers, while Internet reference is calculated as 1 and 1/2 % of hits). These statistics lead Ms. York to the conclusion that patrons are beginning their research on their own via the WWW; however, they come to the library when their questions are more complex and cannot be answered using a simple search. - Mary Horton

Annual State Data Center Meeting

Marilyn Shuping and I attended the Annual State Data Center meeting on April 16. Quoting from the SDC web site (http://www.ospl.state.nc.us/sdn/):

The North Carolina State Data Center (SDC) is a consortium of state and local agencies that provides information and data about the State and its component geographic areas. The SDC program is a cooperative effort between the U. S. Bureau of the Census and the State. The SDC unit within the Office of State Planning is the lead agency for this cooperative. The State Library of North Carolina, the Institute for Research in Social Science at UNC, and the Center for Geographic Information and Analysis are other state-level coordinating agencies. There are eighteen regional nodes (one for each of the Lead Regional Organizations) [including the Northwest Piedmont Council of Governments], ten public libraries [including the Forsyth County Public Library], and seven academic affiliates participating in this cooperative agreement. Six associated agencies also provide data dissemination services for the State Data Center Program.

Although we are not affiliated with the State Data Center program, we have similar interests, and Marilyn and I learned many interesting things at the day-long meeting.

The first update concerned LINC's (Log Into North Carolina) conversion to a Web-based system. Through
LINC, one is able to access Census-based data for various geographic areas in North Carolina. The old mainframe system is so 'un-user-friendly' that it is almost not worth searching; however, the new Web-based system looks like it will be inviting and very easy to use.

A representative from the Employment Security Commission demonstrated their HRIS (Human Resource Information System) that contains great demographic and labor market information. Unfortunately, the online version is available for use only at the ESC by ESC employees. A CD version is being distributed to the SDCs. I will be looking into purchase of the CD for ZSR . Another ESC resource that is available freely on the Web is the North Carolina's Job & Career Navigator (http://www.esc.state.nc.us/NCJC/index.htm)

Two representatives from the Census Bureau gave updates on the upcoming decennial census and other Census Bureau projects and products. The major thrust for Census 2000 is 'simpler, cheaper, and more accurate.' In order to meet these goals the Census Bureau plans to build partnerships, keep the questionnaire simple, use technology effectively, and employ statistical methods to account for nonresponses. There will be a major effort to count populations that were undercounted in 1990. "Be Counted Questionnaires" will be available at homeless shelters, libraries, post offices, malls and other outlets.

A new Census Bureau program is the American Community Survey (ACS). This Survey is in the testing stages now and will begin in earnest in 2003. The ACS will eventually sample social, economic, and housing information for places of 65,000 or more every year, with updates for smaller geographic areas done at regular intervals. The plan is that the ACS will replace much of the 'long-form' information now currently found in the decennial census. The decennial census will then return to a basic population count--upon which congressional redistricting is based. To see examples of the ACS, visit the Census Bureau online (http://www.census.gov), select the Subject A to Z area and go to the American Community Survey.

We also heard about the North American Industry Classification System (NAICS)--the system that will replace the Standard Industrial Classification System (SIC). NAICS will be used for the first time in the 1997 Economic Censuses. The manual is in production and we should receive our depository copy sometime in the late summer or early fall. Unfortunately, there is not a direct correlation between many SIC and NAICS numbers making time-series data analysis difficult, if not impossible.

Finally, we saw a demonstration of Landview III, a CD-ROM product that allows some basic GIS mapping based on Census data. We have these discs in the documents department and will be glad to give a demo to those interested. - Mary Horton
Craig Wins Honorable Mention

Power Page is Dead!

From the Director

Reconstruction Zone

Committee Reports

Conference Reports

Media Group Tours Library

Heroes of the Storm

Andy Gets MLS

Craig Wins Honorable Mention

I strolled over one afternoon to the Art Gallery in Scales to view the Student Art Exhibition, particularly to see Craig Fansler’s entries. Craig’s Cover Story, a sculpture using discarded library dust jackets and binder’s twine, was awarded an Honorable Mention. In Suspense Chapter, Craig continued the book theme, utilizing duplicate Rolling Stone magazines which he cut and suspended on metal with binder’s thread. Craig’s great eye for design and his innate creativity came through in his award winning art as it does in his library endeavors! – Sharon Snow

PowerPages is Dead; Long Live ProQuest Direct

The PowerPages system, much beloved by students for its full image articles and much reviled by those who had to deal with its balky machinery, arcane software and thousands of CDs, is gone. In late April, PowerPages was replaced by another UMI product, ProQuest Direct, a Web-based database.

Like the old system, ProQuest Direct indexes ABI-Inform (business articles) and Periodical Abstracts (general reference articles). Unlike the old system, ProQuest Direct provides full-text OR full-image access to a greater percentage of the articles in the database, including the full-text of several newspapers such as the New York Times and the Wall Street Journal. It allows users to print to any printer (rather than to just the paper-eating monster in the Reference Dept.), as well as allowing faxing and emailing of articles. ProQuest Direct also enables users to search an additional 16 years of ABI-Inform and Periodical Abstracts, extending back to 1970. One also can limit lists of records to full-text articles only. Not surprisingly, patron response has been very favorable. At the moment, users must search both ABI-Inform and Periodical Abstracts, but shortly UMI will make changes in the ProQuest Direct software to allow users to search a specific database.

ProQuest Direct is available to Wake Forest University as part of NC Live, an electronic library initiative sponsored by the State of North Carolina. A decision has not been made yet whether printing from ProQuest Direct will be available to non-Wake users. – Elise Anderson
From the Director

I am back on the job after more than two weeks away and grateful for the flowers sent to cheer my daughter. They were lovely! A lot has happened since I left for SOLINET. I was elected to the SOLINET Board, which means that I will make four trips a year at SOLINET's expense to help direct its activities. I am thrilled that the next Board Chair is Paul Willis of the University of Kentucky, who used to be my boss when I worked there. The ASERL Annual meeting was marked by some dissent over the funding of our electronic resources project. In other business, a new by-laws committee has been appointed and the annual meeting will be moved to the late February meeting we have instead of the SOLINET meeting, because we only have a one-hour slot at the SOLINET meeting and many items to discuss. The SOLINET program was very strong this year, with excellent speakers including K. Wayne Smith in an emotional farewell speech. The charter members of SOLINET were recognized, and as Wake Forest was among them, I was able to bring home a lovely lucite plaque. I enjoyed the company of Rose Simon on the drive to and from Atlanta. Dr. Simon, Director of the Salem College Library, and I enjoyed "shop-talk" en route.

The hiring of two new reference bibliographers will give us the fresh ideas and new perspectives that are always so welcome to the staff. Team Info will be stronger with Sherry Durren and Elisabeth Leonard filling the gaps. Congratulations to the Search Committees on the successful conclusion of a difficult process!

Next month we will host an "Externship" for a school media specialist from Elkin High School. Ms. Jeannie Jernigan has previously "externed" at the Carpenter Library, and is coming here to learn more about electronic resources. This is part of a program from Surry Community College.

Salary information is now in your hands. I am glad that we were able to make headway in adjusting salaries that are out of line and expect to finish the job next year. Just a reminder: salaries are confidential at Wake Forest. Out of consideration for your fellow workers, please keep your salary information to yourself! Not everyone received an adjustment, and some positions that were regraded were already compensated at an appropriate rate. – Rhoda Channing

Reconstruction Zone: Teams in Action

News from the Information Services Team

TeamInfo met April 29 for presentations by team members on new electronic products. Roz Tedford introduced staff to the Z. Smith Reynolds Library Government Documents Homepage which she developed and maintains. Increasingly government information is being delivered electronically. Census data, education statistics and daily reports from Congress are a few examples. Students and faculty can easily access government data from their desktops via the handy access points which Roz has compiled and arranged in an orderly fashion. EDGAR is a database frequently consulted by business students for company reports and financial data required by the Feds. CENSTATS contains census data as well as economic and demographic information which social scientists find irresistible. CIS-COMPASS provides electronic indexing access to all Congressional publications, which eliminates the tedious ploughing through annual and semiannual print volumes down through the decades. The GovDocs Homepage has a very snappy look—all staff should give it a go.

Susan Smith gave a demo of ZSR ’s new subscription to Lexis-Nexis Universe which is a modified and much more easily accessed version of the awful old dot command Lexis-Nexis. Lexis-Nexis is a news
service which is updated to the minute. Its reports are archived making it a little treasure trove of old and new news and of lasting interest to researchers. The advantage of the new format is that anyone with a WFU network account can get to it without a special password and we observe that many have.

Dirk Faude gave a Training Report for Faculty Distribution and First-Year Orientation. A small cadre of techno storm troopers from library staff will deliver Faculty Thinkpad Training in May, July and August for faculty scheduled to trade up computers this summer. Thinkpad instruction for new students will involve a collaboration of teams from ZSR staff, ACS’s, RTA’s and Computer Support on August 24, 25. This is the 3rd year of 1st year Orientation. The expectation is that it will be "a piece of cake." Hmmm??!!

Other good news from the Team is that two positions in Reference, vacant since last October, have been filled. Sherry Durren has accepted the Science Reference position; Elisabeth Leonard the Business Reference position. Elisabeth will begin work on June 1. Thanks to the search committees and to Dr. Jim Kuzmanovich of Math and Computer Science and Bob Hebert from PCL for their invaluable participation. Cristina Yu, Dirk Faude and Marilyn Shuping served on the Business Search. Elise Anderson, Ellen Daugman and Tina Kussey served on the Science Search. More personal news on the new librarians will follow. -Elen Knott

News from the Special Collections Team

Special Collections Team is working on updating all brochures describing collections and departmental resources. Our first joint effort is updating the Baptist brochure on microfilming Baptist records. We perused a variety of brochures from our campus and from other institutions and devised a design that promotes the work of the Baptist microfilming project and accentuates the Wake Forest colors and Wait Chapel. – Sharon Snow

ZSR Library Committees: Making a Difference

Library Orientation Committee

Hollywood comes to ZSR !

On the morning of Thursday, May 7 an impressive film crew descended on the Z. Smith Reynolds Library to videotape an important documentary. Florence Toy, Steve Jarrett from the Communication Department, Linda Early, Bobbie Collins, and Cristina Yu, and a student assistant from the Information Technology Center took turns carrying the camera, lights, and other equipment for this major production. Florence and Steve were responsible for setting up each scene to be filmed. They used their technical expertise to adjust the lighting for the different areas of the library. The lighting proved to be a tremendous challenge for Florence and Steve, but they combined their professional experience and knowledge to overcome this problem.

As soon as Florence finishes the editing, the video will be ready for release. The Library Orientation Committee will keep you informed. Thanks to all of the staff who participated in the filming. – Bobbie Collins

Conference reports
Human Resources Institute

On April 28 – 30, 1998, I was very fortunate to attend the "Human Resources Institute: The Human Resources Specialist." This institute was sponsored by the Association of Research Libraries/Office of Leadership and Management Services and held in Baltimore, MD. (Yes, I had my fill of Maryland crab cakes!) Each of the participants has primary responsibility for human resources work in his/her library or library system. The small group (only 14 participants) was perfect for sharing, brainstorming, problem solving, and discussing emerging issues in human resources. The agenda covered the changing world of libraries, organizational development, recruitment and diversity, reinventing human resources, the HR specialist’s role, and organizational change. My beliefs were confirmed that we in ZSR are doing well and moving in the right direction in many areas of human resources and organizational management and development. I also received some good ideas for staff development, problem solving, strategic planning, and organizational change efforts.

Here are a few thoughts for you:

In our changing workplace, we are moving from thoughts of "my job" to "my contribution to the organization;" from "the manager is the expert" to "all members are experts;" from "top-down decision making" to "empowerment at point of customer contact." With our fairly recent move into a team structure, we have experienced a great deal of organizational change. In fact, we have successfully survived many of the stages of change described in organizational design literature. The ARL Program Officer for Diversity led recruitment and diversity discussions. Ideas shared included "Librarians-in-Residence," internship, and scholarship programs as strategies for bringing new librarians on staff. We already use most of the advertising resources that were mentioned, but there are a few more we can utilize in the future. In addition to trying to absorb the comprehensive content of the Institute, participants practiced a variety of brainstorming, problem solving, and assessment techniques that we can effectively apply here.

The Institute also provided an opportunity to reflect on my own professional role in human resources and organizational development for ZSR. I was one of the few people there who have multiple responsibilities beyond human resources matters, but juggling multiple roles and priorities seems to be the norm for everyone. We were charged with identifying one or two projects we would personally tackle over the next 6 – 12 months. I have several ideas but have not yet narrowed them down to one or two. Whatever I decide, the main goal will be to further enhance human resources and organizational development efforts in the Z. Smith Reynolds Library. – Debbie Lambert

Susan's travels

During the past month, I attended two different programs that were about ways to improve access to information in a digital environment.

The first program I attended was a workshop at UNC-Chapel Hill called "Enhancing Access and Adding Value to Information." The workshop explored the challenges of easily accessing information in today's electronic library environment. We started the day by looking to the past and comparing the advantages and disadvantages of the old card catalog against today's online opac's and library web sites. We traced the transition to electronic online catalogs and discussed the evolution of how patrons access holdings. However, most of the day was spent examining what has emerged along with the Internet: library gateways. Gateways go beyond the online catalog to bring various resources to patrons in an intuitive and helpful way. What is a gateway you ask? Here is a definition: "Created by a librarian, the pathfinder, navigator or gateway is a web-based, interactive resource whose primary objective is to guide library
patrons through print, electronic and online resources as well as the physical library environment with the ultimate goal of efficiently finding and locating the most relevant and useful information." We spent a good while in a hands-on session visiting different library web sites to see how different institutions are providing access. We discussed evaluation criteria in determining effective gateways. I came away from the day with the opinion that we have gotten off to a good start in the way we present our resources, but saw many great ideas to increase the intuitiveness that is so important to patrons' success in finding the information they need!

The first week in May I traveled to Washington, D.C. to attend a two-day seminar, The Metadata Institute, co-sponsored by LITA/ALCTS. Metadata is a hot topic in Internet information circles these days. As anyone who uses the Internet with regularity already knows, it is difficult to find relevant information without sifting through a lot of junk. This is a result of explosive growth of networked resources combined with primitive tools and mechanisms for managing and discovering digital objects (documents, images, sound, movies, etc.). Simply defined, metadata is data about data. It has the potential to make information on the Web more easily discoverable and retrievable. It is seen as a way to impose order on the chaos of the Web using alternatives to traditional cataloging methods.

The MARC record is really a type of metadata. It provides descriptive information about physical items in a library that aids in the retrieval of those items. But there is no realistic way that every digital object on the Web will ever be able to be cataloged. There are far too many existing objects out there, and these objects are frequently modified, moved or removed completely. Existing metadata projects are attempting to find solutions to these problems of resource discovery as well as others that are now a part of the electronic environment. For instance, metadata goes beyond simply trying to describe digital objects. Some of the other functions it attempts to address include rights management, content rating, security and authentication, archival status, and document administration.

During the two-day institute, we had the opportunity to listen to some of the foremost experts working with metadata worldwide. We heard about some of the architectures being explored, such as the Warwick Framework. Several of the descriptive initiatives from different disciplines were presented. These included geospatial metadata, the Visual Resources Association’s Vision Project, the Coalition for the Interchange of Museum Information (CIMI), Encoded Archival Description, Text-Encoding Initiative (TEI), and Dublin Core.

During the two days, I received an excellent overview to a timely but complicated issue. As we start to think about digital library initiatives here at Wake Forest, we will need to address the issue of making our information as accessible as possible. Understanding and utilizing metadata in all its forms will be an important component of any such project. For those of you interested in the subject, I brought back lots of information that I would love to share! – Susan Smith

SOLINET Annual Meeting according to Wanda

The Southeastern Library Information Network (SOLINET) celebrated 25 years of service to libraries during its annual meeting in Atlanta, April 30th, 1998 to May 1st, 1998. The conference theme was: "Building On The Past, Reaching For The Future." The Wake Forest University library was among the eighteen (18) libraries in North Carolina honored as charter members during the conference. Under the guidance of North Carolina State Librarian, Sandy Cooper, Chairperson of the Board of Directors, SOLINET continues to take seriously its role as information provider for libraries. SOLINET’s new logo ("A NETWORK OF KNOWLEDGE") symbolizes the depth of their commitment. Each conference always includes sessions where member input is strongly encouraged. SOLINET fills each annual meeting with as many of their employees as possible, all come equipped with pen and pad, lots of smiles and provide plenty of attention to our needs and concerns.
Thematic sessions are usually centered around current topics of interest to all. This was true at this year’s celebration. Sally Helgesen, a national speaker on issues of social concern and economic change, delivered the keynote address. Helgesen, the author of such titles as *Everyday Revolutionaries: Working Women and the Transformation of American Life; The Female Advantage: Women’s Ways of Leadership and The Web of Inclusion: an Architecture for Building Great Organizations*, gave an inspiring speech. Her address "Building Change Using the Web of Inclusion" encouraged the pushing of power to those persons on the front line. The five forces sited as factors driving change in libraries were:

1. the scope and nature of technology;
2. the switch to a truly knowledge based society;
3. organizations that are process driven;
4. the development of highly customized solutions that meet individual needs and
5. constant change. Helgesen has conducted research wherein she observed and documented successful companies. Her "Web of Inclusion" speech detailed how these successful companies achieve success.

Another session entitled "Facilities Planning and Technology" examined the ways new technologies should affect planning for libraries now and gave some valuable instructions for preparing the tools for implementation that will take place in the future. Horror stories were shared among librarians about failed library projects!

Terry Noreault, Director, Office of Research, OCLC, shared his views in a talk entitled "Emerging Technologies." He feels these new technologies are destined to have impact on libraries and their services at a later point in time. Research shows our environment will become even more integrated, comprehensive and personalized. It will include, among other things, increased video conferencing, a remote Reference desk, distant learning and collaborative systems. In the area of technology, less money will buy more and the products of these new purchases will be faster and more powerful. Moreover, voice input, handwritten recognition, grammar and style wizards, design layout wizards and extensive multimedia tools will become everyday expectations.

As always you are welcome to my notes and handouts. Congratulation also to Rhoda, who won election to the Board of Directors of SOLINET. – Wanda Brown

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**Media group tours library**

On Friday, May 15, Bobbie Collins and Ellen Daugman met 17 students, their teacher, and some parents at the entrance to the library. This group was from London Elementary in Stokes County. During the morning, the students had an opportunity to tour Special Collections where Julia Bradford explained the Baptist Collection and showed some unique materials from the collection. Students enjoyed looking at old copies of the *Old Gold and Black*. In Rare Books, Sharon Snow introduced students to her area by showing examples of some of the "rare" items in this collection. Students also had an opportunity to see an exhibit that included one of the oldest items in the collection. Marilyn Shuping had arranged for a student assistant to provide some information about Government Documents. The student did a very nice job explaining the Depository Library Program and telling students about census materials. Ellen and Bobbie were very impressed with our young visitors. They asked good questions and seemed to be very interested in our materials and services. – Bobbie Collins
Heroes of the storm

It’s hats off to Travis Manning and George McBride for handling things in the library so capably when the power went off in the storm on Thursday night, May 7th. All lights in the building were lost, including the emergency ones, leaving the windowless stacks in pitch dark. Travis and George evacuated all of the patrons in the building by flashlight, then remained on the job to aid some of the students who came back to claim the belongings they had left in the library while they went out on break. Only when Travis and George were sure everyone had been taken care of did they lock up and leave. Their strong sense of responsibility is most appreciated.

This experience pointed up the need for all departments to know where their rechargable flashlights are. It would also be helpful if departments would furnish Circulation with a list of these locations. – Isabel Zuber

Andy gets his MLS

Andy Morton, our stack supervisor, will receive his Masters in Library Science at UNC-G this weekend. Congratulations, Andy. Well done. – Isabel Zuber
Library Gazette

Yippee! Elisabeth Leonard’s first day as Business/Economics Reference Bibliographer begins Monday June 1. Elisabeth worked most recently as a Reference Librarian at Greensboro College, where she had collection management responsibilities for reference, the sciences, business and physical education. Elisabeth received the MSLS degree from Chapel Hill in May 1997. Her undergraduate degree from Salem College is in International Management. As a graduate student she held assistantships at the Carolina Population Center, The Sloan Art Library and in Davis Library’s International Documents Department, all at UNC Chapel Hill.

Elisabeth will serve as Business/Economics Bibliographer, prepare materials and present instructional sessions especially for business and economics classes as well as for First-Year Seminars and leap right in to First-Year Orientation with her colleagues. We are very happy to welcome Elisabeth to the Reference Department, to TeamInfo and to the Reynolds Library. – Elen Knott


Year 2000 Compliance: As the year 2000 nears, computer compliance with this milestone gains importance. EBSCO is already in compliance and OCLC is working on it. Team Leaders were asked to check with vendors the library uses such as NCLIVE and 3M.

Calendar (Christmas): The university is closing from December 21- 24, 1998 for the Christmas holiday. Rhoda asked each Team Leader to get responses from their team members on the possibility of dividing each team in half, and staffing the library without closing during Christmas. This would involve half the Library Staff working the week of Dec 21-24 and half working the week of Dec 28-31. Team Leaders were asked to give the response of their team to Rhoda in two weeks.

End of Year Budget: Everyone is asked to be frugal during the last month of the fiscal year. If possible, please wait on purchases until July. Outstanding book orders/invoices should be sent to Lisa Myers by July 7th at 5 o'clock. All outstanding supply invoices should be turned in to Lisa by July 8th at 5 o'clock. Cash receipts should be turned in by June 30th.

Capital Budget: Rhoda felt there was a positive response to our capital budget requests. The library requested a total of $127,330 and has $62,700 approved. Some of the approved items are: microfilm
Employee Paystubs: Debbie asked that each team send a designated representative to Lisa each payday to get that team's pay information envelopes. This was agreeable to the Team Leaders.

Student Assistant Evaluations: Student Assistant evaluations will be sent out once a year instead of each semester.

Flashlights: A request was made to note the location of emergency flashlights in each department. When the locations of these flashlights are identified, a locator sheet can be distributed to each library department. – Craig Fansler

Reconstruction zone: teams in action

News from the Access Services Team

Big 5 for Travis

On May 20th Travis Manning observed his fifth anniversary as a Wake Forest employee. This date and anniversary are slightly misleading in Travis's case for he started work in the library as a freshman and has now been with Z. Smith Reynolds library for nine years.

In honor of this happy occasion and in appreciation of Travis's contributions the Access Services team had a party in the Circulation workroom complete with card and poster by Fansler, Inc., carrot cake (rumored to be Travis's favorite), soda, juice, and other goodies. Mary Reeves led in the singing of the anniversary song (to the tune of "Happy Birthday") and Travis was presented with the gift from Human Resources. Rhoda Channing and Debbie Lambert attended along with all members of the Access Services team and the student assistants present.

PS. Party, Party!!

Yes, Access Services people are the party animals of the library (we think). On Monday before the Manning fete we celebrated Andy Morton's graduation from UNC-G with four pizzas (the food rumored to be Andy's favorite). We are presently looking about for another occasion to celebrate and eat something. – Isabel Zuber

News from the Assistant Director

Human Resources Project: The Human Resources Project, which began in February 1997, finally came to a conclusion when Rhoda distributed personnel letters to the library staff on May 15, 1998. The massive project was conducted in conjunction with the University’s Office of Human Resources, with special attention from Harvey Lineberry, Assistant Director for Human Resources. Over a period of 17 months, every position in the library was reviewed for responsibilities, tasks, qualifications, titles, classification grades, and salary placements. The library has not undertaken a review of this scope in
quite a long time, if ever. The results were mixed. All position descriptions, classifications, and titles were approved as recommended by library administration and the Office of Human Resources. Salary adjustments were partially implemented. I want to personally thank everyone on the library staff for your tremendous efforts in this project. It was an arduous task, at times frustrating for everyone. We did make a great deal of progress, however, and I appreciate your considerable time, attention, and patience. – Debbie Lambert

ZSR Library Committees: Making a Difference

Staff Development Committee

The week of May 18th was filled with staff development opportunities! Tuesday, May 19, 1998 focused on Time Management, facilitated by Robert Leslie, Management/Leadership Trainer from Forsyth Technical Community College’s Corporate and Continuing Education Division. The half day sessions covered a great deal of basic time management information, including prioritizing "to do lists," identifying and dealing with "time wasters," and overcoming procrastination. In addition to citing the works of several time management experts, Mr. Leslie provided an overview of Stephen Covey’s "fourth generation" of time management theory where he encourages moving "from time management to life leadership to create quality-of-life results." Finally, the general principles of TQM and value-added flow analysis were discussed, with particular attention to making the very most of the valuable but limited time available to everyone.

On Thursday, May 21, 1998, Julia Winfrey, Kelly Fetty, Julia Bradford, and Mary Reeves provided an overview of an NCLA-sponsored workshop titled "Motivation, Satisfaction, and Commitment in the Library Workplace." They attended the workshop as representatives of their teams. Their informative presentation was very well done, including the PowerPoint format, and served as an excellent example of a successful strategy for sharing information with the staff.

On Friday, May 22, 1998, Craig Fansler led the first in a new series of staff development activities called "Lunch Bunch." "Lunch Bunch" sessions occur around the noon hour, providing a time for interested staff to get together informally over lunch (BYO) and discuss topics of interest related to libraries in higher education. Craig demonstrated and explained "Tips and Tricks in Preservation." He captured the audience’s attention with a creatively "low-tech" humorous quiz on preservation basics, then shared examples of basic book structure and preservation tools such as a bone folder and book spatula. Hands-on examples of his work included clamshell boxes, archival boxes for storing damaged library materials, restored book bindings, tipped in sheets of archival paper, and pamphlet binders. Stay tuned for announcements of future Lunch Bunches. If you’d like to lead one, contact Ellen, Renate, Medra, Susan M. or Debbie.

Department news

Rare Books Department

Roumi Radenska is working for Sharon in the Rare Books Department for a 90-hour practicum for UNC - Greensboro’s Library School degree. Roumi will participate in the daily activities of the department in becoming familiar with the work of a special collections division of a library. Her particular focus will be preliminary cataloging of a collection of rare Bibles representing four centuries in nine languages. Roumi
will also work on small collection of modern literature with a number of signed, limited copies within the collection. I am delighted to work with **Roumi** and experience firsthand her dedication and expertise! – **Sharon Snow**

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**ZSR Staff Ran for a Good Cause**

On Saturday, May 16th, a gaggle of ZSR folks walked and ran for Hospice of Winston-Salem/Forsyth County in the second annual Hospice Hope Run. **Craig, Travis,** and **Patrick** ran a grueling 10K run on a hot presummer morning. **Mary Alice, Sharon,** and Kathie and Casey Fansler walked the 3-mile fitness walk. The runners paced those hills and valleys with gallant effort and the walkers had lots of fun in the sun! – **Sharon Snow**

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**Hospice Hope**

On May 16, 1998, the second annual Hospice Hope 10k Run and 3.0 mile walk was held in Winston-Salem. Five staff members participated: **Mary Reeves, Sharon Snow, Craig Fansler, Patrick Ferrell,** and **Travis Manning.** Also, Ryan Lambert volunteered to assist the racing activities. It was sunny, hot, and humid, but it was all for a worthy cause: to help raise money for Hospice. The walkers enjoyed it. And the three staffers who ran the race finished well in the top 75% of the 234 total runners. **Craig** finished 177th, **Patrick**-29th, and **Travis**-12th overall. – **Travis Manning**

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**Commencement Reception**

The commencement reception on Sunday, May 17th was bigger and better than ever, lots of guests, lots of help, beautiful flowers, Celtic harp music, and nary a peanut butter cookie (the least popular flavor last year) in sight!

This year the library was also the location for the Politics Department’s senior reception held in the Johnson Room and a number of guests attended both events. The combined attendance for the afternoon was 513.

Library staff who assisted were **Laurie Spear, Ann Bailey, Isabel Zuber, Mary Lib Slate, Giz Womack, Mary Horton, Andy Morton, Debbie Lambert, Craig Fansler, Jodie Lohman, Elen Knott, Sharon Snow** and **John Woodward.** ITC was staffed with student assistant Keisha Martin and Betty Henderson came with her wonderful contribution of peonies.

Most of our guests want to come in, visit a bit, take pictures, have refreshments, look at the atrium, ITC and Reference. We have found that very few venture into the other areas of the library that we have had open so those will probably not be staffed in the future.

The reception is one of our happy times and seems to be much enjoyed both by our guests and the staff members who help out. – **Isabel Zuber**
**Notable Documents Now Available**

Stop by the department (or search the Web) to view these "Notable Government Documents" (as listed in a recent issue of *Library Journal*). See below for the list. – *Mary Horton*

**Notable Government Documents**

<table>
<thead>
<tr>
<th>Title</th>
<th>Institution</th>
<th>Call Number</th>
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<tbody>
<tr>
<td><em>Becoming an American: Immigration and Immigrant Policy</em></td>
<td>U.S. Commission on Immigration Reform</td>
<td>Y 32.IM 6/AM 3</td>
</tr>
<tr>
<td><em>Culture Matters: The Peace Corps Cross-Cultural Workbook</em></td>
<td>Peace Corps Information Collection and Exchange</td>
<td>PE 1.2:C 89</td>
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<tr>
<td><em>The Inquiring Eye: Classical Mythology in European Art</em></td>
<td>National Gallery of Art</td>
<td>SI 8.2:C 56</td>
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<tr>
<td><em>Judaica at the Smithsonian: Cultural Politics as Cultural Model</em></td>
<td>Smithsonian Institution</td>
<td>SI 1.28:52</td>
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<tr>
<td><em>Letters of Delegates to Congress, 1774-1798 (v.24)</em></td>
<td>Library of Congress</td>
<td>LC 1.34:24/pt.1</td>
</tr>
<tr>
<td><em>One America Indivisible: A National Conversation on American Pluralism and Identity</em></td>
<td>National Endowment for the Humanities</td>
<td>NF 3.2:AM 3/7</td>
</tr>
<tr>
<td><em>Revelations from the Russian Archives: Documents in English Translation</em></td>
<td>Library of Congress</td>
<td>LC 1.2:R 32</td>
</tr>
<tr>
<td><em>Roswell Report: Case Closed</em></td>
<td>U.S. Air Force</td>
<td>D 301.2:R 73</td>
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A Vision for the New IRS:
Report of the National
Commission on Restructuring
the Internal Revenue Service

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Elisabeth Enjoys Reading, Traveling, Cooking and Gardening

Hello all! I cannot tell you how excited I am to have begun work at my dream job. Honest! If you haven’t heard the story already, here it is:

Picture this…My first day of library school, my first reference class. All the students had to introduce themselves to the class, presenting name, place of origin, interests, and potential job wishes. When my turn came, I stated, quite firmly, "My name is Elisabeth Leonard, I’m from Columbus, Georgia, I love gardening, and I want to be the business reference librarian at Wake Forest University." I must add, I was the only class member to be so specific about her job wishes. I think I was supposed to just mention an interest in reference. However, here I am and a happier new employee is unlikely to be found.

My interests include reading, traveling, cooking, and gardening. If you have a non-toxic remedy for Japanese beetles, please share it with me. Come late July, the beetles swarm my rose garden like a plague of locusts. I’d welcome a solution!

My husband, Mike, my fur-child, a cat named Pooh, and I have lived in Winston-Salem for almost eight years now. Mike is a systems analyst, Pooh is a sybarite, and I, am happily employed at my dream job. If I haven’t met you already, please stop by reference and say hi. I’d love to meet you! – Elisabeth Leonard

Durren Arrives on July 6

We will be so happy when Sherry Durren starts work as Science Reference Bibliographer on Monday, July 6. We have been waiting for her. We probably won’t expect her to dissect frogs right away, but she could begin collecting insects from local sources. Call her if you see something good!

Sherry is finishing up her MLS at University of South Carolina in a couple of weeks. Her undergraduate degree is in Chemistry from Agnes Scott College. She has held several graduate assistantships at Thomas Cooper Library and Columbia College in South Carolina, as well as at the Atlanta History Center. From 1988-1995 she was an environmental scientist at Brown and Root (what better name for an enviro-tech company?), a firm in Atlanta where she managed over 50 projects.
In the Reynolds Library, Sherry will be the faculty liaison to Chemistry, Physics, Biology, Math and Computer Science and Environmental Studies. She will prepare instructional sessions and handouts, select library materials for the sciences, quickly learn the ropes for First-Year Orientation and participate in the regular rotation of providing general reference service. With this agenda can you wonder why we’re so anxious for her arrival? Heartfelt thanks to the Science Search Committee: Elise Anderson, Ellen Daugman, Tina Kussey and Professor Jim Kuzmanovich. – Elen Knott

From the Director

The Annual Report is being assembled and as much as we complain about the work involved in documenting our activities and achievements for the year, it is a very impressive chronicle indeed. I am very pleased with what we did in 1997-98, and believe we are a better, stronger library for the changes. Major issues, like the selection of a new integrated library system, assessment of our reorganization, position review and the debut of NC-LIVE, have been non-routine activities which have a major impact on us. I hope each of you will reflect on the highlights of your year as you read the report.

The American Library Association meets soon and we will be represented by Wanda Brown, Debbie Lambert, Susan Smith and myself. Debbie and I spent part of Monday, while the library was closed, blocking out our schedules, eliminating conflicts and answering invitations to various events. We will have a busy time there.

Our recent closings due to fire in a tunnel, power outages, blown fuses and transformers were frustrating for all of us, and costly to us, from a productivity perspective and to the university - all that overtime! Worse still was the inconvenience and disruption to summer school students and faculty teaching in the session. On Tuesday the 16th we waited with dread for the mountain of mail to arrive, knowing that most of the day would be spent reviewing it. E-mail backed up for many of us as well. Man proposes.... Anyway, the problems remind us of the issues of reliable power, backups for emergencies and communication. It is perhaps impossible to convey all the important information about the emergency in a broadcast message, but we need to revisit some of the emergency procedures campuswide.

It is with sadness and gladness that I received the news that Giz Womack and Marilyn Shuping would be leaving us to seek even greater fame and fortune than the Z. Smith Reynolds Library affords. Marilyn leaves for the cold cruel world of the "for-profit sector" and we can't thank her enough for her contributions to the smooth day-to-day operation of the Government Documents unit. What a difference she made! We will all miss Giz, his brownies and his relentlessly upbeat and helpful approach to whatever was needed campus wide: solutions to computer problems, web pages, the template or testing the load; he has been invaluable as a partner with IS and the administration. Fortunately, we are somewhat mollified by two things: first, he will be here for this year's freshman orientation, and second, he won't be far away, just across campus with ICCEL in the IS building - and I have his beeper number. – Rhoda Channing


Annual Report: The report is due on June 30th.

End of Year Budget: Rhoda said she anticipated being able to purchase a few needed items before the end of the fiscal year. Some of these items are: furniture for Microtext and Government Documents; the
Standing Press for Rare and the Board Shear for Preservation; and travel expenses for staff and interviewing job candidates.

**Student Pay**: Students who missed normal work time during the recent power outage may claim the hours they normally would have worked on their pay - but each student must make this time up during the next pay period. Bi-weekly employees may claim an excused absence for the outage times. Several strategies were attempted to solve this problem with HR and the Controller and this solution was the best one found.

**Building/Power Issues**: During the recent power outage, it was difficult to get information to library staff and students. Rhoda and Debbie are trying to develop a way to notify the entire library staff by phone in these situations. Each Department Head should have the phone number of each of their staff and students at work and home so they can be notified in an emergency. Other needs in power outages include:

1. Need for an uninterruptable power supply
2. Possibility of making the library "Mission Critical" so that we are top priority for restoration in power outages
3. We need a spare parts inventory - this avoids waiting for parts to be sent before we can re-establish power
4. Better communication system to determine what the problems are

There will be approximately 170 debaters coming through the library in the next 3 weeks. – **Craig Fansler**

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**News from the Assistant Director**

NC Baptist Colleges Librarians met on June 4 – 5, 1998 at Chowan College. This group meets each year as part of the North Carolina Council on Christian Higher Education. The seven member institutions are Chowan College, Campbell University, Mars Hill College, Meredith College, Gardner –Webb University, Wyngate University, and Wake Forest University. The two-day conference is a great way to meet with colleagues and share ideas. Even the differing institutional sizes and missions seem to disappear when we discuss common concerns about services to patrons, impact of technology, functions of facilities, and recruitment of staff. **John Woodard** joined me in sharing news about Z. Smith Reynolds Library activities and collections. The dinner speaker was Dr. Robert Mullinax, retiring Executive Director of the Council on Christian Higher Education. He shared his thoughts about universal educational values that hold fast and persist even in the midst of a changing world. The new Executive Director, Dr. Wayne Wike, was introduced. Next year’s meeting will be held at Campbell University. We will host the June 2000 meeting, an appropriate date for us!

WIN (Wake Forest Information Network) training series began June 9, 1998. Rosalind Tedford, Giz Womack and I provided training to approximately 20 people who have been authorized to create and post documents and forms onto the WIN system. Examples of the forms and documents include vehicle registration form, interlibrary loan request form (via hyperlink), and a variety of Human Resources forms. We initiated a temporary training room in the new IS building and maneuvered with agility around locked doors, construction crews, and folding walls! Thanks go to "our own" Carl Fulp for technical support! The WIN training series continues over the next few weeks. WIN will be officially launched on July 1, 1998. Sometime after that we will provide training for the library staff so that you can explore this wonderful resource.

The FY 98 budget closeout and Annual Report consume a great deal of time these days, no surprises there! Please remember the due dates we’ve set. Annual Report submissions are due to Rhoda no later
than June 30, 1998. All library materials invoices are due to Debbie no later than July 7, 1998. All other invoices are due to Lisa no later than July 8, 1998. Thank you for your timely responses! – Debbie Lambert

ZSR Library Committees: making a difference

Library Orientation Committee

The new Library Orientation Video is now available. It is approximately 10 minutes long. If you want to check out a copy, please see Lisa Myers or me. – Florence Toy

ITC’s flick picks

Movie Fans:

Check out the new set-up in ITC. We found more space to display movie boxes in the lobby area. If you are still indecisive about what to watch, you can also check out the "Media Collection" link on our web site; try "Picks of the Month," "Recommendations," or "New Acquisitions." – Florence Toy

Change in Policy Stirs Debate

In preparation for the high school debate workshops this summer, Elen Knott, Mary Horton, Mary Reeves, Laura Spear and Bobbie Collins met with Ross Smith (WFU Debate Coach) and Elisia Cohen (Debate Assistant) on Wednesday, June 17. In this productive session, public service staff set up library tours and class times for the debaters and discussed library services for the debaters this summer. The first group of debaters (approximately 90 students) will be arriving on campus on Sunday, June 21.

This year’s topic is "Resolved: That the United States should substantially change its foreign policy toward Russia." If you are interested in looking at resources for this year’s topic, the University of Kansas Government Documents Library has compiled a list of relevant Internet sites and selected print resources at

http://www.ukans.edu/cwis/units/kulib/docs/debhome.html

A second group of debaters are scheduled for a library tour and class session on Monday, June 29. Another group of 57 debaters will arrive on campus on July 5 and will tour the library on Monday, July 6. It will be a busy summer for public service staff. – Bobbie Collins

Giz’s New Job
As of September 1st, I will be leaving ZSR to become the Training Manager for ICCEL (International Center for Computer Enhanced Learning at Wake Forest University). While I am sad to be leaving the library after four years, I am very excited about this new position. My office will be on the 2nd floor of the new Information Systems building. I will be responsible for designing and implementing training programs for ICCEL. My thanks to all of you who made my stay at ZSR such a wonderful experience. – Giz Womack

Marilyn’s New Job

As some of you may already know, Marilyn will be leaving us for a new opportunity at U.S. LEC. She will be an account executive in the company’s Winston-Salem office, selling local telephone service. U.S. LEC is a relatively new company, based in Charlotte, with 13 offices in the southeast and employing approximately 200 people. Marilyn’s last day with us will be June 30th.

Marilyn has worked at the Reynolds Library for seven years. She has seen the documents department through the move, profiling for Marcive, the implementation of the Marcive service (both monthly cataloging and the weekly shipping list service), and several personnel changes.

Marilyn has been a great asset to the library and we will miss her. I’m sure you all join with me in wishing her the best in her new endeavor. – Mary Horton

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Welcome Sherry

Greetings! This is great. I’ve been asked to write about myself and don’t have to avoid the "I" word, which is often forbidden to technical and science writers. I am delighted to be working as a librarian at a liberal arts university. I worked in libraries throughout junior high, high school, and college. I have always been interested in how things work and enjoyed using my curiosity. As a "girl scientist," I once built a model water treatment plant in my basement. I also appreciate arts, humanities, and social sciences. Other loves include good conversation, anything having to do with being outdoors, and film.

I am from Kalamazoo, Michigan and continue to be a Midwesterner at heart. My daughter, soon to be 21, was born in Chicago. I attended Agnes Scott College in Atlanta as a Return to College student. As far as I know I’m still the only chemistry major to participate in that program for non-traditional age students. I spent a number of years in Atlanta working as an environmental scientist. I then moved to Columbia, South Carolina for graduate school in Library and Information Science. There I experienced southern living in ways that contrasted greatly with my experience of urban life in Atlanta.

What I enjoy most about libraries is being around people engaged in learning and discovering. To me it is exciting to walk into a library and sense all the minds at work. From my initial contact with the university, everyone has been most welcoming to me.

The search committee made the process as painless as possible. I look forward to the work I will do here that will allow me to make a notable contribution to the library as I continue to explore my diverse interests. – Sherry Durren


Training Issues: ThinkPad Training for Freshmen is on the horizon. The Staff Training Teams will be composed of the same staff and RTA's when possible. The actual training will only be offered as a 2 hour session this year. Additional sessions will be offered by request. There will be a 380XD ThinkPad available for staff to practice on in the ITC. ThinkPad Orientation this year will be on Monday, August 25 and Tuesday, August 26.

Volunteer Program: Rhoda requested that each Team Leader suggest a list of jobs and projects that
could be done by a library volunteer group. One project suggested was the Book Sale.

**Access Services Policies:** A discussion of some recent changes in Circulation policies was held by the group. Access Services is preparing to post their policies for patrons, hours, staff, etc. on the web. One of the recent changes is a charge for a borrowing card for local clergy.

**Staff Recognition Committee:** The committee has completed their work and made their recommendations to Rhoda. Some of the recommendations are: an annual lunch during work hours, exceptional performance award (an occasional award for going above and beyond the call of duty), periodic celebrations with the Social Committee marking library milestones/accomplishments, and awards given individually by Team Leaders. The committee will report their recommendations in the Gaz.

**Supplies:** Rhoda requested that staff call before coming to the 8th floor to get supplies.

**Christmas Hours:** The library will be open from 9am-5pm on Monday, Tuesday and Wednesday of the two weeks during Christmas, and closed on Thursday, Friday, Saturday and Sunday. Not every department in the library must be open.

**Baptist/Art Books Move:** There is a snag in moving the Baptist Collection and other affected collections because of space. There is very little space available for moving these books. Some suggested space saving ideas were: using the all night study area after the computer lab is phased out, weeding our bound journals for which we have electronic copies, remote storage and specialized shelving installations in existing spaces. The group working on the Baptist move will continue working on this problem area. – Craig Fansler

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**From the Director**

The annual meeting of the American Library Association comes at an awkward time: we have our Annual Report to compile, and are dealing with all the issues surrounding the end of the fiscal year. This year we were completing a search as well. All this makes ALA somewhat of an intrusion, and although I enjoy DC, I am more convinced than ever that ALA is too long, too large and is not the best use of my time. Debbie, Wanda and I stayed in the headquarters hotel, and it was so far away from the Convention Center that we used taxis as often as we used the shuttle buses in order to get to our next venue on time. I will keep this opinion in mind the next time I am asked to serve on a committee! As it is I have to go to ALA through mid-winter ’99. The proliferation of meetings of different professional associations continues, and many of the same topics appear on their programs. I like to think that state and regional alternatives, like the SOLINET workshops, and NCLA pre-conferences are more cost-effective ways of getting specific information than many national meetings, and that to stay abreast of the big picture, we need to meet less with ourselves and more with others. EDUCOM, now EDUCAUSE, and other meetings on higher education are probably more enlightening. I did get a chance to hear from Jay Jordan, OCLC’s new president, and to meet with the Board Members of the various regional networks to discuss ways we could influence OCLC’s future directions. My ACRL Pre-conference committee for Detroit ’99 is working feverishly to attract people who might not be excited about Detroit. Actually, many of the hotel rooms for that conference will be in the beautiful city of Dearborn, MI. Another highlight for me was the OCLC Library Directors Institute, at which we were challenged to change our approach to cataloging. The Library of Congress was the site for the all-conference reception and has been restored to splendor. It is worth a visit, and our ability to tour areas that are generally unavailable made it very special. LC staff were clearly delighted to show their facility and introduce librarians to their special systems. I don’t know how Wanda escaped, but I persuaded Susan Smith and Debbie Lambert to participate with me in the ALA annual Fun-Run/Walking Race. We did very well and looked great in our ALA Race shirts. I have
photos, so you can judge for yourselves.

At the conclusion of the conference, Debbie and I signed up for what was billed as a VIP tour of the White House. We got up at 6am, rushed to get to the tour bus and waited over an hour while congressional tours were going on and then had about a 10 minute tour. Next time I am calling my congressman!

Speaking of my congressman, at the request of ALA, I met with Richard Burr in his Winston-Salem office to ask for his help in protecting fair use from H.2281, which is an electronic copyright bill. He was very receptive, and assured me the bill had no future if it couldn't satisfy the library and educational community. His aide called a few days later to inform me of progress on the bill. I was impressed with his concern, his awareness of issues and his follow through.

**System Selected**

The libraries of Wake Forest University, Reynolds, Worrell Professional Center and the Carpenter Library will be moving from the Dynix and Innovative Interfaces platforms to Endeavor's Voyager system. It is now official! Among Voyager's other recent signees are the National Library of Medicine, the Library of Congress and the state universities of Georgia. Jay Dominick will be our IS Project Manager, aided by Seth Stein and John Henderson. Alan Keely will coordinate the efforts of the libraries, in conjunction with Dan Smith and Mark McCone. Very soon we will be asked to determine parameters for each function, and many people will be deeply involved. It is expected that the new system will be fully operating in January 1999.

As soon as a timetable is received, a migration task force will be appointed. This group will represent all the functions in the new system and will work with their team members to assure that decisions are made with the full input of staff involved. Dan Smith will coordinate the effort for Reynolds Library. – Rhoda Channing

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**Reconstruction Zone: Teams in Action**

**News from the Technical Services Team**

**New faces in Technical Services**

This summer the Technical Services Team hired three temporary employees to assist with Database maintenance. Gloria Frost, Holly Watson and Lynn Ellis have begun work in the ‘B’ classification. Clean up within this area will make accessioning of the gifts for the Divinity school program easier for Collection development efforts. This process involves comparing the shelflist holdings with those of the bibliographic record in OWL. All holdings listed on the shelflist but not entered in OWL are pulled from the stacks, barcoded and entered into the system. To date these employees have added approximately 7,000 copies and volumes to various bibliographic records in the online catalog. Of the 55 shelflist drawers in the ‘B’ class 18 drawers are completed. The Team greatly appreciates the tremendous efforts of these three. They will be with us until around the middle of August. The following are brief bios for each of them. And yes, for those who remember, Gloria does plan to bake one of her famous pound cakes.

**Gloria Frost**

I am a native of Walnut Cove, North Carolina. I have spent all my life in and around the Winston-Salem
area. I am married and we have one son, Reginald.

My first library job was with the Winston-Salem Bible College, 1980-1985, during which time I attended Library School at the University of North Carolina at Greensboro and completed my MLS degree, May 1983. In September of 1985 I joined the staff of the Z. Smith Reynolds Library and worked as AV cataloger from 1985-1993. My son, Reginald was born in November of 1986, nearly 12 years ago and it is hard to believe he will be attending middle school this fall.

In October of 1993, I joined the staff of Salem Academy as librarian. Here at Salem Academy, I am advisor and mentor; class sponsor and newspaper advisor. In addition I serve on several committees that directly effect the education our young women receive at Salem Academy. It is a joy to see the products of all our hard work at the end of four years and even beyond. Since, Salem Academy is a nine-month appointment I have free time to work with old friends and make extra money to help defray my son’s summer camp expenses.

Holly Watson

My name is Holly Watson. I am from Winston-Salem, North Carolina. I graduated from South Stokes High School in 1995. I went on to Louisburg College where I graduated with an Associate of Arts degree. I am now attending school at North Central University in Minneapolis, Minnesota. I am pursuing a bachelor’s degree in Children’s Ministries. I plan to finish the program in the fall of 1999. I enjoy the city, but must say that I prefer the southern climate. I will be heading up a program for children in Montana next summer and am really looking forward to it. I would like to live there some day if given the opportunity. I enjoy reading and mountain biking. I like to catch the latest movie and be with my close friends and family. My mom and dad both live here in Winston-Salem along with my sister who is a senior at Reynolds High School. My dad is a CPA and the owner of WBFJ, a contemporary Christian radio station. My mom is working here at Wake temporarily in Human Resources. We attend church at First Assembly of God and are involved in many areas of the ministry there. I plan to one-day go back to school and get a degree in Child Psychology. I would like to eventually pursue a career in that field. I am extremely excited about the experiences that are before me. I have enjoyed working in the library here at Wake. The people are great and the campus is absolutely beautiful. This is definitely a place full of opportunities.

Lynn Ellis

My ‘day job’ is teaching history, and I have been doing that for over 20 years. I teach U. S. History and Modern European History, A. P. at Salem Academy. I love the job and the three-month summer vacation it gives me. However, I am not a very disciplined person, and find that a part-time summer job makes me put the remainder of my vacation time to use. Working in the Technical Services Department of the library gives me just enough structure to my day without consuming all my free time. I love to travel -- anywhere, and to read – anything. My latest trip was to the mountains of Colorado; my most recent "good read," Other Powers: the Age of Suffrage, Spiritualism, and the Scandalous Victoria Woodhull.

Daniel Sweeney, New Team Player

Daniel Sweeney has accepted the position as Serials Cataloger. He is scheduled to begin on August 10th. Daniel will be responsible for performing original and complex copy cataloging of our serials, periodicals, newspapers, monographic sets, standing orders, continuations, and archival materials. Daniel received his MLS in 1994 from the State University of New York at Buffalo. He was also employed by that university as Assistant Librarian with responsibilities for original and copy cataloging of serials and monographs. – Wanda Brown
News from the Assistant Director

Annual Report

Once again the crunch for the Annual Report won! It is so difficult to convey all of our exemplary projects and accomplishments in a brief document! I appreciate the work everyone put into your submissions and a copy of the final compiled report will be placed on Reserve for you to peruse. My goal for next year’s annual report is to refine the expectations at the beginning of the process so that format and content parameters are more clearly defined, resulting in a smoother editing process.

Budgets

We were extremely busy closing out the FY 98 budget year! Thanks to all of you who helped with some last minute decisions and details. Lisa did an outstanding job helping me to stay on top of the year-end figures and to juggle competing expense requests. I feel very good about the close out and final figures.

Now we’re processing the capital request orders for FY 99. We’ll be in touch with about any details we need about approved requests. We hope to complete the initial ordering process soon to be as ready as possible for the start of the Fall semester.

Celebrations

Congratulations to Julia Winfrey who celebrated her 5th anniversary with Wake Forest University on Sunday, July 19th. Way to go, Julia!

Congratulations to Technical Services and Collections staff and for accomplishing the nearly impossible: getting all those orders out, in, or processed in time for the fiscal year close out!!

Congratulations to Information Services and Access Services for managing and surviving the debaters!!

Congratulations to everyone involved in Faculty Redistribution for smooth sailing!! – Debbie Lambert

Library’s Exhibit Policy Now Under Consideration

Some time ago, Rhoda asked me to write a policy statement for the library exhibits. I used some existing sources from other libraries as a model to develop this policy statement. Please read this statement and make comments to Rhoda or myself. Thanks. – Craig Fansler

Z. Smith Reynolds Library – Exhibits Policy

Purpose: The purpose of exhibits in the library is to inform viewers about university events, persons, issues or interests through the use of ZSR Library resources. Exhibits should, if possible, refer to the ZSR Library collection.

Scope: Library exhibits may be placed in the display cases at the library entrance or in the ITC computer lab. Any member of the Wake Forest community may suggest an exhibit (Students, Faculty, Staff).
Interest by a Wake Forest community member in putting up an exhibit should be made to Craig Fansler (x5482) or Isabel Zuber (x6140) for consideration and scheduling. Most exhibits will remain in place for one month (maximum time is 3 months). Exhibitors should prepare their display before the start date, so that the display may be put in place easily on the scheduled date.

**Procedure:** Exhibits should be reflective of university values and standards and will be reviewed by Library Staff prior to display. The exhibitor should work with the Exhibits Coordinator to verify scheduling and any problems with library materials, mounts, supplies, etc. Mounting of exhibits should be done between 8:30-5:00 Monday-Friday when possible. Exhibitors should be available to remove a display at the agreed upon time. Labels attached to the walls of the ITC should use an approved plastic tack adhesive. All exhibits should be identified with the exhibitor’s name.

**Approval:** Exhibits in the library will be reviewed for content prior to their display by the Exhibits Coordinator and the Library Director or Assistant Director.

**Receptions:** Receptions accompanying a library exhibit should be approved prior to the opening date by the Exhibits Coordinator, Library Director and Head of Circulation to prevent scheduling conflicts.

**Guidelines:** All materials should be displayed in a way that will not be damaging to materials or the surrounding surfaces. All materials used should be acid free. Lettering and presentation should be neat and accurate. The ZSR Library is not responsible for lost or stolen items.

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**ZSR Library Committees: Making a Difference**

**Employee Recognition Committee**

**Committee Recommendations**

July 7, 1998

The following are the recommendations of the Employee Recognition Committee. If you would like to respond, contact Mary Reeves. – *Mary Reeves*

I. The Committee Recommends: **Annual All-Staff Lunch/Party During Work Hours.**

- Funded by the administration.
- Library is closed for the occasion. (e.g., Day after graduation)

II. The Committee Recommends: **An Exceptional Performance Award for Work Above and Beyond the Call of Duty.**

- Presented by the Committee in conjunction with the Library Director.
- Certificate to be presented in a timely fashion at a staff meeting.
- Award to be written up in the *Gazette*, and the recipient recognized in *Windows on WF* and/or the ZSR Suggestion Board.
- For Example: Travis Manning and George McBride for their handling of the library power outage.

III. The Committee Recommends: **Special Event Celebrations.**
- Social Committee includes these celebrations with their existing social events.
- For Example: An "End of the Fiscal Year" celebration or an "End of the Semester" celebration.

IV. The Committee Recommends: **Gestures of Appreciation.**

- Team leaders and first-line supervisors should be reminded of their responsibility to extend such gestures when appropriate.

V. The Committee Recommends: **ERC Roster and Term Limits.**

- 5 Members
- 2 Year Terms/staggered

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**Conference reports**

**ALA according to Debbie**

I haven't been to ALA's Annual Conference for several years, and had forgotten how full the programming is! It was non-stop meetings, sessions, exhibits, receptions, and tours! Most of the sessions I attended focused on administrative issues like budgets, statistics, human resources, organizational development, and leadership. The presenters of "Beyond Bean Counting: Turning Data Into Decisions," explained the data-gathering methodologies used in a variety of library types. Surveys and focus groups are used almost universally. The keys to their success are in their implementation and the ultimate follow-through with goals and actions. Three exemplary projects were highlighted in the ACRL-sponsored session, "Enhancing Your Leadership Toolkit." Library leaders from three different types of academic libraries described projects in which they provided the leadership to position their libraries favorably for teaching, funding, and statewide strategic planning priorities. LAMA's Cultural Diversity Committee sponsored "Workforce 2000: Where is Diversity in Your Organization?" The presenters have key diversity roles in industry (Hewlett-Packard), city governments and librarians (City of San Diego), and management consulting. We received a very interesting "Personal Profile Preview," a very easy and quick assessment tool to identify "dimensions of behavior" that will lead to better relationships and increased effectiveness with other people. I like the simplicity of this tool and its potential use in our team structure.

"Organizational Change in an Era of Technological challenges" covered many of the experiences we've encountered in our restructuring and review of the reorganization. The presentation was very good, however most of the information was already very familiar. "Killing Sacred Budgetary Cows" was the most creative session title! Three library leaders, two from university libraries and one from a large public library system, shared their views and experience with budget priorities and the politics of the budget development, proposal, and approval processes.

In addition to the formal sessions, the poster sessions were excellent. In poster session, librarians share projects and practical applications on a variety of topics. The exhibits were exhausting! Both floors of the convention center were filled with vendor exhibits! I restrained my self from the children's authors, although I did get to meet one of my favorite picture book authors, Patricia Pollaco. I spent some time with reps from Minolta, Endeavor, and ISI and picked up as many "freebies" as possible to use as door prizes in staff development activities this year. The informal networking is certainly another great benefit on the conference. Many of the librarians I met have similar responsibilities and we shared ideas on human resources, staff development, and budgeting issues.

Guess what? We did have some fun too! Ate way too much at the receptions....some wonderful desserts,
my personal favorite part of the meal! Amy Tan, author of *The Joy Luck Club* spoke at the opening general session about the inspirations and personal experiences that are woven into her writings. The tour of the renovated Library of Congress building was over-crowded, but worth the jostling to see the splendor. I also toured the Department of State’s Diplomatic Reception Rooms which are stunning with their remarkable collection of 18th century antiques. **Rhoda** and I did the White House! Unfortunately, our lengthy wait, despite of reservations, was rewarded by a very brief (say 15 minutes) look at the public rooms. Oh well, at least now we can say we’ve been there! Of course the highlight in the fun department was the Sunday morning "Fun Run/Walk." Now, I won’t go into the issue of being "vertically-challenged," but long legs do seem to give an edge in this kind of competition! **Susan** and **Rhoda** were 5 strides ahead of me in seconds! **Rhoda** won a medal; **Susan** and I enjoyed the oranges at the finish line (photos here in the office.)

In all, it was a good conference, and for me, nice to be a tourist of the capital city rather than a suburban resident! Yes, a nice place to visit, but I’m glad I live in Winston-Salem!! – **Debbie Lambert**

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**Reconditioned Addition to Preservation**

On Monday, June 29th, Preservation received a new piece of equipment. The piece of equipment is a reconditioned Jacques Board Shear made in Worcester, Massachusetts. The shear was shipped inside an open crate by truck from American Graphic Arts in New Jersey, to Facilities Receiving, and then to the ZSR Loading Dock. The board shear weighs in at 1200 pounds, so getting it up to Reynolds 3 was not going to be an easy matter. After attempting to get the 34"x48"x62" cast iron beauty on the old elevator in the Reynolds wing- and failing- it was decided to use the Dover elevator for the Wilson Wing. The shear was placed on a dolly and rolled onto the Dover elevator. It was then elevated to Wilson 4 and rolled across the catwalk to Reynolds 4. From that point, the sweaty men took over! There were 9 of us grunting and shuffling around the monster to get it down that last flight of stairs to Reynolds 3. Whew-what a relief when we finally reached the bottom. Many thanks to Facilities Management for all those sweaty men! The board shear was purchased primarily to cut heavy archival board for the construction of clamshell boxes for Rare Books. But- although it will cut heavy, thick materials- the Jacques also has a gentle side and will cut anything else, including Japanese tissue. Please come by Preservation and see Jacques! – **Craig Fansler**

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**Roz to move to ITC**

Most of you know this already, but I will be moving to the ITC on September 1 to take *Giz’s* job as he moves on to ICCEL. Although we all know there will never be another *Giz*, I am looking forward to assuming some of his duties. The increased emphasis on training and the management of the Multimedia lab will be great challenges for me and I am thrilled to have the opportunity! I will, however, miss Docs and Microtext and ask all of you to be especially patient with *Mary* as she has to train two new people at once! I will also miss my lovely window in my office, so stop by and let me know what the weather is like outside the ITC every once in a while! – **Rosalind Tedford**

**Gazette Home** | **Library Home** | Questions? **Contact Us**.
B. C. Between the Covers

Parents Tours

Upcoming Meetings and Events

B.C. Between the Covers

Ever wonder what you can do with your collection of high school yearbooks? or should do? The clear answer is save them while you either run for office or work to get one of your old classmates elected president. A rare books capitalist dealer offers in his catalog a complete set of President Clinton’s High School Yearbooks – all three volumes, 1962-64. Six pictures of the pres-to-be in ‘62, 10 in ‘63, and 20 in the 1964 Old Gold Book bespeak Billy Clinton’s development as a public person. The price of the set? Only $2500. The name of this rare books’ dealer is Between the Covers. – Jill Carraway

Parents’ Tours Kick Off Freshmen Orientation Week

One of the major highlights of the back-to-school crunch is library tours for Wake Forest parents. This annual event which started in 1994 has become very popular on the freshmen orientation agenda. Incoming parents of new students are given the opportunity to tour the library. This year parents will tour between 10-12 noon on Thursday, August 20.

As of now the following staff members have agreed to serve as tour guides: Mary Horton, Sharon Snow, Debbie Lambert, Craig Fansler, Susan McDonald, Florence Toy, Prentice Armstrong, Roz Tedford, Cristina Yu, Susan Smith, Chris Burris, Mary Lib Slate, Laura Spear, John Woodard, Sheery Durren, Jill Carraway, Scott Adair, Mary Reeves, Roumi Radenska, Julia Bradford, and Elisabeth Leonard. Ellen Daugman, Linda Early, and Bobbie Collins will coordinate the tours.

Last year 485 parents toured the library. With this large number of participants, we always need a lot of volunteers. If your name is not on the list and if you are interested in helping out, please contact Bobbie Collins. – Bobbie Collins

Upcoming Meetings and Events

Technology Work Group Meeting - Mon. 8/17/98 - 2:00 – 3:00 PM - (8th floor conference room)

Administrative Council - Weds. 8/19/98 - 3:00 – 4:00 PM - (8th floor conference room)
Parents’ Tours - Thurs. 8/20/98  - 10 AM – Noon - (Library Lobby)

Staff Meeting - Thurs. 8/20/98  - 3:00 – 4:00 PM - (Bib Lab)

Training Team Meetings - Fri. 8/21/98  - 9:00 AM – Noon - (Library 204) & Fri. 8/28/98  9:00 – 10:00 AM

Freshmen ThinkPad Orientation - Mon. 8/24/98 - 12:00 – 3:00 PM - Calloway and Carswell Halls - Tues. 8/25/98
8:00 AM – 6:00 PM - Calloway and Carswell Halls

– Debbie Lambert

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From the Director

This has been a very busy period for the library and for me personally. I have finished drafts of two book chapters, one with Jay Dominick, and organized a teleconference that finally happened on August 12, just about a year late. In my role for the State Historical Records Advisory Board, I just read and reviewed over 30 grant applications and with the rest of the Board members, allocated grant funding to many of them. Like many others on the staff, I am learning my new script for orientation. I am glad we use the team approach, as it would be difficult for me to become an expert on all the parts of the script. As it is, my major role in training will be the e-mail package. Job interviews for circulation are on my calendar, and other professional activities are keeping me hopping! Added to the regular Thursday meetings of the Steering Committee and the Training Task Force, the Voyager Project meetings are also underway, with the three libraries and IS all well represented.

The library has been overrun with elevator workers and carpet installers, and we have already had our first group of freshmen, the football players, for computer orientation. The agenda for next week’s Administrative Council is already full, and I keep adding important items to it. One will be the creation of our Voyager migration task force. This group will have a heavy responsibility and I hope we can think of ways to celebrate each step accomplished during the process.

Let us all try to spend two peaceful and revitalizing weekends so that we will be ready for the return of our students and the arrival of the newcomers to our campus. I hope we catch the excitement that will be in the air and transmit it to others who work with and who visit us here in the library! – Rhoda Channing

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Reconstruction Zone: Teams in Action

News from the Access Services Team

People changes in Access Services

Andy Morton
After almost exactly two years as stack supervisor Andy Morton has left us to become access services manager at Virginia Commonwealth University in Richmond. Andy recently finished his MLS at the University of North Carolina at Greensboro and was honored at that time with a pizza party at Circulation. To say farewell as he left for his first professional position, several members of the library staff had lunch with Andy at the Village Tavern on Tuesday, August 4th. Debbie Lambert made the presentation at that time of a certificate of appreciation from the library administration. Craig Fansler presented Andy with some items that he may find useful in his new job, including a "computer bug" with rolling eyes and a customized handgun especially designed to do in the aliens and vampires that lurk in library stacks. Mary Lib and Isabel took care of supplies for the trip to Richmond, including the essentials, Mountain Dew, animal crackers and M&Ms.

Andy will be on e-mail soon, keeping us up to date. We wish him all the best.

Patrick Ferrell

Patrick has been promoted to Andy’s position as stack supervisor. Patrick has worked as the evening stack assistant with Caroline Luchsinger and with Andy and is experienced and well qualified to take on these duties. Patrick is a Wake grad and also worked for us as a student assistant. He and Travis are probably two of the fastest of our library staff, both at work and in the races they participate in.

We wish Patrick luck also, for some large shifting projects are likely looming in the stacks’ future.

Mary Lib Slate

Mary Lib has taken the Government Documents position vacated by Marilyn Shuping and began her new duties on August 10th. The "move upstairs" is a promotion for Mary Lib. We will miss her a great deal at the circulation desk but are also happy for her. She plans to stay in close touch, will retain her position on the valiant "Severe Weather Team" as a volunteer to come in and help open the library when not all of us can make it, and she will continue to be Circulation’s own Martha Stewart, assisting Craig with the seasonal displays in the circulation lobby.

Two Access Services Team positions are vacant at present, the circulation desk assistant and the evening stack supervisor. These have been advertised and interviewing for the desk position begins next week. If any staff members know of good candidates with some library experience who could work evening and weekend hours, please let us know.

Circulation Now Connected to the Administrative System

With our new "Admin" connection Circulation is now able to place holds in the library that will appear on patrons’ records in the Controller’s Office, the Registrar’s Office and the Dean’s Office. These holds will immediately affect the registration and the transcripts of our delinquent patrons, turning a time-consuming process involving paper lists and phone calls into a few quick key strokes.

We have placed these computer blocks for the first time this summer on the students who still have lost and overdue books from the last school year, but it is also possible to place a library block on any name in the Wake Forest database, including those of former students who may have outstanding library charges.

Circulation has always had a problem with the clearances for graduation because the Controller’s Office has asked for a list of library charges a month or more before commencement, leaving several weeks in which students could check out books, fail to return them, and still get their caps and gowns. This past year we cleared all but four of the students on the list we drew up in early April, but 23 graduated with
outstanding library charges because we were unable to add to that list as needed. Next year’s graduation
should be different with this new access to the administrative system.

**Patron Database cleanup**

Technical Services has been busy with bibliographic database cleanup this summer in preparation for
Voyager, our new automated system, and Access Services is helping out too by purging some of our
inactive patrons so that there will be fewer records to transfer. Dan Smith furnished us with a list of
those patrons whose records were entered in our database three or more years ago and had not checked
out anything from the library in three years.

After marking "not to be deleted" some of those faculty members and spouses, etc. who might be very
hurt if they showed up and discovered we had not kept them in the database forever, we removed about
650 names. Last year we purged the inactive graduate student files.

Hope this helps, Dan.

**Paying lost book charges and damage fees with Deacon Dollar**

There is now an Entry Access Terminal at the Circulation Desk which will accept money from Deacon
Dollar accounts for lost book charges and damage fees. We still have to keep our own accounts, but we
expect that having the students use their debit cards to make payments will make it easier for them to
take care of what they owe the library.

The first payment, a $50.00 charge for a lost musical score, has already been paid on the machine. We
are in the process now of finding out into what fund this money is going and will let you know when the
Controller’s Office returns our calls. – Isabel Zuber

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**News from the Assistant Director**

**Staffing changes**

Summer certainly seems to be a time of change in the library, and staff assignments are no exception!
Here are the latest appointments: On August 10, 1998, Mary Lib Slate started her new position as
Library Assistant II – Government Information and Patrick Ferrell moved into his new assignment as
Library Assistant I – Stacks. Daniel Sweeney will join the staff on August 17, 1998 as Serials Cataloger.
We are currently recruiting to fill the positions of Library Assistant I – Circulation and Evening Stacks
Supervisor. Other appointments are in process and will be formally announced in the near future. We wish
Mary Lib, Patrick, and Daniel the very best in their new positions.

**Graduate student intern**

During the fall semester, we will be hosting a graduate intern from the UNC-G Graduate School of Library
Science. Sandra Hildebolt will work with us for 90 hours, providing assistance and gaining professional
experience in several departments including technical services, reference, government documents, and
circulation. I think this is an exciting opportunity for all of us and look forward to developing closer
internship relationships with several graduate schools.
Staff Development

E-mail training

Another e-mail package?!!!!!! Library staff received training on Netscape Communicator, the Wake Forest University standard e-mail package. Thanks go to our own library trainers, Susan Smith, Roz Tedford, Elise Anderson, Dirk Faude, and Giz Womack for teaching us how to use the mail package and the calendar feature. At the time of training, the new software was loaded only on ThinkPad machines, so desktop users could not immediately apply the knowledge gained through the training. Not to worry! Brush up and refresher sessions will be offered, once everyone on staff has the new load.

Digital Preservation Teleconference

Seven people represented the Z. Smith Reynolds Library at "Digital Demands: Preservation and Access Issues," a teleconference sponsored by SHRAB (State Historical Records Advisory Board) on August 12, 1998. Our Director, Rhoda Channing, was featured as one of the four state experts in the fields of preservation and digital information. Rhoda provided an overview of the issues and implications of digital information, preservation, and access. She was followed by Drusilla Simpson, Information Systems Archivist with the N C Division of Archives and History, who spoke about the issues in electronic file management including lifecycles of records, standard file management issues, and questions to ask vendors. Lee Mandell, Director of Research for the N C League of Municipalities, explained guidelines and indexing standards, including the law, access, and legality. Paul Jones, Professor at UNC Chapel Hill provided his insight to the world wide web and public historical records. The teleconference facilitator, Fran Westcott of the N C Agency for Public Telecommunications, provided smooth transitions among the presenters and managed the incoming calls from down link sites throughout the state. If you’d like to read some of the documents presented at the teleconference, go to the following web site: http://sunsite.unc.edu/pjones/SHRAB.

Student assistants

Initial allocations for student assistant budgets have been distributed. It is very important that those people responsible for hiring and monitoring student assistant allocations read the allocation memorandum in its entirety. The allocation process and wage rates are clearly explained, including the fact that the allocations are based on actual expenditures for student assistants in FY 98. In addition, please note that initial allocations will be reevaluated after all work-study students are placed.

Facilities updates

Carpet

New carpet was installed in the circulation and atrium areas, brightening up the library in time for the start of fall semester. The microtext area will have new carpet by the end of the week. The new carpet has heightened awareness of needs for replacement carpet in other areas of the library. We will consider these needs in the FY 2000 capital budget process.

Elevator

Work on the new elevator continues! Look for a very large crane next week when the elevator cab itself will be moved into the elevator shaft. – Debbie Lambert
Administrative Council report – August 19, 1998

Ideas for collaboration with ACS's: Dean Escott contacted Rhoda about the possibility of library staff working with some of the university ACS's (Academic Computing Specialist). Some of the ACS's are interested in academic pursuits (as opposed to IS/technology pursuits) and Rhoda believes this may present an opportunity for the library to work collaboratively with the ACS's so that both of us benefit. One idea for collaboration with ACS's is digitizing the university art collection, as a record and to publish on the web. Staff with ideas should contact Rhoda or their Team Leader.

Library shipping policy: Jill brought up that it might be time to re-evaluate the library shipping policy. In the past, the library has shipped books and personal items for faculty going abroad. Jill felt that the shipping of personal items might be inappropriate for the library to do, especially since there are many shipping options at WFU. Rhoda will speak with Ed Wilson and Dean Escott about this matter.

Room use policy: Dirk Faude has proposed that policies for using various rooms in the library (Johnson Room, 204, etc) be placed on the web. Debbie said she could place this information on the WIN system after receiving the information from Team Leaders. Using WIN, each room could be listed along with appropriate uses, computer connections, food allowance and a contact person.

Capital items update: Debbie handed out a sheet that listed all capital expenditures and the status of each in the purchase process. Many items have already been purchased and are in place. Team Leaders will share this information with their teams.

Lights in atrium: Rhoda has contacted Facilities Management about the atrium lights burning out. These lights were rated for a 10-year life, but haven't lasted near that long. Rhoda would like a system to lower the lights for easy replacement.

Voyager Migration Task Force: Rhoda wants representation from every area of the library staff: Circulation, Acquisitions, Serials, Reference, etc. Representatives from each library function will be on the committee.

Volunteer activity revisited: Rhoda got very little response from her first request for ideas about a library volunteer program. It was suggested that this be reconsidered after 'back to school'.

Computer upgrades: Dan has been working on upgrading the library staff computers—it takes 3 hours for each PC. He is being aided by Roz, Tina, and some Reference staff.
**NCLA/LAMS Assessment Workshop:** This workshop will be held at the Friday Center in Chapel Hill on September 24. Contact Debbie or your Team Leader for details and the speakers.

**Staff Recognition Committee:** An award for going above and beyond the call of duty is being instituted by the committee. Any library staff can make suggestions for this award. Supervisors may recognize outstanding team members with an outstanding performance award. – Craig Fansler

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**From the Director**

Another semester has begun, fortunately without Hurricane Bonnie to complicate orientation. I appreciate the energy and hard work of all those who participated in training and all those who kept the library running while the training was going on.

The training process was captured by CNN which covered Susan Smith’s class, and we all hope we can watch it on TV some time soon. We have an enormous amount of data from the survey and the quiz filled out by the first-year students. After a deep breath, the group that organizes training will evaluate the evaluations, and the test results, and revisit the methods used, while beginning to think about next year.

This year my team, led by Steven Wicker, ACS for Math/Computer Science, did not have to send anyone to the troubleshooting room. All computers in our 5 classes worked, to our relief.

It seems impossible that we will be facing life without Giz Womack, but there it is! He wanted to be allowed to slip away quietly, but I know we will still be looking for him to pop up whenever we need help. We are very fortunate to have Roz Tedford ready to move into his assignment and expect that she will be very busy creating her own vision of the job.

Doesn’t our new carpet look wonderful! Both the lobby and the microtext area and offices are much improved. We can be proud of our facility, and of the many compliments it received during the tours.

I will be "on the road" for most of the next two weeks: in Georgia for a SOLINET Board retreat September 2-4, and in South Carolina for a consulting "gig" at Furman University’s faculty retreat on September 7-9. I will be picking up my voice mail during my absences, but don’t expect immediate replies! – Rhoda Channing

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**News from the Assistant Director**

Staffing changes continue

Please welcome Aaron Hamilton, our new Library Assistant in Circulation. Aaron comes to us with excellent experience in the circulation department of the Worrell Professional Center Library. September 1st Roz Tedford moves into the position of Information Technology Specialist II in the ITC and Susan McDonald assumes the duties of Information Technology Specialist I in Government Information & Microtext. Giz Womack is moving on to ICCEL (see related article). Best wishes to all in their new assignments!!!
Feeling like you need a scorecard to keep the players straight? Never fear ... a new organization chart is here! Copies will be distributed to Team Leaders and department heads and will be posted in the staff lounge.

ZSR Library Committees: Making a Difference

Employee Recognition Committee

Committee Guidelines established July 7, 1998

I. Annual All-Staff Lunch/Party During Work Hours.
   - Funded by the administration
   - Library is closed for the occasion (e.g., Day after graduation).

II. An Exceptional Performance Award for Work Above and Beyond the Call of Duty.
   - Presented by the Committee in conjunction with the Library Director.
   - Certificate to be presented in a timely fashion at a staff meeting.
   - Award to be written up in the Gazette, and the recipient recognized in Windows on WF and/or the ZSR Suggestion Board.
   - For Example: Travis Manning and George McBride for their handling of the library power outage.

III. Special Event Celebrations
   - Social Committee includes these celebrations with their existing social events.
   - For Example: An "End of the Fiscal Year" celebration or an "End of the Semester" celebration.

IV. Gestures of Appreciation.
   - Team leaders and first-line supervisors should be reminded of their responsibility to extend such gestures when appropriate.

V. ERC Roster and Term Limits
   - 5 Members - 2 Year Terms/staggered

Minutes from the August 18 meeting

The Employee Recognition Committee met on August 18, 1998. The committee agreed to meet monthly, the second Tuesday at 2:00.

Discussion of an annual all-staff lunch to be held in May was postponed until the January 1999 meeting.

Please submit recommendations for An Exceptional Performance for Work Above and Beyond the Call of Duty to Mary Reeves. Also, submit recommendations for milestone celebrations to MR to either be
Debbie Lambert will report to the Administrative Council about this meeting, reinforcing the committee’s recommendation that team leaders and first-line supervisors extend gestures of appreciation when appropriate.

The committee will be composed of five members with staggered terms for two years.

The current members are: Chris Burris, Debbie Lambert, Laura Spear, Julia Winfrey, and Mary Reeves, Chair.

The next meeting will be September 8. – Mary Reeves

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**ITC Photography Exhibit**

Dr. Candyce Leonard has an exhibit of her photographs of contemporary Spanish playwrights in the ITC. Her images are of alternative theater in Spain and include production shots from many of these plays, along with promotional materials and programs. Many of these plays are important because until the end of the Franco regime, many were banned. Banning speech of any kind is a perennial interest among librarians. Those interested in Women’s Studies should see the exhibit because there are many women represented in contemporary Spanish theater. The portraits of the playwrights are wonderful images of these creative and resourceful people. I encourage you to visit the ITC and see this exhibit. – Craig Fansler

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**Parents Tour Library**

On August 20, the library’s lobby was overflowing with eager parents and their offspring who were waiting for a tour of the library. Bobbie Collins served as a greeter and traffic coordinator. Linda Early and Ellen Daugman acted as traffic engineers, managing the crowd and organizing the masses into groups. Between 10:00 a.m. and 12 noon, 397 parents and new students toured the library.

Despite elevator construction and carpet installation in Microtext, our tour guides proved to be exceptional navigators. Many thanks to the following tour guides: Mary Horton, Elise Anderson, Debbie Lambert, Craig Fansler, Susan McDonald, Florence Toy, Prentice Armstrong, Roz Tedford, Cristina Yu, Susan Smith, Chris Burris, Mary Lib Slate, John Woodward, Sheery Durren, Jill Carraway, Scott Adair, Mary Reeves, Roumi Radenska, Julia Bradford, and Elisabeth Leonard. Also, thanks to Linda and Ellen for helping to coordinate the tours. – Bobbie Collins

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**Good Luck, Giz!**

By now everyone has heard that Giz has accepted a position as Training Manager for ICCEL and he starts this challenging new role September 1. Many of you may wonder what happened to the traditional farewell party and, in particular, Dirk’s traditional "top 10 list." Well, the fact of the matter is that as
much as Giz enjoys the limelight of the classroom he is very uncomfortable with personal recognition, so this short column will have to do.

Giz has been with me in the ITC nearly from its inception. He was instrumental in organizing the management processes that make the department tick, like desk schedules and circulation procedures (before we had a Dynix connection). When the university decided to move to a uniform computing platform and chose IBM, Giz was invaluable in making the transition a smooth one. This included learning the Windows operating system in a few short days, and turning around and teaching it to a hundred pilot project students a week later.

In the last few years he has taught well over a thousand students, faculty, and staff everything from how to turn the computer on to how to publish their web page, and everything imaginable in between. He has been a tireless member of the ITC (although some suspect all that caffeine from the ever-present Diet Coke has something to do with it). Giz made other valuable contributions, which included working closely with Information Systems to develop the software loads for the ThinkPad, and working with then-Provost David Brown on the Wake Forest Template project to educate faculty and students in its use.

It has been a great pleasure for me to work with Giz these past five years. He has been my right-hand-man and a good friend as well. I will miss his positive attitude, his sharp attention to the little things, and the peace of mind I had that when Giz was working on a project it was as good as done. Giz is off to a new building, a new department, with new projects, and I have no doubt that he will be tackling a new "list" by the time you read this. "Chop-chop, people!" will be the new rallying cry at ICCEL.

Good luck, Giz, we'll miss you. – Dirk Faude
Aaron Enjoys Writing Poetry

I want to start by thanking everybody for being so helpful and friendly to me at my start in the Reynolds Library. You have made me feel very welcome.

I grew up in a very small town in up state New York. I attended the State University of New York at Binghamton and received a BA in Environmental Studies in 1994. While there, I worked in the Bartle Library as part of my work study program. I have always loved being surrounded by books.

It was in 1996 that I moved to North Carolina. I started working at the Worrell Professional Center Library shortly after my move. I immediately liked the Triad. I can easily drive to the beach or the mountains for the weekend!

My interests are numerous and varied. I’d like to try a little of everything. I enjoy reading (immensely), writing fiction and poetry, dancing and outdoor activities like camping and hiking. I have eclectic musical interests and enjoy live performances of all kinds.

In addition to working here, I also bartend at Kanpai Japanese Restaurant. If you haven't met me yet, feel free to stop by the bar and say hi. I work there Tuesday, Thursday, Saturday and Sunday. Sake, anyone?

Thanks again for the warm welcome. I’ll see you around. – Aaron Hamilton

Dan Likes to Cook

Hi! My name is Daniel Sweeney, and I'm glad to be here. I'm sorry this is a little late in making it to the Gaz, since I've already met a lot of you running around the building and so on. I'm here as Serials Cataloger, so I'm responsible for visiting everybody and going up and down the stairs a lot with questions. It's a license to pester.

I grew up in Staten Island, in New York City, and went to Bard College, and to library school at the State University of New York at Buffalo. I've lived in Buffalo for the last six years, working as a
librarian at the University, doing all kinds of things like cataloging monographs and serials, authority control, and retrospective conversion. I also couldn't help but accumulate a big collection of wool sweaters and an aversion to watching the Super Bowl every year. The first night I was in town, by the way, I flipped on the television and watched the Carolina Panthers beat the Buffalo Bills in an exhibition football game. I took it as an omen.

When I'm not cataloging, I like to walk and to cook, especially to bake. I'm looking forward to it getting cool enough to light the oven around here. August is probably not the best time to move here, although the last few days (as I write this) have been more like fall--my favorite season. I'm glad I got to feel the heat for a few days.

I'm looking forward to meeting all of you I haven't met yet, so stop by anytime, or I'm sure I'll run into you. – Daniel Sweeney

From the Director

I would like to share with you the details of the two trips I took earlier this month. The first was my orientation to the SOLINET Board at its retreat at Aberdeen Woods in Peachtree City, GA, a suburb of Atlanta. The SOLINET staff did a great job of introducing the new Board members to the roles and responsibilities of the Board. We had a session on the history of SOLINET and its current activities, followed by a lesson in how to read the financial statements we get each month. We learned about all the current initiatives of the organization, in increasing memberships, co-sponsoring training with other regional networks and adding other databases to the list of electronic offerings. All Board members came and stayed for all sessions, because there is always a lot to learn. I have been appointed to the Planning and Personnel Committees.

On Friday we had three guests who addressed the topic of remote storage from three perspectives; all were excellent presenters. Flo Wilson from Vanderbilt told about their remote storage facility, which is housed in a former telephone company switching station. Items are still shelved by call number, and are retrieved the same day if requested by noon, or first thing in the morning if requested by 5 pm. They moved their catalog maintenance unit to this facility where they can record changes in location, add barcodes to serials for tracking purposes, etc. The second speaker was Bruce Hulse, from the WRLC, the Washington, D.C. academic library consortium. The WRLC facility was badly needed because there is no room for metro DC libraries to expand. It opened in 1994, with donated land in Prince George’s county and a grant from the Dept of Education. There are19 staff there, 3 for storage and the others for computing support for the Voyager system and the processing of materials. The facility is a vast warehouse, with forklift types of equipment. Items are shelved in trays by size, 30 ft high, and the aisles are 140 feet long. Materials are cleaned as they come in. They currently house 470,000 volumes, 1/3 of its capacity. Shelving by size is a very efficient way to save space, but requires a trustworthy accession system for inventory control. There is enough land for them to build other facilities as they are required, and if funding appears. The last speaker was Don Simpson from the Center for Research Libraries. CRL is more than a remote storage facility. It is a center for cooperative collection development which has deposit and storage aspects. Six million volumes are stored there. The core program includes: active collection development, global newspapers, international science and technology and other journals, international doctoral dissertations, area studies, historical collections. The existence of the CRL means that most other member libraries don’t need to keep superseded reference volumes and much low use material. SOLINET will continue to study the need for remote storage and the possible roles SOLINET might play.

On Monday I left town again for Greenville, SC and Furman University, and fell in love with its gorgeous campus. Incredible fountains, including one in front of the library, and a lagoon nearby, plus real low
country SC architecture really make a good impression. Furman’s Duke Library, built at the same time as the Reynolds Library is a modern structure, with a very attractive exterior and good use of natural light. Unfortunately, it is totally inadequate in size and connectivity and a new one is planned. I had three opportunities to present to the Furman faculty at their retreat, which was held at the Bonclarken retreat in Hendersonville, NC, and in turn I went to a presentation by faculty in Psychology, Chemistry, Politics and Music on how they engage students in learning. In addition to the formal part of the retreat, I enjoyed watching the Furman faculty interact informally, climb a tower, play softball, fish and clog dance. About twenty of us crowded into a small lobby (the rooms had no telephones or TVs) to watch the baseball game and Mark McGwire’s historic homer. Furman is smaller than Wake Forest, but shares a similar history of affiliation with and independence from the Baptist denomination. Librarians at Furman are faculty, and get to participate in such events as faculty retreats. – Rhoda Channing

Reconstruction Zone: Teams in Action

News from the Access Services Team

Welcome Some New Folks

Please welcome Aaron Hamilton who is the new assistant at the Circulation Desk working with Renate Evans. Aaron worked in the Professional Center Library with Charlotte Divitci as the evening supervisor so he came to us already knowing his way around Dynix. He will be telling you more about himself.

Peter Romanov will begin work on September 14, in Patrick’s former position as the evening stacks assistant. We will be introducing him at that time.

Survey of other campus libraries and collections

Circulation has been surveying departments and various organizations on campus over the summer to gather information on other collections besides our own and the one at Worrell. The response has been good and only eight collections have still to return the inquiry form. We will be getting in touch with those few again because this is a case in which we need as close to 100% response as we can get.

The aim of the survey is not to bring these collections into the main library, but to give us a more accurate picture of what is available on campus, who can have access to it, and who they need to contact.

The results of the survey will be published online on the Circulation home page and with the information on other campus libraries under library resources. We also plan a handout or brochure to cover the same information for those who want hardcopy.

Take Cover

If you have recently heard a strange siren sounding in the circulation lobby, no, it is not a new version of our fire alarm signal, but it is a weather alert radio, the kind designed to wake one up at night if a tornado is coming.

The siren sounds when a weather alert is issued for our general area by the National Weather Service and is also tested once a week. So far we have had two tests and two alerts, one for a flashfloods in the middle of the state and the other for a hailstorm near High Rock Lake. When the alert sounds the push of a button on the radio gives the weather message. Our reception in the middle of the building is not the
best but we do get the information.

The library is a very safe building for the most part but we would want to be able to move people out of the atrium and away from large windows in the event of a tornado watch or a severe windstorm in our area.

The radio is our first alert. After it sounds we can also check the weather channel on the television in ITC and make decisions accordingly.

Our thanks to Debbie Lambert for this addition to our building safety.

Document Delivery

Last year the Circulation Department began to deliver materials from our stacks to faculty offices and classrooms on campus on request. This service was not advertised because we wanted to do a preliminary test of the need. Over the year our student assistants delivered 892 volumes in response to personal requests and 1159 volumes to be added to departmental collections.

In view of this obvious interest we have decided to let all faculty members know this service is available. It is now published on the Circulation home page and we are making plans to place a form to be used for requests online in several locations including WIN. – Isabel Zuber

News From the Assistant Director

Staffing Update

Please welcome Peter Romanov who joins us as the Evening Stacks Assistant on the Access Services Team. Peter comes to us with a great deal of customer service and supervisory experience.

Congratulations and best wishes go to Julia Winfrey who leaves us on September 18, 1998 for a position with UNC-TV in Chapel Hill. Julia recently celebrated her 5th anniversary with us. Recruitment to fill the position of Library Assistant II – Document delivery is underway. I’ll produce an updated organization chart at the end of the month!

Kudos and acknowledgements!

As you know, the library receives copies of graduate theses. Members of the library staff are often cited in the acknowledgement pages and I’d like to share the latest with you. If you ever doubt the importance of the support and assistance you provide to our students, read these, be reminded, and pat yourself on the back!

From George Reklaitis: "To the staff at Z. Smith Reynolds Library, my pseudo-family, thank you all for your support, friendship, and trust."

From Elizabeth L. Parkhurst: "I’d also like to thank the staff of the Z. S. R. Library Circulation Department, particularly Travis Manning and Patrick Ferrell, for putting up with my mood swings while I wrote this, and the Friday-night crew who withstood my craziness for a whole academic year."
From Janie Leigh Carter: "I am indebted to the following people for the assistance and support they provided me and without whose help this thesis project would have (been) difficult: . . . Julia Bradford with the North Carolina Baptist Historical Collection at Wake Forest University."

From Joanna Carraway: "I would also like to thank Jill Carraway for the untold hours she has spent working with me on my writing, and for her love and support and spaghetti sauce. I am constantly amazed by her many abilities and talents, and both her insight and her outlook are an inspiration to me."

From Randall D. Jones: "I would also like to thank (Sharon) Snow for helping guide me through the process." – Debbie Lambert

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**Preservation In-Service**

On Wednesday, September 2, 1998, two Staff from the Professional Center Library came to Preservation for book repair training. Barbara Bokar and Jill Keiser, both of whom work with Serials, spent approximately an hour and a half with me learning several book repair techniques. We covered spine repairs, tipping in pages and hinge repairs. Barbara and Jill were very receptive and eager to learn these skills, as well as becoming familiar with preservation materials and suppliers. I gave them samples of some of my materials and a few extra catalogs. These repairs are not complicated and I was happy to provide Barbara and Jill with a few handy tips for keeping their books on the shelves. This was a rewarding effort that I hope will make a positive impact on the stacks of the Professional Center Library. – Craig Fansler

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**Conference Reports**

**Library Personnel Sent to Boot Camp**

On August 17 and 18, Sherry Durren and Elise Anderson of TeamInfo attended NC LIVE Vendor Training Boot Camp. The sessions were conducted at the Executrain computer-training center, conveniently located on the outskirts of Raleigh next to the veterinary school. Vendors from EBSCO Host, OCLC First Search, PsycInfo (Silver Platter), and UMI’s ProQuest Direct presented 2-1/2 hour courses designed for advanced database searchers. Those in attendance were a mix of participants from the NC LIVE collaborative group, including representatives from community colleges, public library systems, libraries of the UNC system, and other academic libraries. The occasion provided opportunities for networking with North Carolina librarians and for swapping stories on the early stages of NC LIVE implementation. Overall, organization of the Boot Camp received high marks. Each trainee had computer access. We did experience some problems with connectivity and slowness throughout the two days.

Training sessions contained updated information on format and content for the four products. These consisted of demonstrations and hands-on practice. The vendors (with the exception of UMI) supplied handouts covering technical data, search techniques, and sample searches.

The Silver Platter instructor achieved two goals: She revealed the depth and breadth of the PsycInfo database, while demonstrating the search options of Silver Platter’s WebSPIRS 3.0 and 4.0 interfaces. The OCLC First Search instructor grouped, and then summarized, contents of the many databases offered by SOLINET through NC Live. We wrote and swapped sample searches in four categories with our
A star is born!

Sharon has been approached by the BBC (British Broadcast Corporation) to do the voice commentary on an upcoming documentary on Dian Fossey, wildlife conservationist studying the mountain gorillas of central Africa during the 1970’s. How did Sharon get involved in this? The Rare Books Department owns the papers of editor Harold Hayes, an alumnus of Wake who did extensive research on the life of Dian Fossey. The BBC staff was communicating from London with Sharon for weeks in early summer so that the Department could supply them with transcripts and copies of audiocassettes and manuscripts concerning Fossey’s work. Finally, a BBC staffer told Sharon how strikingly similar her voice was to Dian Fossey’s. Fossey was born and raised in Kentucky, so it’s a likely match. BBC will send a soundman down from New York City to record Sharon’s voice reading the script. Thus, a star is born!! – Sharon Snow
Library Gazette

Welcome Peter
Dexter is Back!
Administrative Council Minutes
From the Director
Subject Headings of Interest

Welcome Peter

I am Peter Romanov and I know what you are thinking...."A relative of the historical Russian Czar, huh?" Maybe a relative, but far from a life of royalty!

I spent the majority of my life in San Antonio, Texas. For the past 10 years, I have lived in Winston-Salem. While living in Winston-Salem, I commuted daily to High Point University where I earned a B.A. in English Literature.

Throughout my college career I wrote for the student newspaper and eventually became the Arts and Entertainment Editor. Each year my writing appeared in the university’s poetry magazines. My writing has consistently been a valuable outlet for expressing myself.

Outside of writing, I enjoy many physical activities such as tennis, racquetball, and bicycling on nature trails. Music is also a vital part of my life. Ben Folds Five and Radiohead are just a few of the bands that constantly bring pleasure to my ears.

That was the outer me. Allow me to close with the inner me. I firmly believe that humor is essential in any environment. Don’t misinterpret this idiosyncrasy, for I am truly genuine. After all, the greatest thing in the world is to know how to be one’s own self. – Peter Romanov

Dexter is back!

Dexter Ewing is taking Julia's job temporarily till we fill the position. Dexter graduated from Wake Forest in December 1997 with a major in History. Dexter started working for us when he was a freshman. We are very happy that he has returned to the nest, even though it is temporary. Computers and knives are two of his major interests. He writes for Knives Illustrated magazine in his spare time. – Cristina Yu
Remote storage: After months of working on a solution to remote storage of seldom-used materials, a solution fell into the library's lap. Due to a decrease in the volume of microfilming by the university, Dr. Anderson has agreed to fund a 3-year remote storage program. The site is run by Twin Cities—a record storage company in Winston-Salem. During the time this funding is in place, we should be able to learn how effective remote storage is, the possibility of cooperative storage ventures, and the costs of document retrieval. The new database will reflect items that are in remote storage. Rhoda will visit the site soon to evaluate security and environmental measures. Patrons will be able to retrieve items from storage in one day or with authorization, go to the site, where a study room, fax and copier are provided.

Endeavor migration: Moving to the new system is well under way, and Wanda has worked out a provisional timeframe for the migration process. Tapes should be sent to OCLC this week, with training beginning in October, test database by November and the new database should be live by January 1st. These dates are tentative. There will be a freeze on database transactions in December. A detailed list of the migration steps to Endeavor is available from Team Leaders.

New Committees: Rhoda has identified the need for three new committees, they are:

- Policies and Procedures (to accept and evaluate library policies),
- Publications (determine what we publish, budget, library guide, the red book, and other needs),
- Statistics (compile and evaluate internal and database stats)

Team Leaders were asked to submit candidates for these committees.

Statistical reports: Debbie Lambert passed out a list of areas where the library maintains statistics (Monographs, Serials, Microforms, etc.). These stat categories are tabulated and sent to IPEDS and ASERL. The statistical categories list is available from your Team Leader.

Performance evaluations: Rhoda has asked the Administrative Council to evaluate her performance. This will be done anonymously by each member and in any way they would like to format the evaluation. Rhoda mentioned evaluating her on how well she meets the need of the Team Leaders and how well she meets her own goals as Library Director. A date for these evaluations was set for October 15th. – Craig Fansler

From The Director

The Library Planning Committee had its first meeting of the fall on September 21. Professor Michael Hughes was selected to chair the committee, succeeding Bernardine Barnes. Scott Klein, from the English Department, just joined the committee, replacing Bill Moss. The two major items under discussion were faculty overdues and off-site storage. The committee was interested in hearing from Jill Carraway about the Serials Review Project and will hear from her at our October meeting.

The Curriculum Review Committee is putting the finishing touches on its report, before presenting it to the faculty at the October faculty meeting. We have spent many hours trying to define and clarify what changes we will recommend, and each item must be approved by a vote of the faculty.

More changes are underway; last year you may recall that the creaky manual budget submission process was replaced by a web-based version. This fall we are piloting online registration using WIN. The pilot
group will be the RTAs and some of the seniors who were in the ThinkPad pilot so many years ago. For those with 360s, and older versions of Netscape, we will offer the ITC lab for their registration. The Training Task Force will get useful information to indicate whether/how much training will be needed. In the spring, all students will register for some of their courses online. Majors will use a different method for registering in their major courses, to assure that they are accommodated first. I would guess this would be automated too, before too long.

Before the Gaz reaches you, I will have participated in the NCLA LAMS/RTSS workshop on assessment in libraries. I hope it will give all attendees ideas for measuring our performance with a view toward improvement. – Rhoda Channing

Off-Campus Shelving Spells Relief

Although Z. Smith Reynolds Library is bulging at its seams, relief is in sight. Off-campus shelving of some of our least used materials is about to begin. Funding from the office of Dr. John P. Anderson, Vice President for Finance and Administration, for campus record storage was announced Monday, September 21. This grant includes a provision for library books as well as records and archival materials. Twin City Record Management is the agency entrusted with the task of storing all records and books for the university.

Library books stored at Twin City will be in a facility a few miles from campus where they will be housed in a climate and humidity controlled area that is protected from fire by a Halon Gas system. Every book will be assigned a storage barcode and will be tracked in a database that can be accessed by library staff. Although no longer in the library stacks, all materials housed off campus will still be available to our patrons. They will appear in the online catalog with their new location noted and will be available for use in either of two ways. A patron can request material at the circulation desk for next day delivery, or the patron can get a clearance slip from circulation and go to Twin City to use the items in a study room on site. Photocopying, telephone lines, and Fax service will be available.

The library is ready to begin moving books into the Twin City site almost immediately, thanks to several months of study and investigation by Isabel, Jill, and Elen. In January, an informal discussion among several librarians resulted in the establishment of two projects: Serials Review and Remote Storage. Isabel and Jill visited the Bowman Gray Records Management facility on January 14 to explore local options. On January 19, they met with Elen for a discussion on what space might be needed for a serious release of library shelf space for continuing collection. Meetings were subsequently held with members of the Carpenter Library staff where both libraries reported near crisis conditions in available shelf space. A discussion group formed from this meeting that still exists as a forum for shared concerns and information exchange. Isabel and Jill continued exploring options for Reynolds that led them to visit the Twin City facility. With cost estimates from Twin city and with a shelving study conducted by Isabel and Andy Morton, Jill did a ten-year projection of month by month costs for storing the overflow from the library.

When Carolyn McCorkle, Vice President of Twin City, and Jimmy Kausch, Wake Forest Purchasing Director, dropped by to meet with Jill and Isabel last Monday, the facts were in hand. All that remains to be done is to establish the policies and processes to guide implementation. Bibliographers were invited to consider and discuss these issues at their most recent meeting. It is expected that books will begin to flow into their second home no later than January 1. – Jill Carraway

Elisabeth Promotes Services
Recently I had the opportunity to promote library services to the faculty of the Calloway School of Business and Accountancy. It was a wonderful experience that I’d like to share with you.

The Calloway School invited me to a faculty meeting recently, asking for me to address the issue of changes in the library. The Calloway School has not had a Business Reference Librarian for a year and was interested in any information I thought pertinent. On September 15th, I gave a twenty-minute presentation, in which I covered collection development, electronic resources, interlibrary loan, bibliographic instruction and other reference services. I also extended an invitation for personalized library tours.

I hope that this will become an annual event. It certainly has created more demand for my services. In the twenty-four hour period following the meeting, I received five emails and two phone calls! For a librarian who is happiest when busily serving her patrons, this is a most fortunate response. If you ever hear a patron wishing for help in business or economics reference, please send them my way! – Elisabeth Leonard

The Book Corner

The Archivist: A Novel by Martha Cooley

Passing between the wings of the library, I am often snared by Reynolds’ attractive Browsing Collection. One of my recent finds is Martha Cooley’s The Archivist. Early on, Matthias Lane discovers his call to books. A trip to the Library of Congress inspires him to say, "I knew then that eventually I would claim such a place as my home." And again, "It’s impossible to be a keeper of books and not feel a gratitude that extends to something beyond the intellects that created them . . . . " Cooley sketches out the life of her archivist using top-notch dialogue, journal entries, news clippings, poetry, letters, and scraps of memory. She paints her background with complex, inter-woven themes: moral dilemmas generated by the holocaust, that particular microcosm of American life called "New York City," and the poetry of T. S. Eliot. Cooley reveals her characters through returned and retrieved identities, deceptions and secrets uncovered, loves outgrown and sometimes re-gained. This is not an action book, yet it is a mystery which begs for resolution. Cooley takes her time to tell her story, capturing and replicating the meandering pathways of thought, experience, and relationship. And does Matthias suitably represent Every Archivist? He touches my heart, but read the book and decide for yourself. – Sherry Durren

Getting to the Source: Recent Scholarship on Women

As mentioned in an earlier gazette article, the Reference Department has received several new reference books on women. In addition to several encyclopedias and handbooks, the collection includes some interesting dictionaries.

As with any discipline, it is always important to have some good dictionaries to consult. The Historical Dictionary of Feminism (Ref HQ1115 B65 1996) not only defines words and terms but provides a very good overview of the feminist movement in the introduction to the book. Moreover, it includes some excellent background information on persons, organizations, movements, and court cases. For example, Maya Angelou, Emma Goldman, Margaret Sanger, Phyllis Schlafly, Lucy Stone, Hillary Rodham Clinton, are just a few of the people that are featured in the work. Organizations and groups such as Cell 16,
Concerned Women for America, Eagle Forum, and the Older Women’s League are mentioned. This book includes brief summaries of movements such as the Dress Reform Movement, Club Woman’s Movement, and the American Association of University Women. The book provides information on court cases such as Roe v. Wade, Muller v. Oregon, and Hoyt v. Florida.

This book also offers a "Chronology of Feminism" beginning in 1405 with the completion of Christine de Pizan’s The Book of the City of Women. Pizan was a French poet and the first professional woman writer.

One final thing that I would like to mention about this dictionary is that it is a collaborative effort. All of the people involved in this project are (or were) on the faculty of Marquette University of Milwaukee, Wisconsin. Talk about a team effort.

This dictionary is just a sampling of some of the reference books that the Reference Department has received dealing with women this year. Part III of this series will focus on women’s legal history in America. – Bobbie Collins

Subject Headings of Current Interest

- Advance directives (Medical care)
- Antique and classic motorcycles
- Billiard parlors
- Black History Month
- Bow ties
- Browsers (Computer programs)
- Child caregivers
- Computer technicians
- Cookies (Computer science)
- Cross-language information retrieval
- Deaf dogs
- Dublin Core
- Electronic government information
- Electronic public records
- Engineered wood
- Food banks
- Food riots
- Freckles
- Girl Scout cookies
- Green tea
- Herding
- Horse whisperers
- Interim executives
- Jibaro (Puerto Rican identity)
- Knowledge workers
- Library overdues
- Male primary school teachers
- Novelty balloons
- Nude beaches
- Off-road racing
- Off-road vehicle trails
- Organ trafficking
- Parental alienation syndrome
- Persian Gulf syndrome
- Pesticide waste
- Pickup trucks
- Plug-ins (Computer programs)
- Political ecology
- Restraining orders
- Sanctuary gardens
- Sildenafil
- UF Viagra (Trademark)
- Speed bumps
- Speed humps
- Student television stations
- Subacute care
- Techno music
- Unicode (Computer character set)
- Urban parks
- V-chips
- Video description
- World Heritage areas

– Tina Kussey
ZSR Library Fans Discover Some Neat Places in Cyberspace

Thanks to the hard work of all the departments in the library, we now have substantial web pages up for every department in the library. Susan and Roz want to thank all those in the various departments who got us their information so we could flesh out the library's web pages. Just in case there are any skeptics out there, I thought I'd give the statistics for our pages. This is how many hits some of our pages have gotten recently:

- **Library Home Page**: 25,189 since January 28, 1998
- **Online Catalogs Page**: 7,961 since January 21, 1998
- **About the Library**: 930 since April 15, 1998
- **Library Calendar**: 2,896 since April 15, 1998
- **Library Departments Page**: 2,893 since January 20, 1998
- **ILL Page**: 692 since January 21, 1998
- **Administration**: 378 since January 20, 1998
- **Baptist Collection**: 766 since February 5, 1998
- **Circulation**: 466 since February 2, 1998
- **Collection Development**: 176 since April 7, 1998
- **Current Periodicals**: 157 since 4/15/98
- **Gov't Information**: 3,190 since January 28, 1998
- **ITC**: 1,387 since January 20, 1998
- **Microtext**: 527 since February 16, 1998
- **Preservation**: 104 since April 15, 1998
- **Rare Books**: 862 since February 2, 1998
- **Reference**: 26,796 since August 10, 1997
- **Reserve**: 123 since April 15, 1998
- **Systems**: 48 since May 19, 1998
- **Tech Services**: 584 since January 20, 1998

Clearly, our patrons are both physical and virtual. We are working on more projects for our pages, including a Rare Books digitization project and perhaps a book review page where we can submit reviews of the books we are reading. If you have any ideas about what should go on the pages, let us know! – Roz Tedford and Susan Smith

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Reserve Adds New Service
The addition of online reserve services has been a success among the faculty. The services allow for faculty to add and remove materials simply by completing and sending out the online reserve form. This new feature of reserve has made the reserve process much simpler for the faculty members involved. While the addition of photocopies, personal copies, and personal videos still require a personal visit to the library, library books and videos can be added with the mere touch of the keyboard.

The removal of reserve materials is even easier. By sending out an e-mail, an instructor can simply write a request for withdrawal of reserve items. This eliminates the necessity for interdepartmental mail and makes for a much speedier removal process. By the end of the semester, hopefully many more instructors will utilize the online withdrawal services. – Mary Reeves

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**Faculty Pick up Research Tips**

This fall, in an effort to promote the use of the many new electronic resources in our collection, I accepted invitations from the Sociology and English departments to talk with their faculty. I attended the yearly Sociology departmental retreat in late August. For the English department, I gave a presentation at a recent faculty meeting. There is a great deal of interest and excitement about all of the new resources available, but because of the amount of changes, it is sometimes overwhelming to learn it all. For each department, I selected two of the most important databases to their discipline and gave them detailed "how-to" demonstrations. I also introduced them to multi-purpose full-text databases like ProQuest Direct and made sure that they are aware of new library services such as the proxy server and current awareness from Reveal. I think that our faculty is the key to whether our electronic products are used to their full potential. If the faculty sees their value and feels comfortable using them, they will pass that view on to their students. I hope to have the opportunity to give the same sort of presentations to other departments in the future! – Susan Smith

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**Reconstruction Zone: Teams in Action**

**News from the Information Services Team**

TeamInfo met Thursday October 1 in Government Documents. The purpose of the meeting was to admire Mary Horton's hard won new carpeting and to catch each other up on Team activities. Dirk Faude described the features of the NEW SCREENING ROOM in ITC which will allow as many as 15 people to view a film in comfortable cast off furniture from the Babcock School. The room will have a 52" monitor. Surround sound is on order. The MULTIMEDIA LAB has been reorganized and new equipment added which allows video capture, graphics manipulation and book scanning. Roz Tedford, new in ITC, reported that she has collected, organized and put far-flung Training Materials up on the web. (This is a GOOD thing!) She has also reorganized the ITC homepage and made new links to CBT (Computer Based Training) which has in turn added new programs. Susan Smith and Roz have been reworking the library web page and propose among other things, to initiate a book review page as an on going feature. (They claim to be inspired by Sherry Durren's review of The Archivist in the most recent issue of the Gazette.) Roz announced that the Wake Forest Template is probably in its final year of life. She and our old Team Member, Rob McCartney have been named to a committee to identify and evaluate an out-of-the-box program to replace the Template. Florence Toy reports she has been upgrading hardware in ITC and doing some outreach by way of guest lecturing in Dr. Candyce Leonard’s First-Year Seminar: The Reel World. Florence is training two STARS students on multimedia equipment. She further reports that CBT is at last running problem free. Elizabeth Leonard was invited to the Calloway School’s first faculty
meeting and was able to promote Business BI with a snappy flyer and with good results. Since that meeting, she has booked several instructional sessions. **Susan Smith** spent a lot of time in late summer converting the Reference computers to the new menuing system. She is happy to report that the printing problems we were experiencing with our reliable, but unsophisticated Thinkjet babies, have been solved with the arrival of two additional snappy Lexmark printers.

(People who are still reading this report, and haven’t been in the library for months or years, should come up to Reference immediately and let us show you our amazing array of databases and electronic resources and how to use them.)

Susan gave electronic presentations at a Sociology Department retreat and to an English Department Faculty meeting recently. She and Roz report that every ZSR Library department now has a web presence and that they will be working with a rep from each department to keep those pages current.

**Sherry Durren**, Science Reference Bibliographer, new to Reference staff since July 1998, has been busy learning about the far flung and multi-faceted aspects of her position. Before she’d even warmed the Science bench, she was asked to oversee the remove of SHELVES of superannuated chemistry indexes from the Chemistry Library. That turned out to be REALLY a remove and a recycle. Working with Wanda, Jill, Medra, Elen and Dilip Kondepudi, the deed was done. This week we will outline a procedure policy for such actions in the future. Sherry has also delivered several instructional sessions and prepared a flyer for all sciences faculties, promoting not only the new Web of Science, but the training sessions for it from ISI on October 12 and 13.

**Elise Anderson** has been appointed to the Endeavor End User Evaluation committee. She has been directing students in maintaining an Access database file for the Reference department’s 150 databases and 187 electronic journals. Students are also working on a Reference Staff Handbook, pulling together old and new data into a common electronic file. Elise is responsible for overseeing the training of new student workers in the use of electronic Reference tools. It’s a never-ending task. Additionally she has been asked to assist in several First-Year Seminar BI sessions. An arcane factoid: Elise reports there are only five stand alone CD databases remaining in Reference. The rest are networked, or we are now receiving over the web data that formerly was CD based.

**Cristina Yu** described the table of contents program available from Reveal. She reported Julia Winfrey’s vacated ILL position has been temporarily filled by **Dexter Ewing**, our former student worker. **Rachel Kuhn** says that Document Delivery is booming. Rachel has taken a lot of extra Reference Desk hours recently as Reference staff collectively runs away for training and meetings. Thanks Rachel. **Mary Lib Slate**, new to the Team, is slaving away in Government Documents under **Mary Horton**’s tutelage. **Elen Knott** has been preparing and presenting BI sessions for First-Year Seminars and learning to love her new computer arrangement. Elen sent a letter to all new faculty members in September offering Reference tutorials to them and instruction to their classes. Faculty has responded. **Bobbie Collins**, who does yeoman service in BI and First-Year Seminars, has developed an exercise sheet for use in the FYS presentations which puts the students to work in class following the lecture demonstration. Colleagues have used this exercise with great success—it’s experiential! Bobbie and Jill have collaborated on writing a Collection Development Policy statement for Counselor Education. **Ellen Daugman** has been busy with BI sessions. She’s also initiating an evaluation project to determine ZSR ’s holdings in relation to two new tenure track positions in the English department; American ethnic literature and world anglophone literature. Sandy Hildebolt, a library science student at UNC-G, is interning Tuesday evenings in the Reference Department for nine weeks. Sandy has jumped into the Reference fray without a push. We will soon be testing her BI mettle.

If you have been paying attention, you will see that Team Info members have been off in many directions, forming new alliances internally and externally, while maintaining old friendships and workgroups. – **Elen Knott**
News from the Assistant Director

Signage

The Signage Committee compiled a very comprehensive report with detailed recommendations for updating library signage. Craig Fansler (chair of the committee) and I walked through the library and reviewed all the recommendations. Later I met with a sign vendor representative who will develop a cost proposal for us. Our goal is to submit a plan with related expenses during the FY 2000 budget process. The committee members, Craig Fansler, Scott Adair, Linda Early, Elen Knott, Mary Lib Slate, and Sharon Snow, are commended for their hard work!

Managing Stress Workshop

Mark your calendars! The Staff Development Committee is pleased to be sponsoring "Managing Stress in the Workplace," led by Alan Cameron, Psychologist with the University Counseling Center. The workshop will take place in the library on Wednesday, November 11, 1998 from 9:00 – 11:00 AM with a repeat session from 2:00 – 4:00 PM. Please RSVP to Debbie Lambert with your preferred session.

Campus Orientation Committee

How many of you remember your first day of work here at WFU? Exciting, confusing, tiring, energizing? What about the new employee orientation program at Human Resources? Too much, too little, or just the right amount of information? I’m very happy to be serving on a task force charged with reviewing and enhancing the University’s new employee orientation program. The committee, consisting of representatives from several departments on campus, is discussing many, many revisions to the program. Those of you who joined the staff fairly recently may remember completing an evaluation of the orientation program. That feedback is being considered in our deliberations. In addition, we are examining models like our own Z. S. R. Library New Employee Orientation Program and orientation programs in business and industry. The committee will make recommendations to Jim Ferrell, Director of Human Resources in November. I’ll keep you posted on the results. In the mean time, if you have any comments that you’d like the committee to hear, let me know.

Staffing News

Congratulations go to two of our staff members on their new appointments! Susan McDonald is now the Manuscript Librarian in the University Archives/N.C Baptist Historical Collection. Roumi Radenski begins her new duties October 19, 1998 as Information Technology Specialist in the Government Documents and Microtext Department. We currently are recruiting to fill the position of Serials Unit Coordinator. – Debbie Lambert

Foreign Films Make Their Way to ZSR

For those of you who enjoy foreign films, here is a list of recently acquired Italian titles with a brief synopsis of each.

Yesterday, today and tomorrow – Three tales of women who use sex to get what they want out of the self-
centered men in their lives.

White nights – A shy young man meets a mysterious woman, sobbing on a canal bridge. She tells him she loves a sailor who left on a long journey and promised to return in one year. The year is up and he hasn’t arrived. The young man falls in love with the woman and persuades her that the sailor will never return, but he does.

Teorema – A mysterious young man visits the family of a wealthy Italian industrialist. The film raises questions concerning the nature of faith in contemporary society.

Shoe-shine – The story of two Roman orphans abused by the state reform system.

Mamma Roma – An ex-prostitute struggles to begin a new life for herself and her teenage son.

La Notte – 24 hours in the life of a writer and his wife, during which they visit a dying friend in the hospital, go to a nightclub, then to an all night party where the couple separates. The husband stays at the party to seduce a woman he has become fascinated with, the wife goes home, bored and disgusted.

La Grande Bouffe – (In French w/ English subtitles) Four middle-aged men, bored with life, meet in order to eat themselves to death in one last decadent, drunken, depraved and well-catered, marathon assault on their systems. (Uncut European ver.)

The Postman – The postman enlists the aid of a poet to win the heart of a beautiful woman.

The Swindle – An aging swindler, the ringleader of a trio of petty thieves who impersonate priests to cheat peasants, finally realizes the futility of his life.

Senso – An Italian countess falls in love with an Austrian officer. When war and revolution break out, she becomes torn between love and patriotism.

Whatcha readin'??

In honor of the pending book review page on the library's web site, I took an informal poll of what people in the library have recently read or are currently reading. The list is spectacular! Many of you submitted more than one title. Some also submitted short reviews that will appear on the web page as soon as it is up. What a fascinating group of bibliophiles we have here under our roof. Take a look:

The Talisman and Other Stories by Viktoriia Tokareva
Nine Stories by J.D. Salinger
A March to Madness by John Feinstein
Riven Rock by T. Coraghessan Boyle
The Tennis Partner by Abraham Verghese
Gravity's Rainbow by Thomas Pynchon
The Professor and the Madman by Simon Winchester
One Thousand White Women by Jim Fergus
Wolfking by Bridget Wood
The Celestine Prophecy by James Redfield
Jitterbug Perfume by Tom Robbins
Damascus Gate by Robert Stone
Juniper, Gentian and Rosemary by Pamela Dean
Bridget Jones's Diary by Helen Fielding
On the Occasion of My Last Afternoon by Kaye Gibbons
Dark Tower IV: Wizard and Glass by Stephen King
Stones From the River by Ursula Hegi
Buddenbrooks by Thomas Mann
Rats by James Herbert
Aztec Autumn by Gary Jenning – Roz Tedford
ITC Equipment Demonstration

On Monday, October 19, the Staff Development Committee held a workshop in the ITC. Roz and Dirk were very helpful in demonstrating the scanner as well as the two digital cameras. One of the cameras (the really expensive one) has the capability to shoot short movie sequences, complete with sound. The handful of us to attend walked away quite impressed with the technology available to us.
If you missed this one, there will be more ITC workshops in the near future. Demonstrations of the scanners and web page topics are on the agenda. The Staff Development Committee will keep you posted.

Thanks again, **Roz** and **Dirk**! - **Aaron Hamilton**

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**Administrative Council Report - October 21, 1998**

**Patron Counter** - Isabel passed out a graph showing the highs and lows of patron use of the library. Each Team Leader has a copy of this graph- the peak times are: Tuesday thru Thursday from 4-11 pm. Slow times are before 10 am any day, Friday after 6 pm, and all day Saturday.

**Smoking Policy** - The library will become a smoke free building at the end of graduation. There will be no smoking anywhere in the library.

**Library Stationery** - Many departments in the library are out of stationery for correspondence and need new stationery ordered. The topic of each department having their own letterhead vs. one letterhead for the entire library was discussed. It was decided that each department needs their own stationery with the department name, phone and fax numbers on it. Debbie Lambert will get cost estimates from the Print Shop and off campus vendors.

**Remote Storage** - An ad hoc committee composed of Jill, Wanda, Isabel, Elen and Sharon has written policy statements as guidelines for remote storage. These guidelines touch on three areas:

1. Selection of materials.
2. Transfer of materials.
3. Use of materials.

The group felt that each of these three policy areas should be determined by a collaborative effort of library staff, faculty and Twin Cities Storage. **Rhoda** suggested that we have a way to monitor use at the remote site, along with the frequency and cost of retrieval. The remote storage site is temporary—there are funds for 3 years of operation. We will try to learn how to make remote storage a permanent part of the crowded stacks problem in our library, and maximize access to remotely stored materials—possibly through collaborative lending.

**Evaluation of the Director** - At the last meeting **Rhoda** asked the Team Leaders to evaluate her. These evaluations have been done and you can see Rhoda’s column elsewhere on the topic of her evaluation.

**HEDS Evaluation** - The evaluation of all university units by graduating seniors rated the library number one for the sixth consecutive year. This is an important "gold star" for the library with the administration. We should be proud of this continually great rating by our core audience.

**Techno Team** - The library will be organizing a new team- Technology Team, and will be hiring a new Team Leader for this group. The members of this team have not all been identified, but some members would be: Dan and Tim, the 'ITC 3', and Elise. A larger group will also meet with the core group—they will be representatives from each Team.

**Endeavor Update** - The Endeavor Training has been moved to December. The data cleanup is taking
**New Committee Appointments** - Debbie passed out a list of all the committees in the library and the newly appointed members. This list is available from every Team Leader.  

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**From the Director**

First, a delightful bit of news: once again the library did very well on the HEDS Senior Survey. We were among the top rated services offered at Wake Forest and our students clearly showed their appreciation! Next, I'd like to tell you about the conference I attended in Greensboro on October 7 and 8. This was a meeting of 10 representatives from each of the following communities of interest: public colleges and universities, independent colleges and universities, public schools, independent schools, public libraries and special libraries. The conference, on statewide library cooperation, was funded by a grant. Maureen Sullivan served as facilitator and Marshall Keys of NELINET was keynote speaker. Other speakers included people in statewide cooperative programs from Pennsylvania, Illinois, Arizona and Colorado. Topics included everything from a statewide borrower’s card, to statewide continuing education for paraprofessionals to ILL with courier service. Our venture as a state into NC-LIVE marks a major collaborative effort for us, as it is an example of statewide effort. How might we develop this to provide access to more resources for our users? This question was debated and discussed, and a central committee working with our State Librarian, Sandy Cooper, will attempt to put an action plan together. Although there is a wonderful and visionary feel to the idea, equal access to information is a very complex issue. If everyone has access to the major repositories, will administrations at smaller ones cease to support them? How should the expense of universal access be funded? Does universal mean free? What does this all mean in the emerging electronic context?

I raise the questions, but can’t offer the answers, merely an urge to be cautious in raising expectations. I also attended the meeting of the Library Administration and Management Section of NCLA in the Elon College Library. As a follow up to the well received workshop on Assessment that we held in September, we are tentatively planning a Preconference at the next NCLA biennial conference, which will be in Winston-Salem in October of 1999, on the "how" of assessment – the tools and methods. We may also have a program on mentoring, which may be of interest to many of you. Last, but not least, the State Historical Records Advisory Board met on the 12th, in beautiful Boone. We will have the last of our grant-funded teleconferences on archival management in the spring, and then have a conference in the fall for resource allocators (the people who control the budgets at the institutions with archives), followed by a statewide conference in the spring of 2000 to mark the 5 year point in our 10 year planning for ways to preserve our heritage. It is a great pleasure to serve on this action oriented board, as I have under two governors and will until the year 2000.

Closer to home, I have found myself on another two university committees. You will be seeing student sculpture projects going up around campus after Thanksgiving. If you hate them, blame me. I am one of a few individuals on a committee called Art in Public Spaces, along with Jim Coffey and David Finn. These student projects, including one by our own Craig Fansler, will stay up for the spring term. Less fun is the Y2K Committee which has the challenge of assuring that all systems and vendors are able to deal with the advent of the year 2000. I have not yet attended my first meeting, but this topic is getting high level attention, with Sam Gladding chairing the Committee and K. Wayne Smith chairing the Trustees effort on compliance.

For any of you who missed the staff meeting on October 22, I monopolized the agenda by talking about the results of my evaluation by Team Leaders, and ways in which I hope to address the need for changes in my performance. One of the observations was that I seem more remote than I used to, and there was concern that I am losing touch with the people and the day-to-day activities in the library. Although my
responsibilities elsewhere on campus, and elsewhere period are considerable, I agree that I need to put much more effort into listening to staff, giving and getting feedback and strengthening ties. I miss the days of coffee in the staff lounge! It was a way to spend time informally. Instead, I will try to meet with individuals, units and departments more regularly in a variety of ways. I appreciate the candor of those who sent me their carefully thought out evaluations and am grateful for their support. If you ever want to talk with me, please let me know! The eighth floor is connected to the rest of the building and the elevator does stop here! - Rhoda Channing

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**News from the Assistant Director**

**Staffing Update**

Please welcome **Beth Lawson**, our new Library Assistant II – Document Delivery. Beth was Reserve Desk Supervisor for the Robert B. House Undergraduate Library, UNC-Chapel Hill. She also has customer service experience in the managed health care field. We are delighted to have her join our staff.

We are currently recruiting for the Serials Unit Coordinator and the Technology Team Leader.

The updated organizational chart has been distributed to department heads and team leaders. A copy is also posted in the staff lounge.

**Managing Stress Workshop**

Feeling overwhelmed? Does the thought of system migration make you want to run away? A little anxious about too much to do and too little time? Never fear! Help is here! The Staff Development Committee is hosting "Managing Stress in the Workplace" on Wednesday, November 11, 1998. Alan Cameron, University Counseling Center Psychologist will lead the workshop. You may attend the 9:00 – 11:00 AM session or the 2:00 – 4:00 PM session. Please RSVP to Debbie Lambert at lamberdn@wfu.edu with your preferred session.

**Supervising Student Assistants**

The Staff Development Committee is sponsoring an informal discussion of the rewards and challenges of supervising student assistants. Please join us to share your ideas, concerns, and solutions on Wednesday, November 4th in the Johnson Room. We welcome suggestions for the agenda. Please respond to Kelly Fetty at fettyk@wfu.edu with particular discussion topics. If we can't get to all the topics this first time, we will schedule additional meetings later. - Debbie Lambert

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**Literacy Initiative**

For the past year I have been involved in a great volunteer activity. Once a week I tutor students enrolled in the Adult Basic Skills program at Forsyth Tech. The class is made up of adults whose skills are between the Kindergarten and Sixth Grade level. They want to get a GED, but are not ready for the GED class. Most of the students are in their forties and have decided that they are ready to make a change in their lives. Working with them to help them achieve this goal is a fulfilling experience.
I found out about this class through the Literacy Initiative, which is sponsored by the United Way and the YMCA. Since arriving at ZSR and hearing of the program, Sherry Durren has also become a volunteer. Here are some startling statistics printed in a brochure I was recently given (1990 census and Governor’s Commission on Literacy).

- 1 in 3 adults over the age of 25 in Forsyth County did not complete high school or receive their GED
- North Carolina has the 13th highest illiteracy rate in the nation
- A child of a high school drop-out is 5 times more likely to drop out than a child of a high school graduate
- 80% of the inmates in our local jail did not complete high school

There are many different ways you can help. If you would like more information on the Literacy Initiative please call 727-9580.
Also if you have any questions about tutoring or the ABS classes please feel free to contact Sherry or me.
- Rachel Kuhn

Literacy Initiative-Sherry’s view

I am glad Rachel told me about the tutoring. My visits to Forsyth Tech have become a high point of my week. I have much respect for the courage and determination of the adult learners involved in the ABS program. As tutors, we often hear the unique personal stories of the people with whom we work. Camaraderie and encouragement run high in this diverse class. Volunteers are needed on Monday and Wednesday evenings, so please let Rachel or me know if you would like to get involved. - Sherry Durren

Mary Beth Coming Soon!

Mary Beth Lawson is starting her ILL job on Oct. 26. She came to us from Partners, the insurance company. She worked at UNC-Chapel Hill undergraduate library as the Reserve Desk supervisor for two years. She holds a B.A. degree in English from UNC-Greensboro. We are happy to have her on board. Please join us in welcoming her. - Cristina Yu

Government Giveaways

The U.S. government has kept its promise to make available on the Internet the information that it has manufactured. This is public information, paid for by tax dollars. I would like to recommend two government-sponsored sites. The first one is the EPA site at http://www.epa.gov. Go to this address and click on the "Zip Code" bar. Type in your zip code (or anyone else's zip code). You will retrieve a list of hazardous waste facilities in that zip code range. You then have a multitude of choices for obtaining specific information about those facilities. You may request reports and maps. The maps come in a variety of formats, contain fields for adding your own legends, and offer many options for selecting the level of detail you would like to see. Please give me a call if you would like any help interpreting this information.
The other site I would recommend is the National Library of Medicine at [http://www.nlm.nih.gov/](http://www.nlm.nih.gov/). Go to this address and click on "Free MedLine" where you will see links to "PubMed" and "Internet Grateful Med (IGM)." Both sites contain MedLine records back to 1966. I have watched this site grow and improve for over a year now. Recently, IGM has added a suite of databases, which were not free to the public. To highlight a couple of these: "BIOETHICSLINE covers the ethical, legal and public policy issues surrounding health care and biomedical research. HISTLINE covers literature about the history of health-related professions, sciences, institutions, drugs, and diseases in all parts of the world and all historic periods. POPLINE provides worldwide coverage of population, family planning, fertility, and population law and policy." Your other option for free MedLine, PubMed, incorporates four other databases: GenBank DNA Sequences, GenBank Protein Sequences, Biomolecule 3D Structures, and Complete Genomes. As always, PubMed is a rich source of information with features that allow complex searching. It now includes a popular "Citation Browser" as well as the familiar Medical Subject Headings (MESH). - **Sherry Durren**

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**Wake Alumna Explores Libraries in Budapest**

Joanna Carraway, Wake alumna and long ago employee of Z. Smith Reynolds Library, writes from Hungary of some of her adventures there. Following, with her permission, are accounts of her recent explorations of libraries in Budapest. – **Jill Carraway**

Sept. 16

I've been on more library tours, today it was the national library in the palace - hope I never need anything from there!!! What a maze - they still use card catalogues and the decimal system, and the catalogues are spread out all over the library - nothing is really central - its so annoying, and if you want to look at anything interesting you have to have letters from everyone except maybe anyone you can actually get a letter from. It'll take me a month to work through all the red tape just to get started.

Sept. 22

Well - I also got library permission today for one library – unfortunately I don't think the collection is catalogued under anything except PUBLISHER for god's sake. It's a fairly small collection - about 10,000 volumes including the Patrologia Latina, so about 2 books, ha ha.

Sept. 29

The good news - I finally got really excited about my project - and found the CEU library which is relatively easy to use, especially compared with the Byzantine maze that is the National Library. They actually have a computerized catalog (gasp) which is kind of weird but much better than the card catalogue/listed by publisher/all in Hungarian/only available on the "Tuesday after a full moon system" which is in use everywhere else.

Oct. 1

Hope all is well with you - I'm going back to play in the lib some more, the CEU/ELTE Medieval Studies Library. It's the smaller collection but apparently there are more books in another room that only librarians are allowed to see, even though they are not old, rare or other. Anyway this library is arranged in a whole new manner. I don't know the Hungarian word for it but I'm sure it would translate as "catalogued by intuition". Weird weird weird. I find books by wandering until I see a title that might be related, and then searching the surrounding shelves. Surprisingly I have great success with this method.
There are little tags on the shelves – in some of the bookcases, not all - that list the subject of the books located there. The problem is this: some subjects are things like "13-14th cent" or "religion - church history" or "economics" or "everyday life". Now say you are looking for a book about standards of living, well then its pretty easy, you just go to the economics section. But if you want a book on late medieval saints cults, do you go to 13-14 cent, to religion, to popular devotion, or is the book maybe on one of the shelves that has no title? so I ask the poor abused librarian who usually knows off the top of her/his head, but sometimes consults a master list - and then usually can find it but sometimes has to tell me that even though the main CEU computer says it's here, it's really not. It's in transit and will be for about a month. Now the two libraries are a maximum 15 minute walk from each other. HOW can it take a month? Well if they mailed it I guess it could take a year. The librarians are without exception very nice and helpful and I must say that I believe they are part of the breed of omniscient librarians that I have grown to rely on. "What? you need a book on toenail variation in late Byzantine cattle? Well that one's ok but I seem to recall that St. Martin's just put out a new one that's pretty exhaustive..." <admiring gasp from the patron.> hmmm... do cattle have toenails? – Joanna Carraway

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**ZSR Library Committees – October, 1998**

A variety of committees contribute to the planning and decision making processes of the Z. Smith Reynolds Library. Listed below are the current appointments to standing committees, ad hoc committees, and staff association committees in the Library. - Debbie Lambert

**Standing Committees (ongoing committees; members appointed for several years)**

**Administrative Council:**

Rhoda Channing (Chair)
Wanda Brown, Jill Carraway, Craig Fansler, Elen Knott, Debbie Lambert, Dan Smith, Sharon Snow, Isabel Zuber

**Department Heads:**

Mary Horton (Chair)
Wanda Brown, Jill Carraway, Dirk Faude, Elen Knott, Dan Smith, John Woodard, Sharon Snow, Isabel Zuber

**Disaster Preparedness:**

Tina Kussey (Chair)
Craig Fansler, Patrick Ferrell, Travis Manning, Susan McDonald, Mary Lib Slate, Susan Smith

**Employee Recognition:**

Mary Reeves (Chair)
Chris Burris, Laura Spear, Cristina Yu, Megan Mulder

**New Employee Orientation:**

Bobbie Collins (Chair)
Publications:

Bobbie Collins, Rachel Kuhn, Debbie Lambert, Roz Tedford, John Woodard

Signage:

Craig Fansler (Chair)

Scott Adair, Linda Early, Elen Knott, Mary Lib Slate, Sharon Snow

Staff Development:

Debbie Lambert (Chair)
Ellen Daugman, Kelly Fetty, Aaron Hamilton, Susan McDonald

Statistics & Measures:

Brigett Beck, Jill Caraway, Dirk Faude, Patrick Ferrell, Debbie Lambert, Elisabeth Leonard, Susan Smith

Ad Hoc Committees (Short term committees; dismissed upon completing task)

Reorganization Review:

Rhoda Channing (Chair)
Scott Adair, Mary Horton, Debbie Lambert, Megan Mulder, Isabel Zuber

Technology Group:

Rhoda Channing (Chair)
Elise Anderson, Prentice Armstrong, Dirk Faude, Tina Kussey, Debbie Lambert, Dan Smith, Susan Smith, Roz Tedford, Isabel Zuber

Staff Association Committees (Established by Library Staff Association; 1 year appointments end in December)

Kitchen:

Elise Anderson, Patrick Ferrell, Elen Knott, Florence Toy

Library Staff Association:

Mary Lib Slate, Susan McDonald, Roumi Radenski, Roz Tedford

Social:
Introducing Beth Lawson
Welcome Roumi and Mary Lib
Journals Moved to Mobile Shelving
Upcoming Endeavor/Voyager Sessions
From the Director
News from the Special Collections Team

Beth Enjoys Cooking and Playing the Piano

My name is Beth Lawson and I joined the ILL/Reference staff on October 26th. I am very excited to be here and I want to thank everyone for the warm welcome I have received.

I am originally from Stokes County, North Carolina, where I now reside. I have also lived in Asheville and Chapel Hill, where I worked in the Undergraduate Library at UNC-Chapel Hill. My undergraduate degree is from UNC-Greensboro where I almost majored in Music Education, but got a B.A. in English instead.

Some of my hobbies include cooking, listening to all kinds of music, playing the piano, and learning how to do simple automobile repairs. I also like to spend time with my family, especially on holidays, and I have two brothers and two sisters.

I look forward to working with all of you and thanks again for the great welcome! – Beth Lawson

Welcome Roumi and Mary Lib

Welcome! to Roumi and a belated Gaz welcome to Mary Lib as well. It's great to be back to full staff here in the Government Information/Microtext Department, especially with two such great people.

I'm looking forward to many productive, enjoyable years! – Mary Horton

More Journals are Moved to Mobile Shelving

Approximately 150 additional journal titles have recently been relocated from Reynolds One to the Mobile Shelving on Wilson One. We have problems with a lack of shelf space throughout the building, but it was especially acute on Reynolds One. Student assistant Tim Reeder and myself spent several hours loading the journals onto trucks and hauling them over to Wilson One to be reshelved. We used up close to half of
the new Mobile Shelving which had been installed in the summer of 1997 – I am hoping to fill up the other half with old journals from Wilson Six. It seems like we moved a mountain of journals over to Wilson One but when I look at how much additional space we created on Reynolds One it doesn't look like much! With remote storage on the horizon, I am hoping even more "Q & R" journals available through JSTOR can be relocated which will free up more space. I want to thank Tim for his help with this project.

– Patrick Ferrell

Upcoming Endeavor/Voyager Sessions

Tuesday, Nov 10 (8-9:30 a.m.) Room 1312 Law Wing -Worrell

Thursday, Nov 12 (2-3:30 p.m.) Room 1117 Babcock Wing - Worrell

From the Director

The library will be hosting visits from two academic libraries this month. Janis Bandelin, Director of Furman University’s Libraries will be here on the 10th, and James Mullins, Director of Villanova’s Library will be here with some of his librarians on the 20th. Dr. Bandelin is looking toward a new library building at Furman, and Dr. Mullins is interested in our approach to technology. I hope we have sunny days so that we can show off our atrium at its best.

I have been asked to become the chair of the Senate Senior University Appointments Committee’s Subcommittee on the Selection of the Next President. This subcommittee is charged with helping the Trustees in their future efforts by developing procedures which assure that the next president will have the support of all the constituencies, especially the faculty. President Hearn will lead this university for several years to come, so there is no particular pressure. The selection of the president is entirely the responsibility of the Trustees, but I am sure they will welcome any assistance this subcommittee can give.

On Thursday morning I had the opportunity to listen to and then talk to a group called the Technology Council. This group of top administrators in high-technology companies, like AMP, Cabletron, CISCO, etc. serves to advise the university on emerging trends in the world outside of higher education. They had many valuable and interesting insights, but were understandably cautious about making predictions more than a few years into the future. In the short time I had, I told them about our role in providing electronic information, and training, and I showed them the difference between our current integrated library system and our next one.

My sympathies to all of you who worked close to the drilling noise. From my office, it was merely background buzzing, but in my travels through the building, I have heard and felt the difference. I am optimistic enough to hope that by this date it is all done! – Rhoda Channing

Reconstruction Zone: Teams in action

News from the Special Collections Team
Staffing update

We are pleased to have Susan McDonald reinstated on the Special Collections Team! Susan’s new position as manuscripts librarian will encompass work within the entire team’s manuscripts collections. Susan will focus primarily on the manuscripts in the University’s Archives and Personal Papers section, but will also work in Rare Book’s manuscripts collection for OCLC and Voyager access. Susan will work with and learn from Megan as she prepares data entries for manuscript collections for OCLC and NUC utilizing MARC formats. For background, Sharon was manuscripts librarian for one year before being promoted to the head of the rare books department in 1989. We have historical groundwork for this new position and are delighted to have Susan and the position itself reinstated.

Scanner gets workout

Roz Tedford graciously offered her time and expertise to train the Special Collections Team on the use of the new overhead scanner in ITC. Rare’s graduate student Gregg Heitschmidt scanned a 19th century personal diary utilizing the library’s spiffy new equipment. To continue the project of adding the diary to Rare’s Website, Sharon recently hired Tyronia Morrison, sophomore and STAR, Student Technology Advisor. STARS work on computer projects for departments on campus and are paid by Information Systems. Again, thank you, Roz, for bringing Tyronia and STARS to our attention.

Rare protects fragile items

With the help of student assistants Vihren Dimitrov and Sarah Obrecht, Rare has whittled away at the preservation needs of the Baptist and Archives collections. Over 200 protective cases and enclosures have been constructed at Rare’s work counter for fragile and paperbound items from the North Carolina Baptist Historical Collection. Depending on the age and condition, we customize the type acidfree box made for each item. The custom boxes consume less shelf space and maintain safe conditions for storage.

Great southwest offers R&R

Sharon recently took r & r in the great southwest. Two sites worth visiting in southern Arizona are Saguaro National Park, Organ Pipe Cactus National Monument, and San Xavier mission near Tucson. The total experience was rich in natural beauty. Saguaro Park covers hundreds of acres with the saguaro cacti reaching over 18 feet in height with groping arms representing decades of growth. The interior gloss of the 1692 Spanish mission was replete with ornament and delicate design. A trip north to Flagstaff, Sedona, and the Grand Canyon offered the opposite extreme for climate, terrain, and the gaping glory of the Canyon with the sun setting around the rim.

Sharon reads for special on Fossey

On Saturday, October 2, Mark Roy, independent sound recordist from NYC, came to the Rare Books Reading Room to record Sharon’s voice as Dian Fossey for the National Geographic special on the mountain gorilla expert. Mark came with a microphone as big as a grapefruit and wooly enough for mittens. I sat and read for 1.5 hours in the closed stack area where background noise was absolutely minimal. I’d practiced many hours prior to the big gig, so the potential 3-hour task became less time consuming. My greatest feat was emulating Fossey’s excitement when she raved, "I’ve finally been accepted by a gorilla!!"

The production company in England was thrilled with my voice results and a check is in the mail. (I do plan to keep my day job.) The National Geographic Fossey documentary will be aired next year. The production company - - Cunliffe (Sarah) and Franklyn (Jane) - - has been awarded Emmy nominations for previous documentaries, including a 3-part series on cancer aired on PBS last year which was excellent.
I’ll keep you posted on air dates for the National Geographic show.

**Rare shares information on Beckett**

Sharon is working with two of Emory University’s Graduate School of Arts and Sciences faculty to provide material for an edited publication of Samuel Beckett’s correspondence. Drs. Lois Overbeck and Martha Fehsenfeld are communicating with Sharon to retrieve and publish the letters of Samuel Beckett written to and from Liam Miller, Dolmen Press founder. Dolmen published Guillaume Apollinaire’s Zone in 1972 which was translated and signed by Beckett.

**Students exposed to rare materials**

Classes visiting the Rare Books Room for instruction in the fall term include Molly Staunton’s Art class, Jeannine Johnson’s American literature class, Robert Beachy’s early British history class, and Jonathan Milner’s Career Center English class taught by Phil Archer. We encourage any faculty in the WFU community and beyond to incorporate their coursework with our rare holdings.

**Exhibit to feature rare items**

Sharon and Craig are working closely with Claire Schen of the History Department in preparing a library entrance display for the campus conference: Across Time & Space: Medieval and Early Modern Studies. A select few of rare’s specimens will be on view for four days. Because of the rarity of the items on display, the exhibit will have very limited time duration. – **Sharon Snow**

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**News from the Assistant Director**

**Staffing update**

The Technology Team Leader position has been posted internally and through several listservs. The external advertisements will appear in the November 13, 1998 issue of *The Chronicle of Higher Education* and the December issue of *College and Research Libraries News*.

**Staff Development news**

"Managing Stress in the Workplace" will be held Wednesday, Nov. 11, 1998 in the Johnson Room. If you haven't yet signed up, both sessions have seats available. Contact **Debbie Lambert** at lamberdn@wfu.edu to register.

The first informal discussion on Supervising Student Assistants was held Nov. 4, 1998. The session was very informative, stimulating, and well attended. The group decided to meet again in January to continue sharing ideas on this topic. More details will be announced later.

As a result of several requests, the Staff Development Committee is organizing a workshop on filling out time sheets. Staff from the Office of Human Resources will make a presentation and answer questions on Tuesday, November 17, 1998 from 2:00 - 3:00 PM. The location will be announced later, via e-mail. If you plan to attend, please RSVP to **Debbie Lambert** at lamberdn@wfu.edu.
Budget plans

It's that time again! We'll be working to finalize the Z. Smith Reynolds Library budget requests during the first two weeks of December. Team Leaders and Department Heads are asked to submit cost estimates for capital requests no later than November 30, 1998. By that time we will have received salary guidelines from Financial and Accounting Services. The operating budget base will be "no growth," that is, the same amount as last year. Like last year, we must submit requests for additional funds or special projects as "supplemental requests" with extensive detail and justification. We'll share more information with you as it is received. – Debbie Lambert

Late breaking news

John Litcher, professor in the Education Department and coordinator of the interdisciplinary minor in Environmental Studies, has contacted me and asked me to join the Environmental Studies Steering Committee. Dr. Litcher gave me an opportunity to speak to his environmental geography class about my experiences with SuperFund (and my life-long interest in environmental matters). I also put in some good plugs for library resources during my talk. A newly appointed student representative and I will be joining the committee at its next meeting in December. Top priority matters include budget issues and internships. I look forward to working with faculty members from eight departments who serve on the committee. – Sherry Durren

Supervising Students is Hot Topic!

On the afternoon of Wednesday, November 4th, 16 members of the ZSR staff gathered in the Johnson Room to discuss supervising student assistants. We were joined by Linda Hearn, Charlotte Divitci and Barbara Bokar of PCL.

The agenda centered on motivating and retaining student assistants, and it quickly became apparent that keeping skilled student workers was an important concern for both libraries. Sharing experiences with our guests from PCL gave staff from both libraries a fresh and valuable perspective on their methods. The exchange of ideas was thought provoking and informative- so much so that the Oreos and Lorna Doones provided by Debbie Lambert went virtually unnoticed until the end of the meeting. Now that’s a discussion!

The group plans to meet again in January and cover such topics as recruitment and selection of student assistants. Join us! – Kelly Fetty

Roz and Susan Present at CELI

On October 28, CELI (Computer Enhanced Learning Initiative) held a workshop for faculty titled "Working with the Web: Using Web-based Materials in the Classroom." CELI is a faculty-based initiative charged with developing effective uses of computers in instruction. Roz Tedford and Susan Smith were invited to participate in the workshop.
I was one of four panel members who made presentations to the 30+ audience. I gave a presentation about the evaluation of web resources. My presentation and handout can be viewed at http://www.wfu.edu/~smithss/celi and http://www.wfu.edu/~smithss/celi/celihandout.pdf. Other panel members were Dr. Leah McCoy (Education), Dr. Bernadine Barnes (Art), and Dr. Bill Meyers (History). They all offered very interesting perspectives on the use of the Web in the classroom. Take a look at their home pages to see the ways they are integrating the Internet into their teaching.

After the panel presentations, participants were able to choose one of four breakout sessions to attend. Session topics were beginning and advanced web page creation, working with images, and working with audio and video. The beginning web page class was taught by Roz, who did a great job of making the process seem straightforward and easily accomplished. Her audience was a dozen professors who want to start using the web, but who have no experience. She was able to spark their interest and has already heard from several that desire follow-up instruction!

The experience was educational and enjoyable for both of us. We were glad to be given the opportunity to represent the library’s involvement in technology to this faculty group. We also welcomed the chance to see how the use of technology is changing the Wake Forest classroom experience. – Susan Smith

Conference Reports

Depository Library Council meeting

As usual, the Depository Library Council meeting was an informative and interesting couple of days. Major topics of discussion included revamping the Biennial Survey and the proposed "FDLP Internet Use Policy Guidelines."

As its name implies, all Depository Libraries are required to fill out a survey every other year. The Survey usually covers such topics as facilities (especially computers), acquisitions and public services. Often, however, new and unexpected questions are included, leaving respondents scrambling to answer questions for which they have not kept statistics. A committee appointed by Council was charged with determining the types of questions that should be asked, ensuring the statistical validity of the survey, and creating a list of standardized and stable questions. The major new component of the survey will cover the costs of being a depository library.

The "FDLP Internet Use Policy Guidelines" draft covers what can and cannot be done in regards to restricting public access to the Internet. This policy is intended to cover depository libraries in the face of filtering and other moves to restrict Internet access. In part, the Guidelines state:

Access to online Federal Government information provided through the Federal Depository Library Program (FDLP) must be available to any library user free of fees or other restrictions, such as age, residency status, or filtering software, following the sample principles of free access that governs the use of traditional depository materials, based on Title 44, United States Code.

The Guidelines require that depository libraries have a written policy regarding Internet use, so I will be working on developing such a policy in the next couple of weeks.

Other highlights include:
• A great session on using government documents for genealogical research
• Proposal of a gateway to all government info on the Web: Web.Gov
• An interesting focus group on the redesigned GPO ACCESS web page
• Starr Report
  o The GPO Police force had to keep the media out of the building and provided protection for the production of the report
  o GPO has seen sales of the print publications increase
  o If nothing else, this event caused the public to discover the GPO ACCESS site
  o The servers were running at 100% capacity during peak hours and 2 new servers were installed to handle the traffic
  o In terms of failure rate GPO ACCESS ranked only behind CNN in lowest number of failures to download
  o Traffic has remained high, with 15.2 million documents downloaded in September, or 44 documents every second, three times the amount as last year
• A recent article in the OCLC newsletter listed the top 100 computer files
  o 73 are federal government publications
  o 71 were cataloged by GPO

- Mary Horton

NCLA/Documents workshop according to Mary

The topic of the fall NCLA/Documents Section workshop was "WEB vs. CD-ROM: Access to Federal Electronic Information."

Barbara Levergood, UNC-CH, gave an excellent presentation on the federal guidelines for providing access to electronic products. Barbara's presentation covered a wide range of topics: everything from the DLP's "Public Service Guidelines for Government Information in Electronic Formats" to the correct physical handling and storage of CD-ROMs.

I gave a presentation discussing the federal information that is presented both on CD-ROM and the Internet. I talked about the level of duplication, the differences in searching CDs and the Internet, and other issues relating to the question "should I use the CD or the Internet?" If you are interested, the web page that accompanied my presentation may be viewed online. (A special thanks to Roz for helping me mount the file on the server!)

A panel discussion, "Frequently Used CD-ROMs, Their Reference Value, & Their Web Counterparts," featuring John Boyd from ASU, Ann Miller from Duke, and Frank Molinek from Davidson, provided insights on the issue from regional university, large research university, and small liberal arts college perspectives.

Finally, we broke into small groups and discussed "how we do it good" at home--what our favorite CDs and web sites are and how we provide access to these resources. – Mary Horton
Administrative Council report - November 18, 1998

Budget: There has been a freeze on new positions and a salary increase of 2.5% placed by the Trustees. Rhoda will discuss this matter at the Staff Meeting on Thursday, Nov. 19th. Team Leaders have the official letter outlining this move. Rhoda and Ken Zick will be proactive in attempts to get the administration to follow through on the second half of staff salary adjustments due this year. One budget item for the coming year the library will request is network connections for the Bib Lab. Also, Jay Dominick, VP for Information Systems, has asked the library to take over operation of the ITC Lab. Rhoda is negotiating with Jay about the terms for this ITC take over because we will need technical support in order to accomplish this.

Y2K: Dirk Faude, the library Year 2000 Committee liaison, presented an overview of the ZSR Y2K Compliance Project. The core concern is that in the year 2000, computer hardware and microchips be able to register the upcoming century digit change accurately. The ZSR plan is based on a "testing-centric" approach that is a microcosm of the university's plan. This approach will allow the library to make sure the most critical functions of our operation are Y2K compliant. The goal of this project is for the library to be able to proceed with its business operations in the year 2000. Because the library uses numerous outside vendors, it is also important that our primary vendors have a Y2K plan for compliance.

Dan Smith and Tim Mitchell are serving as the library technical contacts.

Endeavor: Dan Smith reported that OCLC had completed converting the ZSR data and has uploaded it to Endeavor. Things should move more quickly now that this enormous task has been completed.

Search Committee for Tech Team Leader: Applications for this position are slowly coming in. Tim Mitchell will be the support staff rep on the search committee for this position.

Team Leaders as problem collector: Rhoda stated that one function of a Team Leader is to bring staff concerns to the Admin Council for discussion. Rhoda encourages each staff person to bring any concerns forward to their Team Leader.

Correction: In the last Gaz, I incorrectly listed the busiest days of library visitation. The days with the most visitation are Sunday - Thursday. – Craig Fansler
**BRITTLE update**

Brian Baird, the BRITTLE Listerv moderator, recently announced the closing of BookLab, the vendor in Austin, TX that produced the preservation facsimiles for the BRITTLE program nationally. The BookLab closing leaves a giant void for every library participating in this program. BookLab produced a quality product and Brian is searching for another vendor to take over the work BookLab did. – **Craig Fansler**

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**From the Director**

I have called the Team Leaders, fishing for invitations to attend a team meeting so that I can learn more about departmental activities and projects, answer questions and get to know some of the staff better. I will make many opportunities to spend time with staff over the next few months. My presence does have an impact, however, that is not always what I intend! I went to the stress reduction workshop in the afternoon session. It was useful and well attended, but in my conference room **Debbie** had placed the flip chart with the comments of the morning group. Many more job-related causes of stress were listed than in the afternoon session. Could it be that my presence inhibited staff from expressing themselves? Hmmm.

The budget guidelines do not address the area of capital improvement requests, and we are busy getting estimates, collecting information and thinking about our priorities. We will be asking for funding to install an awning over the delivery entrance, replace shelving in the Baptist Collection, re-carpet large areas of the library, replace some worn furnishings, and more. This is the year when we request new computers for 1999-2001.

The Curriculum Review Committee presented its final report to the faculty on Monday, November 9. There are some 16-17 recommendations which must be voted on by the faculty, one item at a time. At 5:20pm, when we adjourned, we had voted on the first one! We will resume discussion and vote on the next batch on November 30 in a special faculty meeting called for that purpose. There are a number of controversial items that will produce a lot of discussion, two being a new cultural diversity requirement and a new quantitative reasoning requirement.

The Committee on Information Technology is looking at Dreamweaver, a high end web page design product for the standard load, and the Committee on Academic Planning just voted in support of a new interdisciplinary minor in neuroscience. I was assured, in front of witnesses, that we would not need new library resources for this program!! – **Rhoda Channing**

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**Project Voyager Report**

Approximately 65 staff members from the three libraries attended one of two informational sessions held the week of November 9. The sessions provided a forum for questions and concerns about the new system to be addressed by a panel consisting of the systems librarians from the three libraries – **Dan Smith**, Alan Keely, and Mark McKone. Topics discussed included the project timeline, training procedures, the migration of data, and module-specific questions.

The project is divided into two phases. The first phase’s objective is to install the Voyager system, migrate data from existing systems to Voyager and to transfer production operations from existing
systems to Voyager. The objective of Phase 2 is to enhance the Voyager system by implementing the Citation Server, Image Server and other modules as released. The timeline for Phase 1 to be complete is early to mid January when all three libraries will go "live" with the new system. The timeline for Phase 2 is mid-1999.

Functional training will take place during the first two weeks of December. The first week (Dec. 1-4) will be a "Train the Trainer" model where Endeavor will train staff in all four modules: Circulation, Cataloging, Acquisitions, and Serials. ZSR staff who are attending are: Tina Kussey, Aaron Hamilton, Linda Early, and Daniel Sweeney, plus Dan Smith, Tim Mitchell, and Wanda Brown. The second week’s training (Dec. 8-11) will be module-based. Training will be conducted for staff who work with specific modules. Staff attending this training: Jill Carraway, Megan Mulder, Prentice Armstrong, Chris Burris, Travis Manning, Bridgett Beck, Angela Wilson, Isabel Zuber and Mary Horton. Once all of these people have been trained, they, in turn, will train the rest of the staff. OPAC training for Public Services staff will also be included!

Subcommittees have been formed to help with various aspects of the project. The Communications Team is the marketing and public relations arm of the project. Susan Smith is ZSR’s representative on this committee. The End-User Education Team will design methods to instruct users to learn the new system. Elise Anderson is ZSR’s representative. The WebVoyage Access Design Team will handle the design work for the web interface of the OPAC. Susan Smith is also working on this team. The EBSCO Team (Wanda Brown is ZSR’s representative) will coordinate with EBSCO on the input of serials order records and the loading of UN/EDIFACT electronic invoices. Finally, (for now) the Training Team will coordinate staff training efforts among the three libraries to ensure that everyone receives the appropriate training needed. Wanda Brown will represent ZSR on this team. – Susan Smith

ZSR Library Committees: Making a Difference

Library Orientation Committee

The Library Orientation Committee (Bobbie Collins, Sherry Durren, Lisa Myers and Florence Toy) met on Friday, November 6. Bobbie Collins (Chair) invited Debbie Lambert to the meeting to share information on campus-wide activities related to new employee orientation.

Debbie is currently serving on the New Employee Orientation Committee. According to Debbie, this committee is charged with reviewing, revising, and improving the existing new employee orientation program coordinated by the Office of Human Resources. The committee has already forwarded recommendations for a new "first day" orientation program and is developing strategies for ongoing orientation opportunities throughout the first six months of employment. The committee is also developing some standard orientation activities that all departments can customize and implement with their new employees. One example is the "supervisor's checklist" for new employees. Debbie also noted that the Z. Smith Reynolds Library has one of the outstanding new employee orientation programs currently existing on campus.

After Debbie’s report, the Library Orientation Committee turned its attention to updating the Supervisor’s Checklist which is used at ZSR. The committee will also be reviewing and updating materials in the orientation notebook which is given to all new library employees.

As a reminder, the Library Orientation Committee encourages all new employees hired within the last six months to watch the orientation video. If you want to checkout a copy, see Lisa Myers or Florence Toy. – Bobbie Collins
Staff Development Committee

Staff Development is on a roll!

Stress Management Workshop

On November 11, 1998, Alan Cameron, Psychologist with the University Counseling Center, and Sarah Richter, graduate student intern, led a workshop for library staff on Managing Stress. Twenty-three library staff, including 5 from the Professional Center Library, participated in the sessions. Dr. Cameron defined stress as the "non-specific response of the body to any demand; the wear and tear of life." Stress can be good or bad, depending on one's personal view of the event, but stress is a requirement for life. The total absence of stress means death. Sources of stress can be physical, mental, emotional, environmental, socioeconomic, occupational, and personal. Stress management involves examining the sources of stress and making lifestyle adjustments to reduce stress. Dr. Cameron and Ms. Richter shared several strategies for identifying and managing stress. They suggested estimating the number of hours per week we spend in sleep, work, and non-work activities. The weekly total should be no more than 168 hours (24 hours a day for 7 days). Most people, however, attempt to defy the physical laws of the universe by using more than 168 hours per week! Another helpful exercise involves identifying your primary sources of stress and describing the symptoms of the stress. It's important to learn the coping strategies that work and those that don't. To effectively cope with stress, try the following: accurately assess problems, gather needed information, take action to change the stressor, say no if necessary, selectively ignore certain stressors, keep problems in perspective, look for the humor in the situation, and develop leisure time activities. Strategies that don't work include: self-criticizing, complaining without solutions, refusing to accept change, blaming others, and focusing on the negative. A healthy lifestyle, with good nutrition and regular exercise, is one of the best ways to prevent stress. Workshop participants enjoyed learning and practicing the relaxation breathing techniques led by Dr. Cameron and Ms. Richter. Now we need to learn to build relaxation time into our busy lives! Feedback from participants indicated that the workshop was a great success!

Supervising Student Assistants Discussion Group

The first meeting of the "Supervising Student Assistants Discussion Group" was a resounding success. Library staff from both Z. Smith Reynolds and the Professional Center Library shared concerns, ideas, and suggestions for supervising our library student assistants. The meeting focused on retention and motivation of student assistants. A summary of the discussion is below. A second meeting will be scheduled for some time in January.

Retention of Student Assistants

Responsibilities vary from department to department. Some students seemingly have to "work" more than others. Some seem to have more time to do homework. This difference creates resentment among student assistants. Some students only want to work in departments where they can do their homework.

Supervisors need to:

- clarify the tasks of the job and their expectations of the students before they are hired and after they are hired
- help students feel a part of the staff
- encourage student assistants to get to know each other
- encourage them to come back year after year to work

Supervisors need to help student assistants understand:
- the importance of their responsibilities
- how their assignments fit in with the activities of the department and the mission of the library
- that their responsibilities can be relevant to future jobs
- that student assistant work can give them important employment experience
- that their supervisors can serve as references for future jobs

Some practical suggestions for ensuring that guidelines and tasks are clear to the student assistants:

- orientation to the department in which they work
- general orientation to the entire library (similar to the Parents' Tour)
- student assistant handbook
- student assistant orientation checklist
- core competencies (used in hiring and training)

Rewards, incentives and special treats help with retention. Some examples are:

- pizza party
- picnic
- ice cream social
- "exam bag" of goodies
- flexible scheduling to accommodate exams
- "candle tea" trip

**Motivation of Student Assistants**

Students need to know that this is a job. This job may be their first work experience. They may not completely understand the responsibilities that go with having a job. Part of the supervisor's role is to help the new student assistants understand the guidelines and protocol of work.

Supervisors need to be consistent in their expectations. All student assistants need to be held to the same standards of attendance, productivity, accuracy, etc. The supervisor can serve as a model and demonstrate how expectations should be met. Periodic evaluations should be done for all student assistants. If problems are occurring, evaluation should be done at that time, not only at the end of the semester.

Students should be reminded of their responsibilities whenever necessary, especially in the case of problems. Those students who don’t want to follow through will usually leave on their own.

The supervisor needs to be alert and aware of student assistant performance. The supervisor needs to take on the responsibility of noticing problems, whether they be attendance, tardiness or performance issues. The supervisor should provide instruction, assistance, and guidance immediately. Don’t wait until the end of the semester.

Some practical suggestions:

- meet with every student assistant individually after a few weeks to touch base, clarify responsibilities and expectations, etc.
- ask student assistants to evaluate and give feedback on their departments
- ask student assistants to evaluate their training process
- establish student assistant mentors within each department
Digital Demands Teleconference

The Staff Development Committee recently added a videotape to the collection: Digital Demands: Preservation and Access Issues. This videotape presents the August teleconference which was sponsored by the Department of Cultural Resources, Division of Archives and History. Rhoda Channing is one of the presenters. Several staff members attended the teleconference and found it informative and stimulating. The videotape will be shelved in the ITC and is available for checkout. – Debbie Lambert

Time Sheet Workshop

The Staff Development Committee sponsored a time sheet workshop on Tuesday, and attendance was quite good. Once again we were joined by some of the PCL staff, Linda Powell and Linda Hearn. Angela Duncan and Alisa Threatt conducted the session, explaining some of the more confusing aspects of chronicling time off and accruing leave. The setting was informal, and questions were addressed as they came up.

Some of the questions pertained to limits to accruing sick time and vacation time. Angela and Alisa wrote down our questions and concerns and promised to get back to us with the answers. They also mentioned that some new software would be used within the next two years, hopefully making things easier for everyone.

Overall, the library employees were commended for our diligence and punctuality in filling out our time sheets, as well as for our interest in the topic and suggestions for improvements.

Thanks again to Angela and Alisa. – Aaron Hamilton

The Book Corner

Wapshot

If our library had followed the practice of many and used the most recent circulation date as a guide for weeding, I would not have found John Cheever's Wapshot Chronicle on our shelves last week. The most recent circulation date for it is March 14, 1991 and before that, August 30, 1982. I read the novel and stroked the soft vellum pages. The story is a charmer about an eccentric old New England family at mid 20th century, more or less managing to meet the challenges of modern life. Best character, Leander Wapshot, leaps from the page, the bloodied but not bowed skipper of the Topaz, philosopher and father of Moses and Coverly Wapshot, young gallants around whose adventures the narrative swirls.

Lightly penciled in the gutter of the verso is 6-15-65, the date the book was added to our collection. It came from Baker and Taylor. We paid $3.47 and charged it to English. Such a compact bit of information that we don't record anymore. We don't do accession numbers any more either; this one is 202561. On the t.p.verso is a palimpsest shadow of the old call number PZ 3 C3983 WAP. Although a regular trade publication, the book is beautifully printed in nice fat, dark typeface on good paper. For me, there is hardly anything more satisfactory than finding, on the shelves of this library, the book that I'm looking for. The trail of human handling by ancestor librarians only adds to the interest. The circulation date tells us something, but it doesn't say, out of hand, in this library at least, "weed." Thank heavens. – Elen Knott
Library Cursed

Requirements for a borrowing card for members of the clergy were recently changed from only verification of clergy status to verification, plus payment of a $50 fee per year, the same fee that we charge those who teach in area institutions. This is 50% less than the amount charged other non-college library patrons, but a substantial amount for those used to free privileges. The reason for this change was the considerable abuse of that free privilege by some library patrons with the clergy designation.

Reactions have ranged from understanding ("I will gladly pay the fee. Your library is a blessing.") to outrage ("To H--- with your Library!") and a variety of opinions in between. Free library cards for the clergy were controversial from the beginning, but it was hoped that they would be more appreciated and used with more consideration than they have been. This policy change was instituted with regret. – Isabel Zuber

Thank you, Greenville County Library

The Greenville County Library of Greenville, South Carolina, recently returned to us twelve of our library books which have been gone for at least ten years. These books had been taken without being not checked out, were not barcoded and had no security protection. The subject area was philosophy.

We are delighted to have the books back and thanked Debbie Spear of the Greenville library staff most profusely. – Isabel Zuber

Dr. Mack Ernest is a hit with the Network

Dr. Joseph "Mack" Ernest from the WFU Medical School was the speaker at a general meeting of the Wake Forest Staff Network on Wednesday, October 28. The topic was women’s health issues and the questions and discussion covered a variety of topics from ERT to wearing seat belts, accidents being the #1 killer of young women.

Dr. Ernest was interesting, well-informed and enthusiastic and the questions came almost faster than he could answer. The program had been called one of our best and a member of the audience described Dr. Ernest as "captivating."

The idea of this program came from the Medical School and from Dr. Ernest, with the suggestion that perhaps there could be a series of these informative sessions. If the program and the response from those attending on the 28th is any indication, such outreach on the part of the medical school faculty would be most welcome on this campus.

The network is already considering scheduling Dr. Ernest again this year so that those who did not get to attend the first meeting could have a chance to ask their own questions and benefit from the expertise of someone both knowledgeable and approachable. – Isabel Zuber
PCL Director to Step Down
Preservation Paths
From the Director
Teams in Action

PCL Director to Step Down

Tom Steele has announced that he will be returning to teaching full time in the Law School at the end of this academic year. His first love has always been teaching and his evaluations from the students in his classes have been very strong. He will be missed as a colleague. Tom enlarged my horizons by taking me to lunch at Bell Brothers, Simos and other spots that were new to me on our monthly "power lunches" with Mike Sprinkle of the Carpenter Library. We shared much valuable information and many laughs. Let's wish him well as he redirects his efforts to full time teaching! – Rhoda Channing

Preservation Paths

Sometimes I wonder how I get involved in persistently perusing preservation parameters. It just seems like I'm minding my own business-fixing books, la de da- and wham!- I'm in some far-flung office on campus. For example, this August, Lu Leake, Interim Registrar, called me over to look at some old ledgers the Registrar's Office had in their vault. I subsequently returned to the library with a book truck holding over a dozen large, thick ledgers from as early as 1838. These books contained records of Faulty Meetings, Trustee Minutes, and the grades Uncle Elmer got in Latin I and Rhetoric in 1873. I sent two of these books to the ICI Conservation Lab and was able to repair all the remaining volumes which rest in peaceful slumber in the Registrar's vault in Reynolda Hall.

This week, I received a call from Susan White in the Finance Office. She had an old notebook she wanted me to look at. This notebook turned out to be a record of the Student Aid Fund from 1877-1900. Old brown ink, neatly written entries and cryptic notes fill this notebook. Many students were no doubt helped through WFC by this fund over the years, and the notes in this little book are filled with classic Wake names like Johnson, Gulley and Poteat. Since this notebook is in pristine condition and needed no repairs, I took it directly to the University Archives. – Craig Fansler

From the Director

What happened to the fall semester? It seems to fly by too quickly to let anything slide. I feel for our students who were lured from their studies by the mild weather to find it was suddenly exam time. Our
students had a taste of European café life as they took their coffee to the tables between Benson and Tribble and enjoyed passing time with their friends.

Craig’s buried book is a wonderful addition to the front of the library. He and I differ markedly on the interpretation of the piece. One of the good things about viewing art is that the artist isn’t alone in deciding what the piece means!

I spent a few days in the tropics, at least that is the way it felt at Point Clear, Alabama, on Mobile Bay. It was a SOLINET Board Meeting and several items of importance to us at Wake Forest came to the Board. The most important was the progress in electronic licensing: deals on the table and deals being developed. Until you hear about what is involved in negotiating on behalf of libraries with different fiscal years, contract requirements, and desires, with billing them according to a host of individual protocols, you can’t understand the work involved for the SOLINET staff. One of the points I made repeatedly during the discussion was that we have to have contracts that separate print and electronic subscriptions so that we can see some savings. SOLINET has been approached by libraries in Australia and California to include them in existing and future negotiations, and the Board considered what our network should do in assuming a national or even international leadership position. SOLINET is very carefully managed, and each line of business must recover its cost and contribute to equity. The entire Board was present for the meeting, including its newest addition, Bob Heterick, formerly the head of EDUCOM. His son Bruce was our Faxon representative for a time. Bob is extremely well informed in the field of information technology and brings a fresh perspective to the Board. The Board includes several other Tar Heels: Sandy Cooper, State Librarian, Waltrene Canada, NC A & T Director, and Jerry Thrasher, Cumberland County Library Director. It was a lovely venue, with poinsettias growing in the ground, rather than in pots, and holiday decorations everywhere. While at ALA Midwinter in late January, early February, I will attend the Big Nets meeting, where the Boards of the different major regional networks discuss issues. I am sure electronic licensing will again be the topic of discussion. – Rhoda Channing

Reconstruction Zone: teams in action

News from the Information Services Team

TeamInfo met in ITC’s new Viewing Room on November 19. Rhoda was the Team’s special visitor. Reference staff has been promoting and presenting BI sessions from late August up to the week of Thanksgiving. No one seems to know why the "season" has run so late, but staff is at the ready and glad to be of assistance. Sherry Durren has been asked to serve on the Environmental Studies Steering Committee by Professor John Litcher. Elisabeth Leonard heavily promoted Business BI and has gotten what she asked for; the opportunity to do several library orientation sessions for both Business 100 and Accounting 111. Susan Smith is serving on the Voyager Interface Committee and has given presentations this Fall to CELI and to RASS, well known computer user groups. Elise Anderson is serving on the End User Committee for Voyager. She’s also been doing Staff Netscape training. Cristina Yu reports that a caller from Memphis State University contacted her recently regarding her article on why to keep the ILL operation aligned with Reference. She’s happy someone has read the article. (just kidding Cristina!) Bobbie Collins, Ellen Daugman and Elen Knott have been assiduously doing BI this Fall. They and other Bibliographers struggle in the BI season to keep up with collection development responsibilities. Beth Lawson began her new job in ILL on October 26. Rachel Kuhn has been showing Beth the ILL ropes and assisted Ellen and Bobbie in some of their library sessions this Fall.

Sandra Hildebolt, a graduate student in Library Science at UNC-G, did her practicum in Reynolds Library this Fall. She worked with Elen, Ellen and Sherry a number of Tuesday evenings in Reference, where she assisted in routine Reference and did two small projects for collection development and science serials. In Government Documents she worked on a map project. She accompanied Susan and Elise to
IS to install new data and claimed to be intrigued! She took part in BI sessions with Ellen and Bobbie. We enjoyed Sandi’s participation in our Team’s activities and wish her well in her new professional life.

Roumi Radenska moved from Tech Services to Government Documents/Microtext in October. She’s been working on the Gov/Docs Webpage and learning new responsibilities. Mary Lib Slate moved from Circulation to Government Documents in October and has her hands full processing Government Documents in one format or another. Mary Horton is very pleased to have two new employees with solid Reynolds experience in her department. Mary has recently been wrestling with budget issues.

In ITC, staff has been busy with training and planning. Florence Toy reports she’s been working with new students and planning for the further development of the Editing Suite. Roz Tedford took the Giz job in September and has spent lots of time with planning and training for online registration via WIN. The pilot project registration took place on Nov 16. It went, not without a hitch, but relatively smoothly. Staff involved look forward to making the quantum leap from 100+ students in the pilot to thousands in the concrete of Spring registration in March. Roz hosted Gurr of the Globe who visited on campus recently. Roz expects to become Globemeister in early Spring 1999. This means she will reorganize the Globe Theatre’s web pages that are maintained on a server at the University of Reading in England without ever leaving her desk. Will techno never cease? Dirk Faude reports he is pushing lots of pages. The ITC Lab has become more a ZSR responsibility with the expectation that ITC will manage it locally instead of its being under IS management. Y2K the millennial computer question is looming locally. ZSR hopes to be adequately prepared, but since computers are linked globally, the true test will occur on the Great Day. – Elen Knott

News from the Assistant Director

NCLA Administrative Office Committee

As most of you know, NCLA (North Carolina Library Association) is a non-profit volunteer association for librarians and library staff in North Carolina. The Association is known for its many library-focused activities including the biennial conference, North Carolina Libraries quarterly magazine, and variety of staff development programs. Due to its nature, NCLA operates under the direction of its membership and elected officers, all volunteers. NCLA has one paid staff position, the Administrative Assistant for the association. This position is based in Raleigh and is responsible for a host of administrative support activities including membership data, mailings, invoices, and meeting logistics. Over the last several years, the scope of the Administrative Assistant position has changed, and the expectations for the NCLA headquarters office have evolved. The committee on which I serve is reviewing all aspects of the Administrative Assistant position, including job description, performance expectations, office hours, scope of responsibilities, interface with NCLA officers and committees, and compensation. We meet about every two months and hope to complete our charge sometime in the spring of 1999.

UNCG intern

This fall the library was fortunate to host a library school intern from UNC-Greensboro. Sandy Hildebolt spent 90 hours with the Z. Smith Reynolds Library, honing her skills in the areas of reference, electronic resources, cataloging, and government documents. The internship program is very helpful to library school students who wish to gain hands-on library experience before entering the job market. At the same time, we benefit from the enthusiasm and efforts of the students. Many thanks go to Leslie McCall, Elen Knott, Sherry Durren, Susan Smith, and Mary Horton who supervised specific intern activities and helped Sandy on her way to completing her degree requirements.
Student pizza party

The student assistant pizza party was a culinary success! The social committee served 31 pizzas to over 100 student assistants. Thanks to everyone who contributed sodas and sweets. The students really appreciate being treated to lunch. By the end of the day, not a crumb was left!

FOLUSA Workshop

On December 7th and 8th I attended a workshop sponsored by Friends of the Library U. S. A. in Richmond, Virginia. The workshop, "Academic Working Strategies: Enhancing Your Position on Campus and in the Community Through Library Friends," was informative, stimulating and energizing. One of the best parts of the workshops was its focus on academic rather than public libraries. Detailed presentations were given by the Directors of Development from University of Georgia Library, University of Virginia Library, and by the Vice President of Marketing for Baker and Taylor Books. The presenters provided different insights to friends groups and development efforts and described particular successes and mistakes. The primary areas we can explore for Z. Smith Reynolds Library are major donor development and annual giving funds. Both approaches require us to develop our vision, planning, and marketing efforts for time, talent, and treasure support to the library. I'm very excited about the possibilities for us and look forward to exploring this area further. – Debbie Lambert

Reynolds Library Employee Carves Niche

Dexter Ewing, Wake Forest grad and Reynolds Library employee, is quoted in Business Week (12/7/98, p. 142E6) in an article entitled "Tiny Tools For the Boy Scout In You." His expertise is called on in reference to Swiss-Tech's Utili-Key and Microtechnician, two examples of the newest selection of minitools. Dexter contributes regularly to Knives Illustrated. Beginning as a knife hobbyist, he earned the reputation of valued knife critic. Manufacturers supply him with their highest quality knives, which he then tests, photographs, and critiques. Dexter takes meticulous care in his analysis of each knife. He knows material, design, and structure. Recently, Knives Illustrated featured an article by Dexter on finding information on the Internet about knives, combining his interests in knives and computers. If you're thinking of purchasing a knife, Dexter, now located in Tech Services, is a good person to consult. But beware. Dexter prides himself on his cutting comments and razor sharp wit.– Sherry Durren

More Hungarian library tales

Ardent library fan, Joanna Carraway, continues her quest to wrest research information from major libraries in Budapest. This episode makes our efforts to learn Voyager quite reasonable. – Jill Carraway

I went to the nightmare that is the Hungarian Library Of The Academy Of Sciences today. What follows is a true and unembellished account of what it's like to use this library. If you go in the front door, you can only use the Oriental Collection, so you have to go in the back door, which involves walking through a construction site and entering through one of those rotating doors that makes you feel as though you are in a food processor. The library is closed stacks, like all Hungarian libraries, and you have to check your bags, get a number, go upstairs, get a form, go downstairs, pay the daily fee, go back upstairs, change your bag-check number for another number which you take to a special desk where you fill out forms for any books you are taking in and change the number you just got ten seconds ago for yet another number, which is your seat number and the number you have to use for requesting books. The card catalogs - yes, card catalogs - are divided between books that were published before and after certain
dates, so if you're not sure whether a book was published in 1975 or 1980 then you're in for a quite an
adventure. There is a computerized system called ALEPH - imported from Israel, of course - but it only
contains books published after 1992 I think, and even though there is an option to work in English, the
commands that tell you how to do this are all in Hungarian. When you leave the library you have to do
the whole number procedure again, only backwards. It is SUCH A PAIN. The funny thing is, if there aren't
any hooks left in the coat room, as happened to me today, you have to take an additional number and
wait in the lobby for someone to leave before you can enter the library, so that you can swap the
temporary number for the initial number that starts the whole game. If you aren't wearing a coat, and
you only bring with you your notebook and pen, you honestly can't use the library because you can't get
the first number since you don’t have anything to check, and the whole system crumbles. I was trying to
think of the most archaic system at Wake so I could compare it, but Wake’s class registration system
looks positively progressive in comparison. – Joanna Carraway

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Getting to the source: recent scholarship on women

During the year, I have kept a watchful eye on the "New Reference Books" table looking for books on
women and women’s history and writing up brief articles for the gazette. This article examines Women’s
Right on Trial: 101 Historic Trials from Anne Hutchinson to the Virginia Military Institute Cadets (Ref
KF220 F76 1997). This handy volume contains information on four centuries of women’s legal history in
America. In selecting the 101 trials, the authors used the following five criteria: "Does the case set a
precedent? Is it representative of an historical period? Is it a judicial landmark? Does it offer an historical
contrast to an earlier trial in the book? Finally, is it interesting?" (p. xix)

In short, this book definitely includes some fascinating facts and cases. One noteworthy case illustrates
how few rights 18th century mothers had to their children. As the text points out "common law through
the 1770s dictated that children under 21 were the property of their fathers, not their mothers" (p. 224).
Since children were sources of free labor, this was significant. In Burk v. Phips (1793), the judges ruled
that only a father, not a mother, was entitled to the child’s labor.

By the way just for your information, I can’t promise that this will be the last article I will write on the
subject of women. So if we receive any more intriguing titles in Reference, I will feel compelled to at least
mention them in the gazette. Until then, you can always drop by and check the "NewReference Books"
table yourself. – Bobbie Collins

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