Library Gazette

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Voyager Project Update

PCL has signed off on their bibliographic, authorities, items and holdings data loads. By the time this goes to press, their patron and circ transaction loads will be completed also. Carpenter Library has also signed off on their data load. They are not migrating patron data or circ transaction data, so once they profile the system and the web interface, they will be ready to go live. The tentative date for both of these libraries to go live to the public with their OPAC is January 18 (They probably will start to use some of the other modules the week of January 11). This delay of the OPAC unveiling is to allow time to get the web interface in place and looking good before the public has access. The implementation of the web interface has had to wait for the data to be loaded onto our server. As soon as that is complete, the interface will be put in place.

As you all are aware, our library will be the last one to be brought up. Data extraction was started the week of January 4, and should be complete by the end of that week. Our data load should go much faster than did PCL and Carpenter, because problems encountered by them have been identified and corrected. Once our load is completed and the data signed-off on, the next steps will be the open order load, the patron transaction load, then the circ transaction load. Timing of each step is contingent on completion of the previous step, so no "live" date is set in stone yet!

Functional training was completed successfully last month. Now the training team will oversee the transfer of training to all three library staffs.

The End User Education Team has developed a brochure to help teach users to search the new system.

The Communications Team is placing posters on bulletin boards around campus to announce the new system. A reception to celebrate the success of the project is being planned, hopefully for mid-February (more to come on that later). - Susan Smith

Our condolences

Our condolences and sympathy go to Mary Horton whose father passed away over the holidays.
The Millennium Approaches

More evidence of the approaching millennium hit me on Monday. It was when I made my first faculty checkout of 1999. Stan Tefft’s books came due on 4 January 00. Of course, that’s 4 January 2000. What a reality bite! 2000 is also the year I turn 50. Needless to say, I feel zeroed out! - Mary Reeves

Holiday Attendance

Circulation’s trusty registration book was out on the exit desk for all of the days that we were open during the Christmas vacation and statistics were gathered pertaining to the number of people in the library, the hours that they entered the building, and their affiliation with the university, if any.

The total attendance for the entire six-day period was 711. By way of comparison our average daily attendance in a typical week is 1625. Of the 711 people coming to the library 126 (17.1%) were Wake Forest students, 209 (29.4%) were Wake faculty and staff, 27 (3.7%) were students from other colleges, and 349 (49%) were visitors, the majority of whom were area high school students.

Circulation and in-house use also show expected dramatic declines over figures for typical days during the regular semester.

A breakdown by hours of the day indicates that 10, or fewer, people came in before 10:00 am the first week. The figures are similar for the second week with a few more people than that coming in early on December 30. The middle of the day was the busiest time and attendance fell after 3:00 pm. This suggests that perhaps shorter hours of opening could serve approximately the same number of people.

The most popular days for staff and faculty to come to the library were Monday and Tuesday, December 21 and 22 when they accounted for 48% and 32% of the attendance respectively. After those days this category did not account for more than 27%. In contrast our visitors accounted for 60% of the attendance on Wednesday, December 23 and close to half for the three days of the second week.

A surprise was the relatively low use of our library by students from other colleges and universities. We had assumed that local students home for the holidays from other schools would be in our library while expecting that Wake students on break would be using libraries in their home towns. It is interesting that our largest group of users were high school, not college, students, but Wake students living in the Winston area did make relatively good use of our facility.

Travis Manning has assembled the information on attendance and did graphs that illustrate it. These will be forwarded to Rhoda. If there is interest we will provide copies for the lounge. This information, plus figures on service rendered in the Reference Department during the same period, can be used to make the decision on hours of holiday opening in 1999. - Isabel Zuber

Reference Department Virtually Empty

The Reference Department also kept hourly statistics for the two holiday weeks, broken down by type of query: telephone, directional, or research. The three pre-Christmas days (December 21-23) accumulated
a grand total of eight telephone calls, 18 directional questions, and 16 research-oriented inquiries. Two of those days were dominated by groups of high school students (i.e. North Davidson) sent by their teachers, according to annotations recorded in the log. Post-Christmas activity for the three days (December 28-30) consisted of zero telephone calls, 14 directional questions, and 16 research-based queries. High school students constituted the primary user group, and not until Wednesday, December 30th, did Wake students re-emerge to engage in in-house library use. Unfortunately, it would be difficult to compare this level of activity to non-holiday periods, since as with many other reference departments, statistical record-keeping now takes the form of annual sample weeks during which we tally the number of bodies in the room on an hourly basis. - Ellen Daugman

Reconstruction zone: teams in action

News from the Technical Services Team

Technical Services celebrated its second holiday season as a team with a party in the Johnson Room on Thursday, December 17th. Special invited guests included Tim Mitchell and Dan Smith.

Team members provided not only food and drink but also live entertainment. An impromptu ‘choir’ composed of Linda Early, Angela Wilson, Prentice Armstrong and Dan Smith sang carols upon request. Later, Dan Smith soloed with a hard-rocking cover of "Blue Christmas" a la Elvis Presley and Prentice Armstrong crooned "The Christmas Song" with the finesse of Nat King Cole. (For concert bookings and ticket information, please see Wanda Brown).

The fun and relaxation were capped by the presentation to each team member of a special gift devised by team leader Wanda Brown. The day before the gathering every team member was asked to write a short note of appreciation to each of their colleagues. The notes were placed in bags addressed to each team member, and everyone left the party clutching a stash of compliments and good wishes to see them through the New Year! - Kelly Fetty

News from the Assistant Director

Happy New Year!

As we begin 1999, let me thank all of you for your hard work and commitment to the Z. Smith Reynolds Library during 1998. Your efforts lead to our successes. In our progress toward the new millennium, let's remember the library's mission:

The primary mission of the Z. Smith Reynolds Library is to support the current and future instructional and research needs of the faculty and students of the College, the Calloway School, the Graduate School of Arts and Sciences, and the soon-to-open Divinity School of Wake Forest University, as well as the information needs of the administration and staff of the University. The library meets these needs by acquiring, organizing, preserving, and providing timely access to information and information resources in a variety of media, either on site or accessed from remote locations; the staff also meets these needs by providing instruction in information retrieval methodology. Instructional programs give students the skills necessary to function in, and contribute to, and increasingly networked world. The library contributes to the development of lifelong learners and supports the
University's mission of providing a nationally recognized values-based liberal arts education. The library's mission also includes service to the broader Wake Forest community and support of the University's status as a good neighbor in the Winston-Salem community.

I am confident that, thanks to you, we will continue to enrich the University in the coming year. I trust that you return from your holidays refreshed with renewed energy, and I wish for you a happy, healthy, and fulfilling 1999!

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**LC ringing in the millennium**

**Subject Headings of Current Interest**

*(Cataloging Service Bulletin-98)*

- Brew-on premises facilities
- Browsers (Computer programs)
- Cookies (Computer Science)
- Cybercafes
- Human cloning
- Internet addiction
- Internet radio broadcasting
- Internet fraud
- Internet users
- Millennium celebrations (Year 2000)
- Sildenafil (use for Viagra)
- V-chips
- Wearable computers
- Webcasting

Are any of these subject headings of "current interest" to you?

- Bow ties
- Cat adoption (maybe Jill?)
- Freckles
- Horse whisperers
- Library overdues
- Light-bulb jokes
- Lipstick
- Organ trafficking
- Speed bumps
- Speed humps

Do you think that LC is ready for the new millennium or not? - **Wanda K. Brown**

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**The book corner**
Books to spark your culinary interest

If one of your New Year’s resolutions is to do more creative cooking, then jump on the library’s online catalog and do a subject search for "Cookery." You will find that the library has a very good collection of cookbooks. While many of these books are located on level 6 in the TX section, the library also has several cookbooks dating back to the 1700s in Microtext. For example, the Microtext collection contains such savory titles as: The American Frugal Housewife: Dedicated to Those Who Are Not Ashamed of Economy; Motherly Talks with Young Housekeepers: Embracing Eighty-Seven Brief Articles on Topics of Home Interest, and About Five Hundred Choice Receipts for Cooking, etc; and The Good Housekeeper; Or, The Way to Live Well and to be Well While We Live. Containing Directions for Choosing and Preparing Food, in Regard to Health, Economy, and Taste. Moreover, Rare Books has several cookbooks including In the Kitchen with Miss Piggy: Fabulous Recipes from my Famous Celebrity Friends. Maya Angelou’s recipe for Joll of Rice can be found in this book.

In the stacks, you will find a wide variety of recipes that you can try out on your family and friends. Here is just a sampling of some of the titles:

The Bluegrass Music Cookbook (TX714 P3763 1997) This book is in memory of Bill Monroe, the father of Bluegrass. The book features a collection of more than 375 recipes from top bluegrass performers. You can find recipes for appetizers, beverages, soups, salads, breads, entrees, and a lot more. There are some intriguing recipes such as "Slade’s Roasted Roadkill." For this recipe, you will need to "run over 1 possum or armadillo on the highway. Clean it and put it on the engine of your car." I won’t quote the rest of the recipe here, but if you are interested in preparing this wholesome dish, consult page 116. On Groundhog’s Day, you can serve "Hold Whatcha Got Groundhog." The recipe for this culinary creation is on page 116. For this recipe, you will need one groundhog, dressed. Unfortunately, this book does not include directions on how to dress your groundhog. However, after some browsing in the stacks, I was able to track down the directions in another cookbook. Chapter 11 in The Foxfire Book of Appalachian Cookery (TX715 F826 1992) is devoted to "Wild Game." On page 137, I found some simple instructions on how to dress a groundhog.

Ozark "Vittles": Original Hillfolk Recipes (Collected by Word of Mouth) is written for those folks who love the Ozarks. This slim volume includes favorite recipes such as "Daniel Boone Corn Dodgers," "Razorback Nut Bread," "Cherokee Pork Ribs," and "Pioneer Squirrel Pie." If your family was disappointed with your New Year’s meal because you did not fix hog jowl and black-eyed peas, don’t fret, on page 9, you will find "Geronimo’s Hog Jowl and Black-Eyed Peas." By the way, the call number is TX715 M4x.

These are just some of the interesting recipes that you will find in some of the cookbooks in the stacks. These recipes will challenge both the novice and experienced cook. Feel free to explore some of these other titles: Lee Bailey’s the Way I Cook (TX714 B335 1996); Dean Cuisine, or, The Liberated Man’s Guide to Fine Cooking (TX 714 G75 1990); I’d Rather Play Tennis Than Cook; A Cookbook for Tennis Buffs (TX 715 P6x); and last but not least Waiting for Dessert (TX631 S83). Bon appetit! – Bobbie Collins

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Administrative Council report – January 20, 1999

Capital requests: Rhoda handed out a list of the capital items the library is requesting for this fiscal year. A few of the items are: mold abatement for Rare, air cleaners, multimedia storage, new signage and computer upgrades. Each Team Leader has a copy of this prioritized list.

Move issues: Various approaches are being considered for the impending move of the Baptist Collection. The important problem now is where to store the materials after they are removed from Reynolds 4. Some locations being considered are: all night study and Johnson Room on R2 and Assistant Director's office on R3. Other considerations are how to retrieve Baptist items while in storage and whether to use an outside vendor, facilities, or student help. June 1999 is the earliest this move will start.

Holiday attendance: Isabel reported that patron visitation during the six days the library was open during the holidays dropped from an average of 1600/day to 115/day.

Voyager update: The records are close to being added into the system. Some internal problems exist related to mapping—such as wrong call numbers and too many screens per record. There are also problems in communicating with Endeavor—which causes this communication of information to be cumbersome and frustrating. Rhoda is going to talk with Alan Keely, the library contact with Endeavor, about improving communication. The tentative launch date is January 25th and Dynix will continue until January 31. If problems launching Voyager persist, Dynix will be continued on a month by month basis.

Current vacancies: The current job vacancies in the library are: Automation/Systems Librarian, Technology Team Leader, Non Print Cataloger, and Serials Section Coordinator.

PCQ update: Rhoda and Ken Zick submitted the second half of the PCQ salary adjustments with the new budget (even though WIN wouldn't let them!). Any further word will have to wait until the Trustees meet.

– Craig Fansler

Testing, testing...1, 2, 3

Both Carpenter Library and PCL went live with the Voyager system on Monday, January 18. The URL’s to their web catalogs are: http://cccl.wfu.edu and http://pcl.wfu.edu. ZSR went into our "test mode"
Tuesday, January 19. At this time, our staff is diligently searching through the data for errors and problems. We are reporting these problems to Endeavor who will correct them. By the time this goes to press, a second test load may be in place with the corrections made. The testing being done now is to check the accuracy of bib, authority, holdings and items records. Once we sign off on this stage, next will be acquisitions, then patron data, and finally the circ transaction load. A "two thumbs-up" should be directed to Dan Smith, Wanda Brown, and Tim Mitchell for all their efforts to ensure that we get a first-rate system up and running.

The three libraries will be hosting a reception here in the Atrium on Tuesday, February 9 from 11:00 to noon to celebrate the implementation of Voyager. The faculty, departmental administrators, library staffs, Board of Trustees, Executive Council and library student assistants will receive invitations. There will be a few "short" speeches about the project, some nice refreshments, and demonstrations of the new system. We hope to see you all there! – Susan Smith

From the Director

I missed the deadline for the last issue of the Gaz, as I was traipsing around merry olde London with 24 other theater lovers on the annual Wake Forest theater trek. There were 9 students and 16 others, and in the 10 days that I actually spent there, I saw 10 plays! I also visited and revisited several museums and climbed to the top of St. Paul’s Cathedral (540 steps up, more down). Travel on the London Underground is a marvel. It is easy to use, runs every few minutes and takes you just about anywhere you care to go. On the professional front, I visited Worrell House and made several recommendations about the library there. I also visited the beautiful and new British Library, which has marvelous collections and exhibits, including authors’ manuscripts and letters, illuminated manuscripts, early printed books and early audio recordings. I listened to Florence Nightingale’s own voice, as well as James Joyce reading an excerpt of his work. Each evening after the play, the group assembled to discuss and criticize. Professors Chuck Longino and James Dodding joined us for part of that and had a lot to contribute. I really, really enjoyed the students. They were good company.

When I returned, discussions about the budget were still underway, but it has been sent to Ken Zick at last and now we can only wait. The elevator is still not ready, and once again, waiting is our lot. While we are on the topic of things taking longer than expected, the Voyager implementation, which consumes the best efforts of many staff members, is not quite ready for use, but the posters are at least creating interest.

Also creating interest and attracting thoughtful attention are Craig Fansler’s impressive exhibits, Martin Luther King, Jr. and War and Peace. Take time to look at them.

Dan Smith bids us farewell

After 4.5 years as our Automation/Systems Librarian, Dan Smith is leaving at the end of January to take his career in a different direction. He has been a tireless worker in sorting out the many issues of our Dynix system and the conversion to the Voyager system, and was invaluable in the installation of the LAN and all the hardware, printing and configuration issues we have had to deal with, on our own and with our vendors. Dan enjoyed the opportunities to develop shortcuts, improve interfaces and find economical ways to upgrade our desktops, and was great at creating "new" machines from parts. He has kept things running when others would have given up! We will miss his analytical approach to problems and his knowledge of the underpinnings of our systems. At his request, no big fete is planned, but do stop in and...
Electronic Resources Update

The Reference Department is now providing access to more than 185 databases and more than 220 full-text electronic journals. All but six of these products are available through the campus network to users in their dorm rooms and offices. ZSR is now able to offer patrons a selection of databases in most subject areas.

A quick review of the department's Access database of electronic resources, created by Susan Smith and Elise Anderson, indicates that JSTOR is the largest single source of electronic journals, providing the complete backfile to 83 titles. FirstSearch supplies the greatest number of databases, at 60. Some of the FirstSearch databases are provided as part of the library's membership in the NCLive Consortium while the rest are part of the library's regular FirstSearch subscription.

The most recent additions to the databases include International Medieval Bibliography, the English Short Title Catalogue, and the Anchor Bible Dictionary. The most recent electronic journal additions are Reviews in American History, and International Organization, both from JSTOR. – Elise Anderson

Bernheim Unravels Mysteries of PC Plus

On Tuesday, January 12th, Howard Bernheim, account representative for Compustat, came to our campus for PC Plus training. PC Plus is a complex business and economics database that provides 20 years of historical data. Training on the PC Plus database was requested by the accounting faculty, coordinated by the library, and held in an electronic classroom at Calloway. Having Howard come to our campus is quite a coup, as Howard normally only visits a campus when a contract is being signed, not several years after the fact. Attendance was good (fifteen people) and the training was greatly appreciated. – Elisabeth Leonard

Staff in Print

John Woodard’s review of The Power of Freedom: First Baptist Church, Asheville, North Carolina, 1829-1997 appears in the fall 1998 issue of Baptist History and Heritage on pages 93-94. John captures your attention in the first paragraph of his review when he writes: "Any book that begins with a hanging should immediately draw the interest of the reader. Charles Deweese’s recent history of First Baptist Church, Asheville, North Carolina, begins in this manner, and he has produced a fine history of this important North Carolina congregation" (p.93). Deweese’s book is located in the Baptist Collection (BX6480 A75 D49 1997). - Bobbie Collins
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Speak Out on February 24th

The Wake Forest Network is sponsoring the general campus Speak Out on February 24th at 12:30, in Benson 409. The representatives from the university administration who will be present to listen and answer questions are Lou Morrell and Jim Ferrell. All Wake staff and faculty are invited to attend.

In view of recent developments on campus there should be a good many questions. We would like to have a big turnout to indicate interest and concern. This is a chance for everyone to make his or her voice heard and it is an occasion taken seriously by the administration.

The library staff has three active members on the network’s coordinating council (Sharon Snow, Laurie Spear and Isabel Zuber) and more participation by other staff members would be much appreciated. – Isabel Zuber

ZSR Library Committees: making a difference

Staff Development Committee

The Staff Development Committee is finalizing plans for the Spring semester. In addition to ongoing Voyager training, the following workshops are scheduled:

**Topic: Business Writing**
Audience: Annual Report Contributors
Date: 3/99 (date & time TBA)

**Topic: Student Assistant Disc.**
Audience: Any Interested Library Staff
Date: 3/25/99
Time: 2:00 – 3:00
From the Director

It is taking me a few days to decompress after ALA Midwinter in Philadelphia, and sort out all the information I need to pass on to others and the follow-up actions I need to take. There was actually some substantive change proposed for ALA's annual meeting, starting with 2000 or 2001. Those of you who have been to the annual meeting know that there are programs that start at all different times throughout the day, and vary in length from an hour to three hours or even longer. Meetings are distributed among the conference center and hotels all over the host city and create logistical nightmares for librarians as they try to get from one meeting to the next. Free buses run along five or so routes like petals surrounding a flower. Each route includes the convention center and a separate group of hotels, so to get from a hotel on route 1 to a hotel on route 2, one must take the bus back to the convention center and get on the next bus, or take taxis. Programs are organized by the Divisions, Sections, Roundtables, and often overlap in content, and it is very common to have several programs on the same topic at the same time, and very frustrating for the interested librarian!

ALA housing puts you in a hotel (I got my 4th choice for Philadelphia) that may be near or far from the action, and may not house any of the sessions you care or need to attend. ALA is suggesting that the conference be arranged by topic tracks, that programs all have uniform start-stop times, that programs in a track be held at the same hotel, AND that librarians be able to stay at the hotel for their track!! Now there are many details to be worked out, and programs that will fall outside the tracks, but this could be a good way to restore sanity to an unmanageable situation.

I had three meetings connected in some way to our migration to Voyager and have shared the information with the Voyager committee. I also attended one long but informative meeting on JSTOR and have sent the handouts on to Jill. As the North Carolina representative to the Council of LAMA affiliates, I had responsibilities there too, and was happy to learn about the SPECTRUM initiative which helps support minority library school students with scholarships. I enjoyed a leisurely lunch with Charles Getchell, catching up on the lives of directors, and Charles said he kept up with us via the Gaz! One of the interesting sessions I went to was an orientation session for presenters at ACRL. Maureen Sullivan, Shelly Phipps and another presenter told how to prepare, present, practice and perform to do the best job. As a result of that I am rethinking and rewriting my paper for the conference, which will be held in Detroit in April. I will also be a roundtable discussion leader on ubiquitous access to computing. The ALA exhibits
area kept me busy for two hours, less than usual, because I wasn’t shopping for anything and kept moving.

Delays, delays

If it isn’t our elevator, it is our new system implementation! Patience is required for a while longer. Circulation will not move to Voyager until its next release, in a month or two. Our dumb terminals in the stacks can't handle VT100 emulations, so we may have to leave them on Dynix as well. – Rhoda Channing

Reconstruction zone: teams in action

News from the Special Collections Team

Biblical Recorder Index online

Preliminary indexes for the state Baptist newspaper, The Biblical Recorder are now online through the Baptist Historical Collection web page. The years currently online are 1834-39, 1845-46, 1992-1993. Patrons will have to check the index for each year group separately but the completed index will be searchable by one index after the preliminary testing.

This is just one of the many projects to make the resources of the North Carolina Baptist Historical Collection available to everyone. John R. Woodard, Director, said that six inquiries had been received since the index went online the first of the year. Copies of any of the entries are available for $5.00 per entry. – John Woodard

News from the Assistant Director

Supervising Student Assistants Discussion Group

Library staff from Z. Smith Reynolds Library and the Professional Center Library met on January 28, 1999 to share ideas about supervising student assistants. This second in a series of discussions focused on recruitment, hiring, training, and performance expectations of student assistants. Two agenda items, timesheets and evaluation, were postponed until the next meeting. Several forms and handouts currently used by ZSR and PCL were distributed. Both libraries have similar approaches to recruitment, hiring, training, and performance expectations. Any differences are related to site-specific needs. Some very helpful tips were shared, including the following:

Scheduling issues:

- During the "interview" process, ask the student if he/she is willing to work early mornings, evenings, weekends, holidays, or fill in for someone else. If the student is not available to work when needed, refer the student to another department in the library or on campus.
- PCL Tech Services requires student assistants to work at least 10 hours per week and in 2 hour blocks of time for at least their first semester of work. Once they are trained and knowledgeable of their duties, there can be some flexibility in the schedule requirements.
ZSR Tech Services has tried to schedule in this way, but it doesn't always work and more flexibility is often provided.

Create a list of substitutes. The substitutes should be student assistants who have been trained and worked previously, can't work on a regular basis anymore, but are willing to work occasionally as a sub.

Rotate Friday nights (or other undesirable times) among all the students in the department so that no one feels "stuck" with the undesirable times.

Tell the students they are responsible for getting someone to take their hours when they know ahead of time that they won't be able to work. Two strategies: give all the students in a department each others names and phone numbers so they can call each other for back-up; have students post their available hours on the bulletin board and other student assistants can sign up for those hours. If a student can't find a substitute, the supervisor must get involved in finding a sub.

**Training Issues:**

- The major training issue at this point is the Voyager system. While there may be a preference for the staff to understand and feel comfortable with the system prior to training the students, in reality, the staff and students will be learning at the same time.
- Small group sessions may be a good way to teach the student assistants basic searching skills in the new OPAC. Very specific procedures, such as those related to technical services, will most likely be taught individually.

The next Student Assistant Discussion Group meeting is scheduled for March 25, 1999 at 2:00 p.m. in the Johnson Room of ZSR. A reminder will be sent out closer to that time. Please join us!

**Staffing update**

The advertisements for Systems Librarian and Cataloging Librarian will appear in the March issues of *College and Research Libraries News* and *American Libraries*. The Technology Team Leader position has been readvertised with a notation that the position could be filled at the Assistant Director level, depending on qualifications. The ads will be posted on the WFU website (Human Resources section), on several listservs, and in some library schools. I will also take the ads to the UNC Library/Information Sciences Career Fair later this month.

The Serials Unit Coordinator position has been reviewed and revised. Some duties of the position have been reassigned. As a result, the position has been reclassified to Library Technician II - Serials and will be readvertised.

**Personnel milestones**

Tina Kussey, our non-print cataloger, has accepted the position of Head Cataloger/Cataloging Unit Head at Harvard Medical Library in Boston. Dan Smith, our Systems Librarian, has resigned from the University in order to pursue further education and certification in network administration. Both Tina and Dan have made valuable contributions to the Z. Smith Reynolds Library. We will miss them and wish them the very best.
Our condolences go to **Debbie Lambert** on the passing of her grandmother.

Our congratulations go to **Wanda Brown** on the birth of her first grandchild! It's a boy!

Three cheers for **Florence Toy** who received her Master's of Fine Arts degree in January from UNC-Greensboro. Her area of concentration was film and video.

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**ZSR in print**

The Sunday, January 31, 1999 *Winston-Salem Journal* included an article about the use of the internet, particularly the issues regarding access to materials unsuitable for children. Most of the article focused on the controversial issue in public libraries and various strategies employed by some libraries to limit children's access. When asked about Wake Forest University's internet policies, **Rhoda Channing** described the library's mission to support the academic and information needs of the students and faculty, explained our commitment to intellectual freedom, and reminded the reporter that "our students are adults, not children."

The "Submerged Book" by **Craig Fansler** surfaced in the February 1999 issue of *American Libraries* (page 8). The sculpture, which **Craig** completed in a WFU art course Fall semester, is located between the Z. Smith Reynolds Library and the Benson Center. It has drawn a great deal of interest and attention. – **Debbie Lambert**

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**And in the gold star department**

On Tuesday, February 2, the end section of shelving in the art room next to Rare Books was discovered to be leaning out from the wall. Closer inspection revealed that the bolts were missing from the strut that connected that section to the next one and that there were no bolts in the brackets supposed to fasten the shelves to the wall.

After a call from **Debbie Lambert**, Facilities Management sent someone to investigate and to schedule repairs for Wednesday morning. In the meantime **Patrick Ferrell**, **Peter Romanov**, **Travis Manning** and student assistant Richard Haigler quickly removed the books from the leaning section, a task not without a good bit of risk. When the repair crew arrived the next morning they discovered that the holes had been drilled in the wall to fasten the brackets but apparently the bolts had never been put in.

When the shelves were secured and safe, **Patrick** and student assistant Ric Bridges replaced all the books. Our thanks to our staff, our student assistants, and our good friends from Facilities Management, Warren Atkins, Dallas Nifong and Hugh Brown, for taking such good and speedy care of a potentially dangerous situation – **Isabel Zuber**

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**New toys in the house**

**Roz** and **Rhoda** are both participating in a pilot project this semester using the Cross Pad. This is an
electronic clipboard with a special pen that records what you write and transmits it to the clipboard. You can then plug the pad into your computer and upload your notes directly. It will make an image file out of your page, or you can teach it to recognize your handwriting and convert your notes to text that can be pasted into Word. I don't know about Rhoda, but I have doubts about how well it will do with my chicken scratch. The Physics department has already piloted it for a semester and now the general campus is getting the opportunity. I have to admit, it is pretty neat, although the jury is still out about how useful it will be for the general population.

Anyone wanting a demo, stop by my office. Anyone interested in piloting one yourself can also contact me and I'll put you on the trail! – Roz Tedford

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**Physics profs explore Web of Science**

Recently, I was invited to teach a class to the Physics Department on using the *Web of Science* citation database. About 12 faculty members and graduate students attended the session in one of Olin Hall's electronic amphitheaters. Of interest to me was that, below the lab bench, which held its requisite scientific measuring devices, cables, pointers, etc., there was also a dozen eggs. I could not decide whether the department was planning a brunch or performing egg-based physics experiments.

Because of license limitations with the *Web of Science* (5 users at one time), I presented the information as a demonstration rather than an interactive session. Whether due to post-holiday syndrome or just general high spirits, I found this group to be in a particularly jocular mood the day I did the presentation. I diligently prepared for the class, analyzing the research interests of each professor, designing searches that would both interest and flatter them. I had no idea that explosive laughter and good-natured joking would result each time I typed in a search term or a faculty member's name.

Teaching this class to people who probably grasped the concept of "Boolean operators" in kindergarten definitely challenged me. Those attending the class were busy figuring out the underlying logic of the database software even as I spoke. Several people became more comfortable when they were able to relate their UNIX experience to searching in *Web of Science*. They were also pleased to hear that searches could be saved to file or to desktop (with direct access to the database through a shortcut), allowing them to use the database as a personalized "current contents" resource.

**Additional notes on Web of Science**

While teaching a BI course to Wayne Silver's Biology 364 course in Sensory Biology, he made the following comment: In terms of their future careers, if students learned nothing else from the class, but how to use the *Web of Science* database, that would be sufficient. For an online guide on search techniques in the *Web of Science*, check out http://www.wfu.edu/Library/referenc/isihelp.htm. – Sherry Durren

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**Docs passes inspection**

We have passed inspection! Every few years the Government Printing Office inspects each depository library to make sure it is caring for documents and providing public access as it should. Inspectors last visited the Z. Smith Reynolds Library documents department on 26 July 1990. We were notified in the fall of 1996 that our time for inspection had come around again. Since our last inspection, the process has
changed somewhat. Chronic staffing shortages at GPO have made in-person inspections difficult; this shortage, and other considerations, has led to the creation of a self-study system. We were asked to complete a self-study of the documents department, providing a "snapshot of conditions in the library." We were asked questions in the following areas: collection development, bibliographic control, maintenance, human resources, physical facilities, public service, and cooperative efforts. These are the same categories used by inspectors when they make on-site visits. We received word this week that the "Z. Smith Reynolds Library of Wake Forest University is found to be compliant in all areas of this audit based on the self-study that was submitted." Since we are in compliance, GPO will not be sending an inspector to check us out – this time around, anyway. – Mary Horton
The latest on Voyager

The web opac went "live" just in time to be demonstrated at the reception held February 9 to celebrate the migration of all three libraries’ systems. The reception was a success. Guests who attended the gala event included faculty, students, representatives from all three libraries, and the university administration. Speeches were made by Rhoda Channing, Ken Zick, VP for Student Life and Instructional Resources, President Thomas Hearn, and Jay Dominick, Project Manager and CIO for the University.

We will continue to run Dynix parallel to Voyager for the next few months until the next version update. At that time it will be possible to bring up the Circulation module with the capability to scan all of our barcodes. Until this happens, patrons will continue to use Dynix opac to find the checkout status of materials and to see materials that are on order or not yet cataloged. The new system will reflect all materials once they are cataloged, but will not indicate whether they are on the shelf or not.

Links to the new catalog have been added to our library web pages, the start menu of the standard load on campus (under Research and Classroom Tools), and to the University Academic Resources web page. Even though the system doesn't have circulation information yet, it has been made available so our users can get used to the change in the interface. We are using this time to discover the best ways to search for records and to make configuration decisions as we receive feedback from our users.

The URL to reach our catalog is: http://zsr.wfu.edu

The URL to access the splash page to all three libraries is: http://library.wfu.edu – Susan Smith

From the Director

Our Voyager reception went off much better than the implementation of the system so far! I thank the Reynolds Library staff and those from PCL and Carpenter who worked so hard to make sure that the displays worked and no one was deprived of refreshment. The NC LIVE display, put together by Dexter Ewing, drew attention to some of our wonderful resources. I was pleased by the turnout, and delighted that President Hearn was able to attend. Dan Smith was missed!
At Monday’s faculty meeting there was a vote to approve Recommendation # 7 of the Curriculum Review Committee, requiring that all students take a course which calls for quantitative reasoning. This was a great relief to me as a member of the committee, even though, if I had my "druthers" the requirement would be more stringent. There is a great reluctance on the part of faculty (and students) to adding any more requirements to the list, especially as some students, notably in the Calloway School, have only 1-2 electives as it is.

Wednesday was the Senate meeting, and it had a very full agenda. The Capital Planning Committee has been looking into a consultant’s recommendations for campus beautification, parking decks and the removal or containment of cars in large areas of campus. Aside from continually living on a campus "under construction" – however inevitable – it seemed like the timing of such a multimillion dollar project was poor. Nothing has been approved. Once again the plan showed a building where our current parking lot is located! I hope it can be delayed for another 8-10 years until my retirement!! Dean Escott and President Hearn shared their concerns about the budget, and the Dean indicated, on behalf of the budget advisory committee, that it was opposed to outlays for the campus plan. The Fringe benefits committee has asked for a study of the impact of adding domestic partner benefits for same sex couples, both on costs to the university and on what that might mean for potential or existing donors to the university.

At the Campus Security meeting, I heard more about the need to migrate or upgrade our existing system of cards and card readers. There are many different competing technologies, and many ramifications for the next system. Some people are advocating for smart cards that can be used for banking as well as all current functions. We shall see...

The ASERL Statistics for 1997-98 have just been received. Our rankings are a little confusing because our numbers are aggregated with the statistics from the Carpenter and Professional Center Libraries. Remember, these are not our numbers, but the Wake Forest University Libraries numbers:

<table>
<thead>
<tr>
<th>Category</th>
<th>ASERL Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volumes in Library</td>
<td>22 of 31</td>
</tr>
<tr>
<td>Volumes Added</td>
<td>19 of 31</td>
</tr>
<tr>
<td>Current Serials</td>
<td>18 of 31</td>
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<tr>
<td>Microforms</td>
<td>27 of 31</td>
</tr>
<tr>
<td>Salaries</td>
<td>23 of 31</td>
</tr>
<tr>
<td>Expenditures per student</td>
<td>5 of 31</td>
</tr>
</tbody>
</table>

Duke and UNC-Chapel Hill are the ASERL giants, with NC State not far behind. – Rhoda Channing

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**News from the Assistant Director**

**UNC Career Fair**

The Graduate School of Information and Library Science at UNC Chapel Hill hosted their career fair on February 17, 1999. The Z. Smith Reynolds Library was one of 27 libraries and businesses recruiting library and information science graduates. I spoke personally to at least 30 people during the 3 hour fair. I was very pleased to meet so many students who have second master's degrees, foreign language skills, related work experience, and lots of enthusiasm for our profession. As expected, everyone was impressed with the photos, web site, and information about Wake Forest University and the library. It is fun to market the library and WFU. I thoroughly enjoy this recruiting assignment! – Debbie Lambert
**Administrative Council report – February 17, 1999**

**Fees for Copying Service:** Rhoda discussed the fact that requests are coming from the web for copies of the *Biblical Recorder* in Baptist. The question has been raised about charging for this service and where the collected funds would go. This discussion touched on questions such as: other library departments who charge for services; WFU vs. Non-WFU patrons; and whether this copying may be a form of document delivery. Rhoda said any collected funds would go into the General Library Fund. This issue will be referred to a committee for setting policies.

**Y2K:** Dirk handed out a schedule for the Y2K compliance project. The group is currently in the assessment stage. The group is working on an inventory of software which is not standard at the university, and may need to be checked for Y2K compliance. If this software is not compliant, the costs for updating will be determined.

**Tech Team update:** The search for the Tech Team Leader is proceeding slowly. As a result of this lack of movement, Rhoda has asked Dirk to fill in as Tech Team Leader until one is selected by the search committee. The Tech Team needs to be formed because of considerations such as Y2K and ThinkPad Orientation.

**Position searches:** Applications are coming in for the three vacant positions. Debbie spoke with approximately 30 people at the NCLA Career Fair - some who are potential candidates.

**Remote storage:** In discussing the remote storage plan with Jimmy Couch, Jill discovered some confusion about what materials might be stored and who would pay for this storage. Jill and Isabel are estimating these costs and will send them to Jimmy Couch. Rhoda will be working with Ken Zick on this issue.

**Voyager:** The Dynix system will be used until June 30th. We are still working on individual modules of the Voyager system. Questions should be routed through Wanda Brown to Alan Keely. – Craig Fansler

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**BRITTLE returns**

In the fall of 1998, the BRITTLE program (which helps a consortium of libraries get preservation copies of brittle materials) lost the services of Booklab in Austin, TX. This left a vacancy in the production of preservation copies for the BRITTLE program. Brian Baird, the moderator of the BRITTLE program at the University of Kansas, has now secured a contract with Bridgeport National Bindery in Agawam, MA. This means the BRITTLE program is back on track. Any brittle library material that is in demand is a candidate for the BRITTLE service. When a book is identified, a preservation copy is made to circulate and the original is retired to the cage. – Craig Fansler

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**Conference reports**

Rachel’s first trip to ALA Midwinter
I was excited to get the chance to go to the ALA Midwinter Meeting in Philadelphia this year. Since I am not a member of any of the ALA committees, I spent my time enjoying the booths, elaborate displays and freebies of the various vendors. As usual, I found myself profoundly drawn to the children’s books. I was able to scout out some interesting job openings at the Placement Center with my freshly acquired MLIS in hand. I was also able to take in some Philly sites. I went to the Museum of Fine Art where I saw some wonderful works (some not so wonderful – I won’t name names) almost all 20th century. I did not, however, partake of a Philly cheese steak – since I don’t eat red meat or cheese. The veggie burgers tasted remarkably the same as they do here – hmmm. – Rachel Kuhn

The book corner

For a real good time check out, well, use in the library, The Encyclopedia of the Cat (Ref SF 442.2 F64 1997). This book is the best. D&K the publishers (Dorling and Kindersley) combine fabulous photos and brilliant layout with concrete cat facts to produce a page-turner; one you would want to share with your pet. All the editors are women, does this mean that cats are from Venus? Yes! and little dreamboats they are. Through six chapters one learns of ancestors, cats in religion, art, fairy tales and in entertainment: why cats paint! "Cats outnumber dogs across the United States, Canada, Britain, the Netherlands, Austria and Switzerland." Yes! All that is known about the feline mind can be contained in two pages. (What we don’t know about it would fill a book.) A catalogue of domestic breeds logically occupies the longest chapter wherein one learns breed history and key facts. It’s the charming photos and cat portraits, especially of someone like lovely La Perm on p.143 with curly whiskers and hair to die for, that make this book so engrossing. – Elen Knott

Please note!

The Speak Out originally scheduled for February 24th has been postponed until March 17th due to scheduling conflicts. It will be held in Benson 401b. Lou Morrell and Jim Ferrell will be there and Kathie Fansler will also be attending at that time. This gives us a bit longer to talk up this meeting and the network hopes everyone who can possibly make it will be there. – Isabel Zuber
ITC hosts Open House

On Friday, March 19 the ITC will host an Open House from 1-4PM. Faculty, staff and students are welcome. We will be offering demos in the multi-media lab in the following areas:

1:00-1:30 Basic Image and Text Scanning

1:30-2:00 Slide and Overhead Scanning

2:00-2:30 Digital cameras

2:30-3:00 Adobe Photoshop

3:00-3:30 Snappy Video Capture

3:30-4:00 Adobe Premiere

Come and see what is in store for the ITC multi-media lab.

Visit our new screening room, equipped with DVD, laser disc, and VHS player. Refreshments will be served. – Florence Toy

Disasters past

Not to be a bringer upper of bad memories, not to remember seemingly endless book boxing, not to live in the past, not to do any of these things, but to help prevent these same experiences for others -YES! that was it, that's why I responded to the Conservation Listserv last year. It seems that Eleanor Cook, a librarian at Appalachian State, posted a request for advice on a leaky roof her library had developed. I and several others responded to the list with our experiences. This month, in the Abbey Newsletter (V.22, #5), all of these responses to Ms. Cook's question are gathered under an article entitled "Leaky Roofs." It seems odd that recounting a bad experience would end up in print, but in retrospect, I believe our response to the ZSR disaster of Memorial Day, 1996 was timely, professional and exemplary. The issues
Library Listserv reminder

A listserv has been established for the three WFU libraries. The list name is:

wfulibraries-l.

The purpose of the list is to facilitate communication among the staffs of the three libraries. It is open to all library staff members.

To subscribe:

Send an email message to: listserv@wfu.edu

In the body of the message put: subscribe wfulibraries-l

Do not put anything in the subject field, and be sure that you do not have your signature file attached to the message.

To send a message to the list, send email to wfulibraries-l@wfu.edu.

– Susan Smith

From the Director

The daffodils and the budding trees weren’t killed by our touch of frost, and I have hopes that we will enjoy a beautiful spring! We have a lot to look forward to this spring, with the rest of the Voyager implementation, the staff recognition event and the completion of the elevator.

I took the occasion of a North Carolina State Historical Records Advisory Board meeting in Raleigh, during which I encountered the tractor parade of farmers seeking part of the tobacco settlement, to spend time with the representative of the family of one of our cherished benefactors. I hope it will result in continued interest and involvement of the family in our library. Subsequently, I met with two of the staff of University Advancement to discuss ways to get the library’s message out to our alumni and others that might be interested. We tossed many ideas around and I will be pursuing some, developing a plan to raise our profile, make some friends and develop our resources in various ways.

I thank each of you for your patience in the delays with Voyager, and hope that it will be rewarded with an exciting new system. I am already getting e-mail from people who are logging into the OPAC over the web, expressing their opinions and asking questions. – Rhoda Channing
A new arrival

Congratulations to Medra Justis on the birth of her granddaughter, Rebecca Rose.

ZSR Library Committees: making a difference

Statistics and Measures Committee

The Statistics and Measures Committee met for the first time on March 2, 1999. The committee charge is: "Within the framework of assessing the Library's services, resources, and activities, the Statistics and Measures Committee will make recommendations which will improve the content, data collection methodologies, and analysis of statistical data and measures." The most immediate task is to extract all necessary data from Dynix before the system is completely abandoned. At the same time, the committee members will be talking with their teams about data that needs to be collected from Voyager (and reports to be generated), data to collect that is not currently collected, and data that is currently collected that may not be needed. If you have any questions or suggestions, please contact any of the committee members: Brigett Beck, Julia Bradford, Jill Carraway, Dirk Faude, Patrick Ferrell, Debbie Lambert, Elisabeth Leonard, and Susan Smith.

Publications Committee

The Publications Committee met on March 5, 1999 to begin working on its charge to determine, plan, and facilitate creation of publications that will enhance communications and promote library services and resources. The committee identified current library publications, a few of which are the Library Gazette, various research guides, web pages, "Voyager" flyers, and departmental information sheets. The committee also discussed potential publications such as visitors brochure, student brochure, and "Library Headlines" flyer. The committee decided that its first project will be creation of visitors brochure that will provide brief highlights of the library's services, resources, and important, interesting facts. The committee hopes to have this brochure ready for distribution in the summer. If you have any suggestions or examples of publications from other libraries that you'd like to share with the committee please contact Rachel Kuhn, Bobbie Collins, Debbie Lambert, Roz Tedford, or John Woodard. – Debbie Lambert

Staff Development Committee

The Staff Development Committee sponsored a web page design class in the ITC on Wednesday morning. Roz went through some basics and made it look very easy. She also assured us that it is simple and she is more than willing to help with any questions. She can also help us locate free images and backgrounds and assist in using the scanners in the ITC for anything you would like to add to your page.

In case you missed the class, there will be another one offered in the near future. Roz also mentioned an intermediate class coming up in April. We will advertise on the library list when we figure out the best times. – Aaron Hamilton

And more news...

The Staff Development Committee recently sponsored viewing of a teleconference on Periodical Databases, attendance of 4 staff members to a Lessons in Leadership seminar on "Rewards of Recognition," and a class in web page design. Events coming in the next few weeks are: "Rewards of Recognition" presentation to the March 18, 1999 staff meeting; "Business Writing" for annual report
The ESTC: ESoTeriCa Online

Not infrequently nowadays, the reference department hears the clattering of hooves and the clanking of armour, as students and other researchers come in pursuit of the Holy Grail of "Primary Sources." These are not only budding historians but also students of literature and other fields who for whatever reason are inspired to examine all sorts of textual reliques of the past, in order to understand the historical and social contexts in which cultural artifacts were created. And in our own quest to meet their needs, we recently acquired a research tool of particular scholarly weight, The English Short Title Catalogue on CD-ROM, now up on the library-based network. The ESTC is an electronic bibliography of printed works from the era of the hand-press, ca. 1473-1800, listing materials printed in any language in the British Isles, North America, and British territories; and English-language materials printed elsewhere in the world during that period. It corresponds to a number of print short-title catalogues and had its inception in the second decade of the century when A. W. Pollard, Keeper of Printed Books at the British Museum and devoted father devastated by the loss of both his sons in the Great War, threw himself relentlessly into a project to compile a "short title handlist," which reached publication in 1927. It was based predominantly on the holdings of the British Museum and the Oxbridge libraries, but in subsequent revisions and editions came also to include holdings of many American and other British libraries. Incidentally, the use of "short title" refers to the necessarily drastic shortening of long descriptive titles that elaborate endlessly on publications' subject matter. For example, a search for "strumpet*" retrieves the following less-than-pithy title:

The devil and the strumpet: or, The old bawd tormented. Being a true and amazing relation of one Jenny Freeman, of Swan-Alley, in East-Smithfield, who having been a Leud, notorious, and wicked liver for many years, and bawd to above 20 young women, to their utter ruin. The devil appear'd to her on Wednesday night last, in a most frightful shape, bringing her a knife to cut her down throat; dragging her out of her bed, and beating her black and blue all over her body, in a sad and dismal manner, leaving her almost dead in the place: and at another time standing over her with a flaming sword, for 3 hours together, and then vanish'd out at the window in a flash of fire. Being a sad warning for all leud women, and wicked strumpets whatsoever. Taken from her own mouth, and attested her at her house in Swan-Alley, near the May-Pole in East-Smithfield, where she now lies in a Sad and Dreadfuyl condition.

Although these bibliographies were an enormous boon to researchers desiring access to early English printed books, the fact that one catalogue was an author listing only and the other boasted subject index terms that were a tad too general has surely resulted in much discrete wailing and gnashing of teeth. So amongst its innumerable and incomparable virtues must be cited first the fact that the ESTC boasts nearly 30 searchable indexes that cater to the specialized/arcane needs and interests of researchers in literary, bibliographical, and historical studies. And it is surprisingly, pleasingly user-friendly. One may opt to search either via a "search form" that presents a template similar to those found on many Web-based databases, or on a more open search screen that defaults to keyword searching. Search perhaps on "tobacco or smoking," and find no fewer than 401 publications from the 17th and 18th centuries, including James I's 1604 diatribe, "A Counterblaste to Tobacco." Many of the publications cited in the ESTC are available here in the library's Microtext Department on several microfilm series. Most happily, as a final footnote, the ESTC records include references to the specific microfilm series and reel numbers, hugely facilitating access to the riches of those collections. So sometime have a go at the rather extraordinary experience of viewing centuries-old publications as they were printed and perused by their original
Administrative Council report- March 17, 1999

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

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

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

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

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

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

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

Statistics Committee: The committee is identifying the data that we will lose access to when Dynix is no longer available. Dan Smith will help extract this data.
Annual Report: The Annual Report will be coming soon, and Debbie Lambert is working on the format for submitting this report. – Craig Fansler

Our condolences

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

From the Director

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

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

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

News from the Assistant Director

Workshop report: New Employee Orientation

There's good news and there's good news. First, effective new employee orientation programs are creative, interesting, informative, motivating, and contribute to the success of the organization. Second, we in the Z. Smith Reynolds Library are doing a very commendable job with our new employee
I attended a seminar sponsored by the American Management Association entitled "How to Develop and Deliver Powerful Employee Orientation Programs." Only a few of us were from non-profit organizations. The rest of the participants were from manufacturing, banking, health care, and other for-profit companies. Most of the participants work in the human resources offices of their organizations. I feel fortunate to be involved in employee orientation at both the university and library level.

Some fundamental concepts underscore the importance of new employee orientation.

1. "Orientation is the removal of disorientation." While we've been taught not to define a word by using it in the definition, I think this exception is quite meaningful. Do you remember how disorientated you felt your first few days on a new job? An effective orientation program will remedy that feeling of disorientation.

2. New employee orientation should last a full year. Consider it an investment in a valuable asset.

3. Supervisor involvement is key to successful employee orientation. Supervisors need to understand that time spent in orientation rather than in "doing the job," will pay off in improved productivity and morale as well as reduced turnover.

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

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

Workplace Motivation Survey

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

ZSR Library committees: making a difference

Staff Development
Staff Development reminders

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

Wednesday, March 24, 1999
10:00 a.m. - Noon
Library Room 204

Supervising Student Assistants Discussion Group

*(agenda items include timesheets and evaluations)*

Thursday, March 25, 1999
2:00 - 3:00 p.m.
Johnson Room

– Debbie Lambert

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Department news

Rare Books

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

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

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

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

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

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Circulation
M books back in place

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

Making do

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

Attempted theft—and a mystery!

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

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

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

Internet catch-o’-the-day

The most frequently asked questions I get from colleagues are about personal investing. While I steadfastly avoid offering stock advice, I am always happy to guide people to helpful resources. One of
my favorite internet sites is The Motley Fool. Founded by brothers David and Tom Gardner in 1993, The Motley Fool provides educational investment information in a reader friendly format. The Fools state:

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

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

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

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

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Conference reports

STN workshop

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

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

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

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

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

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**Computers in Libraries according to Roz**

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

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

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

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

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

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Online Registration Comes to ZSR

As many of you may know, this year for the first time, WFU students are registering for their entire fall schedule online through WIN in April. I have been serving on the Online Registration Taskforce since October and have been responsible for the training and communications that have gone out to faculty, staff and students. Now it is time to see if all our work has paid off.

Beginning Monday April 5th and running until Friday April 16th, the ITC Computer lab will be the primary registration and troubleshooting area for students. Although students can register anywhere they can get access to the Internet, we found in our pilot project last fall, that many choose to come to the ITC. We will have staff from the Registrar's office available to help students who have difficulty registering and many of the library trainers, bless them all, will be helping me staff the lab to assist the walk-in students.

Because of Registration, the ITC lab will be closed from noon to 10pm April 5-8 and 12-15 and from noon to 5pm on the 9th and 16th. I will be manning the lab all of those hours as well, so if I am out of pocket more than usual, you know where I am. I will be checking voicemail and email or you can just come down and see me! I will have a full report after the 16th. – Roz Tedford

ZSR Library Committees: making a difference

Staff Development news

Business Writing Skills Workshop

Betsey Hoppe, Assistant Dean of the Calloway school of Business and Accountancy, led a Business Writing Skills workshop on March 24, 1999. Library staff members who write narratives for the annual report attended the session.

This year the library's annual report will include two documents. The first document will serve as an internal report of team and department accomplishments, issues, and challenges. The second document, our official annual report, will report accomplishments, issues, and challenges in the abbreviated format of executive summaries.
Dean Hoppe reviewed many of the rules that apply to business writing including noun-verb agreement, slow-starting sentences, "deadwood" terms, indefinite pronouns, parallelism, numerals, active voice, hyphens, titles, commas, split infinitives, and misplaced modifiers. She explained the purpose and format of executive summaries, using examples and giving the group a written exercise to complete. For some of us, the workshop brought back memories of early grammar lessons! It was very helpful and will result in a much-improved annual report this year.

**Student Assistant Discussion Group**

The "Supervising Student Assistants Discussion Group" met March 25, 1999. Kelly Fetty facilitated the discussion, which focused on issues involved with evaluating student assistants. Purpose, format, and procedures for evaluation are confusing and inconsistent. The group (staff from both ZSR and PCL) raised many questions including the following:

What is the purpose of the evaluations? If the evaluations are designed to compliment or help improve performance, they should be completed throughout the year rather than at the end of the year. Are the evaluations used to identify students to be rehired or not rehired? Can the evaluations serve as a basis for recommendations to future employers? More specifically, should the evaluations be shared with State Department, FBI, and similar employers? What are the legal obligations and ramifications in reporting quality of work? Has the WFU Office of Human Resources issued a policy statement about supplying references to future employers? If only name and dates of employment can be shared with future employers, is the evaluation process necessary?

What is the best format for the evaluations? Should the form simply include name, date of employment, and department, or should it report quality of work and work habits?

What improvements can be made to the evaluation procedures? Depending on the defined purpose, perhaps the evaluations should be more frequent and informal. Should student employee feedback be a standard part of the evaluation process?

Debbie Lambert will ask HR to clarify the related university policies and procedures and report her findings to the discussion group. Continued discussion will occur at the next meeting, which will be scheduled for some time after graduation.

**New FirstSearch Training**

Z. Smith Reynolds Library will host two sessions of New FirstSearch training on June 8, 1999. The New FirstSearch will be released in late April, replacing the current FirstSearch system, which will be discontinued in August. Each training session is one half day in length. As hosts, we may send three participants to each session. If you are interested in attending, please speak with your department head or Team Leader then notify Debbie Lambert.

**Supervisory training**

Kelly Mollica, Professor at the Babcock Graduate School of Management will join us on May 19, 1999 to lead a workshop on supervisory skills. The workshop is designed for ZSR staff in supervisory positions, i.e. those who supervise other library staff (not student assistants). Please mark your calendars for Wednesday, May 19, 1999 from 9:00 a.m. - 12:00 noon. More details will be provided later. - Debbie Lambert
From the Director

On March 25-26 I took two days of "vacation" so I could act as an external reviewer to the library at Berry College, in Mt. Berry, Georgia, near Rome. I dare say most of you have never heard of Berry College, and I hadn’t either prior to this invitation. To put things in perspective, the Reynolda campus of Wake Forest is 340 acres. The campus of Berry College is 28,000 acres and splendid ones they are, with mountains, forests and lakes! Berry has only 2,000 students, all of whom work, and programs in liberal arts, agriculture, hotel management, and more. You drive past the cows and horses as you go between buildings. Its library is beautiful, and I was frankly envious of the Director’s office which is very elegant, well organized and neat, and has none of the photos of family and pets that decorate my walls! You may feel better, knowing that Berry College has a parking problem!! They too are moving to Voyager, and are encountering some of the same difficulties as we. My evenings for the next week or so will be devoted to writing my report. I learn from trips like these even as they learn from me. The practice of external reviews between SACS visits is a very useful one, and I will be thinking about doing the same here.

The big focus for the first week in April will be getting a handle on remote storage options. We have been asked to present alternative scenarios for storing our less used materials over the next few years. It is inevitable that when we have finished our Voyager installation, and are no longer supporting two online systems, we will use some of our resources to do both inventory and weeding processes, to know what we have, what we have lost, and what we want to weed. Our collections have to have room to grow and we are running out of space and time.

I will be in Detroit next week, April 7-10, for the ACRL meeting, and my schedule there is filling up rapidly. I will be presenting a paper and moderating a roundtable, and trying to learn as much as I can about what we are facing in academic libraries at the end of the millenium. I will be especially interested in fund raising techniques that work! – Rhoda Channing

Department news

Rare Books

Sharon attended the annual North Carolina Antiquarian Book Fair in Raleigh at the W. Kerr Scott Building on the State Fair Grounds. Book vendors travel to state book fairs from all over the U.S. More than 300 dealers were at the NC Fair.

I purchased a variety of works for Rare including writings by Langston Hughes, Reynolds Price, James Baldwin, Lee Smith, and a collection of women writers of the West. From a Boulder, Colorado dealer, I purchased a pristine 1882 first edition of *Women and Mormonism : A Story of Polygamy as Told by the Victims Themselves*. I bought pre-1850 North Carolina imprints as well as the first volume, first issue of *Ebony Jr*.

The Fair is a great place to browse and talk to dealers about particular interests. Offerings range from the pricey Arion Press publications worth thousands of dollars to $1.00 postcards, vintage 1962. Book dealers love to talk about their wares and I sometimes do a bit of bargaining.

The Fair is always in March, runs an entire weekend, and is usually located in Raleigh or thereabouts. Admission fee is under $5.00. – Sharon Snow

Interlibrary Loan
The Interlibrary Loan Department has been very busy during the month of March. On March 16, Cristina, Rachel, and Beth visited Duke University's Perkins Library to see Duke's newly purchased ILL software CLIO. We met all the ILL staff—Eve, Rebecca, Linda, Mary, Hermene, and Alice. The visit was very informative and helpful for us. We saw CLIO in action and picked up a new cut and paste method for incorporating our call numbers onto the OCLC form. We implemented this method immediately upon our return.

The software we currently use for ILL procedures, record keeping, and exchanging information with OCLC is SAVEIT. It is about 10 years old and is not Y2K compliant. CLIO is one of the software packages we are looking at as a potential replacement for SAVEIT.

Then on March 23, at the invitation of Marilyn Summers, Assistant Director of Outreach Services, we also visited the ILL department at WFUBMC School of Medicine’s Carpenter Library. They extended special hospitality to us. We met the entire staff, including Executive Director of Libraries, Mike Sprinkle, Associate Director Parks Welch, and Sara Weatherman, ILL Manager. An excellent lunch was served. We saw their ARIEL system in action, whereby articles are run through a scanner and are sent to other institutions immediately. We also saw the EPIC software that can be used to e-mail scanned articles to WFUBGSM faculty and staff for a minimal per-page fee.

On our own campus, Susan Smith has made the online ILL form more user-friendly by enabling personal information to be automatically filled in with just a click of the mouse. This is a great innovation for people who submit multiple ILL requests. Now, after you fill out an online ILL form, as long as the machine’s cookie is turned on, the personal information stays in the machine’s memory. With a click, your name, address, phone number, e-mail address, etc. will show up. The format of the online ILL request form is being updated as well. – Beth Lawson

Conference reports

LAUNCH-CH Conference: "GET REAL: Virtual Reality and Everyday Life"

Recently, Elen Knott, Ellen Daugman, and I attended the annual one-day conference sponsored by the Librarian's Association of the University of North Carolina at Chapel Hill (LAUNCH-CH). Barbara Moran, professor and Former Dean of SILS at UNC-Chapel Hill, keynoted the conference. Moran addressed three issues. She spoke of "hybrid libraries," what is required of today's library managers, and challenges of librarianship. Hybrid libraries are committed to running print and electronic resources in parallel. Moran believes that increased electronic access outside the library may bolster actual library use. She believes that the less visible the medium, the more need there is for human interaction and instruction. Today's library managers must tolerate living with "permanent whitewater." They must be risk-takers who function well in an environment chock full of ambiguity and uncertainty, often lacking structure. Finally, Moran stressed that librarians must be problem-solvers, life-long learners, and unyielding in our demands for more equitable pay for the work we do.

Tom Nixon and Gary Pattillo of Davis Library, UNC-Chapel Hill prepared an excellent web page and demonstration entitled "Digitized Humanities Collections." On their web page you will see links to digitized collections of Art, History, Literature, Music, Philosophy, and Religion. In my opinion, such projects truly realize the potential of the Internet. Within days of attending the conference, I was able to point students, from a class requiring the use of primary sources, to this page. No matter what your interest—photography, graffiti art, Blake, Dante, Dickinson, North American Slave Narratives, cartography, or Zen Buddhism—take advantage of the nice collection work done by a couple of fellow librarians.
Lynn Eades, Web Manager of the Health Sciences Library, UNC-Chapel Hill, presented a lively and enjoyable (believe it or not) discussion entitled "Year 2000: You and Your Computer." On her impressive web pages you will find abundant links to resources on the topic. Lynn described four areas to consider when assessing Y2K compliance. First, look at **in-house applications**, those designed exclusively for one library, which may require examining every line of code to check for compliance. Then consider **vendor packages**, and especially "pivot years" within those packages. (Lynn did say that older versions of Windows '95 were NOT compliant.) Next, check out the **information system hardware**, paying special attention to the BIOS and RTC. Finally, give thought to **embedded systems** with calendars. Lynn provides step-by-step guidance for evaluating your home computer system on her web pages.

Helen Tibbo, SILS professor, spoke on "Oh, What Tangled Webs We Weave: WWW Search Engines." As Dr. Tibbo said, there is no reference interview when we use the Internet. She recommended taking a few minutes upfront to plan Internet searches—find a few good search terms, make an informed guess about which engine to use, and know the search parameters of that engine. Dr. Tibbo provided handouts on the latest search characteristics of Alta Vista, HotBot, Northern Light, Excite and Yahoo and on "Web Search Engines: A Selective Internet Bibliography." For those heavily involved in using the Internet, she also recommended keeping up with search engine review pages such as [Greg Notess' page](#). Sherry Durren

### Computers in Libraries Conference: Susan’s view

Since three of us were given the opportunity to attend this popular conference, we coordinated our efforts so that we could see as many of the different topic tracks as possible. The first day, I did the Content Management track. Licensing was the big topic in the sessions I attended. At a session on licensing content, the focus was on negotiating WIN-WIN contracts that would protect both the vendor and the institution’s interests. At another, the general counsel for SilverPlatter spoke about the advantages of shrinkwrap and clickwrap licenses. He offered an interesting perspective on the issue.

Have you ever noticed how bad things happen in threes? Susan, Roz, and Elise at the White House.
As Roz noted in the last issue of the Gaz, we tore ourselves away from the conference on our first afternoon to do a little sightseeing and art gazing in D.C. It was Elise’s first trip to our nation’s capital, so this was an important educational opportunity for her!

On the second day of the conference, we stuck to the task at hand and diligently attended lots of presentations. The eight inches of snowfall didn’t have anything to do with this decision to stay put in the hotel.

I went to the Webwizard’s Symposium track that day. Two librarians from Virginia Commonwealth University made the most exciting presentation of the day. They presented a project they developed that provides users with a customizable web interface to the university’s information resources and databases, along the lines of My Yahoo. I had seen a few other models of this (i.e. at NC State), but this model was accomplished with four scripts that they are willing to share. I emailed to request them and once I have a few free hours, I’m going to try to see if they can be adapted for use by our patrons.

On our final morning at the conference, we all attended one session in the web management track. It addressed standards and techniques for evaluating interface design. The content covered was fairly basic stuff—things we have already been incorporating into our web designs. But it was reassuring to confirm that we are on the right track.

All together, the conference was an interesting experience. I came away from it feeling that our library is way ahead of other libraries in some areas of our technology development, and heading in the right direction in other areas. – Susan Smith

Computers in Libraries according to Elise

The Computers in Libraries conference, held March 8-10, 1999 in Washington, D.C., was a well-attended, well-run affair, with a good mix of people from academic, special, and public libraries. The various theme tracks explored all of the major issues in library technology, although more than once the presentations left one with the feeling of "been there, done that," rather than "oooh, that would be neat to try."

In the theme track for electronic publishing, one entertaining talk questioned whether the book was actually the best metaphor for electronic publishing. The speaker was Michael Seadle, Digital Services and Copyright Librarian at Michigan State University and editor of LibraryHi Tech, which is not published electronically (yet). He provided a dryly-amusing history of the development of the book, identifying when attributes such as indexes and publisher information generally became common in books. From there he compared how those features are handled or could be handled in electronic publications. He also identified issues that never apply to paper books but are frequently encountered in electronic publishing, such as mirroring a publication, or linking to outside materials. Mr. Seadle’s presentation presented a number of interesting questions that will need to be addressed by electronic publishers in the near future.

Another presentation I liked was by a trio from the library at the Goddard Space Center in Maryland. They described in some detail their experiences in the 1st, 2nd, and 3rd generations of design for the library’s web site. For the latest redesign, a team of librarians and IT staff worked cooperatively, with additional input provided by carefully-picked user focus groups. The appearance and content of the site changed from a simple graphical representation of the library’s physical layout of resources to a design that focused entirely on services and content with no distracting references to a physical structure that remote users would never see. The speakers did a good job of illustrating their problems and successes with
examples from their old and new web sites. One of the most fascinating moments in this presentation came during the question-and-answer session, when one person stood up and asked if the Goddard design team had found, "that the librarians tried to be too involved in the design of the web site?"

(The single word response was, "No.") – Elise Anderson

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**The book corner**

Exciting new book in Reference: *Miller's Antiques Encyclopedia*

If you enjoy the *Antiques Road Show* you will really enjoy this book. The book is divided into chapters by type of work, such as furniture, glass, or textiles, and then within that are period or style classifications. A lot of time and attention is given to each of the items shown with the approximate date, stylistic or maker history, and the value code. "Key facts" about the antiques are listed on almost every page providing definitions of terms and unique information about recognizing quality work. The favorite tool for antique enthusiasts in this book is on page 13—the value guide. The book was written and published in Britain, so it does have a slant towards older British and Colonial items. The latter part of the book covers antique toys, rock memorabilia, and post-war designs. There is a handy glossary and lengthy index in the back. Please take the time to check out this great new resource in Reference (Ref NK28 M55 1998). – Rachel Kuhn

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**Proud of preservation**

It was delightful to see and read the article about Craig Fansler in the *Winston-Salem Journal*, printed in a prominent place and with a color picture! The reporter focused on the importance of preservation and Craig's role in preservation of materials in our general collection. It was a good consciousness-raiser for the public and may prompt individuals in the community to take better care of their own collections. Of course, it would not be a surprise if the article did not also result in calls to Craig for advice on what to do with the tattered family Bible! – Rhoda Channing

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Preservation Mentioned on News Service Web Page

Recently, Kimberly Griffing, from the WFU News Service, visited Preservation to do an article on signatures, stitches and spines. Before Kimberly could finish this article, the *Winston-Salem Journal* got interested which resulted in their recent article on Preservation. Kimberly's article is now up on the News Service web page. It is quite an honor to be featured this way, and I hope the spotlight now moves on to another corner of the university (it's getting warm over here!). – Craig Fansler

Graduation Reception

Sunday, May 16, is the date of the library’s commencement reception. This is not only for our own graduating student assistants and their families but for all students and guests on campus that day. The time is from 1:00 to 5:00 pm. ARA will set up and do the food as always.

We need staff members to greet and serve. We make this appeal for volunteers each year and those who have come in the past will tell you that this is a very enjoyable occasion. We hope more of you will take advantage of this opportunity to meet and greet and do a bit of PR for the library. The Politics Department has also scheduled their reception in the library in the Johnson Room and a number of people attend both events.

Please notify Isabel Zuber if you can attend for all or part of the time. Thank you. – Isabel Zuber

Thank you to the library

Stop by the Circulation Desk to see a special thank you card sent to the library staff on the occasion of Librarian's Day with "love" from "Collins 2C girls (who live in the library!!)". – Isabel Zuber
From the Director

How glad I am to be back in Winston-Salem after a few days in Detroit! Although there were many good programs, all of which were in the Cobo Convention Center, the wintry weather was a shock, and the lack of leaves on the trees made the city look bleak. I spent little time in the exhibits because the programming was literally non-stop. Lunches were provided on both full days, but rather than casual breaks, the lunch periods also had activities. On Friday, I moderated a lunchtime roundtable discussion on ubiquitous computing and its impact on libraries, and on Saturday we had a speaker. While there I also presented a contributed paper on our reorganization and its later refinement. I did some ASERL business, meeting with representatives from the Center for Research Libraries and the Executive Director of SOLINET. I attended several panels and contributed paper sessions and even found some wonderful poster sessions and am reviewing some of the materials I obtained there. At one I got a videotape of a library orientation that I have already shared with Florence Toy. I also ran errands for the staff, signing us up for a free trial of a scientific database, etc. Debbie and I attended a breakfast sponsored by Chadwyck-Healey, which was free, except that we heard a presentation (excellent and thorough to be sure) that was about 40 minutes long! The conference had several receptions and I went to the one in Dearborn at the Henry Ford museum. I am not a major fan of automobiles, but this was worth seeing! Charles Getchell was at the conference, cheerful as ever! Several of my colleagues were among the missing, and I suspect that Detroit was not a location that pleased many people. I have returned inspired to do more with assessment and web-based instruction!

On Friday the 16th, the NCLA Executive Board met at the Benson University Center. One of the challenges facing the Board is that meetings are simply too short to permit meaningful discussion, so we planned to have lunch here and reconvene until about 2pm.

I have met the four finalist candidates for the Worrell Professional Center Library Director’s position, one of whom has withdrawn. I am very impressed with all of them, and although I may have a preference, I believe each would be an excellent addition to Wake Forest. The Dean will probably be making a decision very soon, and I will share it with you.

The elevator is working, but is not perfect. Small details, like the variance in the time it takes for the doors to close from floor to floor, must be corrected, but you certainly can use it. And about time too!

Reminder

Please police your work area and remove anything that student groups have put on painted walls, as well as any notices, posters, etc. which refer to past events. Students are damaging our walls with masking tape, duct tape, etc. and should be encouraged to use bulletin boards instead. – Rhoda Channing

International Medieval Bibliography on CD-ROM

The absence of the medieval period always seemed an odd sort of omission in Historical Abstracts, which averts its gaze from anything pre-1450. So although the period is covered in other subject-specific indexes or databases for literature, art, religion, and philosophy, it was that lacuna, plus the fact that there is said to be an active group of medievalists on campus, that led recently to the enlightening appearance of the International Medieval Bibliography on the library-based network. The era once known as the Dark Ages ceased long ago, of course, to be known by that moniker, not just because the intellectual and cultural achievements of the time are now recognized as having been so brilliant, but surely also because the amount of scholarship lavished on the period has done so much to illuminate it. To wit: the IMB, the most comprehensive of the various serial bibliographies for medieval subjects, covers
over 3000 journals as well as conference proceedings, collections of essays, and Festschriften. And it is international in scope, both in terms of the geographic regions covered and the sources of the scholarship itself. Search, for instance, on the mysteries of runes or runestones, and prepare to be enlightened by 417 citations written in all the expected languages of scholarship, including many in Swedish as well as the lesser Scandinavian languages.

The time span covered extends to a good millenium, from ca. 450 to 1500, and although the print index picks up the scholarly record from 1965 onwards, the CD-ROM steps in a decade later, in 1976. Searching the database is easy. One may opt for a "Guided Search" template format with various fields one may elect to fill in, or alternatively use the more abbreviated "Free Search" option. Screen buttons make it easy to toggle back and forth between queries and brief listings or details of results. In addition, one may sort by year, author, or article, and of course may either print or save results. Granted, it is a rather specialized research tool, but we’ll just hope that quality of use (as with so many other things in life), outweighs mere quantity! – **Ellen Daugman**

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**ZSR Library Committees: making a difference**

**Staff Development**

Disaster Recovery Training will take place immediately preceding the staff meeting scheduled for Thursday April 22, 1999. The Disaster Preparedness Committee (**Craig Fansler, Patrick Ferrell, Travis Manning, Susan McDonald, Mary Lib Slate, and Susan Smith**) will lead the staff through hands on work with wet materials. The committee will send a reminder with details prior to the training.

**Publications Committee**

The Publications Committee is working hard to develop a new visitors guide to the Z. Smith Reynolds Library. In addition to welcoming visitors to the library, this guide will provide a brief history of the library and basic information including our mission, quick facts, resources, services and special features. The visitors guide will be completed and ready for distribution in the summer. Projects on the agenda for next year include a student brochure and a semi-annual news poster. The committee also encourages you to consider articles about the library for the *Old Gold and Black* and other Wake publications. If you have suggestions, please forward them to any of the committee members: **Bobbie Collins, Rachel Kuhn, Debbie Lambert, Roz Tedford, and John Woodard**.

**Statistics and Measures Committee**

The Statistics and Measures Committee is tackling the tangled web of terror (yes, I know, mixed metaphors!) Most of you have been involved with data collection for the reports we submit to state and federal agencies and organizations. The amount of data gathered for those reports is just a part of the work required. The terminology used by each report varies in definition. While one report will included government documents in the count for a printed materials, another report counts government documents separately. One report counts all audiovisual materials together when another counts them separately by type.

Beyond the data we are required to report is a need to collect and analyze information that will help us measure the effectiveness of our services and resources. Dan Smith, by request of the committee, is extracting from Dynix as much data as possible to help with future analyses and projects.

Of course, many of our efforts and desired outcomes cannot be quantified very easily. The Statistics and
Measures Committee will be working to identify data and measures that will help us determine the quality and impact of our services and resources. Statistics and measures directly relate to program assessment, which relates to clear objectives and outcomes. Needless to say, the committee is beginning with the tip of the iceberg! You'll be hearing much more about these projects. In the meantime, if you have any comments or suggestions, please contact any of the committee members: Brigett Beck, Julia Bradford, Jill Carraway, Dirk Faude, Patrick Ferrell, Debbie Lambert, Elizabeth Leonard, and Susan Smith.  
– Debbie Lambert

Conference reports

ACRL according to Debbie

First, I am again reminded of why I moved south! Windy, wet, and cold in April is NOT the kind of spring weather I enjoy! Second, the conference was GREAT! The ACRL biennial conference is very manageable in that only about 2,500 people attend (as opposed to 25,000 at ALA), all the meetings are in one building (Detroit’s Cobo Hall), and the programs focus on academic libraries. Like ALA we were entertained with specialties of the host city, including a reception (wonderful desserts) held in the Henry Ford Museum. I saw just the MG I want when I turn 50!

I attended an ACRL Leadership Institute preconference titled "Build Your Leadership Toolkit," and a variety of sessions on management, finances, statistics, planning, assessment, and personnel. Some of the session titles were quite creative: "Cry me a River - Searching for Revenue Streams," "Seeing Stars - Hiring Leaders," and "How to Get What You Want - Refining Your Persuasion and Negotiation Skills." (These three sessions, by the way, were excellent.) I also visited the exhibits and poster sessions, gathering materials related to almost every aspect of our work. I'll be sharing those items with the appropriate staff members.

While I experienced some degree of information overload, I also felt energized and excited about all the possibilities for new projects, plans, and growth. Some presenters gave a new spin on situations we've encountered. Some presenters triggered new ideas. Some discussed activities we may want to pursue in the coming year or two. Let me share with you just a few tidbits.

Implementing Change: Skills to Survive and Thrive (Sheila Creth, University of Iowa): "Change is situational and external. Transition is how individuals manage the new situation; it is internal. Every change begins not only with something new but also with the loss of the familiar. Usually it is not the change specifically that people resist but the losses and endings that they experience." To implement and survive change, we must focus on the mission, not on the method, of what we do.

How to Get What You Want: Refining Your Persuasion/Negotiation Skills (Susan Martin, Georgetown University): "Don't whine!" Present a solid case. Make realistic predictions of consequences. Ensure that what you are requesting is rational. There is a place for passion, but use it sparingly. "Don't whine!"

Building and Leading Your Team, Motivating Your Staff (Shelley Phipps, University of Arizona): To be an effective team or committee leader, you need to develop the skills to see that the "hope" and motivators happen and the skills to see that the "dreads" and de-motivators do not happen. Motivation is not an external thing. It is intrinsic. The leader's role is to determine if the environment is conducive to the intrinsic motivators. Leaders can support flexibility in the organization by "providing means for individuals to contribute across organizational boundaries; supporting the utilization of new communication technologies; accepting change and providing change management strategies."
Leadership and Finance: Show Them the Money (Robert Wedgeworth, University of Illinois at Urbana-Champaign): What leaders do: make things happen, set direction, motivate others, shape events, plan, influence others, communicate well, evaluate. What leaders do NOT do: predict the future, control all outcomes, know everything, act recklessly. A key leadership skill is to know yourself first. Know your skills, abilities, learning style, thinking style, and "type." What should leaders do? Read voraciously, observe diligently, practice constantly, and have a sense of humor! – Debbie Lambert

ACRL: Elen’s view

Two or more reports from the ACRL conference in Detroit April 8 –11 may be one too many. I diligently attended sessions on copyright and student learning in the information age, both of which had nationally recognized speakers including Patricia Schroeder representing the Association of American Publishers on one panel and Gordon Gee, president of Brown University on another. Fair Use remains under hot and heavy discussion, naturally, as not-for-profit users of intellectual property lock horns with vendors of said property in all formats of its delivery. "Librarians are increasingly becoming the catalyst for community building, with the library as common ground," a hopeful statement by Gordon Gee. Emerging trends of higher education are more collaborative teaching, more collaborative learning among students, more diversity among student communities, more all-university responsibility for integrating skills across the curriculum and more focus on competency standards. Distance education, while escalating exponentially, will probably not greatly effect traditional age college students. Remember to regard technology as the tool which it is.

Two roundtable discussion sessions were scheduled into the conference; one a continental breakfast, the other a boxed lunch. I thought these were informative and sociable. More than 40 topics were listed for each session, ensuring several options. One I chose entitled, "The Role of the Academic Librarian in the Changing Academic Environment," let me see that not all libraries have the resources of Wake Forest in terms of collections and staff. The easy give and take of problem solving involved all participants.

John Richardson who edits Library Quarterly and teaches at UCLA is working on a methodology for evaluating reference services. He is very unhappy that the literature attributes only a 69% "success" rate to live librarians in a reference transaction and an electronic reference service he has been developing isn’t any better, statistically. When I think of some of the questions we get and "can’t" answer—questions for which there are no answers, I think 69% sounds pretty good. That session was so heavily attended handouts expired and are to be emailed.

MIT is beta-testing a merge of its Circulation and Reference Services into an ISP or Information Service Point system at Circulation and cross training both staffs in five libraries. They want to provide better customer service and tried to "put ourselves in our users’ shoes." They intend to guide people to the proper information as quickly as possible, provide "expert" reference at peak hours with office hours for subject specialists by appointment, and improve staff morale by working in teams. What do you think about this?

Vendors like Chadwyck-Healey, Ebsco and UMI want to honey up their clients by staging little receptions in amusing places. One such was poached salmon at the Century Club in the Gem Theatre. This was quite nice.

ACRL national conferences address many issues raging in academic libraries and bring together people who have a burning need to discuss them. I recommend that anyone who has an interest in presenting at ACRL Denver 2001 start planning now. – Elen Knott
The Library Gazette is a newsletter printed by and for the staff of the Z. Smith Reynolds Library.

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Administrative Council report – April 21, 1999

**Current staffing crisis:** There is a workflow problem in Tech Services. This is due to several factors: two position vacancies, heavy workflow this time of year, and duplication of work by Tech Services Staff (Dynix, Voyager and shelflist maintenance). Rhoda and Wanda are looking at solutions: temps, filling vacancies, etc.

**PCQ:** The second half of the PCQ adjustments has been implemented and will take effect July 1st. The library capital requests were also approved.

**Development:** Rhoda is working on developing a support system for the library. This might involve University Development, alumni contacts, gifts campaign, or a Friends group. This is still in the idea stage.

**Assessment:** Rhoda is looking at varying ways of assessing the library. Some ideas are: ACRL guideline review and comparison, pre-testing and testing using Bibliographic Instruction, Institutional Research Longitudinal Studies, and business students performing a cost analysis.

**Professional Development:** Rhoda would like to focus more on professional development for the library staff. This includes areas such as: leadership and what that means, work habits, teaching, writing and participation in professional organizations. Rhoda suggested the idea of a monthly librarian breakfast as a forum to discuss professional development issues.

**Remote storage:** Dr. Anderson requested options from Rhoda for remote storage. The options available are Twin Cities, Reynolda Business Park and compact shelving on Wilson 1. Twin Cities seems the best option.

**Position vacancies:** Rhoda hopes to fill the Systems Librarian and Team Leader positions by July 1st. Wanda said that phone interviews will take place for the Cataloging position next week.

**Annual Report:** Debbie handed out the format. Check with your Team Leader for the particulars.

**Team Leader rotation:** Team Leaders will rotate on July 1st. There will also be an election to replace the paraprofessional representative to the Admin Council (that would be me!). – Craig Fansler
Celebrations

Angela Wilson celebrated her one-year anniversary with ZSR and WFU on April 20, 1999. You’ve been a great addition to the staff, Angela!

Chris Burris was appointed Serials Unit Coordinator in the Technical Services Team effective April 26, 1999. Congratulations on your promotion, Chris! – Debbie Lambert

From the Director

The NCLA Executive Board was full of praise for the facilities and food at their meeting here on Friday, April 16. We extended the meeting through lunch because of dissatisfaction with a too-short meeting time and a full agenda. Plans for the fall conference here in Winston-Salem are coming along nicely and I hope many of you will make time to attend part of the conference.

The Worrell Professional Center has announced the appointment of their new Librarian, replacing Tom Steele. She is Marion Parker, and is currently working at Lexis-Nexis/Matthew Bender. Marion has been the Head of the NYU Law Library and the University of Tulsa Law Library and has her law degree from Wake Forest. Her boss, when she worked here in the Law Library was Ken Zick! – Rhoda Channing

ZSR Library Committees: making a difference

Employee Recognition Committee

The Employee Recognition Committee wants to remind the staff about our picnic on May 21 from 1:00-3:00. The menus have been sent to Salem Kitchen. We will enjoy lunch and activities and will be dismissed for the day at 3:00. – Mary Reeves

Staff Development news

The Disaster Preparedness Committee provided important hands-on training April 22, 1999. With the sun shining brightly, a small group of staff observed preparations from the loading dock. Several book trucks of ready-to-discard books were doused with water to simulate the effect of flood or other water damage. Committee members explained the responsibilities of the recovery team leaders and led participants through the steps needed to prepare wet materials for cold storage and freeze-drying. While we hope we’ll never have a repeat of the 1996 Memorial Day weekend flood, it’s great to be organized and prepared. Thanks go to the committee for presenting this training and for being our disaster preparation experts - Craig Fansler, Patrick Ferrell, Travis Manning, Susan McDonald, Mary Lib Slate, and Susan Smith!

Coming soon

Bone Density: Information and testing
May 11, 1999 1:30 - 3:30 p.m.

The information segment of the program will begin at 1:30. The testing will begin at approximately 2:30 p.m. Testing is done by placing a foot in a portable machine for 2 - 3 minutes. The results are given immediately. The cost of the testing is $30.00. The Forsyth Bone Density Center will provide insurance forms, but you may want to check with your primary care physician regarding a referral.

**Supervisory Training**

May 19, 1999 9:00 a.m. - 12:00 noon

Dr. Kelly Mollica of the Babcock Graduate School of Management will present her ideas and practical tips on coaching, feedback, goal setting, and managing conflict. – **Debbie Lambert**

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**Library Instruction web site**

Although we give many library instruction sessions during the year (111 last year), there are still many students who never have the opportunity to come to one of our sessions. When it comes time for them to do a research project, they don’t know where to begin.

To assist this segment of our student population, we formed the Web Instruction Group and created an interactive web-based tutorial. It’s called: **Library Research at Z. Smith Reynolds Library: Putting the Pieces Together**. Students can work through 7 modules that cover the typical process involved in doing solid research for a paper. Several of the modules include interactive exercises to reinforce the skill being taught. A link to the tutorial will be under Research and Classroom Tools on this year’s Thinkpad menu.

The Web Instruction Group (WIGs) is comprised of **Elen Knott, Ellen Daugman, Bobbie Collins, Elisabeth Leonard**, and **Susan Smith**. Together we researched what other libraries have done with web-based library instruction, developed the tutorial’s content, designed the method of delivering the content and created the web interface. We invite everyone in the library to try the tutorial and provide feedback about it to us.

This is our first effort to extend library instruction via the web. Future plans include creating subject-specific instruction. – **Susan Smith**

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**Susan’s new hat: Choice reviewer**

Two years after Teresa Faust twisted my arm to apply to do reviews for *Choice*, I was given my first assignment! My review of the book *Official Internet Directory: A Comprehensive Reference for Professionals* can be found in the April 1999 issue of *Choice*. – **Susan Smith**
Conference reports

Voyager Users’ Group 1999

Tim Mitchell and I were happy to represent Reynolds Library at the Voyager Users’ Group Meeting 1999. The meeting was held in Rosemont, Illinois, just outside Chicago. Alan Keeley from the Professional Center and Mark McKone from Carpenter Library also attended with us. We had a fine time. I particularly enjoyed the Great Lakes-style weather, which gave us a remarkably strong thunderstorm the first day and sunny, brisk, windy (really windy) conditions for the rest of the week. I suspect Tim enjoyed the dramatic weather less than I did. Also, during my two or three hours of free time, I got to ride around on Chicago’s public transportation and take a lot of pictures of buildings and things, which I like to do.

We also enjoyed a fine dinner with Alan and Mark at Basilico, an Italian restaurant in Norridge, near our hotel. Again, it was a bit nostalgic for me because the salad and entrees were as good as my grandmother serves up. And I don’t say that kind of thing often. Also the atmosphere was reminiscent of the restaurant on every corner of my neighborhood in Staten Island. I could talk about that for quite a while, but don’t get me started.

Endeavor support staff presented a variety of preconference sessions that were well done and extremely informative. I’m going to write up my notes into report form for everyone who’s interested, but I’ll give a brief rundown of some of our sessions here.

Tim and I attended a 300-level certification session, "Service Your Way," on Wednesday, presented by Matt Ball, a nice guy and an absolute expert on the inner workings of the system. I recommended that he provide this session to every Voyager site. This was a full day, but the material required it. Matt put a lot of energy and time into it, and answered questions for about two hours after the close of the session. I tried to buy the poor guy a beer or something for the rest of the weekend, but he was always too busy to sit down for very long. This session would have made the whole meeting worth the trip, but there was a lot more that’s going to help us out.

On Thursday, I attended "Connecting Voyager to an Ocean of Information," which focused on using the Voyager public access client to provide integrated access to other resources. We covered the topics of Z39.50 connectivity, connections to other libraries’ bibliographic databases, and connecting to Voyager citation databases. We had a lot of questions about this just before the meeting, so it was good to attend a session on it.

Tim attended a session on the technical side of WebVoyáge, the system that connects our web server to the catalog. That session also contained a lot of material that we’ll be able to use right away.

Also on Thursday, I attended a session on "EDI/FPC, Acquisitions Acronyms You Should Know." This one is probably a little dry for most people in the libraries, but it actually can save us a lot of work. EDI stands for Electronic Data Interchange, the standard for electronic business communication. What it means for the libraries is much faster ordering and billing processes, that are in line with how many other industries work. Endeavor has made every effort to implement the standards, and is, actually, a bit ahead of many of our vendors.

FPC stands for "Fiscal Period Close," and is the way we transfer things like our subscriptions from one fiscal year to another without having to reenter them. Leslie Farrell from Endeavor did a good job of explaining the process. Since we’ll have to do this in just a few months, it was good to see a run-through. It was especially valuable to see Leslie demonstrate the recovery process you can use if you decide you don’t like the results of the rollover.
Tim attended a session on the Reporting Capacities of the Voyager system, something we’ve been interested in for some time. It looks like it’s much less complicated than we first assumed. Endeavor is supporting it, and many sites are using it extensively right now.

Friday morning was devoted to presentations from Jane Burke, President and CEO of Endeavor, and by Verne Coppi and Cindy Miller, who are responsible for Development and Product Strategy. Jim Miesse, who directs the Customer Support department, also gave an impressive presentation.

Jane Burke’s presentation described the changes and challenges Endeavor has faced in the last year, especially in handling growth and releasing a new upgrade. She described the heartbreak the company and its staff experienced as they realized that they would have to move from a more intimate model, where the company had a personal relationship to each customer, to a more controlled business model. She described changes in the Customer Support system intended to streamline the process. She also mentioned a new emphasis on quality control processes and closer management of the software release process to improve the customer experience.

Jim Miesse, from Customer Support, came to the podium at this point to explain the extensive changes that have taken place in Customer Support, including a new incident tracking system, more staff, and improvements in the communications infrastructure of the company. The department is also improving the documentation for the whole product.

Jim also described the changes in the volume and handling of customer support calls this year. In particular, Endeavor has made careful studies of the support call process that indicate that the support system was back on track. Both Jane Burke and Jim Miesse apologized for the difficulties that customers have faced this year, and went to a great deal of trouble to honestly explain them.

Verne Coppi and Cindy Miller, who are in charge of the future of the system, delivered a presentation on upcoming enhancements to the system. Many of the new features are large improvements to common processes, like serials check-in, and were very popular with the audience, judging by the amount of applause.

They also announced a new product, as yet unnamed (except by codename), that will let us add information structured using XML-based standards like the Dublin Core standard, Encoded Archival Description, and the Text Encoding Initiative standard to the catalog. This product is an enhancement to Endeavor’s ImageServer product. We’ll be able to use the same public access catalog we already use to search and work with these resources. After the excitement people clearly felt because of the enhancements to the serials acquisitions module, this presentation didn’t generate quite the passion (based on the applause-o-meter) Verne and Cindy expected, but this product could prove to be very important. It’s innovative, but it’s built on years of work Endeavor has put into developing Voyager.

After this session (and a fine lunch), I attended a session on using Voyager and Marcive for government documents processing. Since we use Marcive today, this session was very valuable, and gave me a lot of ideas for new ways to do things. Afterwards, I attended a session on acquisitions and serials that centered on moving past the functional training that Endeavor gives us to analyze and develop new processes.

On Saturday, I attended a session on Voyager’s Citation Server, by Jesse Cross from the University of Alabama in Birmingham. We’re in the middle of bringing our own citation server up, and it was great to see a site who are doing so much with it. The second session that day focused on extending the Voyager’s built-in reporting functions. Alan Manifold, from Purdue, has faced a lot of the same problems we have, and has come up with some innovative solutions.

All in all, I learned a lot at VUGM this year. I also got the chance to meet a lot of great people. I knew a
lot of the Voyager people by email or telephone only, so it was neat to meet them. They’re a great bunch, and full of answers to our questions. It’s been just as tough for them as it’s been for us, and I’m impressed by their commitment to do better. As I said, I’m working on more detailed reports on each session, and I encourage you to ask me any questions you have about the meeting. – Daniel Sweeney

Federal Depository Library Program Conference

As usual, the annual Federal Depository Library Program Conference/Spring Depository Library Council program combined a good mix of policy discussions and practical sessions. The confluence of 500+ government information professionals in one geographic locale was also quite an experience! This large group provides many opportunities for networking, exchanging ideas with colleagues on an informal basis, and meeting old friends. On that note, Dan Barkley is still out in New Mexico, keeping things stirred up. Dan keeps up with happenings at ZSR via the Gaz on the web, so "hi, Dan."

The ‘theme’ of the conference again this year was the transition to a more electronic program. Session topics ranged from: GPO ACCESS demonstrations; discussion of the NCLIS report "Assessment of Electronic Government Information Products;" descriptions of DVD products and GIS projects; to "how I deal with URLs and PURLs in my online catalog." One of the sessions, entitled "CDs in a Webbed World," highlighted a web site created by yours truly.

Just some facts, figures and highlights for your information:

- PC Week ranked the Government Printing Office 9th of 100 state and Federal government education sites that are "the most innovative in their use of cutting-edge technologies and applications." Of the Federal government sites alone, GPO ranked 2nd.
- GPO estimates that 86 percent of the activities needed to make the transition to a mostly electronic program have been completed and that by 2002 the transition will be 'substantially' completed.
- Of the new titles added to the program in the first half of FY99, 20% were paper, 40% were microfiche, 40% were electronic (i.e. web-based) and 1% were CDs.
- As the above figure shows, the number of CDs produced and distributed is dropping dramatically due to the increasing used of DVD technology and the fact that the CD format was not the "panacea" medium hoped for; however, CDs will continue to be produced and distributed to depository libraries.

Finally, I made my annual trip to some of my favorite Washington sites: Nordstrom’s, the Talbot’s Outlet store, and Potomac Mills. Overall, the conference provided a great venue for learning, networking and fun. – Mary Horton

The book corner


As interest in film studies grows, particularly here at Wake Forest, Reference stands ever more alert to new reference works in support of film history and criticism. The Encyclopedia of Novels into Film (Ref PN 1997.85 T54 1998) is a niche work which focuses on, "significant novels adapted to the screen and significant film adaptations of novels that may be of secondary importance as literature, but have
nonetheless achieved a certain popularity on their own or as a consequence of their being filmed." A dominant number of films and novels identified are films produced in the United States adapted from literary sources written both in the United States and abroad. The entries are arranged alphabetically by title of the novel and include a synopsis of the plot. These include such works as *Madame Bovary*, *Portrait of a Lady*, *Treasure Island*, *Tortilla Flat*, etc. Typically more text is dedicated to production facts about the film and its critical reception. The editors point out in some detail how the story line of the novel has been adapted and how well the adaptation succeeds. Each entry includes references to additional critical evaluation. In identifying a core list of literary works adapted for film, the editors provide beginning students a good starting point for research. Appendix A contains a nice little wind out with anecdotal information on the novelist as screen writer, "Joseph Conrad sold the American screen rights to his fiction on a single afternoon in 1919." Appendix B contains brief biographical information on selected authors identified in the work. This book has a lot of browse appeal. – *Elen Knott*
Population explosion in Periodicals

The Periodicals Department mommy bird (a mourning dove) presented us with twins. They were born on Tuesday, May 11 in a nest built on the window sill adjacent to the student information desk in our department. They were named Robert and Stephen in honor of my twin grandsons. It was a fascinating sight to watch the mother stuffing food (regurgitation) into their wide-open mouths. Elen Knott, our trusty reference librarian and "bird watcher" provided an excellent book, *Birds of North America*, with many fine drawings and excellent "notes". The book indicated our babies normally leave at 15 days, or earlier if frightened. On Friday morning, Laura discovered that one of the baby birds had died, probably due to the bad storm and cold weather on Thursday night. The mother and other baby bird have left the nest. – Laura Spear

Mark your calendars!

The Non-print Cataloger search committee has invited two candidates to ZSR for onsite interviews. The first candidate will be here on Tuesday, May 18th. The second candidate is coming on Wednesday, May 26th. Staff members are invited to join us at 10:00 a.m. in Room 204 on both days to hear each candidate share their views on a selected topic. Your input and participation will be greatly appreciated. Thanks! – Wanda Brown

Just follow the signs

We will be shifting a major portion of the documents collection this summer. Unfortunately, during this time, portions of the collection will not be shelved in call number order. We will have directional signs posted. Please be patient with us and our student assistants if we have to 'follow the signs' to find your book. – Mary Horton
Every year, just as the Reynolds Library staff gives its end-of-year party for the students, I am inevitably attending the SOLINET annual meeting in Atlanta, and miss the opportunity to thank our students for their efforts during the year. The SOLINET meeting this year was preceded and followed by meetings of the Board. I was given a new role on the Board: Treasurer. This is fun because SOLINET is in excellent financial shape! Barbara Brown, Director at Washington and Lee, and this year’s vice chair, will Chair the Board next year.

Highlights of the SOLINET annual meeting included

- a breakfast with Jay Jordan, new CEO of OCLC, discussing where OCLC is headed and how the regional networks fit in.
- a joint meeting of OCLC Users Council and the Board, during which we discussed the flagging commitment of many libraries to contribute holdings to the OCLC database.
- The addition of 3 libraries to ASERL. East Carolina, Ole Miss and Mississippi State were all welcomed to ASERL.
- An excellent description of a mentoring program for librarians in Florida.

There were disappointments as well: a session on transforming libraries turned out to be a session on reviewing serials subscriptions, and one of the keynote speakers, a futurist, rambled a bit. Overall it was a well attended (302 people) and worthwhile meeting.

As Chair of the (take a deep breath) Presidential Selection Subcommittee of the Senate Senior University Appointments Committee, I got to deliver our committee report at last week’s Senate meeting. The report was accepted and endorsed by the Senate. The Subcommittee can now officially die!

One of the signs of a healthy organization is the care we share with one another, especially in times of trouble. I am proud of the way you have rallied around the Early family and pulled together to ease their ordeal. Another sign of a healthy organization is that our former staff members are happy to return to work here as temporary employees. We have been delighted to see Catherine France, Gloria Frost, Julia Winfrey and Robin Cain return to the nest to help us out. They continue to make a contribution! – Rhoda Channing

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**Reconstruction zone: teams in action**

**News from the Information Services Team**

TeamInfo met Thursday, April 29 in the Biblab. With the creation of the new TechTeam, TeamInfo has been reduced by three people. End of semester action has kept those remaining on their toes, literally. ILL members Cristina Yu, Beth Lawson and Rachel Kuhn made two expeditions recently to check out ILL operations at Duke and at Carpenter Library. We may be going paperless, if the Duke model prevails. ILL’s mission is to provide faster, better service.

Ellen Daugman has the onerous responsibility of preparing the Reference Department desk schedule for days, nights and weekends. This is a kind of field maneuver that appeals only to the stout hearted. Ellen also made significant content contribution to the Reference web-based tutorial which Susan Smith mandated and for which she got our collaboration. The old BI instructor in Bobbie Collins surfaced as she plotted learning outcomes for the tutorial. Susan oversaw the whole deal and she and Elisabeth Leonard thrashed though the tricky HTML. Elisabeth pepped up our literal prose. Susan got high marks from her instructor and we all benefited from the project. Best of all, the tutorial is being added to the Thinkpad
load for maximum distribution. Susan and Elisabeth are moving on to a subject-based tutorial for Business 100 classes. In collaboration with Betsy Hoppe, Assistant Dean of the Calloway School, they plan to compare the effectiveness of face to face instruction with an online tutorial, and they have to divide their tests evenly among seven classes. Can it be done?

Susan, Rosalind Tedford and Giz Womack gave a presentation on the WFU ThinkPad initiative at the CUMREC conference in San Antonio on May 11. Susan is serving on the TNT (Technology and Trends) board as well as an NCLA committee on continuing education.

Elise Anderson took NT training which she considers very worthwhile. Elise and several TeamInfo members assisted in Online Registration over a two-week period in April. Elen Knott saw Rosalind, our old Team colleague, receive a very large wooden plaque from O'Neal Robinson at the Online Registration victory party in the Reynolda Hall Green Room on April 30 for her good work in facilitating online registration. IS knows how to throw a party, as our old colleague Carl Fulp, another award winner, can attest. Attaboy Carl!

In her work on Team Techno Elise has made two swings round Reference testing for Y2K compliancy. Elise and Susan reported that our locally maintained CD databases will soon move from the HP in-house server over to the NT server at IS. It’s possible that we may lose a database or two owing to noncompliance.

Sherry Durren has been asked to teach the Chemical Literature course offered for credit in the Chemistry Department in the Fall semester. Sherry is serving on the Year of Science and Technology committee which will fire up its theme year activities for the 99-2000 millennium celebration soon.

Mary Lib Slate is glad that tax season is over since frantic people call GovDocs for obscure tax forms while racing the clock. Mary Horton has prepared new-job exercises for both Roumi Radenski and Mary Lib in their respective areas. Mary H. reports that ancient old UN documents are leaving GovDocs for eternity and that a Big Shift is in store for GovDoc stacks. Mary also reports that Voyager is doing odd things with SuDocs classified materials, sometimes. Will the Big Fix fix it? Roumi completed a policy and procedures manual for GovDocs and did a bibliographical survey on Georgian holdings in ZSR at the request of a library survey team from Georgia----(Russia). – Elen Knott

News from the Assistant Director

Staff news

Occasionally we have the wonderful opportunity to transfer staff to other positions within the library. Two more opportunities came to us this month. Beth Lawson, formerly Library Assistant II - Document Delivery, is now Library Technician II - Serials, replacing Chris Burris who was promoted to Serials Unit Coordinator in April. In addition, Angela Wilson, currently Library Technician II - Monographs will be moving on July 1, 1999 into the Library Assistant II - Document Delivery position vacated by Beth. All of these changes present growth opportunities for the staff involved, while allowing them to stay with us, continuing to make valuable contributions to ZSR. Congratulations to everyone involved!

Systems Librarian Candidate: A candidate for the systems librarian position will be here on May 25th. Please join us at 10:00 a.m. that morning for the presentation in room 204. Contact Rhoda Channing if you have any questions. – Debbie Lambert
ZSR Library Committees: making a difference

Employee Recognition Committee

The Z. Smith Reynolds Library Employee Recognition Luncheon will be held Friday, May 21st from 1 - 3 PM on the west side lawn. Mark your calendars for this great event. Food! Fun! Games! Surprises! BE THERE!!!! – Debbie Lambert

Staff Development Committee

Supervisory Training will take place Wednesday, May 19, 1999 from 9:00 AM - 12:00 noon in the Bib Lab. Dr. Kelly Mollica from the Babcock School will conduct the training, focusing on communication, feedback and conflict management. If you have any questions, contact Debbie Lambert.

On a related note, we have received the results of the survey conducted by MBA students in the Organizational Behavior class. Debbie Lambert presented their summary report at an informal staff meeting. The written report, with survey data and recommendations, is available to Z. Smith Reynolds Library staff from the reserve desk. ZSR staff members are invited to submit comments and suggestions for follow up action to their team leaders, who will bring them to Administrative Council.

Staff from the Forsyth Bone Density Center led an excellent presentation about osteoporosis on May 11, 1999. The audience included staff from both ZSR and the Professional Center Library. Did you know that:

- Osteoporosis causes one in two adult women to have painful debilitating fractures?
- Osteoporosis also affects one in eight men?
- People who are healthy, exercise regularly, and eat a calcium-rich diet are still at risk?
- Both adult men and women require 1000 mg of elemental calcium daily?
- All of us gradually lose bone after our peak bone mass is reached in our 20's or early 30's?
- It's never too late to do something about osteoporosis, but it's best to start as early as possible when the maximum amount of your bone density can be preserved?

(Facts from National Osteoporosis Foundation)

Following the presentation, many of the participants elected to have their bone density tested with a portable bone densitometer. Results were given immediately and interpreted by the RN from the Center. Feedback from the session was very positive, and many people suggested that the staff development committee organize additional wellness programs for the coming year. Special thanks go to Rachel Kuhn for bringing this wellness activity to our attention.

For more information and low cost, non-invasive bone density testing, contact the Forsyth Bone Density Center at (336) 768-5355. – Debbie Lambert

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Department news

Rare Books
One of Ours finds home in Rare

Hello, Willa Cather aficionados!! I just purchased with Oscar Smith endowment funds a limited edition copy of One of Ours. The beauty of this purchase lies in the fact that Cather signed each numbered copy in this edition of 345. The book is bound in natural burlap-backed green and tan paisley and was issued in a slipcase. A great find for our small but strong Cather collection.

Civil War memoirs available

Cheers to Megan on her steadfast work on the construction of Rare’s latest Web page! And, thank you, Roz, for your patient assistance. A bit of fine tuning is still underway but the site is available for viewing. Take a look at Herbert E. Valentine’s Civil War memoirs from his recollections of service in the Massachusetts 23rd Infantry. Valentine included in his memoirs watercolor sketches of sites along the North and South Carolina coastline including Ft. Macon, Beaufort, and Hilton Head.

"Critical companion" offers interpretation of Angelou’s writings

The latest critical interpretation of Maya Angelou’s writings is Maya Angelou: A Critical Companion by Mary Janes Lupton. The author acknowledges Sharon Snow’s assistance in preparation of the manuscript for publication. Lupton examines Angelou’s autobiographical works in her work published by Greenwood Press. The book is included in Greenwood’s series, Critical Companions to Popular Contemporary Writers, which includes writers Toni Morrison, Amy Tan, and John Irving. – Sharon Snow

Conference reports

SOLINET Annual Meeting according to Wanda

"Millennial Moves: Strategies for Libraries" was the theme for the 1999 SOLINET Annual Meeting and Conference held in Atlanta on April 29-30th. SOLINET shared information on their plans for the future and entertained their clients with excellent food and good humor. The "Electronic Information Update" revealed OCLC ‘s major revision of FirstSearch. Revisions for the New FirstSearch include: easier-to-use and more powerful user interface, improved integration of holdings, full integration of ECO journals and other full text, expanded administrative control and customization, and expanded access. These features will benefit libraries by improving collection management, facilitating resources sharing and enhancing library services. SOLINET will sponsor 40 free ½ day sessions to acquaint librarians with the New FirstSearch. ZSR will host one of these sessions on June 8th.

SOLINET also discussed their plan for "Digital Library Services." Their vision includes providing the tools, training and consulting services needed by librarians for cost effective data creation, data management, project administration and standards implementation.

"Networking for the Millennium; SOLINET Style" featured a look at one library’s efforts to examine their serials program. Jane Kleiner, Associate Dean at LSU shared the details of their Serials Redesign Project. The project included surveying faculty needs for research, instruction and document delivery. As a result some 500 titles were cancelled and for the first time in a decade 300 new subscriptions were added. Results confirmed that good planning and marketing are essential to the success of any redesigning project. The complete story is available in the July ’97 issue of College and Research Libraries.

Terry Noreault, Vice President of the Office of Research at OCLC discussed "Emerging Technologies for
Libraries." He concluded that the goal for libraries is: "to be the portal of choice for accessing the entire information environment." He cautioned that the OPAC is no longer the integrating point for access to information; it is now the Web. However, indexing on the Web is weak and Noreault saw the organization of the Web as the problem. There are nearly two million Web sites, 300 million or more addressable pages on the Web, high consumer expectations conflicting with primitive tools and mechanisms, and the issues of uncertain quality, integrity and trust. Of course, the Web misses all the information that is in the library. Noreault introduced OCLC’s Cooperative Online Resource Cataloging project, or CORC. CORC’s goal is to have a partnership with 100 libraries (50 libraries currently participate) as a tool to catalog electronic resources. They plan to build a quality database of Web resources, lower the cost by promoting cooperative efforts by libraries, automate the cataloging functions and provide tools to support integration. More information is available on this project at this address: [http://purl.org/corc](http://purl.org/corc).

No SOLINET meeting is complete without a review of the pricing structure for the next fiscal year. Some price increases that you may find of interest are these:

- Searching cost, from 39 cents to 41 cents
- To export a bibliographic record from OCLC to our local system, from 14 cents to 17 cents
- To set holdings in OCLC or (produce), from 38 cents to 46 cents

Some price reductions are:

- Keyword searching, from 60 cents to 41 cents
- Prime time cataloging (9 a.m. to 5 p.m.), from 50 cents to 46 cents

The cost is per title. This is good news to Technical services. For many, many years we have attempted to save money by producing before 9 a.m., but now the cost is the same. – Wanda Brown

**ACRL … with Wanda**

"ACRL Racing Toward Tomorrow" was the theme of the Association of College and Research Libraries conference held in Detroit, Michigan from April 8-11th. It was a good conference with a small enough attendance to allow for comfort in the classrooms and in the exhibit hall. I attended some very informative sessions. I’ll share some neat quotes I picked up from some good speakers and outline their major points.

One of the most informative sessions was "Seeing Stars: Hiring Leaders." This session shared ideas designed to improve your hiring process. Helpful insights were also offered on how to retain employees. The panel of four speakers included one of North Carolina’s own librarians, Chris Nolan of Duke University. When hiring new staff, consider the following:

- Choose people that can evolve
- Choose people that are flexible and that can change
- Look for people with energy, internal drive and enthusiasm
- Look for people with ambition, not climbers but initiative takers, really motivated
- Hire those with intellectual curiosity – they don’t want a routine – curious about why things work the way they do
- Hire people who work well with others, have engaging personalities
- Don’t have an advertisement listed so that it turns good applicants away

Some tips designed to keep good employees around are:

- Give people a chance to lead
Clifford Lynch, Executive Director of the Coalition for Networked Information (CNI) discussed the new genres of scholarly communication for academic and research librarians. These genres include the Web, electronic publications and digital video. Lynch shared his ideas on what implications these would have on libraries. Here are a few of his thoughts. First, acquiring rights are somehow ambiguous: what are you acquiring? How do you attribute authorship? Can we get enough rights to make this acquisition worthwhile? Can we archive it easily? Can you manage it? Librarians must be aggressive. They must look out there and decide which works should be acquired. Second, can we organize and describe it? The dynamics of materials is constantly changing. Now our focus should be on providing navigational tools. We must provide tools that index. Third, how do we provide access? There are so many unknowns in this area. Will librarians take on the role of long-term storage providers? How can they deal with constrained and restricted materials? What should we archive and for how long?

Equally stimulating in this session were the panel of reactors. Here’s a few of their thoughts. Availability of information and its usage are forcing a change in the university, as we know it. The new genres are eroding the consensus of scholarly publishing, as we know it. Librarians must understand the research process. They must take a part in the ongoing discussion on campuses concerning scholarly publishing. Librarians must capitalize on our values of service. We are dedicated to lifelong learning and to acquiring. We should represent the model of collaboration. We are the creative, curious and competent professionals. We must learn enough to be expert technologists. It is time now to leave behind the old cliché "the library is the heart of the institution." The suggestion for a new slogan is "Libraries are fabric" they provide a seamless approach to information. Our function is interwoven with scholarly publishing and scholarly research. – Wanda Brown

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**Wake Forest University Summer Programs**

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Library Gazette

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Administrative Council report – May 19, 1999

Travel Policy: Several library staff members have made travel requests that fall outside the usual limits for travel compensation. Rhoda asked the council to discuss these requests. The requests are for activities that involve technology training or volunteer library work. The staff involved are asking for paid leave to perform these activities and for partial travel compensation. The discussion was generally positive about these requests, but there is a need for a consistent policy to be developed. Rhoda handed out sheets with the current travel policy and a list of travel policy discussion topics. Council members suggested options for dealing with professional development requests like these, such as: sabbatical for professional librarians or a benefit of paid professional development days.

Development Plan: Rhoda handed out a proposal for developing opportunities to get support for the ZSR Library. The different possibilities listed in this proposal are: the Director traveling to alumni functions to make presentations about the library; a promotional brochure mailing to alumni; Friends of the Library group; inclusion of the library as a part of a capital campaign; and mention of the library’s needs in Wake Forest Magazine. Copies of this proposal are with each Team Leader.

Team Leader Rotation: Team Leaders will rotate on July 1st. Susan Smith has been selected as the new Tech Team Leader. Elen Knott will remain as the Team Info Team Leader. Jill raised the issue of a new team being formed for bibliographers, and this was taken under advisement.

Supervising: Debbie announced that with the success of supervisory workshops recently, there may be the possibility of bi-monthly discussion groups on problems of supervising.

Staff Development Books: Debbie announced that the Staff Development Committee is purchasing books in honor of non-paid presenters to the library staff (such as Ed Wilson, Kelly Mollica, etc). – Craig Fansler

Florence receives fellowship

Florence received a fellowship from the French government to study techniques for using technology in the classroom. The program will take place this July in Royan, France. – Florence Toy
From the Director

Since the last Gazette, we have won a few and lost a few – staff, that is. First, the good news: Erik Mitchell, not to be confused with Tim Mitchell, will be joining us on July 6 as Systems Librarian and Carolyn McCallum will be joining us on July 1 as cataloger. It is fitting that they will arrive together, as they have been working together at Pfeiffer University. The bad news is that Dirk Faude is leaving for the private sector, and Mary Beth Lawson has resigned from the Serials unit. Rachel Kuhn has accepted a professional position at NC State, and we are very happy for her. Last but not least, Susan Smith has accepted the Technology Team Leader position.

With internal shifts and the repatriation of Giz Womack, we will have the following vacancies: Electronic Resources Librarian, Serials Technician, and Document Delivery Technician. It would be great to have all the positions filled by the fall semester.

As a result of the workshop with Kelly Mollica I have asked my "direct reports" to fill out the Communication Climate Inventory. I will be scheduling individual meetings with the new and the remaining Team Leaders to clarify expectations, theirs and mine, and to give and get feedback. I will be away for 2 important meetings and a workshop, flying to Kentucky on the 6th for a meeting of the SOLINET personnel committee with the Executive Director for her performance appraisal, returning on the 8th. I attend a Fred Pryor seminar in Greensboro on Wednesday, and fly to Atlanta on the 10th for an ASERL meeting, returning on the 11th. That meeting is a special one for the purpose of determining future directions for ASERL. Will we become another CIC? Will we add structure to our rather loose organization? Sheila Creth of Iowa will be our facilitator.

I have been working on my own summation of the year’s key events for the Annual Report, and look forward to reading the submissions of all the departments and teams! – Rhoda Channing

News from the Assistant Director

Personnel happenings

Rhoda has filled you in on the most recent staff changes. With so much activity, I've been extremely busy with recruitment tasks. While many of you have been served on search committees and have a good understanding of the committee screening and interview process, I thought you might like to know the more about the recruitment process.

The first step in all recruitment is to complete and submit a hiring requisition form. This form calls for a brief description of the responsibilities, justification for filling the position, and an explanation of what will happen if the position is not filled. The form must be signed by Ken Zick, reviewed by Human Resources and Finance, then approved by John Anderson and Ed Wilson. Once the signatures are complete, the form is returned to Human Resources where it is used to create the advertising. To save them a little time, I usually write up the ad (based on the narrative description of the PCQ and consultation with the hiring department) and e-mail it to HR. HR posts the ad internally (now electronically - that's what Lisa sends to us via lib-l), and after one week they post it on the Wake Forest University HR web page. At the same time, HR submits ads for support staff to the Winston-Salem and Greensboro papers (or any others we designate).
Once professional positions are approved, I submit the ads to journals like the Chronicle of Higher Education and College and Research Libraries News. The Chronicle only requires a one-week lead time, but CRL News and American Libraries require at least one month. I also submit the ads electronically to at least 8 listservs and 13 library schools. Depending on the time of the year, the ad is also submitted to the ALA conference placement center and to the UNC library school career fair. Professional positions generally are not placed in the local papers anymore because we have found that potential applicants rely on the professional journals and listservs for employment information. So, I hope you now have a better understanding of all the steps that occur before we start to receive any applications! If you have any suggestions for other places to advertise, especially free or low cost sources, please let me know. – Debbie Lambert

ZSR Library Committees: making a difference

Employee Recognition Committee

Earlier this year the Employee Recognition Committee proposed that a special recognition activity be organized, with funding provided by the library budget. The idea was approved and the committee planned an end-of-the-academic-year celebration afternoon. The food, fun, and fellowship were enjoyed by all. Thanks to Endeavor, everyone received Voyager t-shirts, pads, and pens. Anniversary certificates were awarded to Susan McDonald, Rosalind Tedford, Roumi Radenski, and Patrick Ferrell for 5 years of service. Isabel Zuber received her certificate for 30 years of service. John Woodard was recognized for 35 years of service. Congratulations and hip hip hooray for each of them!!! Most of all, we hope that the picnic showed our sincere appreciation of all the library staff. You are the key to the library’s success! You make a difference! Thanks for all you do! – Debbie Lambert

Employee Recognition lunch

The Employee Recognition Committee thanks Rhoda, Debbie and all others who helped to make our picnic a success. We had perfect weather to go with our various activities and delicious box lunches. What could be more fun than throwing a frisbee on a gorgeous afternoon to the sound of the Temptations?!? The crowning touch was getting the afternoon off. Go Deacs! – Mary Reeves

Staff Development Committee

Kelly Mollica, Assistant Professor of Management at the Babcock Graduate School of Management, led a supervisory training workshop on May 19,1999 for our supervisory staff. Using a combination of lecture, discussion, and audience participation, Kelly shared her expertise on communication, feedback and conflict management issues. Here are just a few of her thought-provoking statements:

- "A manager’s number-one problem can be summed up in one word: communication."
- "Most employees want more feedback than they are getting."
- In giving performance feedback, "encourage self-assessment; encourage joint problem-solving; set mutually agreeable goals."
- "Conflict occurs because people care about something."
- "Conflict is built into organizations. There is no such thing as a conflict-free organization."
- "When two people in business always agree, one of them is unnecessary."

The workshop evaluations were very positive and indicated that the tips and techniques would be immediately useful.
ZSR will be hosting 2 sessions of SOLINET’s the New FirstSearch workshop on June 8, 1999. Six of our librarians will attend and be ready to share their skills with any other interested ZSR staff. – Debbie Lambert

Conference reports

NCCIHE Annual Meeting

Elon College hosted the 1998 Annual Meeting of the Library Purchasing Committee of the North Carolina Center for Independent Higher Education. On Thursday and Friday, May 20 and 21, representatives from 17 schools met to hear vendor presentations and to select vendors for consortial endorsement for two years.

For more than 15 years this group has joined in collective purchasing agreements that have given all the member libraries a strong negotiation base for achieving significant discounts from monograph, serials, and electronic resource vendors. They have collaborated in group assessments of vendor performance that included order fulfillment, turn-around time, actual discounts, and service issues. These studies revealed discrepancies in vendor promise and performance, gave the group a strong voice with vendors, and effected genuine savings and improved service for all the NCCIHE schools. They also studied problems of shopping internationally and now publish the Directory of Foreign Monograph Vendors Serving Academic Libraries in North Carolina. NCCIHE promoted the inclusion of private colleges and universities in the NC Live initiative, a successful effort that saved Z. Smith Reynolds Library many thousands of dollars and expanded the library’s access to electronic resources.

All of us present shared 1001 tales of collection development. Space for growing collections was one of the big concerns for most of the libraries present; the cost of electronic resources was an important issue; and the blending of new and traditional library sources and services was a universal exploration.

This year vendors who made proposals to the committee were Baker and Taylor, Emery Pratt, YBP Library Services, Coutts Library Services, Ambassador Book Service and the Gale Group. Based on such variables as discount offered, established service record, and library recommendations, the monograph vendors endorsed by NCCIHE this year are Baker and Taylor, Emery Pratt, and YBP Library Services. Every library agrees to purchase at least part of their orders from these vendors for the next two years. The committee agreed to do a survey on vendor performance this year. Another project for this committee developed as we questioned the representative from the Gale Group. I will work with members from Duke and from Greensboro College to develop an evaluation device for electronic resource proposals.

Next spring the group will assemble again at Elon for a meeting in their gorgeous new library now under construction. In 2001, the first year of the new millenium, Wake Forest will host NCCIHE. – Jill Carraway

CUMREC Conference according to Susan and Rosalind

Roz, Susan and Giz’s trip to San Antonio to present a paper at the CUMREC (College and University Computer Users Association) conference was very successful! Our efforts were well received – our paper was selected to receive a "Best Paper: Certificate of Merit" award as one of the five best papers presented at the conference. Everyone here at ZSR who was kind enough to sit through our "dry run" presentation and offer the great feedback deserves to share in our award. You really helped us focus the presentation
so it was informative and entertaining!

The conference content itself was very different from what we are used to seeing at a typical library conference. The focus was heavily geared toward university information systems and administrative computing. This provided us with a view of university computing environments beyond the library walls. This will be helpful to us in the new Technology Team, as we start to look at the "big picture" and how we fit into it. One of the most useful sessions we attended addressed improving IT staff morale, motivation, development and retention. The speaker provided practical tips that we can put to use right away as the new team forms.

Of course, we managed to tear ourselves away from the conference long enough to experience the sights in San Antonio. With Roz as our tour guide, we visited the Alamo, Market Square, the Tower of the Americas and the Riverwalk (ask us about the prickly pear margaritas!), plus see Tim Duncan and the Spurs compete in a playoff game at the Alamodome. – Susan Smith and Rosalind Tedford

The book corner

Chaplin spotted in Reference

We have The Chaplin Encyclopedia (Ref PN2287 C5 M498 1997) in Reference. What is dandy about it is its accessibility. Charlie Chaplin, a much written about icon of the 20th century, influenced just about every comedian born after him. And not just comedians. Consequently he continues to be considered by historians and critics, not to mention film buffs. The encyclopedia is arranged A-Z and focuses on Chaplin’s filmic work and not on the notorious aspects of his much publicized life. The entries under film title names supply detailed information on the story line, supporting cast, innovation, film technique and much critical commentary. The entries are accompanied by many well-printed photo-stills from Chaplin’s many movies. Have a look at this book, and then check to see which of Chaplin’s films we have in ITC. Why not create your own little film festival this summer? Elen Knott

How does your garden grow?

For the gardening enthusiast the Reference Department has acquired the American Horticultural Society A-Z Encyclopedia of Garden Plants (Ref SB403.2 A45 1997). Doing justice to its title, this seven-pound beauty provides information on more than 15,000 trees, shrubs, perennials, and annual flowers used in contemporary gardens, combining pithy descriptions with numerous beautiful photographs.

The A-Z Encyclopedia has several features to enhance ease of use. In the first pages the editors briefly describe how to use the book to best advantage, noting what information is covered and how a typical page of the book is laid out. To make the book’s botanical terminology easier to grasp the editors have followed the introduction with a section devoted to explanations and graphics about plant life histories, plant shapes, and types of flowers and leaves. There is a glossary of common botanical terms at the end of the book. If you don’t know anything about actually growing plants there is a section on that as well. A final introductory section describes the major groups of ornamental plants.

With that preparation the reader can then dive into more than 1,000 pages of descriptions of plants. The plants are listed in alphabetical order by scientific name (an index at the end of the book allows one to match common names with scientific names). Details for each plant include height, size, lifespan, cultivation and propagation, shade requirements, and colors. Usually, several varieties of each plant are pictured so that one can get a feel for the range of gardening options offered by a plant. The photographs are beautiful and worth a look just by themselves. If you have some free time come take a peek. – Elise
Voyager goes live at last!

After months of anticipation and setbacks, our new library online system went live Thursday, June 3. Materials are now being circulated through Voyager and everything appears to be going smoothly so far.

Thanks to the following people who helped get the Circulation module up and running: **Tim Mitchell** for coordinating the whole process, Dan Smith and **Isabel Zuber** for doing the profiling, **Dan Sweeney** and **Elise Anderson** for helping correct errors in the patron load, **Wanda Brown** for setting up a way to do fast adds, and the Circulation staff for handling corrections from the second load.

Since patrons can now see the most current circulation information in Voyager, **Tim Mitchell** will be working hard to replace all the Wyse terminals in the library with PC’s. Although Dynix will still be available for the next few weeks (it’s being retired by June 30), staff should caution patrons that it is now a static database.

Now that the circulation module is up and running, **Mary Reeves** will be adding Reserve information into the new system. Until that is completed, patrons may still want to use Dynix to see what is on Reserve. Also, **Tim** will be working on configuring the Patron Information section where library users can see their individual information.

**Tim** asks that anyone who still requires reports from Dynix contact him as soon as possible so he can run them before it is shut down.

The next big step will take place when Acquisitions are handled through the new system. This will begin with the new fiscal year, July 1. – **Susan Smith**

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**Wake Forest University Summer Programs**

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

June 21, 1999 | Vol. 11, No. 12

Administrative Council Report
Our Condolences
From the Director
From the Assistant Director

Summer Debate Workshop
Travel Policy Addition
Book Corner
WFU Summer Programs

Administrative Council report

June 16, 1999

SOLINET Workshops: Wake Forest will host the following SOLINET workshops this summer: August 4 – Evaluating ILL; August 5 – Collection Assessment and Evaluation; September 29 – Data Gathering for Dummies; and September 30 – Evaluating Technical Services. Debbie will be sending out more details on these workshops. Anyone interested in attending should talk with his or her Department Head. The many great workshops offered this year through SOLINET are listed in a booklet kept here in the library or you may access the SOLINET web site for a complete listing.

Music Donation: There is a good possibility that the library will receive a generous donation of letters and autographs of famous composers. David Levy from the Music Department has already set up a meeting between Sharon Snow and the donor to discuss the matter. The letters are from such composers at Mahler, Debussy and Brahms. This would be a welcome addition to the library collection.

Student Pay Issues: Sharon brought up the issue of the possibility of paying students who are performing high-end tasks for the library at a higher rate. This discussion covered paying graduate students a higher rate, temporary workers wages, supervisor students wages, and the possibility that student wage rates might come close to staff wage rates. A plan that classifies work and pay rates will be worked out in the Department Heads meeting.

Remote Storage: A short-term solution for remote storage is to use the old computer lab (which is now closed). A permanent location for remote storage has not been located.

TRFKATSL (The room formerly known as the Smoking Lounge): This room is now being used for storage.

Publications Committee: The Publications Committee has just completed a new visitors guide to the library. This guide is being designed and printed through the Editor’s Office. The committee asks that all library publications come through the committee so that a uniformed appearance is maintained. -Craig Fansler
From the Director

I have lots to report from my week away and thought I’d start by describing my tour of the new Young Library at the University of Kentucky. This $90 million plus library is vast, and has such features as sunshades that operate with sun sensors, automatically. Most of the shelving is compact shelving, and the building has 3,000 general seats (with ethernet connections and power), plus 900 or so conference and classroom seats, a gallery and an auditorium, an atrium even higher than ours, and 70 or so ThinkPads which can be checked out, and wireless internet access. There are massive computer labs and a multimedia center, which can broadcast to classrooms. The impact is stunning, but one of the unique features, truly gave me pause. There are NO private offices, even for the Director. All staff have workstations, separated from others by bookshelves or partitions. There are small conference rooms for confidential chatter, but what about telephone conversations? I don't know that I want to be quite that democratic! The library is in the midst of a meadow, and unfortunately much farther away from things than the old library was. The old library will continue to be used to house collections, as the massive new building holds only 1.2 million volumes of UK’s 2.87 million.

My meeting took place at Shaker Village, and I spent the night in the 1811 Old Stone Shop one of many historic buildings used for other purposes. I had forgotten how beautiful that part of Kentucky is, with rolling hills and miles of white fence.

On Wednesday I attended a seminar on managing multiple projects and deadlines and picked up many worthwhile tips for managers. Here is one: if you have a daily chore which takes 12 minutes, and you can train someone else to do it with an hour of instruction, you will save more than a week a year! Not all the tips worked for me. The presenter shared that planned telephone calls average 7 minutes, but unplanned calls average 11 minutes. He suggested that we let voice mail or an administrative assistant answer all calls. He may be correct in saying that we are often interrupted by unplanned calls, but I believe very strongly that I make friends by answering my phone myself and being accessible to the faculty and administrators and our staff when they want to speak to me.

On Friday I was back in Atlanta with 31 ASERL Directors or their representatives to hear a presentation from Sheila Creth on the CIC and what it is doing to create the Virtual Electronic Library, and move toward unmediated borrowing among its 13 members among other things. ASERL is considering undertaking some ambitious projects to accomplish many of the same ends. ASERL is already doing a lot, but hasn’t promoted itself. It is largely seen as an organization of Directors, and to do more would require more participation by library staff as well as a stronger infrastructure. We have decided to move ahead, and I will be on the new Strategic Planning Committee. Great things may happen!

I am very excited about our new and powerful Technology Team! With Susan Smith, Roz Tedford, Florence Toy and GizWomack, as well as Elise Anderson and Tim and Erik Mitchell, we ought to be able to make great strides in the next year, when we will only have one automated system to worry us. - Rhoda Channing

News from the Assistant Director
Sick, vacation and personal leave

REMININDER! Check your balances. If your leave is at the max, you won't accrue anymore until some of it is used. In the words of that immortal (whoever it was) use it or lose it!

In print


Staff Development

Once again ZSR hosted SOLINET workshops - 2 sessions of New FirstSearch training on June 8, 1999. The sessions were well attended by librarians from North Carolina, South Carolina, and Virginia. The presenter, Laura Davidson, was very impressed with our training lab. Laura, by the way, did her undergraduate work at Wake Forest and was a student assistant here in the library in the 1980's. That experience guided her decision to pursue a library career!

Great news! A review of the annual reports shows that 100% of the ZSR staff participated in some form of staff development during FY 99. You are all to be commended for your commitment to growth and excellence in your work. Thank you!

New staff

July 1, 1999 will be a busy day for new and familiar faces here at ZSR!

Erik Mitchell will join us as Systems Librarian. Erik comes from Pfeiffer College where he was the Systems, Reference, and Serials Librarian. He has managed several technology projects at Pfeiffer, including implementation of Voyager. Erik's MLS is from the University of South Carolina. He earned his BA in literature from Lenoir-Rhyne College. Our new Cataloging Librarian, Carolyn McCallum, will come on board July 1st as well. Carolyn has been the cataloging librarian at Pfeiffer College since 1995 (yes, we've enticed 2 of their 4 librarians away.) As the only cataloger at Pfeiffer, she had a critical role in implementing Voyager. Carolyn earned her MLIS and BA (English) at UNCG. Both Erik and Carolyn will fill you in on more when they write their "bios" for the next Gazette.

Through transfers and promotions, we will continue to be enriched by the contributions of Susan Smith, new Technology Team Leader, Roz Tedford, ITC Manager, Angela Wilson, Library Assistant II - Document Delivery, and Giz Womack, Information Technology Specialist. Congratulations to all! - Debbie Lambert

Hands on is a first!!

This year’s Summer Debate Workshop got off to a running start in the library on June 14. The library orientation for the debaters started at 9:00 a.m. on Monday. While one group of debaters toured the library, another group received hands-on-training.
For the first time in ZSR library history, library staff provided hands-on-training for the debaters. Students doubled up at the 15 computers in the ITC. Students were shown how to use the new online catalog and several electronic databases. Bobbie Collins instructed the students, while Ellen Daugman, Elen Knott, and several debate lab leaders served as rovers and made sure that students were following along during the demonstration. At the end of the instructional session, students were given an exercise to complete. The exercise required the students to find a book, a government document, and a journal article dealing with their topic. Debate lab leaders and Ross Smith (Debate Coach) thought that the exercise was a great idea.

As mentioned, the debaters also toured the library. Mary Horton, Cristina Yu, Elise Anderson, and Sherry Durren served as tour guides.

We will be following this same orientation format for the next three workshops. The second group will be coming to the library on Monday, June 21 followed by the Analysis & Strategy Seminar on June 28. The last group (Policy Project) will arrive on campus on July 4 and will receive an orientation to the library on Monday, July 5.

Thanks to the following staff who assisted Bobbie and Elen in planning for this year’s debate workshops: Mary Horton, Roumi Radenski, Mary Lib Slate, Laura Spear, and Mary Reeves. – Bobbie Collins

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Travel policy addition

The following paragraph has been added to our travel policy:

II.

A. Suplemental funding

1. Activities in support of academic projects that benefit the university may have little impact on the operation of the library. Staff who pursue such activities (exchanges, work in other libraries, creative writing, as examples of types of such activities) are expected to find support outside the library if possible. Support may be sought from grants or from the most appropriate academic department or program. Support from the library may include some paid leave at the discretion of the Director.

2. Paid leave requests will be judged by the following criteria:
   - Relevance of the project to the job, the library, the university
   - Impact on the workload of the department
   - Amount of accrued annual leave
   - Length of leave time requested

Paid leave requests such as those listed above will not be granted for more than 5 days. No staff member will be given such leave in consecutive years. -Rhoda Channing

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The book corner

Reference books work browsing
The Atlas of Global Change

Believe a picture's worth a thousand words? Enjoy seeing the big picture? Then this recent collection of satellite photos of the earth is for you. It contains everything from the "El Niño Phenomenon," pictures of Mount Saint Helens, the Gulf Stream, and Hurricane Andrew, to the "Status of the Forests in Europe."

Biodiversity: A Reference Handbook

This handy book in the Contemporary World Issues series covers the scientifically hot topic of "biodiversity." A word so new, it's not in Microsoft's spellchecker, biodiversity describes three fast growing areas of inquiry--genetic diversity, extinction of species, and ecological diversity. Looking for a primer on biodiversity? This small book with its definitions, biographical sketches, and directory of resources is the place to begin.

Biotechnology from A to Z

This is the book I've been waiting for. It's basic enough to use for looking up terms such as bioassay, growth factors, and stem cells, but has enough detail to shed light on the science behind genetics. Next time you're scanning an article on genetically engineered food or the Human Genome Project and run across a word you don't know, give this book a look.

Encyclopedia of Aids: A social, Political, Cultural, and Scientific Record of the HIV Epidemic

Few lives now remain untouched by AIDS. This encyclopedia is both a history and a record of the first fifteen years (1981-1996) of the global HIV/AIDS crisis. If you're interested in understanding those early days when people began getting sick with AIDS or looking at how AIDS is affecting other parts of the world, start here. The book contains a useful "Alphabetical List of Entries" on p. xxiii.

The Gale Encyclopedia of Medicine

Gale's 5-volume set fills the gap between smaller consumer health guides and technical medical works. It contains 1,500 articles on medical disorders and diseases, tests, and treatments. Have you ever received one of those lab reports from your doctor full of abbreviations and meaningless numbers? This encyclopedia can help you decipher those results.

Instruments of Science: An Historical Encyclopedia

Curious about how a Wheatstone Bridge works or what the first human scintillation counter looked like? Then this is the book for you! For those seeking less esoteric subjects, this finely illustrated encyclopedia also gives historical coverage of everything from the abacus to sundials and telescopes. Definitely worth a browse.

Recycling in America: A Reference Handbook

Ever wonder who's in charge of recycling in North Carolina, what those tiny triangles with numbers on the bottom of plastic containers stand for, or if your recycling efforts really make a difference? This handy guide gives a state-of-the-art look at recycling in America. For further information, consult our local recycling guru: Elen Knott, a.k.a. Chesty. - Sherry Durren
Wake Forest University Summer Programs

May 25-July 1 Summer Management Program

May 25-August 7 Master of Arts in Liberal Studies (MALS)

May 25-August 7 Intensive Summer Language Institute

June 2-July 30 Summer Research Programs – Wake Forest School of Medicine

June 6-June 12 Boys’ State Program in Citizenship (American Legion)

June 20-June 26 American College of Sports Medicine Workshop and Certification

June 20-June 25 Advanced Placement Institute for Teachers of Advanced Placement Courses

June 14-July 2 The Learn-to-Learn Course

June 13-July 30 Debate Workshops for High School Students

June 28-July 16 The North Carolina Writing Project Summer Institute

June 28-July 28 American Foundations Program in Art, History, Literature, and Music

July 5-August 4 Insect Biology

July 5-July 23 The Learn-to-Learn Course

June 7-June 24 Museum of Anthropology Day Camps

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Library Gazette

July 26, 1999 | Vol. 11, No. 13

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Carolyn McCallum new Non-print Cataloger

Hello everyone! My name is Carolyn McCallum, and I’m thrilled to be the new Non-print Cataloger at ZSR Library. Everyone that I’ve met has been so nice and helpful. Thanks for making me feel welcome.

I was born and raised in Greensboro, NC and attended UNCG, where I earned a BA in English and a Master in Library and Information Studies. I began my library career working in one of the branches of the Greensboro Public Library system as a library page; I became very familiar with the Dewey decimal system as my main duty was shelving books.

Before coming to Wake Forest, I was the Cataloging Librarian at Pfeiffer University in Misenheimer, NC. It was there that I met my husband Mark, who is an Associate Professor of Biology, as well as, a 1985 graduate of WFU. (I asked him out first!) We were married last October.

I enjoy reading, traveling, and spending time with my husband and our mixed Brittany/Cocker Spaniel Sam (a.k.a. The Wonder Pooch). I also collect dolls and Snoopy/Peanuts memorabilia. I love candy, especially Starburst and Skittles, and usually keep a good supply with me at work. So, if you need a sugar fix, stop by my cubicle. - Carolyn McCallum

Erik Mitchell new Systems Librarian

Perhaps a few of you have already had the chance to meet me as I have wandered through your department during the past few weeks. I am excited to be here as the Systems Librarian and have had a good time getting settled in, though I am still having a time getting used to a department having more than one person!

I was born in Columbia, South Carolina and grew up in an unremarkable town called Irmo. Both my parents come from North Carolina, so as a child I spent a great deal of time in NC and the Winston area. I pursued a literature degree (I know, very original) at Lenoir-Rhyne College in Hickory, NC and took some time to enjoy the National Parks to the west. My MLIS comes from the Library Science School at the University of South Carolina, and my last position was at Pfeiffer University as the Reference, Systems, Serials and Interlibrary Loan Librarian.
I have a cat named Ella and still tend to spend my weekends in the mountains, though now I use a cabin with a phone line more often than a tent and sleeping bag. One of the reasons that I like this area so much is the high quality of Local Flavor. On trips between cities I like to drive country roads looking for some BBQ dive and listening to a bit of AM radio.

When I am not doing geeky library science stuff I may be combing garage sales, working on a computer, or playing one of a select set of sports (mostly limited to golf, bowling, or racquetball) though given enough time I tend to geekify anything.

I look forward to working with everyone here so bring on those Voyager questions! - Erik Mitchell

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**Administrative Council report – July 21, 1999**

On Wednesday, July 21st, I attended my first Administrative Council meeting on behalf of the support staff. Those attending the meeting were Rhoda, Debbie, Jill, Bobbie (substituting for Elen) and the new team leaders: Susan S., Megan, and Mary H.

**Voyager and Y2K:** Susan gave a fairly encouraging report on matters technological. Voyager progress continues apace as Erik works with the various departments. New (Y2K Happy) computers & other hardware should all be in place a week into August. As for Y2K & software, the task is more involved with some of our electronic resources and may go on until mid August. Voyager is supposed to be Y2K compliant, but inquiries are being made as to whether anyone else has run any test scenarios on it. The Technology Team has met and will soon let us all know who we need to go to for what.

**Library tours:** Bobbie is recruiting guides for upcoming student library tours in August, so volunteer, if you can.

**New classroom building:** The new classroom building is at least five weeks behind schedule, so ZSR will be sharing some space for classes and professors for the first part of the semester. This will mean more exposure to our potential student patrons, a good bit of extra traffic and probably a good number of lost folks. Be prepared to give directions.

**Charges and checkout periods:** Lost book charges will go up $10. The new total will be $60 ($50 for the book & $10 for processing costs). Further study is to be done that may result in shortening checkout periods for Bowman Gray faculty & students. Some of them aren't returning books. A book return depository on the BG campus may also be instituted.

**Remote storage:** Plans for remote storage are still not yet firm. Space at the Reynolda Business Center is being considered, but funding is still in question, and that space would require three months of preparation before being used.

**Move update:** Baptist has vacated the 4th floor, and all their materials are accessible (if not completely organized) on level 6. The empty space on level 4 is getting a fairly radical makeover and is to soon become a 20th Century reading room that will house the Browsing collection and modern/contemporary primary works from the PRs & PSs (British & American).

**Calendar committee:** In response to requests from the calendar committee, two issues were addressed.
First, our Christmas schedule will, pending approval from Human Resources, be like last year, open Monday, Tuesday & Wednesday of the weeks before and after Christmas. Staff will need to take one week or the other off. Second, a proposal was made that the library consider closing at 6pm instead of 9pm on Fridays and Saturdays. Rhoda will consult the Library Advisory Committee on this issue, but, as it stands now, beginning in the Fall semester, the library will close at 6pm on Saturdays. This is subject to change.

That's about it. Not quite the smoke filled room I’d envisioned (perhaps, I’d better take cigars next time!). Please get in touch if you have any questions or would like more detail on any of these issues. Let me know of any concerns that you would like me to bring to the council's attention at the next meeting. Should you wish to remain anonymous to the committee, I can accommodate you. If you wish to remain anonymous to me, just send me a typed, unsigned note. - Scott Adair

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Reconstruction Zone: Teams in Action

News from the Information Services Team

TeamInfo and Technology Team joint meeting

An historic joint meeting of TeamInfo and the newly formed Technology Team under the able leadership of Susan Smith took place in the BibLab June 24. This was an opportunity for the two teams, who have worked closely since the formation of the team organization model three years ago, to cement their already cordial relationship over juice and cookies. These two teams share a lot of training responsibilities and have much in common. TeamInfo, however, is highly dependent upon the various hard, soft and media-ware expertises of the Technology Team and wants to put that right out in the open. Technology Team needs TeamInfo not only for our bodies, we allege, but for our interesting brains!

Team members when called upon accounted for themselves in the following manner. Roz was newly returned from her honeymoon Out West and claimed to have actually seen Las Vegas and the Grand Canyon. Elisabeth has finished her Business tutorial and described her research project which will be a comparative study between live and online library instruction for Business 100 students. Sherry held the first meeting of the Women, Science & Technology Committee to begin planning activities for next year's theme, along with Craig Fansler designed a display case on Women Nobel Laureates in the sciences, and began a project to improve the looks of Reynolds 1.

Bobbie coordinated the Debate summer workshop library orientation, which included a two-hour instructional session for all debaters, as well as a separately directed tour of the library. About 150 debaters in all have participated in this year’s program. The beefed up instruction required much more effort on the part of staff, but has resulted in an improved library experience for the Debaters and a calmer overall environment in the library over previous summers.

Susan Smith assumed the new title and responsibilities of Technology Team Leader on July 1. Moving office was small potatoes compared to the blitzing trade-out of ITC computers and grasping the Y2K directives as well as the myriad other things required to establish the new TEAM, such as whipping team members into shape. Angela did in fact join the Interlibrary Loan Department on July 1 just as she said she would at this meeting. She is learning the picky details of borrowing and lending with good cheer. Mary Lib, Roumi and Mary H. are in the throes of consolidation, reorganization, reentering of records into the online catalog and weeding in Microtext and Government Documents. They also have fortified themselves in support of this year’s Debate topic on federal aid to education—resolved that.....! Florence reported that she has done bulk selection of video materials and that she would be spending all of July in France learning French educational technology skills on a grant from the French government. Bon! We
hope she trains us all in the techno upon her return. Tim went after all the no longer compliant Wyse terminals and replaced them with P75s all over the stacks. We wonder what has become of all those computer carcasses and adorable thinkjet printers...sic transit.

Ellen Daugman has ferreted out critical information on English theatre director Ronnie Watkins who will be the focus of a campus wide celebration next fall and spring. Watkins has donated his books and papers, particularly on theatre productions of Shakespeare to the Reynolds Library. Publications and stage productions are scheduled as part of the yearlong celebration. Sharon, Jill and Rhoda have been enlisted in the planning. Elise keeps up with usage statistics of the electronic materials and uploads new data. She reports that nearly all the CD databases formerly run in-house have transferred over to the NT server at IS. We like to talk in acronyms.... The HP is no longer operational. Is anyone still reading? Elen spent a heck of a lot of time vacuuming the Reference books; not one escaped the treatment. It is true that student workers and staff were enlisted in this noble effort, but no one reported being made better by it.

We knew Dynix was going down and it did, on June 30 with a champagne toast in Room 306 Reynolda, adieu, adieu old pal we knew you when. Jill pulled the plug.

We are pleased that Giz is returning to staff after a school-related swing through Paris, France. We know a junket when we see one.

The Teams are collaborating beautifully on Faculty Thinkpad distribution, CourseInfo instruction, Voyager training, FirstYear Thinkpad distribution and instruction and in Junior Thinkpad redistribution. It’s quite dizzying. Go Teams. - Elen Knott

News from the Assistant Director

Personnel update

Who says summer is slow? We've been very busy recruiting and filling vacancies. We'll be welcoming two new people in August and one returning employee. In addition, congratulations go to Peter Romanov on his promotion. Farewells go to Dan Sweeney who is leaving to work for Endeavor and to Travis Manning who is leaving to pursue a new degree and career. Both will be leaving in August. Here's a summary of the latest activities.

Appointments:

Library Technician II – Monographs
Charles Bombeld, effective 8/2/99

Library Technician II - Serials
Linda Sykes-Barrow, effective 8/9/99

Library Assistant II - Document Delivery
Julia Winfrey, effective 8/2/99

Evening Stacks Supervisor
Peter Romanov, effective 8/23/99
Current Recruitment:

Electronic Resources Librarian

Cataloger - Serials

Library Assistant I - Stacks (Evening)

If any of you can recommend good candidates for our vacancies, please contact me. - Debbie Lambert

A word of thanks

Debate Workshops 2, 3, and 4 went on tours and received more hands-on training during June and July. The last group arrived on campus on July 4 with library instruction being offered on Monday, July 5. Thanks to the following staff who taught and/or provided tours: Elise Anderson, Ellen Daugman, Sherry Durren, Elen Knott, Elisabeth Leonard, Susan McDonald, Mary Lib Slate, and Cristina Yu. - Bobbie Collins

Internet access in ZSR Library

Some questions have arisen recently about what Internet access is available to our patrons in the library. To ensure that accurate information is given to them, here are the policies for Internet access in ZSR Library:

1. The ITC lab has full Internet access, BUT….only to Wake Forest students, staff and faculty. To even use the computers at all, the patron must login using his network user name and ID. If they are not from Wake Forest, they cannot use the facility.
2. The computers in the Reference Dept. are restricted to those Internet sites to which we have a subscription. If the patron tries to go anywhere else, he will be blocked. This is true for any patron, Wake Forest affiliation or not.
3. Gov. Docs has one computer that any patron can use to access Government Information sites. It is not designed for patrons to surf the net.
4. The newly placed PCs that replaced Dynix terminals (in the stacks, across from Circulation, and in the atrium) are for access to Voyager only. They have been configured so that users cannot access other Internet sites.

The bottom line is that we DO NOT offer open Internet surfing access to non-Wake Forest patrons. They should be referred to the public library, which does offer that service. - Susan Smith

Department news

Rare Books
Editor’s note: Sharon’s article was inadvertently omitted from the June Gaz.

The International Baptist Theological Seminary in Prague posted a notice for experienced librarians with a background in religion to volunteer in their library this summer in the temporary absence of the Library Director. The Seminary offered accommodations and meals in return for 2 weeks or longer of work.

After contacting the Seminary and stating my qualifications, Dean Davor Peterlin and Library Director Ivona Kasalicka enthusiastically invited me to come and asked that I offer advice and provide assistance in their special collections areas. The special collections room houses a small collection encompassing Bibles in different languages, archival documents regarding Baptist history, and a variety of 17th and 18th century materials. The Director has requested that I review the policies and procedures of the collection as well as check for accuracy the cataloging records. In addition, the Director has asked that I assist the staff in the International Jubilee Celebration which will open the library to numerous visitors during the week of July 19-23.

I’ll be away from the library July 12th through August 1st. - Sharon Snow

Baptist Collection

Moved and ready for business

Need to look up information on a North Carolina Baptist minister or check out Mary Reeves’ college picture in the Howler? Well, you’ll have to come to Reynolds 6 to do that now. After many years of discussion, we have officially moved the Baptist Collection and the University Archives to the 6th floor. Although we are in temporary quarters right now, everything in the collection is accessible.

The reason for the phrase "temporary quarters" is that we are currently working out of our closed stacks area and our storage/workrooms. However, when the renovation of 403 is completed and the big shift of several collections occurs, then we will move permanently to where the art books are currently housed. But while I’m still catching my breath from this last move, I’m trying not to think too much about the next one.

We’ve received many questions about where we’ve stored everything, so let me give you a brief rundown. Since the computer lab in 203 was closed down, we were able to move several of our large manuscript collections to this area. We chose collections that we feel certain will not have much demand and my students and I moved approximately 350 record center cartons to this room. But since it’s a large room, we can still easily get to any of these boxes should a request arise.

Moving these boxes created space in our closed stacks and we were able to place all of our cataloged materials and vertical files in this area. Basically, this is all the material that was being housed in 403. Our closed stacks don’t have the most inviting atmosphere, but we are able to easily access the entire collection.

We have set aside a table outside of Julia’s office for patron use. We also have a table in the sitting room between John and Julia’s office, and one in the student workroom in 603, which can be used for patrons. So although there may be close quarters in some areas, we are quite happy to have everything accessible and even happier to not be hauling 40 pound boxes down the stairs each day.
Moving this collection over 16 working days was quite an adventure, but we couldn’t have done it without help from several people. We had great students, especially Yana Radenska – that child is a workhorse!! But I’d also like to thank Lisa for all her help in getting work orders put through so quickly and making sure everything was done when we needed it. Craig was wonderful, as always, in creating our signs that we’ve placed around the library to let people know where we are. We also appreciate the support of those of you who stopped by and gave us positive reinforcement about our progress. Your encouragement often came at times when I was ready to give up for the day, and it gave me that little extra bit of energy to keep moving. So thank you to all of you!

I hope this clears up some of the mystery surrounding our move. We invite everyone to come up and look around if curiosity is getting the best of them. If you let us know ahead of time, we may even be able to offer refreshments. We can promise that when we move for good, we will have an official open house with lots of goodies. Until then, stop by and say hello and we’ll show you around. - Susan McDonald

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**International team repairs Government Documents**

Three Wake Forest Student Assistants in Preservation have been making great strides repairing books this summer. During the month of June, over 275 leather bound books from the Government Documents ‘Serial Set’ (mostly House and Senate records) have been repaired. This work involves repairing both the interior and exterior hinges on each book-then applying a leather ‘consolidant’ to impede the red rot that leather gets after 100-150 years on the shelf. The students doing this terrific work are Li Ou, Yana Radenska, and Li Aichun. A few adjectives describing these students would be: industrious, energetic, dedicated and AWESOME. If you get a moment in the coming weeks, stroll to the 4th floor and check out the work these outstanding students have done. - Craig Fansler

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**Dynix put to rest**

Dynix officially reached the end of its life cycle on June 30, 1999. To mark the occasion, Jay Dominick, Lee Norris and company held a ceremonial shut down of the system at the end of the day. Champagne and sparkling cider were on hand to toast the old system as it was taken down for the final time. Alan Keely from PCL and an enthusiastic group from ZSR joined our IS partners in marking the end of an era. Jill Carraway was given the honor of starting the shutdown process since she had played a major role in its implementation in 1989. Jill’s description gives a good summary of the Dynix years:

"Dynix was installed and the system brought up with a partial load of our library catalog holdings on a Prime 9150 November 20, 1989. About 4 months later, we got a Prime 4150 which could accommodate our whole catalog. In 1992, the HP was installed and we were able to use all modules of the system, including acquisitions and serials. For nearly ten years Dynix was our introduction, training platform, and preparation for the next level which turns out to be Voyager. Long live the web!"

- Susan Smith
Linda Barrow - Serials Technician
Charles Bombeld - Monographs Receiver
Old Pals Return
From the Director

Linda enjoys classic movies

Hi everyone. My name is Linda Barrow and I'm very happy to be a part of the Wake Forest DEACON family. I am the new Serials Technician at ZSR Library. I have enjoyed meeting the members of the technical services team and look forward to becoming a productive member.

I was born in Columbia, North Carolina (this is not a typo, and yes there really is a Columbia, NC). I've only recently moved to the area so I am still trying to find my way around. With my twin sister having lived in the area for the last 15 years she is a great source for things to do. One of the real advantages is that I no longer have to find a reason for visiting her and my son.

I am the proud mother of a rising Junior at North Carolina A&T State University. As a parent I can happily say I am counting the days until his graduation.

Before coming to Wake Forest, I worked at the COA campus library located in the Outer Banks area. While working this job and another I managed to graduate with honors with a degree in Information Systems.

My favorite pastimes are reading, classic movies, walking and attending sporting events. -Linda Barrow

Charles collects antiques

Hello! I am Charles Bombeld, and I am the new monograph receiver in the Technical Services Department of the Z. Smith Reynolds Library.

I was born in the Netherlands, and at age 12 my family immigrated to the United States. I earned a Bachelor of Arts degree from Greensboro College with a double major in philosophy and art, and a minor in English Literature. Before coming to work at the Library, I had a varied and checkered career. I have worked as a waiter in Old Salem Tavern, as a teacher of elementary school art, and as a framer. I have spent 17 years in bookstores. I was with Waldenbooks for three years and I was the bookbuyer for Rainbow News for 14 years. For the past four years, I worked restoring and renovating other people's houses.

I live in a 100-year-old house in one of the not yet fashionable neighborhoods close to Old Salem. I share my house and garden with two fountains, one of which works, with my cat Circe who never works, and with several thousand books, records, and antiques. I am in the process of renovating my own house and garden in an eclectic mix of styles ranging from the Viennese Secession movement to Art Deco.

I appreciate the patience of my colleagues in the Technical Services Department as I become familiar with the system, and also the kindness that everyone in the library has shown in making me feel welcome. I look forward to meeting all of you. -Charles Bombeld
Old pals return

Julia Winfrey, our old ILL/Document Delivery pal, has returned to the fold and is back in harness since August 2. Organization within the department slipped a bit in her absence, but I noticed on my return from vacation that she has shifted furniture and has been labeling away. We have to let her do these things. Julia is very handy and always has many projects going in her spare time. She is presently rushing along a vest started as a present for her aunt last Christmas!!! Welcome back, Julia.

Nancy Harris, our old Reference pal, will rejoin the Reference Department on a temporary basis on Tuesday August 31. She will stay until the vacant Electronic Resources position is filled. Nancy has made a career in interim appointments. This will make the third time she has temped for us. She is currently also working at the Professional Center Library. Nancy has an undergraduate degree in history from Chapel Hill and earned the MLIS at the University of Maryland. Nancy’s husband Rick teaches in the Babcock School. They have two daughters in college, Taylor at Wake Forest and Sara at the University of Virginia. Welcome back Nancy. - Elen Knott

From the Director

There is quite a bit to share with you in this issue, especially after missing the last one. The new Administrative Council promises to be very productive, bringing new ideas and approaches to the table, literally in this case – to my conference table. The new library brochure is attractive and informative, thanks to the joint efforts of the Publications Committee and the University Editor’s office. I hope several of you have also reviewed the Annual Report, and will share your comments with me.

Requests for support for the NCLA Biennial Conference in September are flooding my desk, and I am delighted that many of you will take advantage of the nearby site to attend programs and meet your counterparts at other institutions. You may be tempted to get involved in the state association and in planning for the 2001 and 2003 conferences, which will also be in Winston-Salem. I will have to miss a bit of the program on Thursday, as I will be attending a conference for academic library directors, co-sponsored by ARL and OCLC in Colorado. It was an honor to be asked, as a non-ARL director. It is a special forum on strategic issues for academic libraries, limited to 100 library directors.

Remote storage discussions are proceeding, and it now appears that the Administration favors using the Reynolda Business Center across the road as the location. This would mean refurbishing the space and buying shelving, as well as maintaining the facility, staffing, etc. ourselves. We will need a long term commitment that we won’t have to move again. The facility itself is up for lease, and only partly rented at present. Many issues must be addressed before I am confident that it will meet our requirements and be affordable. We would like to have the potential for 5 or more years of growth in storage.

As some of you may know, I sustained fairly serious injuries to my shoulders some months ago. As a result, I am getting “rehabbed” at the new Comprehensive Rehabilitation facility on Miller Street. Every time I go, I see Wake Forest faculty also seeking therapy. We are very fortunate to have this brand new center in town, and associated with our medical school and the hospital! It is a beautiful place, with first rate equipment and caring and skilled therapists. I hope you never need it, but you can sleep better knowing this help is available.

We are at another crossroads in our automation efforts. With PeopleSoft and other newly adopted software for various university business functions, and the first phase of our new Voyager system finally implemented, it is a good time to work on ways to integrate our systems and processes. Imagine a seamless linkage between our accounting system and the office that issues payments, so that when we check in an item as received, they know to cut a check! Or think about submitting student hours worked online, having an online approval by Lisa and eliminating the paper to the payroll office! Library staff and others assigned to the PeopleSoft project are discussing how to make the systems work for each other, and although it will take time to make any progress, the results should be worth it.
Jane Burke, of Endeavor, Inc. visited us on August 10. Jane met with representatives from all three libraries and with Ken Zick. We discussed the ramifications of the delay in our Voyager implementation, and the continuing challenges that we face. We got to talk a bit about the digital library and phase II of our implementation.

The annual SOLINET Board retreat will be held in Aberdeen Woods, near Atlanta, from August 18-20. I will be talking to the new board members on their responsibilities, and assuming my own new role as Treasurer of SOLINET. -Rhoda Channing

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**Administrative Council report – August 17**

The Administrative Council met on Tuesday, August 17. Present: Megan, Mary H., Wanda, Susan S., Elen, Jill, Rhoda, Debbie and myself.

A slight adjustment on library hours is to be instituted. As mentioned last time, we'll be closing at 6pm on Saturday, and, now, we'll be opening at 10am on Sunday.

Under the direction of Sherry, Debbie and Patrick, Level One in the Reynolds building is being "spruced up" in preparation for the "Year Of Science & Technology." Those annoying shut-off timers on the lights are being removed, and some furniture is being moved in. Be sure to watch for that new Periodic Chart, too.

A correction from last month: the new 20th Century Room (formerly Baptist) will include secondary materials along with the primary works (PRs & PSs). There's painting going on, so don't breathe too deeply on Reynolds Level Four.

The Technocrats report that the delay in new computers for some of us is due to the delayed arrival of parts. If you're due for new equipment, look for it this week or week after next. Typed up and soon to reach everyone is the official list of who on the Technology Team to go to for what.

Debbie is currently in the process of surveying potential needs for Y2K. Expect more flashlights & first aid kits. (It's rumored that certain staff members are sinking everything they've got into Sterno & chocolate bars.)

Various personnel vacancies and searches were reviewed. Any of that which is actually "news" will, no doubt, be officially announced soon. The search continues for a new Electronic Resources Librarian (Susan's old spot).

Jill is turning the maintenance of Lib-l over to the Technology Team. If you aren't on Lib-l or don't know what it is, contact Susan S.

A draft of release notes for Voyager Version 99.1 was passed out. If you'd like a copy, see me or Susan S.

Changes in student payroll policy & procedure are in the works. Most notably, Payroll's new system won't allow different pay rates for one student. Various "remedies" were discussed. The student budget is not yet finalized, but it looks like it will be the same amount as last year; so work on that assumption until further notice.

As always, please let me know if you have any concerns, complaints, suggestions, incantations or recipes you'd like passed along to the council. -Scott Adair

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**Conference reports**
Collection Assessment workshop

Thursday, August 5, 29 librarians from North Carolina and Virginia academic and public libraries met in the Reference Bib Lab for a SOLINET produced workshop on Collection Assessment. Instructor Anna Perrault offered a view of several items that must be considered in collection assessment activities. Although her primary methodology was developed in the 1980’s and included measurement tools such as physically measuring a shelf-list by sections, pencil and paper data collection sheets, and manual comparisons of circulation and collection data, a number of the items to be evaluated have current value for evaluation studies. The most valuable message I found in the workshop was the reminder of relativity. Collections must be assessed in relation to all the parts of the working organism. Collection development goals must be plotted against collection use activity. Mission statements for the global institution underpin collection selections. The age of materials may be important in different ways when evaluated for various subjects. User satisfaction is an important element in the mix of assessment variables.

Although they were not covered in the workshop, the instructor did mention that OCLC offers some collection analysis and assessment services, including a software package that allows a library to create collection management reports. Methods to evaluate electronic resources and their relational position within library collections were not covered in this workshop, but were briefly discussed by the participants at the end of the day. Learning from the work of others was emphasized in the concluding segment of the workshop. Addressing the issue of evaluating journal use with a display of some data collection tools, the instructor said, "I haven’t done it myself actually, but some of my friends have. This data comes from friends of mine, people I’ve actually gotten it from." In concluding remarks, the instructor commented on how difficult it is for librarians to keep up with dynamic changes now taking place in the information market when she said, "It’s hard to be on the cutting edge if you’re not really in the cutting edge, if you know what I mean." -Jill Carraway

ZSR Library Technology Team Service and Support

Division of Responsibilities:

The different functions and responsibilities of the Technology Team are listed below. For each functional area, one or more names are listed that identify which team members are responsible for that area. ZSR staff members should use this list to identify the appropriate Technology Team member to contact for service or support.

<table>
<thead>
<tr>
<th>Task/Function</th>
<th>Primary Contact</th>
<th>Secondary Contact</th>
<th>Backup Contact</th>
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<tr>
<td>Electronic Databases-Maintenance</td>
<td>Elise Anderson</td>
<td>Susan Smith</td>
<td>Tim Mitchell</td>
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<tr>
<td>Electronic Resources Statistics</td>
<td>Elise Anderson</td>
<td>Susan Smith</td>
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<tr>
<td>Equipment Allocation</td>
<td>Susan Smith</td>
<td>Tim Mitchell</td>
<td>Erik Mitchell</td>
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<tr>
<td>Equipment Inventory</td>
<td>Tim Mitchell</td>
<td>Erik Mitchell</td>
<td>Elise Anderson</td>
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<tr>
<td>Hardware Support (except Reference Dept.)</td>
<td>Tim Mitchell</td>
<td>Erik Mitchell</td>
<td>Giz Womack</td>
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<tr>
<td>Hardware Support-Reference Dept./Bib Lab</td>
<td>Elise Anderson</td>
<td>Susan Smith</td>
<td>Tim Mitchell</td>
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<tr>
<td>ITC Budget</td>
<td>Rosalind Tedford</td>
<td>Susan Smith</td>
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<tr>
<td>ITC Computer Lab</td>
<td>Giz Womack</td>
<td>Rosalind Tedford</td>
<td>Florence Toy</td>
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<td>ITC Media Room</td>
<td>Florence Toy</td>
<td>Rosalind Tedford</td>
<td>Giz Womack</td>
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<td>ITC Multimedia Lab</td>
<td>Florence Toy</td>
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<td>Rosalind Tedford</td>
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<tr>
<td>ITC Student Assistants</td>
<td>Florence Toy</td>
<td>Rosalind Tedford</td>
<td>Giz Womack</td>
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</tbody>
</table>
**Lib-l Listserv Management**  
Susan Smith  
Erik Mitchell  
Tim Mitchell

**Library Technology Liaison w/University Depts. and external organizations**  
Susan Smith  
Varies depending on issue

**Media**  
Florence Toy  
Rosalind Tedford  
Giz Womack

**Network Connectivity**  
Tim Mitchell  
Erik Mitchell  
Susan Smith

**NT Administration-Library 1**  
Erik Mitchell  
Tim Mitchell  
Giz Womack

**NT Administration-Library 2 (ERL Server)**  
Elise Anderson  
Susan Smith  
Tim Mitchell

**Report Building-Voyager System**  
Erik Mitchell  
Tim Mitchell

**Room 204 Use/Scheduling**  
Giz Womack  
Rosalind Tedford  
Florence Toy

**Software Support-non standard (except Reference Dept.)**  
Tim Mitchell  
Erik Mitchell  
Giz Womack

**Software Support-Reference Dept./Bib Lab**  
Elise Anderson  
Susan Smith  
Tim Mitchell

**Software Support-Standard Load**  
Giz Womack  
Rosalind Tedford  
Tim Mitchell

**Technology Budget-Library**  
Susan Smith

**Technology Planning/Development**  
Susan Smith

**Training-Faculty/Students**  
Rosalind Tedford  
Giz Womack  
Susan Smith

**Training-Library Staff**  
Rosalind Tedford  
Giz Womack  
Susan Smith

**Voyager System**  
Erik Mitchell  
Tim Mitchell  
Susan Smith

**Web Site Design & Management**  
Rosalind Tedford  
Susan Smith  
Giz Womack

**Y2K**  
Susan Smith  
Tim Mitchell  
Elise Anderson

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**Normal Service and Support:**

The Technology Team is available for technology service and technical support during regular hours Monday through Friday 8:30 a.m. to 5:00 p.m. During these hours, support or requests should be directed to the appropriate primary, secondary and backup contacts listed on the Technology Team Division of Responsibilities list.

**Emergency Support:**

The Technology Team provides emergency support during any time the library is open other than our normal service/support hours. During those hours, technical failures that cause an interruption to mission critical functions of the library should be reported to the contact people assigned to the particular function. Support contacts’ home phone numbers are listed on the ZSR Library Telephone List.

**Types of failures eligible for emergency support:**

1. Network failures that affect service in an entire public service department or library-wide.  
   (Contacts: Tim Mitchell, Erik Mitchell, Susan Smith)
2. Inability to access the Voyager server from Circulation and/or all public access computers.  
   (Contacts: Erik Mitchell, Tim Mitchell, Susan Smith)
3. Interruption of Internet access that results in no access to all web electronic research databases.

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4. Inability to access the CD-ROM server (Silverplatter and non-web networked CD-ROMs).

Emergency Support Procedure:

1. When a problem occurs, first make sure that it isn’t isolated to one computer. Also, have staff in other public service areas check to see if the problem is occurring from their computers.
2. IF the problem is determined to be widespread, call the one of the support people listed above, in the order listed, until you contact one of them. If you cannot reach any of the listed contacts, call any member of the Technology Team to report the problem. If no technology team staff can be reached, call xHELP to report the problem (leave a recorded message if the Help Desk is closed).
3. Be prepared to give a detailed description of the problem that has been encountered.
Freshman ThinkPad orientation

On Friday August 20th, the ZSR library trainers, the ACSs, and the RTAs trained 999 Wake Forest freshmen in the use of the IBM ThinkPad 390e. The training primarily occurred in Carswell and Calloway with a few scattered classes in Library 204, DeTamble, and Olin. We covered a wide range of content, focusing on the parts of the ThinkPad, computer use policies, online registration, email, and yes, library and classroom tools. The freshmen were divided into orientation groups, usually three groups of 10 to each room. Roz wins the award for the most trained with 120 students total in her two sections. While there were some glitches in the WIN system that slowed us down, overall the classes went well. The feedback we received from the students from the online test and evaluation indicated they enjoyed the classes and learned the material! Many thanks to all who participated. -Giz Womack

Students tour library

For ZSR staff, the end of August can be a very busy time. This year library tours fell right behind ThinkPad Training. On Tuesday, August 24, 14 staff provided tours for 111 WFU students. Thanks to the following staff who gave tours: Scott Adair, Prentice Armstrong, Wanda Brown, Chris Burris, Sherry Durren, Craig Fansler, Mary Horton, Debbie Lambert, Elisabeth Leonard, Carolyn McCallum, Mary Lib Slate, Sharon Snow, Florence Toy, and John Woodard. Also thanks to the following staff who volunteered to help with the tours: Julia Bradford, Jill Carraway, Ellen Daugman, Linda Early, Elen Knott, Susan McDonald, Susan Smith, and Laura Spear. -Bobbie Collins

New ZSR online evaluation available

One of my first projects upon returning to ZSR was the creation of an online evaluation that anyone teaching a class in the library can use to get feedback from participants. The ZSR Online Evaluation is available at:

http://www.wfu.edu/Library/courseval/
To use this online evaluation, have your students type in the name of the course if it does not appear in the pulldown menu, and then after all the evaluations have been submitted contact me and I will pull them off the server and email you the results in the form of an excel spreadsheet. -Giz Womack

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**From the Director**

Our library is strongly committed to continued development for staff, not just in using technologies, but in all the aspects of training that help us become more productive and grow. Our writing and time management workshops are examples. Usually we can only send one or a few staff to fee based workshops, but we do call on those who attend to share with the rest of the staff as much of what they have learned as possible. We use the Gazette and our general staff meetings to do this sharing. Anyone who is given time or funding to attend classes elsewhere should expect to be asked to distill the information gleaned for a presentation or article after returning to campus. We can learn a lot from each other!

As another example of ways in which staff may learn from and support each other, I have convened a new group which will meet monthly for a brown bag lunch. This group is composed of the librarians holding professional appointments on our staff. The issues of career development and the role of research, publication and presentation will, I hope, be clarified for the librarians, and lead to a higher profile for them outside the walls of the library as well as to improvements in service inside the library.

The library is currently hosting 18 classes in four rooms: 457 and 476, the Johnson Room and Group Study C on Wilson 6 until the completion of the new classroom building. The good news is that many students will have found the library and may be interested in staying here to do their work outside of class. The bad news is that the students are carrying a variety of beverages into the building. I have sent an e-mail to all the teachers with classes in the building, asking them to tell their students that this is not acceptable, but you may need to remind students gently as well.

Beside Judy Byrd’s 30-year anniversary in the ZSR Library, my own 10-year event seems paltry, but as I look at all that has happened in the last 10 years, I am amazed at the pace of change. Of the 50 positions currently filled, only 13 of the staff were here before 1989, and most of those held a different job in the library. I’m now an "old-timer"! Congratulations to Judy! -Rhoda Channing

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**News from the Assistant Director**

**Staffing update**

Aaron Hamilton celebrated his one-year anniversary with ZSR on August 24th, just one week before leaving for a new position at the State Library for the Blind in Raleigh, NC. Good luck, Aaron, and thanks for your hard work this year!

We have placed 154 student assistants in the library this semester! As always, ZSR is one of the largest student assistant employers on campus. We would be lost without them! Many thanks go to Lisa Myers for coordinating our student assistant employment process and to all the hiring supervisors in ZSR.
Happy Anniversary to...

Rhoda Channing, Sept 1st for 10 years of service with ZSR

Peter Romanov, Sept. 14th for 1 year of service with ZSR

Judy Byrd, Sept. 15th for 30 years of service with ZSR

CONGRATULATIONS!!!

Projects in the works

Z. Smith Reynolds Library and Information Systems will be piloting a new online student timesheet system during the fall semester. Lisa Myers and Debbie Lambert have been involved in reviewing the workflow and requirements of the online process because the library is one of the largest employers of student workers and we have some unique needs. The automated system is accessed through WIN. Students will enter "time in" and "time out" each time they work. Supervisors will monitor and verify the timesheets before they are submitted online each month. The details are still being developed and training will be provided to everyone who manages the timesheets for student workers. We’ll keep you posted on progress and the implementation timeframe.

ZSR and IS staff are exploring a possible interface between the Voyager acquisitions module and PeopleSoft’s accounts payable function. A few of Voyager’s customers are in institutions using PeopleSoft. We are reviewing their experiences and will be meeting with Voyager technical staff to determine our next steps. The library will retain all acquisitions responsibilities and continue to provide Financial and Accounting Services with the necessary information to pay vendors. The automated interface will reduce duplication of effort and thereby speed up the invoice payment process. Prentice Armstrong, Wanda Brown, Jill Carraway, Linda Early, Debbie Lambert, Erik Mitchell, and Susan Smith are involved in this project. -Debbie Lambert

Department news

Rare Books Department

Bobbie Collins and Sharon Snow jointly taught a library orientation class to the new Divinity School students on Thursday, August 26. Scott Hudgins, Director of Admissions for the School, contacted Sharon in June to set a date for the first-year students to have a tour of the facilities and learn anything we wanted to teach them about our resources. Bobbie and I divided the 2-hour blocks with Bobbie teaching the new Voyager online catalog and PsycINFO while Sharon covered three online databases for religious studies, ATLA (American Theological Library Association) Periodical Database, Encyclopedia of Religion, and the electronic journals Religious Studies and Journal of Ecclesiastical History. She also covered print texts ending with a grand tour of the facilities starting with the 1st level Wilson Wing religious studies area.

Divinity students arrived on campus on Friday, August 20, to be whisked away immediately for a retreat at Brown Summit Conference Center near Greensboro. The first year class is 24 in number, 19 women and 5 men, representing Baptists, Presbyterians, Moravians, Methodists, and Quakers. Divinity students range in age from 23-73. The Master of Divinity degree is a three-year degree program preparing students for careers in parish ministry, chaplaincy, teaching, and social services professions.
The Divinity School opening was announced in the international version of USA Today in July. Sharon bought a copy of Today while in Prague. Big as life in print for the news of the day in North Carolina was the opening of WFU’s Divinity School. The writer noted WFU’s Baptist history meshing with the new ecumenical focus for preparing persons for ministry from all Christian traditions.

Honors and Ethics

Ken Zick extended an invitation to Sharon to become a member of the seven-person pool of administrators for hearings for the Honors and Ethics Council. The Honor and Ethics Council is the central deliberative body in the undergraduate judicial system. The Honors and Ethics Council is responsible for adjudicating all student honor and conduct cases which are not heard administratively by the Dean of Student Services. The hearing panel for each case consists of seven members of the Honors and Ethics Council which is composed of four undergraduate students (from a pool of 12), two faculty members (from a pool of 12), and one person from administration (from a pool of seven).

Humanities Forum

Sharon was invited by Professors Claire Schen and Susan Rupp, Department of History, and Professor Sol Miguel-Prendes, Department of Romance Languages, to participate in the Humanities Forum series of lectures and discussions. Sharon will discuss the Rare Books collections at WFU and her work as a librarian. The discussion is scheduled for Monday, November 15th, at 7:30 p.m. in the Rare Books Reading Room. Everyone is invited! -Sharon Snow

Disaster in Winston

On Friday, August 18th, I received a disturbing phone call from Mary Reeves in Circulation. It was similar to Jim Lovell’s call to Houston from Apollo 13- "Craig, we have a problem". It seemed there was a water leak in Winston Hall that had fallen onto some library books- YUK! (Shades of the Memorial Day Disaster and Freezer Cavalcade several years ago). When I arrived at Winston Hall, and saw that the Psychology Department Library was dry as a bone, I relaxed a bit. I was then directed to the bottom floor of Winston Hall, where it appeared that an overzealous plant person had allowed overflow water to flood into three carrels on the bottom floor. A quick inspection told us that only four library books were wet, and these were only damp. The student whose carrel sustained the most damage was not on campus so the Disaster Team returned to the library, got a cache of disaster supplies, boxed up and labeled all the materials in the Psychology student's carrel, and rolled the boxes to the ARA freezer in Reynolda Hall. Many thanks to Susan McDonald, Mary Reeves, Patrick Ferrell, Peter Romanov and Debbie Lambert for all their help in this humanitarian effort. -Craig Fansler

Footnote to history

Just for the record (belatedly), the very first person to check out any library materials on Voyager was Lauren Likosar. -Isabel Zuber
A Manning farewell note

We want to say thank you to all those who came on August 18 and helped to send Travis off to his new life and new destiny. Not everybody cried, but it was both a moving and a fun occasion. Special thanks are due to Laurie Spear for squeezing 67 lemons (Yes, folks, that was the real thing! Not a can in sight.) and to the wonderful Von Crappe Library singers (Linda Early, Aaron Hamilton, Mary Reeves, Prentice Armstrong, Angela Wilson and Craig Fansler) for their stirring rendition of a special song in Travis’s honor (music from "Sunrise, Sunset" from Fiddler on the Roof and words befitting the day by Susan MacDonald). This melody is a favorite of Travis’s and the Von Crappe version was so well received that there was an encore performance.

We will deeply miss Travis O. but this was a good way to send him off with all of our best wishes. Thanks again. -Isabel Zuber

Not the lottery, folks

I regret to report that the prize that inadvertently referred to in a message that went to more folks than it was intended for is NOT, contrary to expectations, the Virginia Lottery or the Publishers Clearing House Sweepstakes. I will not, unfortunately, be endowing the new modern literature room after all. Debbie has asked me to clarify the situation. I will receive a quite modest cash award and do a reading at East Tennessee State University this month. The prize is the University of Tennessee Press Prize for a short story that appears in the current issue of Now and Then. The contest was judged by Robert Morgan. -Isabel Zuber

Master in the house

As many of you know, for the last six months I have been participating in a program sponsored by the NC State Library designed to create a core group of Master Trainers for public and academic libraries across the state. I attended a week of classes in the spring and last week we had our final meeting where we presented the training modules we had developed based on the skills we had learned in April. This meeting capped off the training program, and we have been let loose upon the state to spread the word about the Master Trainer Program.

Of the many valuable things I took away from the program, the best are the friendships I have made with other trainers in academic libraries, large and small, public and private. While we share many challenges and dreams, it made me realize what a privilege it is to work in an environment that has placed a premium on computer training. Many of my cohorts other places battle unresponsive staff, unsupportive directors and an astonishing lack of technical support. Still, they manage to build great training programs and to lead their staffs into the 21st century.

So what effect will this program have on our training program here at ZSR ?? Over the next few months, Giz and I will be conducting a survey to learn from you the kinds of things you would like to see us teach. We are planning a series of short (45 minute) quick classes in a variety of topics to be determined by you and to be organized through the Staff Development Committee. So be thinking about what things you would like to learn, or what skills others in your department may need to develop. And just to keep you on your toes, I am planning to invite some of the other Master Trainers in to do some of these sessions. You have got to be bored with listening to Giz and me all the time, so I’ll bring in new voices and,
hopefully, new knowledge and we’ll have a lot of fun!

If you wish to learn more about the program, there will be a session at NCLA at 4pm on Thursday so stop by and see us!! -Roz Tedford
Administrative Council report – September 14

The Administrative Council met on September 14th. In attendance were Sherry, Mary H., Susan S., Rhoda, Megan, Wanda, Debbie and myself.

Things started with a discussion of preparations for the upcoming hurricane which we hope will just be a few mud puddles by the time you read this. At any rate, Debbie is looking for staff who live near the library and would like to be on the emergency team. This entails getting here when most of the other staff can't due to hurricane, blizzard, Ebola epidemic, nuclear fallout, rapture or social breakdown.

Other "old news" will be the Voyager meeting on the 15th. ZSR people will be conferring with folks from PCL and Bowman Gray on matters of governance and communication.

Rhoda reported on the progress on remote storage. Where those dusty old back issues are going to eventually wind up is still in the air.

Searches for the evening circulation, serials and electronic resources positions continue apace. Expect 10am presentations from candidates on September 28th and 30th.

The Controller's Office has instituted yet another change in student payroll procedures. Checks will now be mailed to the students. This means a few days delay for students, but it will save Lisa a hefty chunk of work. A way has been found to solve the one student/two pay rates problem, but Rhoda emphasized that we should phase out such situations in the future.

Debbie distributed an updated list of current members of all the various library committees, task forces, etc. This will presumably be included somewhere in this issue of the Gazette.

Most of the new (or hand-me-down) computer equipment has been installed. If you're having any problems with yours, contact the Technology Team.

Speaking of new toys, there was some discussion about the much coveted "Palm Pilots." These new fangled gadgets may or may not be in your future if you're a department head or team leader. For anyone who winds up feeling slighted, there will be a seminar entitled "How To Organize Your Entire Life On The Backs Of Half A Dozen Scrap Catalog Cards" in the near future.

There will be an official reception on October 22nd to recognize the donated collection of Ronald Watkins. More details later.
From the Director

I am very relieved that we didn’t get visited by Hurricane Floyd, and were able to continue to serve our users as the storm raged in the east. We were certainly as prepared as we can be, and it was good to practice for the next one which might come our way!

One significant event that just occurred was the final meeting of the Voyager Project Group. We are now in production, as they say, for our first phase with the system, and future projects revolve around each separate library. Improving communication among the three libraries will continue to be a challenge, and to meet it we will create a bulletin board. We at ZSR are very eager to move boldly into phase two, adding new images and citations to our catalog.

The delivery and installation of shelving in the former Baptist reading room is underway, and soon we will begin the carefully sequenced move of collections into that space, freeing the art room for the creation of the new Baptist reading room. It will be an interesting exercise for Circulation to plan and execute the moves.

The Senate met on September 15, and we heard a very enlightening talk by Richard Dean of the Medical School on the impact of economic changes on our academic medical center. The culture is very different from ours, and such things as tenure, in the way our Reynolda campus faculty enjoy it, don’t exist. I hope his remarks will be made available in print or online so you can read them.

It is NCLA week, and how nice that it is here on our home turf. Let’s try to be especially welcoming to any librarian visitors who may come to see us during the week. -Rhoda Channing

Reconstruction Zone: teams in action

News from the Technology Team

Tech Team stays busy!

The Technology Team has had a busy fall, with many projects in progress. Here’s an update:

Giz just completed securing the ITC lab computers with a hardware/software solution called Centurion Guard. With it installed, no matter what a student does to the computer, once it is rebooted it is returned to its original configuration. They can even delete Windows directory and there is no harm done. This solution will really reduce the amount of time that staff has to spend troubleshooting and repairing what students do to those public computers. The Tech team is assessing where else this might be helpful in the library and will be installing some in other locations. Giz has also been busy building new software loads for the various computers in the library so that everyone’s software is updated and Y2K compliant. The 380XD and 380D ThinkPads all have their new loads installed and he is now working on a load for the P75 desktop computers (We still have over 25 being used by staff).
Between online registration, CourseInfo and ThinkPad Orientation Training, it's a wonder Roz has had any time to get settled into her new office. All these projects have been successful and she has also managed to get assigned to the University freshman orientation committee. This will give the library a voice on the committee that decides when ThinkPad training is scheduled during orientation week.

Elise has been working on updating links on the Reference public computers to prepare for putting a new software load on them for the fall. She continues to develop the Access database that tracks the hundreds of electronic resources. Next in line to add is vendor information and licensing information for simultaneous use limits. She and Carolyn McCallum have been collaborating with Team Info staff to find the best way to catalog our electronic resources into Voyager. Both Elise and Tim went to school for a week to study advanced NT Administration. She recently relocated her office to 302C, so come visit!

Florence has been focusing on putting together some very high tech multimedia computers in the ITC lab. One is dedicated to web applications. A second will be a digital video station. She’s added two new scanners to the assortment of equipment also. Florence is in the process of creating an audio CD for the Ronald Watkins celebration. This celebration will honor the renowned Shakespearean scholar who has donated his collection to the library. She has been asked to create the web site for WFU’s film studies. Finally, she is experimenting with various technologies that can enhance foreign language studies in the French class she is teaching this fall.

Erik has been totally immersed in all things Voyager. He is developing custom reports for different departments, investigating the addition of Z39.50 connectivity to the system, working with Mary Horton to resolve the nasty little SUDOC migration problem, and is starting to study how to best approach the prospect of an inventory of our collection next year. One interesting report that he is working on will show the age of our collection by LC call number range.

Tim is relieved to report that the equipment allocation is finally complete. He has removed all the non-Y2K compliant computers and has distributed all the "new" ThinkPads and desktops. He had a small celebration when he removed the very last Gateway from the library! He will be working with Giz to get the P75 load out to the appropriate staff and back up their data.

Susan, Tim and Elise spent MANY hours migrating databases from the old HP server to our NT server. This involved implementing a new interface for users that will also gather more accurate usage statistics. Susan is winding up the Y2K effort since the University has set a date of Sept. 30th for everyone to be compliant. Library departments have created contingency plans to ensure that public services can continue if systems fail on January 1. - Susan Smith

Excel spreadsheets and Y2K: Is your data compliant?

Those of you who have data in Excel spreadsheets should check them for Y2K compliance. It’s easy to do. Just go to the Start Menu/WFU Computing Assistance/WFU Software Installation Menu. Scroll down and you’ll find several icons that can be run to check dates in your Excel files. Be sure and run the Excel 97 Date Fix Wizard. -Susan Smith
Welcome Kaeley
Retired Physician Volunteers
From the Director

Kaeley enjoys reading and cooking

Hello! My name is Kaeley McMahan, and I am the new Circulation Desk Assistant. I have worked at the Circulation Desk for two years as a graduate student/supervisor, so I may look familiar to some of you. As for the rest, I hope to get to know you soon.

I was born and raised in the great state of Oregon and spent the majority of my life in the city of Eugene. I attended the Clark Honors College at the University of Oregon for one year and then transferred to Wheaton College, just outside of Chicago. I received my B.A. from Wheaton in Archaeological and Near Eastern Studies. The highlight of my time there was a summer program that included a two-month study tour of the Mediterranean region.

After graduation I promptly returned home with my highly marketable archaeology degree and worked for a year in the Eugene Public Library and in a bookstore. In the fall of 1997, I moved to Winston-Salem to begin work on my M.A. in Religion (Early Christian Studies), and I also began to work at the Circulation Desk here at ZSR. I completed my degree in May, and I plan to enroll at UNC-G in January to begin work on my MLIS. In my spare time, I enjoy reading, cooking, travelling and, well, just watching some TV.

I am excited about working here at ZSR as staff and beginning to work on my MLIS. I look forward to meeting you all, so stop by Circulation! - Kaeley McMahan

Retired physician volunteers time

John Walker is a volunteer in Preservation and has been working since the first week in September. John is a retired physician who has lived all over the US and in Japan. He is a Wake Forest alum and has added a new and interesting ingredient to Preservation. John has quickly learned to repair spines and is giving a tremendous boost to this area of repair in the library. John is usually in Preservation Tuesday – Thursday from 10-12. Please stop by and meet him. - Craig Fansler
From the Director

I have just had an eventful week, with NCLA and the Keystone Conference, and my first opportunity to meet with the campaign staff to talk about the needs of the library. NCLA was seriously affected by the absence of many librarians and library staff from the eastern part of the state, who were dealing with serious losses as well as some flooded roads. At the Preconference on Assessment, for example, 9 of the 50 who had registered were unable to attend. I had to leave early to get to Colorado, but I learned a lot about Winston-Net and enjoyed the session on mentoring that Barbara Moran did. Both those sessions were sparsely attended.

The Keystone Conference brought together ARL Directors or their designees with some non-ARL Directors to determine an agenda for collective action for the future. The result is tentatively called the "Keystone Principles." It is an attempt to reassert the library as a central player on the internet, and to advance the values of librarianship in regard to access to information and service without bias. Cynics among us might give this initiative less than a 50% chance of succeeding, but some major library directors and OCLC are behind the effort, so we'll see. One of the productive exercises my breakout group performed was to design a webpage for LIBRARY.ORG, as if we were going to compete with Yahoo and others, and determine what it would have that would set it apart from what is there. One of our features was 24-hour live reference help, and we had many others. Our meeting had two speakers as well as breakout sessions and many good ideas were shared. We will have to see what comes next.

I was delighted to meet the campaign staff, some familiar faces and many new ones, added for the next campaign. I got a chance to tell them not only of our needs, but of our willingness to tell our story, which is a good and exciting one! - Rhoda Channing

A new software load for the IBM Desktop 330s

Many of the IBM Desktop 330s that arrived in the library during 1995 are still in service today. Sixteen are being used as Public Access Terminals throughout the building, and 23 are in use in various library departments.

Last year the processors were upgraded from P75Mhz processors to P166Mhz processors, the RAM was upgraded from 16MB to 48MB, and the hard drives were upgraded from 540MB to 2GB. This was a substantial improvement in the hardware that has allowed these machines to remain in useful service.

This year the focus has been to build a new software load for these machines that includes all major upgrades and ensures that all applications are Y2K compliant. Over the past few weeks I have been building a software load that includes all of these updates. Erik and Tim Mitchell added the Voyager software, and Tim Mitchell has begun the process of installing that load on all the IBM Desktop 330s in the library. If you are a dt330 user and haven't heard from Tim already, you will!

We have worked to keep the changes that impact the user on this load to a minimum, although many of you may miss WinPopup. WinPopup had to be removed as it is no longer supported and not Y2K compliant. If you have any questions, problems, comments, or rude remarks regarding the new IBM Desktop 330 software load please call me at X4314 or send me email at womack@wfu.edu. - Giz Womack
Conference Reports

NCLA according to Bobbie

The 1999 NCLA Biennial Conference with its theme of "Imagine the Future" proved to be a very interesting conference even though the conference was overshadowed by the devastation in Eastern North Carolina. At the Opening General Session on Wednesday, September 22, Beverly Gass asked the audience to pause a few moments and remember our fellow North Carolinians who are suffering from the effects of Hurricane Floyd.

The speaker at the Opening General Session was Maureen Sullivan, an organizational development consultant. Sullivan kicked off the conference by asking us to think in a positive way about the future. She shared her vision of what she hoped for by the year 2005. One of the things she envisioned is that "librarianship is the hot profession." By 2005, librarianship is the profession of the future, and librarians are recognized as the leaders in the lifelong process of learning. Starting now with some hard work and creative energy, maybe we can accomplish some of the ambitious goals outlined by Sullivan.

During the conference, I attended the program on "Trends in Web Publishing." The speaker at this program was William Dan Terry, a founding member of NetPubs International. Terry identified several trends in Web publishing:

1. journals, books, and more going digital;
2. continuous publishing;
3. public reviews;
4. issue of access versus ownership;
5. tsunami of information being created;
6. ease of theft and alteration of digital information.

At the Documents Section program on "Government Statistics on the Web: Federal, International, and State," I picked up a lot of useful information on how to search for this kind of information. Our own Mary Horton did a great job on introducing us to some major statistical sites.

On Thursday, September 23, the Bibliographic Instruction Discussion Group sponsored a panel session on "What We Wish They Knew Before They Got to Us." This catchy program title drew a good audience of academic librarians, school librarians, and even some public librarians. By the way, I serve on the Steering Committee for this group so I was involved in the planning process for this program. Our panel included Rhoda Channing, Cindy Levine, Reference Librarian at NC State, and Libby Lasley, Librarian at Williams High School in Burlington.

With just a couple of days notice, Cindy Levine agreed to serve on the panel in the absence of Donna Gunter from Wilmington who was dealing with the aftermath of Hurricane Floyd. Cindy mentioned some of the library skills that she would like for high school students to have when they come to college: understanding the principles behind a classification system; how to use a library catalog; how to use an index to periodical literature, and where to go if they need help. Cindy talked about student’s attitudes and noted that it would be great if students arrived on campus "not hating libraries." Cindy suggested that high school library assignments focus on various information sources. She encouraged high school librarians to have students read fiction, nonfiction, biographies, scholarly and popular magazines.

When Libby’s turn came, she noted that her part of the program should be entitled "What We Think They Know When We Send Them." At her school, students from grades 9-12 are involved in doing library
research in some of the English classes. For example, in the 9th grade, students check out a young adult novel and find information on the author and book reviews. Library research assignments for other grade levels emphasize literature-rich activities as well.

In her remarks, Rhoda said that she would hope high school students select a college after they visit the library. Rhoda would like high school students to know that LC is not the only classification system in a university library (i.e. Supt. of Documents). Students should know parts of a bibliographic citation. They should also be instructed about plagiarism and copyright issues.

During the conference, I had the opportunity to visit with former employees of ZSR and to see some friends from East Carolina University who were able to attend the conference. - Bobbie Collins
Halloween on the Web

Halloween is rapidly approaching. Interested in having a ghoulishly good time? Check out the following Internet sites.

www.halloween.com

This site has information about vampires, witches ghosts, and ghouls. Also links to sites that have haunted houses, interactive cemeteries, scary tales, and Halloween humor.

www.hauntedhome.com

The Haunted Home contains an interactive game where you can explore a haunted house (click on the detective badge to start the game), a collection of pumpkin carving stencils and greeting cards, safety tips, scary stories, spooky sound files to download, books to order, Halloween lore, and creepy cuisine recipes.

Want to vote on your reaction to the following question? If approached by the rotting zombie at the haunted forest, do you.....? Then check out www.hauntedhouse.com. This site has scary stories, costume information, fonts, backgrounds, and sounds that you can download.

Still don't have enough? Make www.halloweenonline.com your last stop. This work in progress includes all things Halloween. Building haunts, music, make-up, parties, the origins of Halloween, online games, and more are all here.

Have a frightful Halloween! - Elisabeth Leonard

Bookdrop Facelift

Some months ago, Isabel and I talked about an improvement for our bookdrop that would impede water draining inside the drop during heavy rainfall. This moisture dampened many books each time we experienced a downpour. I came up with a working design and this past spring, Isabel and I met with Bill...
Shotten, from Facilities Management, and presented him with a design for a small rainhood over the bookdrop. This stainless steel hood is now in place and will hopefully help keep our valuable books dry. Other repairs to the bookdrop were also made, including tightening and sealing the drop and lubricating a sticky hinge. Drop by and see the drop! - Craig Fansler

From the Director

The weekend of October 9-10 was a rainy dreary period, and I was reminded, as I often am, of the peace of mind that I have on weekends and evenings because of the library staff, especially the Access Services staff and their students. They keep the library open, give service, and except for extraordinary events, do all this without the need for me to intervene or take action. In the dawn of time, when I was young, evening and weekend rotations were part of my work life, but since the middle ages (mine), I have been working days only, and as a morning person, I believe that is best for everyone! Thanks Access Services!

The Faculty Meeting on October 11 was a long and full one, and would probably have been much longer if it had not been well past 5 pm when key votes were taken! I was delighted that after three years of work and over a year before the faculty, the last of the Curriculum Review Committee's recommendations was approved. Almost all of the seventeen initial recommendations were adopted by faculty, but not without long discussions and some re-framing. I am glad my service on that committee is at an end. However, two of the most controversial recommendations have been given to the Committee on Academic Planning, on which I serve, to refine and implement.

The North Carolina State Historical Records Advisory Board responded swiftly and effectively to the disastrous floods in the eastern part of the state by assembling experts on the preservation of artworks, printed records, artifacts and historic buildings and putting a program out on cable access channels. Under the leadership of Boyd Cathey, the program was put on the air and a call-in portion channeled questions to many experts at the Archives and Museum. Governor Hunt was very pleased and mentioned the program in a speech. As you know, the SHRAB has used the airwaves on cable and on satellite to communicate information about preservation and digitization. Our current plan is to offer up to eight programs on public access cable, with call-in, on different topics of interest to the public, including access to African-American records, documents relating to the Civil Rights movement and more. I will be on the planning committee for these programs. The SHRAB takes its role in education seriously, but I hope the programs will be interesting to the general public.

The floods did damage the courthouse records in Edgecombe County and would have destroyed the deeds as well, but the Register of Deeds went in, saw the river was rising and called on her staff to move the records! The Clerk of Court was in Princeville and couldn't get to Tarboro, the site of the courthouse. - Rhoda Channing

News from the Assistant Director

Welcome Catherine Dancy!

Please join me in welcoming Catherine Dancy to the Z. Smith Reynolds Library. Catherine is our new evening/weekend Library Assistant. She takes over for Peter Romanov who was recently promoted to Evening Circulation Supervisor. Catherine comes to us most recently from the Coy C. Carpenter Library where she provided circulation, shelving, and patron assistance. Catherine's usual hours are Sunday through Wednesday 4 PM to midnight and Saturday 10:15 AM to 6:15 PM, so be sure to stop by the
circulation desk to meet her during those hours.

**NCLA Tidbits from Debbie**

The preconference, "An Assessment Toolkit," was led by Robert Burgin (formerly of NCCU and now of the State Library.) Some of you will remember his assessment presentation at a LAMS workshop last fall. This session was an extension of the first and included more detail on actual data-gathering techniques. Burgin described the characteristics as well as advantages and disadvantages of interviews, focus groups, and questionnaires/surveys in gathering information. He provided in-depth explanations of types and techniques of sampling, including attribute sampling and continuous variable sampling. Systems analysis was defined as a set of assessment tools that are very effective for workflow analysis, time studies, and cost benefit analysis. Dr. Burgin broadened his discussion of assessment to tools for planning. Project planning tools such as Gantt charts and the critical path method require detailed analysis of work steps, which in itself is an assessment tool. In addition, Burgin explained how queuing theory (the mathematical theory of waiting lines) can be used to determine how many service points need to be available in order to meet patron needs. I felt that Dr. Burgin did a great job of combining theory, definition, examples and mathematical exercises to support his presentation. Yes, I got a little nervous when the Greek letters appeared in the formulas, but I was pleased that I didn't go into mathematical mental-pause!

Maureen Sullivan was the keynote speaker for the opening general session. Her presentation, "Creating Our Futures: Challenges and Opportunities for Librarians," was excellent. Her main points focused on six elements of the discipline of leadership: 1) Learn more about yourself; 2) Know and appreciate your constituents; 3) Develop the personal-professional capacity to meet the future; 4) Make sure you serve a purpose, as an individual and as organizations; 5) Sustain hope - or develop a hopeful attitude; 6) Believe that you are a leader with a lot to contribute. A few of her gems are: "Lean into our discomfort;" "Optimism is a way of life;" and "Develop an awareness of who I am, what my assets are, and what I can contribute." I left the session feeling uplifted, motivated, and challenged to grow.

I attended other sessions on electronic resources, bibliographic instruction (good job Rhoda and Bobbie!), the future, mentoring, and government information (way to go Mary!) In addition, I participated in the Library Administration and Management Section Personnel and Staff Development SIG luncheon discussions. This LAMS SIG is new and the discussions were very well received. The 5 topics were new employee orientation; new student assistant orientation; supervising part-time, temporary, and student employees; managing volunteers; and employee recognition. I have the notes from each table discussion if anyone wants a copy.

A few web sites you might like are listed below:

[http://www.ipl.org/svcs/onthejob.html](http://www.ipl.org/svcs/onthejob.html) Resources of particular use for librarians in their everyday work

[http://sunsite.berkeley.edu/LibraryLand/](http://sunsite.berkeley.edu/LibraryLand/) Index to resources for librarians

[http://www.library.vanderbilt.edu/law/acqs/acqs.html](http://www.library.vanderbilt.edu/law/acqs/acqs.html) AcqWeb, for those interested in acquisitions and collection development

[http://www.lib.az.us/cdt.intro.htm](http://www.lib.az.us/cdt.intro.htm) Training on collection development, especially for small and rural public libraries, but good info for anyone

http://www.gslis.utexas.edu/~catalog/tshp.html Technical services help page linking cataloging information available through the www

http://ncinfo.iog.unc.edu/oldnorth.htm Statistical information and directories for North Carolina State and local government

http://docs.lib.duke.edu/govdocs/igo/guides/instats.html International statistics on the web

http://www.fedstats.gov/ "One stop shopping for federal statistics"

Overall, the conference was very worthwhile for me. I even liked having it right here in Winston-Salem!

WFDD Fund Raiser

We had a great time on Friday, October 8th working the phones for the WFDD fund raiser! Our crew included Chris Burris, Rhoda Channing, Debbie Lambert, Jeff Lambert, Elisabeth Leonard, Erik Mitchell, Peter Romanov, and Giz Womack. We had a tough time controlling those compulsive impulses to pick up the phone on one ring – fighting over the calls didn’t seem to be quite the model behavior! Nonetheless, we logged in lots of pledges, awarded incentive prizes including canoe trips and dinner coupons, and matched 6 day-sponsor pledges with 6 books for the library collection.

Happy Anniversary

Congratulations to the following ZSR folks celebrating October anniversaries:

Craig Fansler, Oct. 10, 1999-5 years
Linda Early, Oct. 22, 1999-15 years
Sharon Snow, Oct. 22, 1999-15 years - Debbie Lambert

Students discover library

On Friday, October 8, Bobbie Collins and Julia Bradford did an impromptu tour for five students from Piedmont Bible College. Bobbie demonstrated the library’s online catalog and ATLA Religion Database. Julia did a great job introducing students to the Baptist Collection. These students were very impressed with our resources and facilities. After the tour, many of them said that they plan on returning to do research.

In September, Nikki Warren from Admissions contacted Bobbie about providing tours for Wake Forest Discovery Day. Discovery Day is an opportunity for prospective students and their parents to learn more about our campus. Library tours were scheduled for Monday, October 11. Nikki told Bobbie to plan for 35 students for each time slot. Mary Lib Slate agreed to do two tours, and Susan McDonald and Prentice Armstrong volunteered to help with the groups. Four people showed up at 2:00, and two people showed up for the tour at 2:30. Mary Lib ended up doing both tours. We are not sure what happened to our guests. Perhaps, they had to leave early to get back on the road to visit another campus. Many thanks go to Mary Lib who did the tours and to Susan and Prentice who were willing to help. - Bobbie Collins
Technical Services Team Update

The Technical Services Team continues to be very busy implementing changes to the workflow brought about with the migration from Dynix to Endeavor. Each team member has done an excellent job coping during this extremely stressful time. We sincerely appreciate the patience shown to us by other team members as we fight backlogs, deal with staff vacancies and complete projects necessary to provide accurate information and access to our collection.

The **Monographic Ordering unit** (Linda Early, Ann Bailey, Kelly Fetty, Charles Bombeld and 6 student assistants) is currently working on the following projects:

- The process of rebuilding our 3,000+ vendor list.
- Resolving the issues with claiming on Endeavor. The system claims list fails to differentiate between monograph claims and serials claims.
- Cross-Training.
- Electronic Ordering.
- Generating reorders for items turned down by our major vendors during the months when we could not order.
- Processing the purchase of 411 videocassettes and 755 laser disc sold to the library by David Fyten.

**Fund Accounting (Prentice Armstrong)** reports the following:

- All serials with an existing purchase order number have been entered in Voyager.
- He has collaborated with **Eric Mitchell** and completed the design for the fund status report.
- Development of a hierarchy report that shows expenditures by material type has begun.
- Implemented new workflow procedures wherein receivers no longer write the funds on invoices. They now print vouchers that show the funds that were charged.
- The use of adding machine tapes as back up for expenditure figures on Voyager reports.

The **Serials Unit** (Chris Burris, Gladys Hall, Linda Barrow, Prentice Armstrong, 2 student assistants and temporary assistants Catherine France and Luis Castillo) is probably the unit with the greatest challenges awaiting them. They are currently swamped working on the following projects:

- Training of **Linda Barrow** in the processing of standing orders/continuations.
- Preparing purchase orders of periodicals ordered through EBSCO for electronic invoicing.
- Resolving the problem of periodicals checked in against the incorrect holdings record.
- Working on the elimination of a backlog of items needing processing.
- Updating purchase order records for periodicals in Voyager.
- Refining and reconciling problems in claiming.
- Updating the excel spreadsheet with the 99/2000 invoice.

The **Cataloging Unit** (Leslie McCall, Brigett Beck, Judy Byrd, Carolyn McCallum, and 2 student assistants) has also done a good job at learning and adapting to new workflow procedures cataloging in Endeavor. They remain optimistic as they work on:

- Coordinating procedures between the Cataloging and Monographic ordering units to maximize workflow efficiency.
- Taking steps to reduce dependency on paper.
- Revising statistics-gathering procedures eliminating the use of shelf list cards.
- Cataloging of items received in Dynix, reducing the backlog.
- Cataloging of the core collection for the Flowhaus in Vienna.
Cataloging the Watkins gift collection.
Establishing cataloging standards for electronic resources in collaboration with the Information Services Team
Cataloging of the 411 videocassettes purchased from David Fyten.

The Binding unit (Doris Jones and 2 student assistants) has implemented many changes that have enhanced the accuracy of information available concerning bound periodicals and monographs. An item is now created for the volumes when it is sent out for binding. Items away for binding will have a note that displays (ex. v. 23 at Bindery as of 10/2/99). This should eliminate the need to print the master list of periodicals sent to binding, currently printed bi-weekly with each of the shipments. Doris is also designing new workflow procedures to suppress items from the recent issue list in WebVoyage that are actually already sent out for binding. All of the above features are additional steps of editing within the Endeavor Cataloging and Acquisitions modules.

The Database maintenance unit (Medra Justis and 5 student assistants) as always, is quite busy with efforts to complete the task of updating holdings information in Endeavor. They have many new projects brought about with the migration to Endeavor. However, she still works diligently on the left over cleanup project. A few highlights are these:

- Consolidating holding information in Web Voyage. This will eliminate the long list of individual holdings for one precise statement.
- Database cleanup: holdings should be accurate for classifications B, P and Q.
- A weeding project for the Military Science departmental library.
- Daily work with the Circulation department for items needed on demand.

Other projects in the works for the Team includes:

- Negotiating with Yankee Book Peddler for completing the PromptCat support profiles (an outsourcing project that will result in all items received on our approval plans barcoded, stamped and labeled).
- Negotiating with OCLC /Solinet for completing the PromptCat profiles (an outsourcing project that will provide cataloging records for all items received on our approval plans).
- Processing forms for profile changes in OCLC.
- Processing forms to eliminate the usage of the OCLC multidrop lines, communications controller and maintenance of the OCLC support computers.
- Compiling a list of items to be outsourced for cataloging by TECHPRO.

Special thanks to the Mitchell boys (Eric and Tim) for working so closely with the Technical Services Team. They have been fantastic about responding quickly to our request and listened to our numerous suggestions and concerns. The macros designed by Erik are wonderful time and step savers. These two have done much to provide some comfort in a time when team members are all stressed. Thanks also to Rhoda and Debbie for their support as well. Thanks again for everyone’s patience and support, we are truly a work in progress. – WKB and the Technical Services Team.

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**Chris Burris gives speech**

This is a speech given by Chris Burris for his 34th annual family reunion. He asked me to read it in June just before he presented it and I suggested his sharing it with the library staff family. I hope you will enjoy reading it as much as I did.
"A life is not important except in the impact it has on other lives." -Jackie Robinson

Today is the last reunion of the 1900s; the next will take place in 2000. 2000. That’s a significant milestone. But as we head into the next millenium, we should remember what has come before us. For instance, yesterday was June 19th: June nineteenth. The day in 1865 when slaves in Texas learned that they had been freed by the Emancipation Proclamation- issued over two years before. The most valuable lesson that we can take from this is that we shouldn’t have to wait and hear from others that we’re already free. The freedom should be ours both to know and to claim.

We have to take certain tools with us. Love, listening, self–respect, a sense of purpose, our talents and abilities, and a desire to make ourselves better. We are much greater than the sum of our parts. We have to believe that we can do anything for ourselves because we may not always hear it from the outside. We have to hold courage and responsibility near us because one feeds into the other. But the greatest thing to know is that we must know what is truly precious in our lives: the fact that we are alive. It’s a special gift that we all have, but we may not always realize that until one of us has gone from our midst.

As the tragedies in Colorado and across the world in Kosovo have shown us, we cannot remain isolated from each other. Information is the key to understanding. We should get involved in our own lives and in those of the ones we hold dear. We should get involved with the larger world around us and watch for the impact that it may have on our own lives. We should be able to work with others for the good of us all-we’ll not only see how interconnected we really are, but also how much we need each other to survive. We should be able to find solutions to our problems that can be ended with a handshake instead of a fist. And in this day, we should know that spiders aren’t the only ones with webs, windows are more than ways to see the trees in your yard, a mouse is more than one named Mickey, and that email is much faster than the morning paper.

The world may seem a little smaller these days, but it can still be a lonely place. That’s why we have God and our families. God is the foundation of all there is, and He is the hope that we can turn to when all else has passed away. He is the light in our lives and the lantern, which guides us through the darkness of our own journeys. And as for family, it is the strength that we can keep near us. Families are a precious resource. We can use their love to keep us going and their hopes as inspiration. We’ll always need to cherish each other while we’re here- we’ll never know when we may not have another chance. The love of God is our shelter from the storm, and the love of family keeps us in the race when we’re just ready to give up. Cling to hope, faith and charity because they sustain us when all else has failed.

Our ancestors are behind us, telling us to make this world better than the one they knew. At the same time, our descendants are in front of us, asking us to make a better world for them to call home. It’s up to all of us to make sure that both sides will be proud of what they would find. Thank you.
New Face at Circulation

I have just started to work at the Z. Smith Reynolds Library. My name is Cathy Dancy. I will be working as the evening stacks supervisor. I came here from Coy Carpenter Library at the Bowman Gray School of Medicine.

I mostly grew up in Alexandria, Virginia, but my parents moved to Winston-Salem when I was 18. I then attended Virginia Tech and graduated with a degree in Home Economics. I got married, and had two children, Jason and Suzanne.

Unfortunately, I went through a divorce. At the time I was living in New Orleans. I then served in the U.S. Navy for one and a half years; (both my parents had been in the navy during World War II). At that point I decided to move back to Winston-Salem to be near my parents. After a few years of working at the Winston-Salem Journal, I decided to attend graduate school. I received a M.Ed in Human Environmental Sciences from UNCG in 1994.

In the meantime, my children have grown up! Jason is now a junior at UNCC in Computer Engineering, and Suzanne is a 2nd year student in culinary arts at Johnson & Wales University in Charleston, South Carolina.

I keep busy with jogging and yoga. I also enjoy cooking and watching TV. I find Scrabble fun to play on the internet!

I am eager to learn as much as possible about the library. Come by the circulation area and talk! - Cathy Dancy

Administrative Council report – October 20

The Administrative Council met on Wednesday, October 20th. Attending: Debbie, Megan, Wanda, Rhoda, Mary H., Jill, Roz and myself.

Roz gave a report, complete with visuals, on the new incarnation of the ZSR web page. It’s not all completed, yet, but you can check out the new look if you like. Various departments will need to update their sections. Roz and the technocrats hope to have the whole thing done before the holidays.
Rhoda has surveyed the student pay schemes for a number of other universities. No firm conclusions or changes here, but department heads are prompted for thoughts and ideas.

There's a meeting scheduled to address the copier situation. A move to fewer, but better (more dependable!) copiers was mentioned as a possibility.

Estimates for the remote storage options have been calculated, but no decisions, yet. Resolution of this issue still seems, well, somewhat remote.

An interesting aside: the campus is 125 parking places short for faculty and staff. (Anyone interested in signing a petition to raise the legal driving age to 21?)

A report on the FY 2000 budget status was passed out. Needless to say, we didn't get everything that was requested. If you were on pins and needles about a chair or barcode reader, I can give you the specifics (ext. 6136). Of interest to everyone: $3,500.00 for new signage was denied and will be requested again next year, so try not to get lost in the meantime.

As always, I'm eager to forward your concerns to the committee. I'd love to go to the next meeting with at least one burning issue! - Scott Adair

From the Director

On Wednesday I attended a meeting of the University Senate, an important meeting at which one of the topics for discussion was whether the Senate should continue to be a 'University' Senate or should become a 'Faculty' Senate. Currently many administrators are members of the Senate and have the vote, including me. Although as Director of the Library, I would still be included as a member, under the proposed new by-laws, the difference is that I, and the Deans would no longer be able to vote. Nothing was resolved, and the changes won't come to a vote until a future meeting, but it was a very thought provoking discussion. There is currently no body that serves as a faculty 'voice.' There was a feeling expressed that administrators may in some sense water down faculty initiatives. On the other hand, administrators and faculty are often in accord on the issues. We'll see what the outcome will be. Certainly my vote is not as important to me as the opportunity to have my say, but I would still be reluctant to give it up!

Our Watkins celebration was fun and a success, thanks to the efforts of many, including from our staff: Jill Carraway, Craig Fansler, Rosalind Tedford and Florence Toy. We learned a lot about the digitization of audio and the pressing of CDs. It was wonderful to host the reception in the atrium and to have President Hearn, Dean Escott, Vice President Zick and so many others participate as guests. The Watkins gift should be very useful to actors and directors of Shakespearean plays.

On November 1 I leave for Cape Town, South Africa for a short vacation and a bit of work, consulting at the University there. I will be attending an ASERL meeting in Atlanta on November 12, and will be back, hopefully in the right time zone on November 15. I have lots of plans to see the area, including a trip to Robben Island, where Nelson Mandela was imprisoned for so many years. It is spring in Cape Town, and as it is getting cool here, a perfect time to get away! - Rhoda Channing

ZSR Library committees: making a difference
**Employee Recognition Committee**

The Committee met on October 20th. The first order of business was to welcome Julia Bradford to the committee to replace Laura Spear.

The committee would just like to remind the entire library staff that we are willing to listen to suggestions of employee recognition.

The Committee meets monthly on the second Tuesday. This month the meeting will be Tuesday, November the 9th in study room 227 at 2 PM. Thank you. - Mary Reeves, Chair

**Staff Development Committee: Staff Development opportunities**

The Staff Development Committee continues to plan a variety of events for this year. Your suggestions and feedback are appreciated. So far, committee-sponsored activities have been Supervising Student Assistants Discussion Group, Recycling in the Library, Introduction to WIN (Wake Information Network), and Introduction to Web Page Design. All sessions have been well-attended and very successful. Thanks go to Kelly Fetty, Elen Knott, Debbie Lambert, and Rosalind Tedford for leading those sessions. Here are the coming attractions for November and December:

November 12, 1999 9:00 – 10:00 AM -- Introduction to PowerPoint (6 seats available) by Giz Womack -- ITC Lab 254

November 18, 1999 -- 3:00 – 3:30 PM -- Workers’ Compensation Guidelines -- by Human Resources -- Bib Lab (part of staff meeting)

November 18, 1999 -- 3:30 – 4:00 PM -- Voyager Update and Q & A -- by Erik Mitchell -- Bib Lab (part of staff meeting)

December 13, 1999 (tentative date) -- 10:00 AM - 12:00 noon -- Introduction to Access (16 seats available) -- by Giz Womack -- ITC Lab 254

December 14, 1999 -- 10:00 – 11:30 AM (25 seats available) -- and -- 1:00 – 2:30 PM (25 seats available) -- Managing Stress -- by Alan Cameron (University Counseling Center) -- Johnson Room

Workers’ Compensation and Voyager Update will be part of the general staff meeting agenda on November 18, 1999. If you’d like to attend any of the other sessions, please register by sending an e-mail to Debbie Lambert (lamberdn@wfu.edu). - Debbie Lambert, Chair

**Social Committee: A moveable feast!!**
The Halloween Party was monstrously successful! Guests included Grandma Fansler, Charlie Chaplin, Roumi’s blonde cousin, Goldilocks, and a very young Pooh. Unfortunately, Chesty was unable to attend. The tables were mounded high with scrumptious food provided by the chefs of ZSR. The Social Committee, Angela, Isabel, Roumi, and Elisabeth extend their thanks to everyone who came and special thanks to those who helped with clean-up. - Elisabeth Leonard

Department news

Microtext/Government Documents

Have you ever wondered how big our Federal and North Carolina documents collections are? Measurements and counts have been made recently in Microtext and Government documents sections. Here is the total volume of our Federal and North Carolina documents as of September 30, 1999:

**U.S. DOCUMENTS**

Paper 386,196  
Microfiche 214,851  
CD-ROM 1,699  
Floppy Disks 355

As of October 22, 1999 our library selects and receives 44.81% of all Federal documents offered to depository libraries.

**N.C. DOCUMENTS**

Paper 1,524  
Microfiche 37,130

Microtext recently received 25 new collections. Some of them contain the FBI archival files on famous people such as Eleanor Roosevelt, Malcolm X, and Joseph McCarthy. Others represent international issues or documents on U.S. political movements. Guides, housed also in Microtext, accompany a majority of the new collections. Here is a list of the new collections:

<table>
<thead>
<tr>
<th>Call Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BV460 P75 S95</td>
<td>Presbyterian Board of Foreign Missions, 1833-1911, Syria</td>
</tr>
<tr>
<td>DS 126.4 R 1920-1935</td>
<td>Records of the U.S. Consulate in Jerusalem, Palestine</td>
</tr>
<tr>
<td>DS126.4 A53 1944-1946</td>
<td>Reports of the Anglo-American Committee of Inquiry</td>
</tr>
</tbody>
</table>
Interlibrary Loan

ILL has a new workroom in the Reference office suite, and it has been "Arieled"!

Ariel is a document delivery system from the Research Libraries Group (RLG). Using a regular PC, a scanner, and the Ariel software, we can scan articles, photos, and similar documents, transmit the resulting electronic images over the Internet to other Ariel workstations, or e-mail them to properly equipped e-mail accounts. Over 4,000 libraries and institutions are currently using Ariel, including many research libraries and some document delivery vendors, such as UMI and the British Library Document Supply Centre.

Not only can we provide speedy service to other libraries, we save money too. We don’t need to use postage, envelopes and paper for the Ariel requests. However, scanning does take almost twice as much time than photocopying, so it doesn’t save us much time.

The borrowing side of the ILL operation also benefits from the Ariel setup. Our patrons are very happy with the desktop delivery. To make it happen, we use Prospero. It allows us to send the document to a web server and notify the patron of the pickup. The document is in the familiar PDF format, so the patron can read it online or print it out. The new Ariel workstation is made possible by several people: Susan Smith, Tim, especially Erik. They worked long and hard on putting all the pieces together.

As with all new technology, there is some adjustment for everyone, including the students. We are still in the trouble shooting stage, but we will have an open house when things are settled down a bit. - Cristina
Circulation

Shifting into Old Baptist Room starts

As most of you know by now the Baptist Collection relocated to Reynolds 6 over the summer. After their move was complete, the room was painted, carpeted and new shelving was installed by J.E. Pope. We have now started shifting books into this room. It will be the Twentieth Century Literature Room containing items above PR6000 and PS3500. The Browsing Books will also go into this room and will be placed on the oak shelves. New furniture will eventually be added so when all is complete this should be a nice new addition to the library. When the PR and PS books are moved the M, S, and part of the T books will be moved to Reynolds 3 and then the N books will be moved to the area previously occupied by the M, S, and T books. Then Baptist will move into the room now housing the N books. I know all this may sound a bit confusing but I hope it goes smoothly. I ask for your patience during the move as this will take some time to complete. - Patrick Ferrell

The book corner

A book shared . . .

Had a good read lately? Between our own excellent browsing collection maintained by Scott Adair (always open to ideas for new book purchases), the new Border’s with its café, and amazon.com, it’s easy to stay well supplied with reading material these days. I often rely on the suggestions of friends to make my way easier in choosing books to read. So there upon hangs the tale of this article.

The Hours by Michael Cunningham kept shouting my name, but it wasn’t until my friend Steve in LA put it in the "must read" category that I checked out this slim volume from browsing. Steve, a 30-something man, lives six deliciously short blocks from the Pacific Ocean. Long before Steve was born, Virginia Woolf had become a friend of mine. To my mind, The Hours is a book for all readers. Love Virginia Woolf? Like books with lesbian and gay characters? Enjoy stories set in big cities? Intrigued by the interweaving of characters across space and time? And if none of these things appeal, how about sparkling prose, which portrays the fullness of life with its vicissitudes, including AIDS and madness? As I read The Hours, I thought often of Steve, wondering what spoke to him from the book. And how he knew so well how much I would like it.

My dear friend Linda in Atlanta recommended a book to me, something like "strong scent from a good mountain," she said. The book turned out to be Robert Olen Butler’s A Good Scent from a Strange Mountain. This book was published in 1992, but somehow I missed it. Butler is a Vietnam veteran and during the war served as a Vietnamese linguist. The main characters in this collection of stories, some set in Vietnam and some in the United States, are Vietnamese people. Butler succeeds in writing with a voice that is non-American. Butler treats the larger themes of the war, influence of Buddhist thought, and emphasis on ancestral ties. But it was his light touch with the subtleties of communication between his characters that gave me blissful and appreciative moments. I found these stories touching and bringing me to tears. And as I read, I felt connected to my friend Linda, knowing she had traveled this road and we now shared this journey.

Never let it be said that a parent can’t be a friend when it comes to book recommendations. In a ceaseless desire to find ways to please her sometimes world-weary daughter, my mother discovered Bill Bryson’s A Walk in the Woods: Rediscovering America on the Appalachian Trail and passed her good news
on to me. Bryson’s book is about his attempt to hike the AT from Georgia to Maine with the least trail-ready individual ever born, his friend Katz. Bryson has done lots of research on the trail and its environs so the book is filled with facts on trail history and maintenance, hiking fads, deaths, dangers, and natural history. Having done a little bit of hiking myself, I wouldn’t call Bryson a wimp for only hiking sections of the trail. And it may be that finding a soul hardy enough to walk the 2,100 miles of the AT and to write a book as entertaining as *A Walk in the Woods* may not exist in human form. Bryson’s phobia of bears is only one of the elements contributing to this laugh-out-loud volume.

Okay, okay. Harry Potter. Harry Potter. All Right, yes, I am a librarian, so how many people across the land have now asked for my opinion of Harry Potter? What was I to do when the first of J. K. Rowling’s books *Harry Potter and the Sorcerer’s Stone* fell into my hands, appeared out of thin air, due to a spell involving dragon’s blood and unicorn’s hair? Read it, of course. And the story is entertaining and fit for most any youngster, in spite of what they say in Marietta, Georgia and Columbia, South Carolina. The story in no way matches the density of Tolkien’s ring trilogy. Nor does the writing match the genius of Roald Dahl’s word play. But fun it is and light and wholesome and predictable. Best of all, it reaffirms the place of magic in the world. And that’s a nice gift, too.

Finally, during my time at Reynolds Library, Ellen Daugman has kept me steadily and happily supplied with reading suggestions beyond my wildest dreams. I now know that I was more than slightly under-read or illiterate upon arriving here. So if you’re in the market for a good read, talk to Ellen and let her tell you about Penelope Lively, Robert Goddard, Pat Barker, Penelope Fitzgerald, or Stephanie Barron, to name a few. Walk through browsing and spend time with our books. Or depend on those wonderful people in your life who love you enough to recommend their favorites to you. - Sherry Duren
Library Gazette

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

November 22, 1999 | Vol. 11, No. 20

New Look for Library Web Pages
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Administrative Council Report
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A new look for the Library web pages

Click on each image to see a larger view.
When we first created the original Library web pages in the fall of 1994, the pages consisted of little more than a short list of links. A lot has changed since then. The site currently contains department information and valuable content, with links to our web-based databases, and even contains several online special collections. Currently, the Technology Team is working with the ZSR Web Team, Elise M. Anderson, Jill Carraway, Craig Fansler, Mary Horton, Debbie Lambert, Elisabeth Leonard, Carolyn McCallum, Susan McDonald, Erik Mitchell, Tim Mitchell, Megan Mulder, Roumi Radenski, Susan Smith, Roz Tedford, and Florence M. Toy to update the Library web pages. The impetus for this project was the redesign of the WFU web site that occurred in August. This latest incarnation of the Library web pages differs from previous incarnations as the Technology Team is creating a series of web page templates to streamline the process, and we are using a new software application, Macromedia Dreamweaver, to edit the pages. We have offered training classes to the members of the Web Team and are currently meeting with them weekly to assist in the transfer of content to the new pages. Our goal is to post these new pages by the middle of January ’00. Above are some previous incarnations of the ZSR web site over the years. - Giz Womack

From the Director

It was good to come back and have interviews lined up for the serials librarian position. Less welcome, but equally necessary were 2 weeks accumulation of e-mail and voice mail! My visit to the library at the University of Cape Town was very interesting. UCT is a major research university, with many graduate programs and its library has an addition and renovation project underway. Because South Africa has several official languages, English, Afrikaans, and some native languages, collection development is complex. The library is well used, but I believe that students and faculty alike will welcome a beautiful new facility. This one is confusing and unattractive. The staff are still making decisions, and I was happy to help. The library has its own bindery, some branches, and a wonderful Africana collection. I met many of the staff and they seem very eager to move forward. Books are very expensive in South Africa, so a library plays an even more vital role there than it does here, where there are other alternatives which are convenient. Most of my trip was vacation, but not even a visitor could fail to absorb some of the recent history of this country. South Africa faces many challenges in providing basic services to its citizens, and overcoming the legacy of apartheid.

ASERL (the Association of Southeastern Research Libraries) had a special meeting in Atlanta on November 12 to address the need for new directions for the organization. We all were in agreement that we wanted to do more collaboratively, including the possibility of linking all the catalogs, offering unmediated ILL, and developing high-speed delivery mechanisms, like courier services. For this we changed our bylaws, and elected a full slate of officers. We discussed sharing expertise and developing training. We will hire a part time project manager to get us started. It is likely that more staff will become involved in ASERL activities than has been the case in the past. SOLINET will house the administration of ASERL. I am very enthusiastic about the prospects for ASERL, and just think -- if we link our catalogs, our users will have access to about 60 million volumes at the 31 member libraries! - Rhoda K. Channing

Administrative Council report – November 17, 1999

The Administrative council met on November 17th. Attending: Debbie, Rhoda, Elen, Susan S., Mary H., Megan, Wanda and myself.

Susan reported on the status of the OPAC. Various departments have suggested/requested changes and tweaks. An effort will be made to coordinate this input, including a probable meeting of representatives
from the various departments. Some concerns were expressed about changes being made to the various Voyager modules and their impact. Greater communication in this area was called for.

Continuing the theme of things technical, there was some discussion of equipment/computer needs and their priorities in preparation for next year's budget requests. There are a number of machines in Technical Services, Circulation and Reference that may be considered for replacement. If you have hardware concerns, talk to your department head soon as budget deadlines approach. The term "zero growth" was mentioned several times.

Elen reported that scheduled downtime for system maintenance on Saturday mornings makes for disgruntled patrons and frustrated reference librarians. Information Systems will be approached on this matter.

A change for the Library Gazette may be in the works. In the future, we may just receive an email with a hypertext link to the latest electronic issue. This would spare some labor, not to mention brown paper.

There's no appreciable forward motion on the remote storage issue. If you have any extra space in your basement, you might want to send your bid along to Reynolda Hall.

Everyone should have received an invitation to the "Employee Recognition Holiday Celebration" on Thursday, December 2nd at 1:30pm in Benson 401. Start digging in your closets for those Santa caps, Kwaanza vests, Solstice sweaters, Hanukkah neckties and Cult of Mythras earrings.

There's a handy new form (on green paper) you can use to order supplies or put in work order requests. This should make life easier for Ann and Lisa, so use 'em.

In the "things floating around for you to read" department: Copies of the Keystone Principles, as mentioned in Rhoda's email earlier this week; copies of each department's Year 2000 Contingency Planning outlines; information sheets on ACRL's "Job Shadow Day" where you can help indoctrinate youth into the lucrative career field of Library Science (see Debbie for more details).

In the "things not floating around for you to read" department: Library Journal. Evidently, some folks are not passing them on quickly enough. Anyone caught holding onto an issue of LJ for more than two days will be given a free kitten.

Please contact me with any concerns you would like addressed at future council meetings. - Scott Adair

Reconstruction zone: teams in action

News from the Information Services Team and Technology Team

Technology Team and Team Info met in the BibLab on November 4 to exchange information and eat cookies. Tim Mitchell has finished the survey of Y2K and traded around many P75s. He's also been providing Access reports for his many internal customers. Roz Tedford has been doing lots of web pages. She and departmental reps are teaming to bring the Library's web pages into conformity with the University's new look. Elisabeth Leonard has been teaching and testing Business students. Susan Smith reports she is whipping Technology Team into shape! She also prepared a presentation on the several online tutorials she has completed in the past several months for the LITA conference in Raleigh. Susan will be visiting all departments of the library to collect their computer requests in advance of the
FY 2000 budget deadlines. Erik Mitchell has been preparing Voyager reports. (He and Tim did a dandy little macro that allows me to do a holdings report by call number from my own computer. The Film Studies minor faculty committee requested a list of all the titles ZSR has on film studies. All the titles we have in the tiny range of PN 1993 to PN 1998 number close to 4000 and printed out in a handy fashion.)

Roumi Radenski has received new microfilm cabinets and has been shifting microfilm. Mary Horton reported on the temperatures in Gov. Docs and Microtext. This is a problem. It’s been hot as heck in Microtext and cold as the dickens in Gov. Docs. Mary has also been in cahoots with Erik regarding various Voyager report features. Florence Toy reports that she had prepared an audio CD for the Watkins celebration which took place in the library on October 22. Florence says the media lab has been quite busy, she fixes the scanner every other day. Sherry Durren has been teaching the for-credit Chem Lit course for the Chemistry Department this fall. She is chair of the Women, Science and Technology Symposium to be held on campus February 21 and 22. The speakers and locations are confirmed. Elen Knott has presented lots of instructional sessions, mostly for First-Year Seminars.

Bobbie Collins and Ellen Daugman have had the lions' share of instructional sessions this fall. Bobbie does social sciences; Ellen does literature and humanities. Julia Winfrey and Angela Wilson keep ILL hopping. ILL is now providing some document delivery through ARIEL. Student workers scan articles from our journal holdings and transmit the data though email. This seems to be working well enough, though the scanner is slow. We will request a bigger, faster scanner with document tray in the next budget cycle. Mary Lib Slate tells us there’s plenty of action in Gov. Docs. Elise Anderson was this very day attending a metadata workshop at VPI in Blacksburg, VA. (see her report elsewhere in the Gazette.) Giz Womack reports he has been shooting a lot of trouble, handling support calls for student class pre-registration which is coming up. He also will be teaching a DreamWeaver class, probably more than one. Maintaining training class stats in Access is one of his little projects.

Both Teams are very good in the cookie eating feature of this meeting. We all believe we cannot talk to each other too much. -Elen Knott

ZSR Library committees: making a difference

Staff Development Committee Update

The Staff Development Committee is very happy to provide you with a series of technology training opportunities. By now you've received the ZSR Library Technology Training Survey. Roz Tedford and Giz Womack worked with Debbie Lambert to determine the content for each workshop. Please be sure to complete your survey and place it in the return box in the staff lounge by Nov. 24, 1999. Once the results are compiled, we’ll distribute the schedule of offerings.

Upcoming workshops

(Contact Debbie to register lamberdn@wfu.edu):

MS Access Level I (see description on training survey)
Monday, Dec. 13, 1999
10:00 AM – 12:00 noon
ITC Lab 254
(2 more seats available)
Managing Stress (updated and expanded from last year’s successful workshop)
Tuesday, Dec. 14, 1999
10:00 – 11:30 AM and 1:00 – 2:30 PM
Johnson Room
(25 seats available per session) -Debbie Lambert

Department news

Information Technology Center

The ITC is fortunate to have recently acquired a large number of laserdiscs from a cinephile’s private collection. We purchased over 750 titles. Many of the films include commentary in addition to the film’s sound track. The ITC would like to publicly offer many thanks to Linda Early and Carolyn McCallum for their tireless efforts concerning this acquisition.

Florence recently presented a few of the ways she has been using technology in her classroom to visiting professors from Villanova. The visiting professors also met with several other Romance Languages faculty, and were very impressed and inspired by what they learned during their visit.

The ITC STAR’s will be hosting booths at the WFU tech fair on Tuesday, November 16. They will offer samples of the work they have done for Roz, Giz and Florence this semester.

Lights, Camera, Action! Professor Rebecca Thompson’s German 216 class is producing a play they have studied. They will be filming in the Johnson Room of the library on Monday, Wednesday and Friday for the rest of the term. They are using the ITC equipment to film and edit the project. - Florence Toy

The book corner

North Carolina courthouses

Many of us on staff are transplants and would register low on state and local history if put to the test. Here’s the remedy, in fact a mini-tutorial that’s easy to take. North Carolina Taproots, Courthouses of North Carolina lists the state’s counties in alphabetical order, Alamance to Yancey, provides a color photo of the courthouse and locates the county on a tiny inset map of North Carolina. Seventy-four courthouses of the state’s one hundred counties are listed on the National Register of Historic Places. That’s a lot. Listing usually occurs because the building is recognized for its outstanding architectural features. One of the cutest courthouses in our neck of the woods can be found in Yanceyville in Caswell County. The Davie County courthouse in Mocksville is also extremely appealing. The author, Paul Crane, himself transplanted, obviously took great pleasure in compiling this attractive guidebook. Besides the handsome photographs, he supplies little nuggets of county data and lists local attractions. The news in Duplin County is that it hosts the world’s largest frying pan. Carolina Taproots is the kind of a book to buy personally and keep in the car. While your driving companion is asleep, turn off the interstate and roll back in time. You can borrow the Reference copy for the weekend. Ref F255 C83 1998. - Elen Knott
Conference reports

Metadata Standards workshop according to Carolyn

After attending the Metadata Standards workshop, I felt that I had learned a lot, but I also realized that I have much more to learn.

How is metadata, the library world's "new sexy term" that describes data about data, different from cataloging? Librarians have been describing data about data for years using AACR2 and the MARC record. The biggest differences that I see in metadata vs. cataloging are as follows:

1. There is an absence of definite or concrete standards because metadata standards are constantly evolving.
2. There is a lack of controlled vocabulary such as LC subject headings.
3. Anyone, not just librarians, can create metadata that describes their information (e.g. one’s personal website).
4. There is a lack of quality control in and monitoring of sites that utilize metadata (e.g. there is a website for a plumbing company that has listed in its metadata Pamela Lee Anderson as a subject tag).
5. There are only 15 tags (i.e. fields) that are used in a metadata template, whereas in a MARC record there are many more fields.

Most of the workshop participants are using or are just beginning to use metadata in their libraries’ catalogs. One participant from Virginia Tech’s library uses metadata to catalog the school’s digitally submitted theses and dissertations. She indicated that cataloging the sources with metadata tags allowed for faster entry of the data into the library’s online catalog. Relevant keywords were also being utilized instead of LC subject headings. On Virginia Tech’s library website, there is an estimated cost breakdown of the expenses that may be incurred by a university library that would like to support electronic theses and dissertations. Perhaps a project similar to Virginia Tech could be a good first metadata/digital project for the ZSR Library to tackle. - Carolyn McCallum

Metadata Standards workshop according to Elise

Technical challenges for Metadata Standards

Dr. Jane Greenberg, the instructor at the workshop, and assistant professor at UNC, provided a good overview of metadata standards.

Metadata standards have existed long before the computer and the Internet. There are numerous metadata standards, including AACR2 and MARC, Dublin Core, TEI, EAD, CDWA, and FDGC (the full names are at the bottom of this article). Ultimately metadata standards will result in an electronic record that catalogs an item (similar to a MARC record) and is structured and searchable like MARC records, but can be searched and retrieved over the Internet like a web page, and that displays like a web page.

HTML is the primary language for the Web, letting the creator of a web document determine how the page will appear to the viewing public. HTML has "tags" that define characteristics such as font type, page color, and whether a portion of the page is indented. The closest things to metadata standards in HTML are the "title" and "descriptors" tags.

Metadata standards currently can use only the computer language, Standard Generalized Markup Language (SGML). Like a MARC record, an SGML document has lots of data tags for very specific fields.
such as "creator", "subject", "format", and "language".

Several technical problems occur because of the characteristics of metadata and HTML.

1. SGML doesn’t have the editing capabilities of HTML.
2. HTML browsers such as Netscape and Explorer can’t read SGML. To view SGML documents an SGML browser has to be installed on each user’s machine. The software is expensive at the moment and very few SGML documents are being created. A promising solution to this situation is XML (eXtensible Markup Language), a third computer language for the Web. HTML browsers can read XML and XML would have the structured data fields of SGML.
3. Switching to XML will also eliminate a third problem that only one or two commercial search engines can search SGML tags. Unfortunately XML is still being developed and isn’t currently available for general use.

The upshot of all this is that just as metadata standards themselves are in a state of flux, so is the software to support it. Although it has a lot of potential benefits, metadata isn’t quite ready for prime time yet.

TEI: Text Encoding Initiative; CDWA: Categories for Description of Works of Art; EAD: Encoded Archival Description; FDGC: Geospatial Metadata Standards, Federal Geographic Data Committee -Elise Anderson

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**Erik attends sessions on Visual Basic**

I wanted to take a moment to tell every one about some classes that I have had the opportunity to attend in the past month. Both classes covered a programming language known as Visual Basic.

VB is great for writing Windows applications. It provides a common user interface and works well with big databases. As a result of the classes, we have written programs to help install some of our CD-ROM databases on student’s machines. Visual Basic can also connect to our Voyager database and pull out information in ways that may be difficult in the regular clients. We are working on two programs which will help ILL and Circulation get the data they need in a more consolidated display. We have also used VB to help make some of those Voyager reports work the way they should.

VB is unlike other programming languages. It is designed to write Windows applications almost exclusively and to that end, it includes many of the constructs for the Windows functions that we have grown to love. In fact many of the applications that we use daily (including Voyager and MS Office) are written in VB. Visual Basic utilizes both functional programming, which performs all of the logic and calculations and something called design time programming which involves drawing windows and putting buttons and pictures on them. Functional code is linked to each button, window, and dialog box, waiting to trigger when a button is clicked or a mouse is moved.

I tend to take for granted that the applications that we use have some substance beyond the pale gray windows that they run in. In actuality it takes a lot of effort to make an application with a thousand Icons behave in a predictable manner and provide a little feedback every now and then. So the next time you double click on an icon or are waiting for a program to load try counting the number of triggers that are firing behind the screen. - Erik Mitchell
Treasured time in Prague – July 1999

**Jeneralka, Praha 6:** Home of the International Baptist Theological Seminary (IBTS), a complex of 13 administrative, residential, and academic buildings nestled in the heart of Sarka Valley on 14 acres of wooded land. A stream running through Sarka Valley, a national nature preserve, nourishes gardens of roses, zinnias, onions, cabbage and sugar beets. In my weeks of work at the Seminary Library I traveled the path of the stream to the bus stop as I nightly made my way to downtown Prague for dinner, fun, and conversation. The heart of Prague is only 15 minutes from the Seminary by bus to Dejvicka, the end of the metro line, then a 5-minute zip by metro to Stare Mesto, the Old Town district.

Catalog librarian and acting director Lenka Sukova introduced me to the "Treasure Room" on the day I arrived in Prague, 16 hours after leaving Winston-Salem via Newark, New Jersey, on Czech Airlines. The library is a modern facility with a spacious reading room, periodicals room, 2-level stacks area with terminals for patron access to the Internet, CD-ROM databases including ATLA, Dead Sea Scrolls, and Old Testament Abstracts. My colleagues in the library were Lenka Sukova and Monika Samkova, both native Czechs and graduates of Charles University.

The library of IBTS is one of the largest English language theological libraries on the continent of Europe. Library holdings number 60,000 volumes including materials in German and other European languages. Periodicals holdings are approximately 300 titles, mainly on theological topics. The library’s "Treasure Room" encompassed all materials considered unique and rare within the seminary library. Books range in publication from the 16th through the 19th centuries. The collection also included all theses produced from the seminary’s 50-year history. In addition to books, the Seminary and Treasure Room are the repository for European Baptist Federation and Baptist World Alliance manuscripts and documents.

The seminary at this time offers two Master of Theology programs: The Master of Theology in Biblical Studies and The Master of Theology in Baptist and Anabaptist Studies. Both programs are administered in cooperation with Spurgeon’s College, London, and validated by the University of Wales. The Seminary welcomes a growing interest among pastors and lay persons for continuing theological education in non-degree programs of study and offers a variety of flexible programs to meet their special interests. The language of instruction at International Baptist Theological Seminary is English. The TOEFL (Test of English as a Foreign Language) is required of all applicants. Students from the Ukraine, Croatia, Bulgaria, Romania, England, Germany, and Lebanon represented a diverse population in study for ministries in their home countries.

The library, within weeks of going live on their first generation GEAC system, needed particular focus on special collections materials for accuracy of records for machine readable format and retrospective conversion within OCLC. For its new online system, IBTS Library chose GEAC’s integrated system after receiving a full demonstration of its capabilities at a Holland site. The library and administrative staff initially considered 15 different systems then narrowed the list to 3 before finally selecting GEAC.

Like ZSR, the Seminary Library contracts with OCLC, Yankee Book Peddlar, and Blackwell UK for primary services. OCLC provides the library with card sets and conversion tapes. Lenka, Cataloging Librarian and Acting Director, reported that 90% of the books acquired and cataloged for the library are available in the OCLC database. Monika Samkova, Acquisitions Librarian, maintains close ties with a Czech contact at YBP for expediting materials into Prague. Both Monika and Lenka emphasized the necessity for professional development and constant interaction with European and North American vendors and libraries. A recent visit to the Frankfurt Book Fair provided Monika a firsthand look at new and forthcoming religious studies titles. One month prior to my arrival in Prague, Lenka finished a 4-month internship at the Library of Congress cataloging a backlog of Czech language materials. Ivona Kasalika, Library Director and my primary contact before leaving the States, was away on a 3-year maternity leave. (Yes, 3 years: Czech jobs are secured for up to 36 months for expectant and new mothers.)

Prior to my arrival, little attention had been given to the order or the accuracy of the Treasure Room, its
records, the collection as a whole. My task was to revise procedures, correct catalog records, arrange books and materials for access, and offer preservation and conservation advice on the care and cataloging of special materials. I worked independently each day sorting, organizing, revising, correcting, reshelving. I quickly assessed the need for physical rearrangement within the room. In doing so, I uncovered a combination of rare materials, books needing special protection, and archival materials totaling more than 300 master’s and bachelor’s degrees theses. I carefully checked and modified each shelflist catalog record and book in the collection totaling over 650 titles. I examined well preserved 16th, 17th, and 18th century books and moderately valuable 19th century items. I perused late 20th century master’s and bachelor’s theses for subject content. For every monograph, rare and otherwise, I checked existing subject headings and suggested additional headings; I suggested particular cataloging notes for the rarest items including collation, binding distinctions and ownership notations. As I checked catalog records, I moved books to maintain shelflist order, and I cleaned shelves when necessary. In arranging the shelves, I tried to achieve the optimal use of a small but serviceable room. I recommended certain 19th century books be withdrawn from the room and added to the general circulating collection. Upon having a Hamburg native student arrive on my doorstep with an early 16th century document in pristine condition from the circulating collection. I quickly collected the item and advised Lenka to add this true treasure to the Treasure Room in a jiffy.

During my final 2 days, I delved into the giant task of tackling the manuscript collection consisting of 40 large boxes of unprocessed materials. I constructed an inventory/finding aid for 2 boxes of correspondence, memoranda, and public relations documents for Chile, Monrovia, Hamburg, and Washington, D.C. activities as they pertained to the European Baptist Federation, the World Council of Churches, and the Baptist World Alliance.

Climate control in the library was nil. My first whiff of "treasure" air was one of dampness unchecked. I immediately opened windows, all unsealed, to an outside courtyard so I could tolerate the working conditions. Active mold growth on the clothbound theses came as no surprise. I recommended to Lenka and to Dean Davor Peterlin to air condition the Treasure Room in the same manner as the Seminary Chapel. Floor air cooling units were utilized. The Treasure Room was small enough in size to easily accommodate and benefit from a floor cooling unit. A single dehumidifier was in the room unused, but water stains on the carpet were evidence of spillover from the water collector, another mold harbor.

Pamphlet binders were used fairly consistently on paper documents. Fortunately, an old brown pam binder with envelope saved the circulating 16th century document from the irreversible damage of stamping and marking. I advised Lenka on the purchase of more appropriate and cost effective archival folders and binders. The library utilized a security system at the front entrance; however, rare and special items were not security stripped. I advised the use of acid free call strips instead of stamping spines for any future acquisitions of rare materials. Most rare and special items arrive in the library by donation, not by purchase, and are stamped and processed as any new book. - Sharon Snow

(Editor’s note: Look for part II of Sharon’s article in the next issue of the Gazette).
Carol Joins Reference and Team Info

Carol Joyner joined the Reference staff and Team Info as Electronic Resources Librarian on December 6. She replaces Susan Smith who became Technology Team leader in July. Carol is a graduate of Duke University and received her MLS from University of North Carolina Chapel Hill. Most recently she worked in the Reference Department of Perkins Library at Duke. Most of her duties involved the management of electronic databases. Carol recently moved to Winston-Salem and bought a microwave. She likes women’s basketball. Fortunately for our readers she will write a more interesting self-profile for the next issue of the Gazette. We are all glad she is on board. - Elen Knott

First-Year Seminar exhibits

Last July, Dr. Jeffrey Lerner approached me about helping a First-Year Seminar class of his students design exhibits as a final class project. Uh...ok. In November, I visited the class and gave a brief presentation on the do's and don'ts of exhibits. Since that meeting, the class was divided into groups and have been regularly invading my office at least twice a week. It turned out to be a great experience and a good way for the library to get a foot in the classroom door. These exhibits look like student work, but I must say that the students spent hours working together (and crowding Preservation) sweating over each display. I’m hopeful this library/classroom collaboration will continue. Please check out the four cases these students did. The exhibit title is "Herodotus: Father of History, Father of Lies." - Craig Fansler

Back up your data before Y2K

The ITC, in conjunction with the staff development committee will be offering a one-hour class to instruct users on the various methods of backing up data. The class will be held in library room 204 on Monday December 13th from 1:30-2:30 p.m. After the class, trainers will be available to assist users in backing up their data to an AC account or CD-R. If you are unable to attend the class and require data backup, please contact Giz or Roz in the ITC. It is strongly recommended you backup your data regularly, especially with Y2K on the horizon. - Giz Womack
From the Director

The semester is over, and I have been reviewing the capital budget requests with interest. One of the difficult things for people to do is to anticipate what will be needed next year. We will have to develop plans for the next several years to help us. We went through this exercise shortly after I arrived, and it was very helpful in alerting the administration to what would be developing in the library during and after the addition and renovation project. It may be time for us to plan our future again, so that we can shape the Reynolds Library for the millennium's first decade.

My SOLINET Board meeting was as always a positive and educational experience. SOLINET offers excellent benefits, as it must in an Atlanta with 1% unemployment. One of the benefits that I thought you would like to hear about is the Wellness Incentive Program, which puts up to $25 a month into the pay of every employee who lives an active and healthy life. Points, worth 20 cents each, are awarded for various kinds of physical activity (e.g. 1 mile walked, or 20 minutes of clogging), for drinking 32 oz of water daily, and other evidence of healthy eating, for seatbelt usage, and for quitting smoking. You can only get the "quit smoking award" once. You also get a point if you have fast food only once a week!

Two long term employees of SOLINET are retiring at the end of the month: Steve Baughman and Amy Bernath. They have been excellent to work with and will be hard to replace. Diane Brown, who came here to consult with Technical Services has been promoted to the top management group, and two excellent North Carolina hires will help assure that SOLINET continues to pioneer in member benefits: Amy Dykeman from NC State and Cal Shepherd from the State Library are now SOLINET staff!

With approval of the abatement and lighting upgrade in Rare Books, we will have some noise, construction barriers and disturbance on the 6th floor beginning on the 20th of December and lasting for a month or so. This will help to retard the growth of mold in our most precious collections and improve conditions for storing our rare materials in the two back rooms. - Rhoda Channing

ZSR Library committees: making a difference

Staff Development Committee: Opportunities

Step right up! Sign up for any or all of the following sessions!

BACKING UP YOUR DATA
Monday, Dec. 13th 1:30 - 2:30 room 204
Learn how to back up data to a ZIP disk, CD-ROM, your AC account, or your hard drive. CD-ROM's will be provided. Bring your ThinkPad if you have one.

MANAGING STRESS
Tuesday, Dec. 14th 10 - 11:30 or 1:30 - 3 Johnson Room
Take a breather from the job! Review common symptoms and causes of stress. Learn & practice relaxation techniques and other tips to get you through the holidays as well as everyday at home and on the job.

INTRO TO PC HARDWARE
Wednesday, Dec 15th 9:30 - 11:00 room 254
Learn the basics of hooking up & taking apart your computer, as well as the internal and external parts of
TIPS & TRICKS FOR THE INTERNET
Thursday, Dec. 16th room 254
Learn how to set bookmarks, default homepage, and preferences. Find out about cache and cookies, as well as WFU’s policies on internet use. Searching and navigating shortcuts and some interesting sites will be explored.

TO REGISTER, send e-mail to Debbie at lamberdn@wfu.edu. - Debbie Lambert

The book corner

A Degree of Mastery: A Journey through Book Arts Apprenticeship by Annie Tremmel Wilcox (Call Number- Z266 W55 1999)

A Degree of Mastery was recommended to me by several people (including my bookbinding teacher). I felt under the circumstances that the pressure was on to read it. I was wonderfully delighted and thoroughly enjoyed reading this book. A Degree of Mastery is a tribute to a now deceased master bookbinder--Bill Anthony. Ms. Wilcox became Bill’s apprentice for a period of several years and grew and blossomed under his teaching. The author goes back and forth between preservation treatments of specific books and the process of her training. She seemed to like Bill Anthony’s teaching so much that she actually put her PhD in English on hold during her apprenticeship. The climax of the book is the restoration of the Iowa State Constitution which was the last project Bill Anthony undertook. The workshop where Ms. Wilcox’s training took place was the University of Iowa--well known for its Center for the Book and the location of Timothy Barrett’s papermaking workshop. I admit the topic is a little esoteric, a little too specific for the average reader, no drama, no adventure, but A Degree of Mastery underscores the reverence for the printed word that many of us in libraries feel. Two bone folders up! - Craig Fansler

Treasured time in Prague (Part II)

My time in Prague and at the Seminary was filled with conversation and sharing of ideas with absorption of history, culture, and landscape. Reverence for living without extravagance but with exuberance and vitality is paramount to all denizens of Prague. Musical events and theatre are abundant for free or for a small fee. I listened to Prague’s Radio Symphony Orchestra perform in Dvorak Hall of the Rudolfinum an entire evening of harp concertos celebrating the 12th annual World Harp Festival. Later, I returned with new friends from the Seminary to the Rudolfinum for an evening of Mozart and Salieri Requiems. Stepping out from the Rudolfinum into the night air atop the entrance staircase is breathtaking as the Vltava River below reflects Prague Castle’s lights on the hill.

I devoted an early Sunday morning to Wenceslas Square with a quiet look at history at the dawn of a day. By afternoon and late evening, Wenceslas Square is hopping with elbow room only crowds of tourists and native Czechs intermingled in a cacophony of movement and voice. After enjoying the Sunday morning lull, I strolled to the Astronomical Clock performing its spectacle of the dancing apostles at the tolling of each hour. Later in the day, I wound my way deeper into the city district of Josefov, the Jewish area, for a profound and shattering look at Terezin concentration camp children’s drawings, a heartwrenching victims’ wall in the Pinkas Synagogue, and a slow, purposeful journey within the city’s historic Jewish cemetery.
Evenings found me in the Old Town District for dinner, conversation, shopping, street fares and more music. I walked many miles each evening in the city guided by the lights of the Prague Castle. Charles Bridge with its fantastic array of sculptures depicting the saints was a centerpiece for attraction. I enjoyed a traditional Christmas feast of baked carp and potato salad with an alumnus of Wake whom I met during my stay in Prague.

A Saturday afternoon treat involved the Strahov Monastery and its library coupled with an unexpected delight not 50 yards from the Monastery entrance. A small but stellar exhibition of original Marc Chagall paintings was on display. Around every unexplored street corner was yet another architectural monument to Gothic, Baroque and Romanesque styles.

A morning was filled with a tour of the Nikbor glass factory 50 miles west of Prague. In this largest and finest of Czech cut glass manufacturers, 80% of production is exported. Glass cutters can sustain only 2-3 years of work, for the lead crystal’s heaviness wears steadily on muscles and tendons of the arms and hands.

A Sunday afternoon of reading and writing along the Vltava River afforded me the unexpected and priceless opportunity to talk with an 80-year old native Czech widow. She asked if she might join me on my bench as she remembered with me her days of youth and studying English, French and German at University. She marveled at the now incessant bustling of Prague and its inhabitants with the fast influx of foreigners.

Friends I made in my working days at the Seminary invited me to join them for a weekend jaunt to Munich. By train from Prague traveling 6 hours southwest into Germany, we passed through lush green countryside with rich, black soil, and crops of soybeans, barley, and corn. The landscape was dotted with church spires and deer stands. We explored Munich by night and day, absorbing its history and its music, and reveling in the fact that 90% of the city was rebuilt after bombing during the Allied attacks of World War II. As much as Munich was destroyed as a result of its distinction as Nazi headquarters, I marveled that Prague as a city was virtually untouched by the WWII bombing devastation. A single wayward assault in Prague resulted from the Allies mistaking Prague for Dresden, its neighbor just 60 miles to the north.

Fast and furious was my time in Prague, both in personal contacts and in the work itself. My primary focus was to accomplish as much as possible in the library during the days and relish every waking moment outside the work place in the evenings and on weekends. My days of work and play were rich and full of surprise. Beginning the journey alone and seeing only a small sign held by a tall stranger at Prague’s airport identifying "IBTS," I was blessed to become friends of the staff, other volunteers, and persons from outside the Seminary who welcomed me into their homes and into their hearts. Academic Dean Davor Peterlin wrote to Rhoda and Provost Wilson, "It has been a real pleasure to have Sharon Snow helping us in the Library at IBTS. We have valued her work and appreciated the way she has fitted into the life of our community here in Prague. On behalf of the Rector and myself, I want to express our gratitude to you for making it possible for Sharon to have leave from your library and to travel to Europe to assist us as we engage in the updating of the library here at IBTS. If it is possible for her to return sometime in the future we would be delighted to welcome her back!" My memories are vivid and supremely cherished and I’ll happily share with all! - Sharon Snow