Hi everybody! My name is Carol Joyner, and I’m the new Electronic Resources Librarian.

I was born in Chattanooga, TN, but was raised in Rock Hill, SC. Since 6th grade I have called Raleigh home. I earned a BA at Duke in Comparative Area Studies. (It's like Area Studies, but you pick two areas--mine were Western Europe and the Middle East.) My next stop was UNC-CH where I earned my MLS. Before I came to Wake Forest I worked as a Reference Librarian at Duke. There I had the twin privileges of learning about electronic resources and working with Hannah Knott.

When I’m not dreaming about databases, I enjoy working out and watching women's college basketball. My favorite team is Duke, of course, but I will wholeheartedly pull for Wake when there is no Duke conflict. I also enjoy traveling and am particularly excited about living closer to the mountains. As noted in previous editions of the Gazette, I have recently bought a microwave. I also bought a vacuum cleaner and a toaster oven, but I still do not own a television.

Please come by my office and introduce yourself, if we haven't met already! - Carol Joyner

The toxic librarians

Last week an innocent question to Elen Knott started a cascade of events that culminated with a trip to 3RC-The EnviroStation. After asking Elen how I could dispose of a collection of old batteries that was rapidly reaching critical mass and threatening to melt down my entire condo, a field trip was planned and a message was posted to lib-l.

At lunch time on Thursday January 6th, Elen Knott, Giz Womack, Elise Anderson, and Julia Winfrey piled into Elen’s trusty station wagon loaded to the gills with petrochemicals and batteries. We all agreed that if we had been in an accident a "Hazmat" team would be required to decontaminate the scene.

At 3RC-The EnviroStation, we were greeted by a friendly gentleman who unloaded the wagon for us. (You are asked to remain in your vehicle.) We learned that they do not accept fire extinguishers or smoke alarms.
After our toxic delivery, we had lunch at Wendy’s. All in all a very productive lunch hour! I strongly encourage everyone to use 3RC and avoid the guilt of trashing dangerous chemicals. Thanks to Elen Knott, Julia Winfrey, Medra Justis, Isabel Zuber, Elise Anderson and Cathy Dancy for bringing in items to recycle.

**What**: 3RC-The EnviroStation

**Where**: Across the street from Bowman Gray Stadium at 1401 S. Martin Luther King Jr. Drive near WSSU. (Take your driver’s license to prove you are a Forsyth County Resident.)

**When**: Tuesday through Friday 9am-2pm; Saturday 9am-12noon

**What to bring**: Household hazardous waste: bleach, fertilizers, aerosols, metal polish, oven cleaners, rug shampoos, bug sprays, rat bait, pesticides, gasoline, fuel oil, antifreeze, brake fluid, batteries, glues, strippers, thinners, solvents, photographic chemicals, paint.

**What NOT to bring**: Regular trash, recyclables, radioactive materials (smoke alarms fall into this category!) explosives, or infectious materials. - Giz Womack

---

**From the Director**

So much has been happening in the library! The asbestos abatement and other changes in Rare Books, the continuing project with Johnson Controls to improve the monitoring of our heating and air conditioning system and last, but not least, the miles of wiring being installed to provide a WIRELESS internet connection system, have all made for heavy traffic here over the break! Technical Services had a serials cleanup project, and Rare Books sent moldy books to ICI and healthy ones to Twin Cities. Our Y2K crew did a superb job of preventing a disaster and we are now left with only one Y2K related problem: remembering to write 2000 on our checks!

Our Holiday Party was certainly pleasant and beautifully decorated, and it was a special treat for me to see the Berthrongs and the Edwards, our retirees. Dr. "B" was my predecessor as Director and was a wonderful collection builder, making it possible for me to focus on automation and staff issues. I wonder, though, whether the low attendance at the party indicates that we are ready for a catered luncheon or something that requires less staff effort. Information Systems had a buffet (catered) at Bridger Field House, for example. Now that many of the Teams have their own fetes, and staff may be preparing food for those, there may be less interest in putting more time into the staff party. It certainly ties up a lot of staff time, even at work. I’d be interested in your opinions.

Another holiday related item that needs to be rethought is our schedule. Although I believe that we have had a win-win strategy in being open during the week that most of the university was closed, giving staff more flexibility and providing more opportunities to faculty and graduate students who use this time for research, there are difficulties. The need for facilities management and computing to do upgrades during the official vacation, the lack of janitorial support and other factors must be weighed against the traffic. Our next Christmas will fall on Monday, so perhaps we would all prefer to be off the week between Christmas and New Year’s Day. Again, your opinions are sought. - Rhoda Channing
Reconstruction zone: teams in action

News from the Access Services Team

I wanted to take this opportunity to congratulate Patrick, Cathy & company for the shift of 20th Century Literature materials from 3rd Reynolds to the 4th floor space formerly occupied by the Baptist Collection. All Browsing books are now in the room and only about 3 ranges of books remain to be moved. Once those books are shifted, the project team will turn to closing the gaps left between the PR’s and PS’s and PS’s and PT’s/PZ’s. After that shift is complete, the M’s, S’s and T’s will begin their move from 6th Floor to 3rd. Three cheers! Elsewhere in the Gaz you will see highlights of other Circulation Department activities over the last couple of months.

After enduring a steep learning curve, Mary Alice Reeves reports that Voyager's Reserve module is actually quite good. It even provides reports that were unavailable in Dynix!

Craig has already reported on his experience working with Jeff Lerner's FYS class this Fall, but he has more adventures coming up this Spring. He has designed the logo for the Women, Science & Technology Symposium, coming up in February. Craig is also involved in the Symposium on Civil Rights -- another February event. This is the 40th Anniversary of WFU & WSSU student sit-ins and arrests in downtown Winston-Salem. Craig has designed the logo for this symposium as well and will be creating displays for the library and for various panels and other symposium activities.

Elsewhere in Access Services activities continue apace, as usual hectic and always something to keep you on your toes! - Mary Horton

News from the Information Services Team

In hopes of riding the coattails of excitement generated by the presidential debate to create positive PR for the library, TeamInfo plans to initiate several election-related projects this year. We hope to create displays highlighting library election materials, develop web pages, and, perhaps, partner with First-Year Seminar or other classes that are focusing on the debate and election.

Our first project has already moved beyond the 'idea' stage. We have volunteered to become a partner library with Project Vote Smart. Some of you may already be familiar with Project Vote Smart; if you are not, please take a look at their excellent website, "selected unanimously by the American Political Science Association as the best place on the Internet for information on government and politics." As a partner library we will be receiving great materials, such as The U.S. Government Owner's Manual and Voter's Self-Defense Manual to hand out to students. We will also be receiving great promotional and display materials. Craig Fansler has agreed to work with me to create a table display highlighting these materials. We will also have free access to a trained Project Vote Smart researcher (1-888-VOTE-SMART) "who can answer your specific questions on candidates, elected officials, and legislation."

More to come on election hoopla as it happens . . . - Mary Horton

Technology Team retreat
As part of the Technology Team’s organizational effort, we held a weekend retreat at Fancy Gap in mid-November. Because we are a newly formed unit in the library, but are already all very busy with day-to-day responsibilities, we decided that some quality time away from the library would be more productive than trying to get organized in between training classes and support calls! Our primary objective for the weekend was to define our team’s mission and goals as well as spell out some specific procedures for service and support. The results of our efforts can be seen on our new Team web pages.

Our second goal for the weekend was to get to know each other better so that we can function more effectively as a team. No, we didn’t do any "team building" exercises, but we divided into mini-teams for meal planning and preparation, played all sorts of board games and had hours of conversation. In the process we discovered a lot about each other, some which may be good fodder for blackmail! We all now know that: Erik snores (very loudly), Giz likes to keep people awake late into the night to gab, Roz can mix a mean margarita, Susan can cook a good meal if pressed, Tim’s weakness is spending a fortune on sound systems, Elise is a whiz at doing a jigsaw puzzle, and Florence is an accomplished swimmer.

The weekend was a success, enough so that we plan to make it an annual event. We recommend it to other teams who want to become a more closely-knit unit. - Susan Smith

ZSR Library committees: making a difference

Staff Development Committee

There will be no shortage of staff development opportunities this semester! A wide variety of activities, from technology training to campus tours will be offered. Events will be publicized in several ways: through the Library Gazette, via lib-l, on the library’s webpage, and on a master staff development calendar posted at the staff lounge. We hope that you’ll be pleased with the plans and can take advantage of the activities. As always, forward suggestions for training topics to anyone on the staff development committee (Kelly Fetty, Carolyn McCallum, Susan McDonald, Angela Wilson, Tim Mitchell, and Debbie Lambert).

Presentation skills

Interested in presenting at a conference? Need to make a presentation for a campus meeting? Looking for tips to improve your public presentation skills? We have just the thing for you! The staff development committee is sponsoring a two-part workshop on presentation skills, led by university faculty.

Segment I: Planning and Preparing a Presentation
Thursday, February 3, 2000
12:30 – 2:00 PM
Bib Lab
Segment I: Planning and Preparing a Presentation, by Dee Oseroff-Varnell in the Communication Department, will include planning considerations such as audience, length of time, venue, types of presentations, technology support and other details. You may attend Segment I even if you don’t wish to attend Segment II.

Segment II: Presentation Skills and Techniques
Wednesday, Feb. 16, 2000
9:00 – 11:00 AM
Bib Lab

Segment II: Presentation Skills and Techniques will be led by Sharon Andrews and Brook Davis of the Theatre Department. They will cover delivery techniques, audience involvement, humor, and other skills. In this session, each participant will be videotaped making a very short presentation. The videotape will be used for feedback and basis for further skill development. Segment I is a prerequisite for Segment II.

To register, send an e-mail to Debbie at lamberdn@wfu.edu.

Technology training

In response to your requests, technology training sessions are scheduled throughout the spring semester. Take a look at the offerings listed below and contact Debbie to register. These hands-on sessions are limited to 16 people each and will be held in the ITC Lab room 254. If any sessions are overbooked, we will schedule more. Talk with Roz Tedford or Giz Womack if you have any questions about content.

Tips & Tricks for E-mail
January 26, 2000 8:30 – 9:30 AM

Netscape Calendar
February 2, 2000 8:30 – 9:30 AM

Tips & Tricks for MS Word
February 9, 2000 3:30 – 4:30 PM

PowerPoint Level II
February 23, 2000 3:30 – 4:30 PM

Excel Level I
March 7, 2000 9:30 – 10:30 AM

Dreamweaver I
March 15, 2000 8:30 – 9:30 AM

Dreamweaver Level II
May 10, 2000 9:30 – 10:30 AM

Tips & Tricks for the Internet
May 24, 2000 9:30 – 10:30 AM - Debbie Lambert
Circulation

Circulation has registered the people entering the library during the Christmas vacation and the results have been tallied and compared with attendance for the holiday season in 1998. Last year we had information for 5 ½ days only because of an afternoon closing due to weather. This year we have information for only 4 days because of the power outage on two of the days we had scheduled to be open. This means that a comparison of total attendance would not be accurate but comparing the average daily attendance probably is.

In 1998, the average daily holiday attendance was 115. This past year it was 111, a small decrease of .035. Last year Wake Forest people predominated in the first week, visitors in the second. This year those in the library were almost evenly divided each day between those with Wake affiliations (WFU students, faculty and staff) and non-Wake people (students from other colleges and visitors).

Since Christmas next year will fall on a Monday, the pattern we have had of three days open, two days closed for each of the vacation weeks will probably not be possible. We may observe the regular campus holiday or perhaps come up with something else imaginative. Any ideas? - Isabel Zuber

Government Documents

Yes, it's that time of year again! -- Tax Season. We have a supply of the most popular federal tax forms in government documents. If you don't find what you are looking for there, you have several other options. We have received volume 1 of "Reproducible Tax Forms." (I hope volume 2 will arrive soon.) The reproducible forms may be photocopied and used for your returns. We will also be receiving a CD-ROM, from which you can print out needed forms. Forms are also available for download and printing from the IRS website. Remember: this site will be heavily used, especially as April 15th draws near, so get those forms early! And, as always, there's 1-800-TAX-FORM (1-800-829-3676).

I have ordered a supply of NC tax forms and hope they will arrive any day. The NC Department of Revenue also has a web site containing downloadable forms.

While we are on the subject of forms: we have voter registration forms in government documents as well. We have always had a few on hand, but we picked up a big supply right before Christmas in preparation for the upcoming presidential election. Not only do we want to provide this public service, but a new federal regulation requires schools receiving federal financial aid funds to supply voter registration forms or lose funding. So public services folks: keep in mind that we've got 'em! - Mary Horton

Information Technology Center: Training, training, training

As usual, we here in the ITC have been busy designing and conducting training for library staff, faculty and students.

One of our big successes is that we have now taught the first four classes of our Library Staff Technology Training series. The week of Dec. 13th - 17th, Giz Womack taught Intro to MS Access and Backing Up Your Data, and Roz Tedford taught Intro to Computer Hardware and Tips and Tricks of the Internet. All four classes were well attended and well received. We enjoyed designing and teaching them and will be repeating them in the future. In the meantime, look for more technology classes in the weeks ahead.

January 4-6 saw us teaching six CourseInfo classes to faculty and staff. Three of these classes were for
new users and three were for veteran users to see the new features of version 3.0. We had over 50 faculty in the 6 classes. We will be having more CourseInfo classes later in January for new users and on the discussion, chat and quizzing features of the product. Thanks to the library trainers who assisted us in these classes: Susan Smith, Roumi Radenski, Mary Horton, Elen Knott, Elisabeth Leonard, Susan McDonald, Carol Joyner and Florence Toy.

Tuesday Jan. 11th was our ThinkPad Orientation for transfer and new students. There were 17 students in attendance and Giz and Susan did the training. Not surprisingly, technological glitches kept us from adherence to our preset script. There were problems with the Registration system, so it was a while before we could get the students in to register for classes. All in all, I think the students learned a lot and we learned never to trust WIN in a training session again! Thanks to all our library trainers who helped things run smoothly: Tim Mitchell, Elise Anderson, Mary Horton, Elen Knott, Elisabeth Leonard and Susan McDonald! - Roz Tedford

Conference reports

LITA Conference

Susan’s report

The 1999 LITA National Forum was held in Raleigh over the first weekend in November. This conference is smaller than many we’ve attended, but is designed to be more intimate. It offered two full days of educational programming on top library technology trends. My main purpose in attending was to be one of the presenters. My session was on "Extending Library Instruction through Interactive Web-Based Technology." It was well received despite one technical setback—they couldn't locate the live phone jack I had requested until 15 minutes into the talk! It was also reassuring to have Roz and Elisabeth giving me moral support from the audience.

When I wasn’t tied up preparing and presenting, I was able to enjoy several of the other presentations. John Felts from UNCG talked about a project they did at Jackson Library to create an interactive database for providing access to their full-text electronic journals. The database is queried "real time" through a WWW interface using Active Server Pages. This is something we would like to do to make maintenance of our journal and database web pages easier. Instead of having to update every different page version we offer now, a change can be made once in the database, then it will update automatically on all pertinent links. In fact, we like the idea so much that we have already started to work on the project. Look for information about this in a future Gaz article.

Another presentation that was very informative was about wireless LANs and WANs in libraries. ZSR will be participating in a pilot this spring to test wireless network connectivity for ThinkPad users. This session provided an overview of the technology involved. The technology has come a long way in the past few years, and if it works as well as "advertised", our users will be able to connect from places in the library where there is currently no access (including the all night study rooms). One interesting aside from this session: Hedy Lamar and her husband filed a patent on a "secret communication system" in 1941. This was Spread Spectrum, a form of wireless communications. - Susan Smith

A report from Roz

One of the best sessions I attended at LITA was "Equity of Access: Accessible Technology for the Real World." The presenters, one of them blind, discussed and demonstrated many different items designed to provide access to people with disabilities. One of the most amazing things discussed involved software
that read out web pages so those with sight problems actually 'listened' to the Web. It was truly amazing
technology and really brought home the need for taking those with disabilities into account when creating
webpages. Something as simple as putting alt tags for all your pictures becomes important to those who
must rely on our code to navigate through our pages with one of these readers. While we have not had
occasion to need these types of technologies yet at ZSR, I suspect we will in the not-so-distant future! -
Roz Tedford

Elisabeth’s report

My favorite session was "Know When to Hold 'Em, Know When to Fold 'Em: Deciding When to Investigate,
Deploy or Abandon a Technology" the plenary session by Joan Frye Williams. Williams combined her
refreshing sense of humor with intense practicality. She hoped to persuade librarians to be involved in
tactical planning. She placed the library as exiting the OPACtrian age and entering the WEBolithic.
Williams stated that in this age, technology should be continuously evaluated, installed, and discarded.

She evaluates technology using three categories: good signs, bad signs, and frequently misinterpreted
signs. The good signs include: it solves a known problem or meets a service goal; your users want it;
your staff want it; you saw it in Business Week (my personal favorite!); you saw it in the grocery store
(bar codes); it won’t take much time or effort to show results; and the crowd’s favorite, your Mom knows
how to use it! Bad signs indicate that the technology should not be adopted or should be abandoned.
These include: you can’t staff it; you can’t explain how it contributes to improved service; you can’t rely
on it; and your users complain about it. The last category, frequently misinterpreted signs, are concepts
that need to be evaluated carefully. They include: everybody has it; nobody has it; it’s "the future"; the
vendor is a huge corporation; it’s such a deal; your boss loves it; your staff hates it; it involves risk; and
it means throwing away a lot of previous hard work.

Want to know more? I took copious notes and would love to share them with you! - Elisabeth Leonard

Reflections on Genetic Enhancement

On November 6, 1999 I attended a conference on "Genetic Enhancement: Social Values and Personal
Autonomy in the 21st Century." The conference, sponsored by the School of Law and the School of
Medicine, was part of the ongoing year of Science & Technology: the Next Millennium. The Fall 1999 issue
of the Wake Forest Law Review includes articles by many of the conference’s speakers. A good mix of
students, lawyers, and doctors attended the conference. I attended the conference in my official capacity
as Science Librarian and unofficially as a citizen concerned about the uses and applications of genetic
research. I especially enjoyed hearing the case studies used to demonstrate what we may face in a
genetically enhanced world.

A few of the take-home messages from the conference follow:

● What is a human being? Are we reduced or expanded by full knowledge of the unique chemical
code which each of us carries?
● There is no real way to regulate what is done with genetic information. Those in the medical field
justify their work by arguing that it improves quality of life, yet altruism does not motivate
everyone. "Genetic tourism" is already allowing people to shop worldwide for treatments and
enhancements.
● The underlying goal of genetic enhancement is self-improvement. One speaker feared the
development of a "genonobility," an aristocracy comprised of enhanced citizens. Previously this
sounded like science fiction, now the possibility is science fact.
The speakers agreed that development of genetic enhancements will be market driven: those who can afford to purchase them will. Parents may find it attractive to have children with increased IQs, greater height, musical talent, etc., and these consumer desires will dictate growth of products.

Questions of "genetic justice" are now being raised, including right to privacy vs. fair use of an individual's genetic information. For example, does a medical insurance company have the right to know about predisposition to disease as revealed through genetic testing?

The ability to manipulate human genetic code has the potential power to change our lives just as splitting of the atom catapulted us into the nuclear age and discovery of the silicon chip revolutionized computer technology. As we named Albert Einstein the person of the century, we announced scientific discovery as the hallmark of our 20th century. With complex legal and medical issues involved, simple answers no longer exist. It is none too soon to be giving full attention to the ethics of genetic enhancement. This is not the time to adopt the behavior of the ostrich, but to be fully human by staying informed and asking questions. - Sherry Durren

---

**We made it Snappy!**

Why would anyone drive 45 minutes on the interstate for lunch during the week? Hmmm...?? Have you heard of the "famous pork chop sandwich?" I can’t remember how we ever got wind of this in the first place. Probably Julia Bradford went nostalgic in the break room. At any rate, on December 18 several of us hauled up 52 with glorious views of Pilot Mountain most of the way, and hit Snappy Lunch in downtown Mt. Airy. (From the south the little notch of the mountain is on the left, but from north, it’s backward. Maybe that’s why on TV it’s much better known as Mount Pilot.)

Mount Airy is a particularly cute place with a hopping downtown. Famous for granite, and still with a working quarry, the town was built to last. Snappy Lunch is on Main St, which we finally located after Julia made us suddenly swing off the main highway to have a look at Andy Griffith’s birth place, the Andy Griffith Playhouse, the church where Julia was married and the place she went to school.

Snappy Lunch was featured in *Gourmet Magazine* November 1998. I took a copy of this issue with us that day and gave it to the owner. Now I can’t remember his name. But he started to work there in 1947, which anyone can calculate at 52 years ago. He authored the "famous pork chop sandwich" which is a great hunk of battered pork (no bone) deep fat fried, accessorized with mustard, lettuce, tomatoes and heaps of secret barbecue sauce. It has put Mt. Airy on the map. We planned our outing to arrive about 11:15 and still the place was jammed. As you might imagine, the walls are coated with Andy Griffith memorabilia, quite a little trip down memory lane as Andy seems never to have been off the air since the show first filmed. Floyd’s Barber Shop is next door.

It doesn’t take a lot of time to be served, once seated, nor does the tab add up to more than about $3.35 including a great big drink. It takes a while to eat the sandwich and it really takes a lot of napkins. But we did it. Then feeling extra guilty and it being a bright day, we began a little parade up the street. Pretty soon we ran into a friend of Julia Bradford’s who chatted us up and tried to direct us to the Mt. Airy Historical Society two blocks along.

We said we’d love to, but we really needed to get back to work. Then we remembered the sweaters. Well, Rhoda had put someone onto the sweaters, bragging about her great conquests in the bargain tent a couple of weeks prior. No one in our group knew exactly where the sweaters were, but we cared enough to find out and quickly did.
It seems that all catalog sweaters for Lands End, L.L Bean. and J. Crew are worked on the same looms and have proprietary labels attached at Pine State knitting mills right there in downtown Mt. Airy. If we had self-destructed on the trip home, Susan would have died with the most sweaters; Mary, a close second.

I think Snappy 101 was the best staff development program of 1999, very educational and team based. The participants included Angela Wilson, Julia Bradford, Debbie Lambert, Susan Smith, Carol Joyner, Julia Winfrey, Mary Horton and Elise Anderson. - Elen Knott

Drinks in the library

In response to a request from Student Government, a "Le Bleu" water vending machine has been placed in the west all night study room. A Deacon Dollar box will be added soon. In the meantime, a bottle of fresh, cold water is available for $1.00 cash (bills only). Thanks go to Rhoda Channing and Buzz Moser of University Stores for working out the details of the vending machine arrangement. - Debbie Lambert
Administrative Council Report
Wanted - Dead or Alive
From the Director
From the Assistant Director

Committees
Out with the Old (web pages)
Conference Reports
Cristina Celebrates Year of the Dragon

Administrative Council report – January 19, 2000

The Administrative Council met on January 19th. Attending were Wanda, Rhoda, Jill, Mary H., Elen, Susan S., Megan, Debbie & myself.

First on the agenda was a discussion of the current bad weather policies. It was decided to attempt to have the library open from 10:00 a.m. to 10:00 p.m. on days when the regular staff is excused. Heads of the departments involved will work on a revised list of emergency staff. Human Resources will be approached on possible compensation alternatives.

Visitors from the University of Richmond will be coming to have a look at Endeavor. No jumping out of 8th story windows on the day they visit, please. (By the way, if you thought the Demon Deacon was an odd mascot, these guys are the "Spiders.")

Results of the staff survey on the Library Gazette format are in. Enough was said in the defense of paper to keep the old format alive. Some effort will be made to rotate the duties of production and distribution.

Everyone seems to be pleased with the new and improved library web site, but even more improvements are already in the works to make it more "dynamic," Susan tells us. In the near future, watch for search engines specific to individual pages and other feats of technological derring-do.

Wanda reports that applications are coming in for the still open serials position.

Rhoda reported on what may be the next big thing, a "NetLibrary" that would allow the purchase and circulation of books in a totally electronic format. One nifty thing about this setup: no need to badger patrons to return a book; when it's due, they can't access it any more! NC State already has one of these systems up and running.

Debbie encouraged all team leaders and department heads to take advantage of the Employee's Assistance Program (EAP) training sessions being offered by Human Resources.

The meeting ended with a discussion of the current difficulties being encountered with Voyager upgrades.
- Scott Adair
Wanted, dead or alive…

...those copies of *Library Journal* that are supposed to be read, initialed and passed to the next person on the list. Please note that, for the subject bibliographers on the list, LJ is an important selection tool as well as a fail-safe to insure that important titles do not escape our attention. (This is currently happening.) If you can't deal with an issue of LJ in a timely manner, PLEASE pass it on to the next person on the list and use the copy in current periodicals instead. Do not remove that issue from the reading room without Laura's permission. If you borrow it, return it promptly. We all know how frustrating it can be going up there day after day looking for something that should be on the shelf, but isn't. - **Scott Adair**

---

From the Director

I appreciate the expression of opinions from the staff regarding the weather-related issues of library openings and closings, and I believe the discussion at the staff meeting was productive. I have spoken with Ken Zick to inform him of the staff sentiments on closing at 6:00 p.m. He understands all the safety concerns related to trying to get here in bad weather, and offered to provide a campus police officer to transport emergency staff who live in Winston-Salem if that were the only obstacle to staying open longer hours. Fortunately, these days all of our students have electronic access to lots more of the information they need for their class assignments and so some of the pressure we used to have to remain open has decreased. It would be ideal if we were able to provide a wholesome alternative, including access to materials, to whatever else students might be doing in the evenings. We may not have many bad weather days to worry over, but having a clear policy has many advantages and it should be ready soon. Our thanks to the Sunday emergency weather team!!

The start of the class I am teaching was delayed for a week because the class meets on Tuesday, and all Tuesday classes were cancelled. The class is full, mostly with seniors, and I expect to have a wonderful time getting to know more about today’s students and their learning styles. The class meets at 1:30 p.m., so don't plan to meet with me on Tuesday afternoons!

Last week I received a brochure which summarizes benefits for full-time faculty and staff. One item caught my eye, as it appears to be new and welcome: Under "Tuition Remission Plan"

"After two years of active, continuous full-time employment:... Up to $700 tuition support per academic years for attendance at other institutions. Must be a degree program and directly related to essential functions of employee's department or position at WFU." - **Rhoda Channing**

---

News from the Assistant Director

**Budget report**

Three cheers and a Demon Deacon dance! The FY 2001 budget requests have gone off to Ken Zick and we'll now wait until the spring Board meeting for approvals. The process went very smoothly this year, and I appreciate the efforts of everyone who researched prices, wrote justifications, and answered my endless quest for details. As budget news arrives, we’ll share it with admin council members who will pass it along to everyone else. - **Debbie Lambert**
ZSR Library committees: making a difference

Staff Development program

Sign up now for Presentation Skills segment I and II. Take advantage of this great opportunity to develop or enhance your planning, delivery techniques, confidence, and more! Contact Debbie at lamberdn@wfu.edu.

Segment I: Planning and Preparing a Presentation
Thursday, February 3, 2000
12:30 – 2:00 PM
Bib Lab

Segment I: Planning and Preparing a Presentation, by Dee Oseroff-Varnell in the Communication Department, will include planning considerations such as audience, length of time, venue, types of presentations, technology support and other details. You may attend Segment I even if you don’t wish to attend Segment II.

Segment II: Presentation Skills and Techniques
Wednesday, Feb. 16, 2000
9:00 – 11:00 AM
Bib Lab

Segment II: Presentation Skills and Techniques will be led by Sharon Andrews and Brook Davis of the Theatre Department. They will cover delivery techniques, audience involvement, humor, and other skills. In this session, each participant will be videotaped making a very short presentation. The videotape will be used for feedback and basis for further skill development. Segment I is a prerequisite for Segment II.

- Debbie Lambert

Out with the old

On Friday, January 14th, 2000 Giz, Roz and Susan ushered out the old library web pages and uploaded the new ones. It was the culmination of a three-month process that began with Giz, Susan and Roz designing the new pages and then training the library web team in Dreamweaver so we could all work on the pages together. It was truly a team effort with many successes and lessons learned, but we think we have a really great new set of pages to show for it. We are eternally indebted to the Web Team who worked tirelessly to learn the new system and to create great looking pages. If you haven’t thanked the member from your area, be sure to do so -- Craig Fansler (Circ, Reserves, Preservation and Periodicals); Mary Horton and Roumi Radenski (Gov Docs and Microtext); Susan McDonald (Baptist Collection and University Archives); Megan Mulder (Rare Books); Carolyn McCallum (Technical Services); Elisabeth Leonard and Carol Joyner (Reference); Debbie Lambert (Administration) and Erik Mitchell (Systems). If you haven’t looked at the new pages, do so at: http://www.wfu.edu/Library

Before bidding the old pages goodbye forever, however, we did compile a list of all the old pages and just for kicks, here is the list of the 15 pages that had the most hits when we took the old ones down:
Conference reports

ALA Midwinter – Rhoda’s experience

This was an unusual conference for me; I usually pore over the program as soon as I arrive and choose the sessions of interest. This time I went with a full dance card, that is I already had my meetings scheduled and my time in San Antonio all mapped out. San Antonio is a wonderful place for a meeting, with lots of hotels and restaurants within an easy walk to the convention center. Our hotel was across the street and had a balcony with a view of the river that adds much to the charm of the city.

Debbie and I arrived Friday evening and went to the Voyager reception and preview, hearing a lot about the great enhancements planned in several modules. Then Voyager CEO Jane Burke and I went to dinner, where the food surpassed the conversation. At 7:30 the next morning I had a meeting with the Keystone group participants to discuss the draft of planned activities. This was a follow up to the conference I went to in Colorado in the fall. I used the time I had until the next meeting to visit the exhibits, and then went to my lunch meeting with the ACRL Denver Conference Executive Committee. That evening I went to the WALDEN dinner and had the opportunity to discuss many issues with 32 other academic library directors.

Sunday morning also began early with an 8:00 a.m. meeting for SOLINET members with NetLibrary. NetLibrary has the rights to 9,000 copyrighted volumes and will be adding many others each year. SOLINET is exploring buying the set and distributing the cost over all who want access. At 10:00 a.m. I was off to the BIGNETS meeting, where members of the boards of the regional networks (SOLINET, NELINET, AMIGOS and others) met with Jay Jordan and Phyllis Spies and other OCLC brass. After lunch it was a session on CORC, and that evening I participated in a meeting organized by James Mullins of Villanova (he visited us recently) for directors of prestigious libraries too large for the Oberlin group and too small for ARL. We discussed the merits of a new organization for institutions like ours. Other schools represented included Texas Christian, Carnegie Mellon, American University, Northeastern, William and Mary, Baylor, Catholic, Lehigh, Richmond and SMU. I finished off the evening with a reunion dinner with my former colleagues at Boston College, all of whom are somewhere else now.

Monday was a light day with only one meeting scheduled, the ACRL Denver Conference Subcommittees, one of which I co-chair. After that Debbie and I strolled through the Alamo and enjoyed some of the many pleasures of San Antonio before heading for the airport. Even though I didn’t get to attend any of the programs OR vendor receptions, it was a fine conference. One of the thrills was seeing the book in the ALA Store, to which Jay Dominick and I had contributed a chapter! - Rhoda Channing
ALa Midwinter according to Debbie

Well, first things first: San Antonio is a great conference city! The hotels and convention center are fairly close to each other, the people are very friendly, the Riverwalk with eateries, shops and boat rides is a fun experience, and the weather was perfect. We had 4 days of temperatures in the mid-70's only to return to a snowstorm in North Carolina. Oh well....

I really enjoyed the pace of Midwinter. It was less hectic, less crowded, and more focused than the annual conference. This year is my first on an ALA committee – Using Statistics in Planning and Evaluation for LAMA (Library Administration and Management Association). I’m very pleased to be involved, and especially with this committee. We will be exploring new philosophies and methodologies for library assessment. Not surprisingly, the committee consensus seems to be that assessment must be qualitative in addition to the traditional quantitative. The questions are why, what, how, and when do we assess and how do we translate the results into program improvement. The committee hopes to sponsor a session at July’s annual meeting that will begin to address some of these issues. A by-product of national committee participation is an insight to the inner workings of ALA. My brief glance shows that there seems to be redundancy in committee charges and activities that could and should be eliminated. Hopefully those at higher levels in the organization will tackle this problem.

I participated in the Diversity Officers Discussion Group, which was very helpful. Personnel officers from larger libraries exclusively work with the personnel issues of recruitment, hiring, evaluation, grievances, and salaries. They shared helpful insights on interviewing techniques, rating scales, performance competencies, reference checks, pre-employment testing, and critical thinking skills. I would like to incorporate some of the suggestions into our search committee processes.

Digital Libraries Symposium III, presented by Elsevier Science focused on "library and researcher priorities and on how we will ensure the survival of our cultural heritage in the digital world." Clifford Lynch, Executive Director of the Coalition for Networked Information spoke about the National Research Council’s report "The Digital Dilemma: Intellectual Property." He reviewed important considerations, including understanding current social mores, private space/public space issues, diverse technologies, technological protections on copying, changing nature of publications, and the fact that the general public doesn’t understand copyright at all! Lynch went on to summarize the conclusions of the report. The report recommends the following: legislative bodies must be convinced to not act prematurely on copyright matters when all the issues are not understood; some revisions to the copyright law are necessary; barriers to archiving must be removed; the status of the creator/author must be examined; more research and data gathering should be done on copyright; and copyright should focus on something other than "control of the copy." Lynch referred the audience to the National Research Council’s website for more information http://www.nationalacademies.org/nrc/ and http://books.nap.edu/catalog/9601.html. If you go to this 2nd site, you can access a digital copy of the pre-publication book!

Dominick Purpura, Dean of the Albert Einstein College of Medicine and Editor in Chief of Brain Research was the best speaker at this symposium, despite his rather intimidating field, brain research! I took very few notes during his presentation because it was very entertaining and anecdotal. I did note that "translational research" is research on and of the brain, the results of which are translatable into therapeutic medicine. This aspect of brain research is the fastest growing today. Also, Dr. Purpura explained that the 20th century was the century of physics and the 21st century will be the century of biology. I’ve not heard it stated this way before, but it sure makes sense. Sherry Durren would have loved hearing this scientific expert!

Winston Tabb, the Associate Librarian for Library Services at Library of Congress described in detail the American Memory Project, which includes about 5 million digital objects. This project, he stated, has enabled LC to become more of a national library for the general population. It also provided opportunities for LC to hire staff with talent in the digital electronic resources area. Now digital objects are integrated
into the routine activities of LC. One outcome of the project has LC working with the Copyright Office Registration and Deposit System to digitize materials that are deposited. More initiatives within the American Memory Project are in the works, pending congressional budget approval. Other next steps include establishing a task force on the electronic resources depository and recruiting for a head of electronic resources (no Susan, we won’t let you go!).

I rounded out my conference activities with vendor-sponsored demonstrations accompanied by breakfasts, lunches, and receptions! Although I passed on the prickly pear margaritas so highly praised by Roz and Susan, I made up for it with sinfully delicious desserts! - Debbie Lambert

---

**Cristina celebrates the Year of the Dragon**

I was shot on January 25 at CAT-TV – the Community Access Television of Forsyth County. The culprit – Chinese New Year. A friend of mine heard me talk about the programs that I am involved with regarding the Chinese New Year celebration, she contacted her friends at CAT-TV.

Last year, I submitted a proposal to the Ethics and Leadership grants for the Chinese New Year celebration involving Wake Forest University students. I was very fortunate to get the funding, thanks to Associate Provost, Samuel Gladding.

The year 2000 happens to be the Year of the Dragon in the Chinese lunar calendar. Out of the 12 zodiacal animals for the cycle, the dragon is the most propitious. Many families plan to give birth to a dragon child. Dragon is the royal symbol in Chinese history. Only the emperor can wear a dragon-embroidered outfit. The son of the emperor is considered the "dragon son." According to the government in Taiwan, they are expecting more than 10% increase in the birth rate in the year of the dragon.

Back to the station, we arrived at 2:00 sharp and were told that they were just starting to film the second program. We, being the third, just had to wait 30 minutes. We didn’t step in the studio till 3:00. Lee, my husband, and Dr. Liu Shaozhong from the East Asian Languages department then got busy with the set. They were highly praised for the role they played. Someone even offered them a job. It was 4:00 by the time we put on the mike. Dr. Liu was gracious enough to agree to be on stage with me. Lee and my two children were there to boost my morale. They even got to do the dragon dance at the end. I want to give special thanks to Julia Winfrey for the ingeniously designed 3-D dragon that shined on the stage. It certainly made the program even more festive. I will bring the dragon in later to put on display. Trust me, you will "oooh" and "ahhh" over it too. - Cristina Yu
Valentine’s Day via the Net

But of course, Valentine’s Day has inspired and spawned countless web sites in the infinitude of cyberspace. Results will surely spring effortlessly onto the screen. But where to start when idle curiosity (or Cupid) strikes?

The U.S. Postal Service has opened up books (certainly not letters) to disclose love missives from the pages of history and literature. Heloise, King Henry VIII, Napoleon, poets Lord Byron and certainly John Keats one might expect. But Oliver Cromwell? Kafka? Peer more closely at http://www.usps.gov/letters/. On the other hand, one might be desperate for advice on how to compose some such communication of one’s own (and it does seem inappropriate to copy and paste from Keats’s outpourings to Fanny Brawne). Quail no more, for the "10-Step Love Letter" is outlined at the Sugarplums site. ("Select fine writing paper and a pen...Do not resort to typing your love letter...print if your cursive is illegible.")

For those of us confronted occasionally or continually with young ones eager to celebrate each quasi-holiday to the fullest extent possible, a site such as www.kidsdomain.com/holiday/val/ (graced by a floating Cupid that flies with your cursor) contains numerous links to crafts, word puzzles, recipes, and online stories, as well as to other Valentine’s Day locations. Meanwhile, in the course of this serious research, I have learned that Charles, Duke of Orleans, sent the first known valentine in the year 1415; over 146 million roses are sent every Vday; and, mysteriously eclipsing that fact, more than $1 billion is spent on candy to mark the day (find your own way to Godiva!) - Ellen Daugman

ITC hosts open house

The ITC will be hosting an open house on Friday, February 25 from 11:00 a.m. – 2:00 p.m. We will offer demos on: converting analogue images to digital images, using digital cameras, scanning text an images, graphic editing programs, and video editing. Refreshments will be served. - Florence Toy

ZSR Library Book Sale
February 14, 15 & 16
9:00 a.m. – 4:30 p.m.
Gerald Johnson Room

Admission by WFU ID only on the 14th.

---

From the Director

Technology continues to make much of the news in the Reynolds Library! Our wireless pilot seems to be a great success. I can use wireless access to the Internet from my office and it is fast enough that I can’t tell the difference! Many of the students in the pilot seem to be studying in the atrium and enjoying the internet access as well.

NetLibrary sent a representative to demonstrate its product to the bibliographers and some of the other librarians. Although we have seen swift and sweeping changes in information technology, NetLibrary promises to be a whole new approach that will lead who knows where. It may be an overstatement that my generation, the boomers who followed, and even generation "X" tend to prefer to read from ink on paper, while today's children and teens are equally comfortable with reading from a monitor or a hand-held device. I do believe that those who said print will never die may have to eat their words. With newspaper headlines and articles online, more electronic full text journals and now electronic monographs which can be searched in new ways, link to multimedia and web sites, and more, print, at least in first world countries, may be reduced in importance far sooner than we might have predicted just a few years ago. The electronic revolution is well under way, and implications for libraries are many and contradictory.

Off site storage of materials is closer than ever. Twin City Storage has met with us to reopen discussion and we are hopeful that before the end of the semester we will be moving bound volumes of journals downtown. I am counting on off site storage as an interim solution for the next few years to allow us to make our collection more usable by spreading it out more. We also need to provide growth space for additional volumes. - Rhoda Channing

---

Reconstruction zone: teams in action

Hats off to the Technical Services Team!

A sincere word of thanks to members of the Technical Services Team and Collections member Scott Adair for excellent work completed on a very difficult project. The Serials module of Endeavor has been the most complicated and troublesome one to implement. Serials open orders were migrated from Dynix to Endeavor loaded with inaccuracies. Below is an outline of a few of them, offered hopefully to increase your appreciation for the efforts made by Team members.

First, all open orders were charged to a generic fund called Acquisitions. This was the only way Endeavor could handle the fund allocations used in Dynix. This made it impossible to generate accurate financial statements. How could departments and bibliographers monitor their expenditures? Second, all open orders were linked to holdings in Periodicals main stacks. This made inaccurate and often confusing data to display in the OPAC. Current or most recent issues received were displaying with the bound stack volumes instead of under the collection code for current periodicals. Third, and most severe NONE of these needed changes could be made to the existing records in Endeavor. The one and only solution,
COPY each record, make the necessary changes and then delete the old record.

The problems were each addressed in various stages. The first project was to correct the funds. Erik Mitchell ran a report that assisted greatly in identifying some of these titles. That report was then divided amongst the Team members and work began over the Christmas holidays and well into January before the end was sighted. Now waiting, however, were the 4500 titles from EBSCO to be invoiced. Purchase orders had to be created for each group. Another project was on the horizon. Team members once again rallied to the task ahead. Team members worked diligently the first week in February. What an assignment this turned out to be! Overtime was needed. Many Team members worked on that Saturday for about 5 hours to bring closure to this project, described by most as an ongoing nightmare!

The cooperative spirit each Team member displayed during this crisis was remarkable. The cooperation between teams was exemplary also. Once again, sincere thanks to each of you. Your role was critical to the successful completion of this project. What a great TEAM you are! - Wanda K. Brown

ZSR Library committees: making a difference

Staff Development opportunities

Presentation Skills & Techniques
Wed. Feb. 16, 2000
9:00 – 11:00 AM in the Bib Lab

Learn, enhance, and practice delivery techniques. This workshop is designed for anyone who makes presentations to students, staff, faculty, parents, civic or professional groups, PTA, etc.

PowerPoint II
Wed. Feb. 23, 2000
3:30 – 4:30 PM in the ITC Lab

Learn all the views in PowerPoint, work with master slides, and add multimedia objects to your presentation.

To register for either session, contact Debbie at lamberdn@wfu.edu. - Debbie Lambert

New database of databases

At the end of January, the library unveiled our new database finding utility. This utility is easier for library staff to manage than the old system and creates benefits for library users.

From a staff point of view, the most important change is from a set of 400+ static HTML pages to a single Access file that is searched using Active Server Pages. Fortunately Elise has been maintaining an Access file of our databases for several years, so we only had to adapt it to a new use instead of creating it from scratch. As databases change in the future, the process of staying up to date will be much easier. Formerly, each change had to be made in the Access file, Voyager, and at least four web pages (two information pages, an alphabetical list, and at least one subject list). Now each change only needs to be
made in the Access file and Voyager. The resulting labor savings should allow Elise and I to spend more time on other library priorities.

Our users can find databases using the alphabetical and subject lists as always. Across the top of the search screen is a bar with the A-Z list. Down the left side is a column of subject headings. The subject headings are on two levels. Each "parent" subject (e.g. "Arts and Humanities") has two or more "children" (e.g. "Literature"). To see all databases with a parent subject, just click on the parentname. To see the child subjects, click on the closed book next to the subject name. Then click on the childsubject name to see all databases with that subject.

What if users can only remember one word from the database title, and it's not the first word? The new title search function allows them to search on that word. Truncation is automatic.

If users cannot find the database using the title search, then they can use the description search. Description queries search the "information" fields in the Access file. Since database information is often a paragraph long, there are more keywords for our users to find.

We are keeping a log of all searches performed. By knowing what terms our users search for, we can change the keywords in the information fields to improve search outcomes. We do not collect any information that would identify a patron.

This search utility is the result of a lot of hard work by many people in the Tech Team and Team Info, but Erik Mitchell deserves to be singled out. Without his programming skills, this project would have never gotten off the ground.

We're not done improving this system. In the coming months we hope to use the same technology to add an electronic journal finding utility. We look forward to any feedback you may have.

You can use this utility at [http://www.wfu.edu/Library/ersearch/](http://www.wfu.edu/Library/ersearch/). - Carol Joyner

---

**Coming soon Women, Science & Technology Symposium**

After months of planning, the Women, Science & Technology Symposium is now just a few days away (Feb. 21 & 22). The idea for the symposium began as a desire to promote the library in the Year of Science & Technology (YOST). Additionally, I wished to bring to the forefront the complex societal issues faced by women scientists. I hoped to provide a forum for dialogue on questions of gender equity in science education and research. My first call for support was rewarded by enthusiastic response from within the library and from faculty all across campus. The following departments have been involved: Biology, Chemistry, Education, Mathematics & Computer Science, Physics, Psychology, Sociology, and Women's Studies.

What began as a modest idea has grown into an event with three guest speakers, a panel discussion, and multiple receptions. We are fortunate to have two speakers from Georgia Tech. In the fall, Dr. Sue Rosser was named as the first woman dean at Georgia Tech in its entire history. Her talk (and book) are titled "Re-engineering Female Friendly Science." Dr. Mary Frank Fox, a sociologist from Tech, will speak on "Gender, Faculty, and Doctoral Education in Science and Engineering." The third speaker, Dr. Penny Manasco, a representative from the corporate world, is a clinical geneticist from GlaxoWellcome in RTP and will speak on "Medicine for the New Millennium."
Organizing the symposium has been a good learning opportunity and a personally rewarding experience. I had occasion to interact with university employees outside the library on booking speakers, press releases, content for the YOST web page, catering, budgeting, soliciting funds, etc. Our rather fluid committee met less than half a dozen times. I would call the meetings, go in with an agenda, and emerge with a new list of tasks. I left aware of the level of support for the symposium as different women faculty members volunteered to take on responsibilities. I was also aware of an increased level of communication between departments, another goal of the symposium.

Special thanks go to Craig Fansler for excellent artwork and constant moral support and to Debbie Lambert for handholding and guidance. Thanks also go to Bill Conner, Dept. of Biology professor and Chair of the YOST Committee, for funding. And thanks to the library for covering printing and reception costs. - Sherry Durren
Chinese New Year

Festivities mark Chinese New Year

On February 13, 2000, Wake Forest and the surrounding communities were treated to a Chinese New Year festival full of excitement and uniqueness thanks to the funding of the Ethics and Leadership grant. The first Chinese New Year festival was held at the Scales Fine Arts Building. It was very well received. Over three hundred people participated in the celebration.

We had many displays and tables. People were able to find out about their sign in the Chinese zodiac, and quite a few had their name translated into Chinese. Many children learned to make lanterns and use chopsticks; they even got a pointer or two on the abacus. Our own Julia Winfrey painted numerous faces during the four hours she was stationed at the face painting table. A tape on the New Year parade in San Francisco received a lot of attention. Julia’s dragon was popular among the kids.

Also scheduled were informal talks on Feng Shui, Tai Chi, Qi Gong, and Acupuncture. Many were intrigued by the Chi Mat brought by the Feng Shui speaker, Pam Sink, which works sort of like a massage machine. Acupuncturist, Dr Mu, answered many people’s questions regarding the use and function of acupuncture. The Lion Dance and the folk dances drew big applause. People were fascinated by all the sights and sounds. Several children couldn’t resist trying their hands on the big drum. And everyone had a great time! So did I!

Many commented on the interest and the desire for an annual Chinese New Year festival in Winston-Salem. Not only did the Wake Forest University faculty, staff and students participate, there was a good representation from the Hispanic and the Asian groups and some African-Americans from the community. Wake International Student Association and Asian Student Interest Association, several faculty and staff members of various ethnic backgrounds helped with the set up and the program. It is very rewarding to have so many groups coming together for this event. -Cristina Yu

In the news

The Winston-Salem community joined the WFU community in celebrating two important campus events: the Year of the Dragon and the Year of Science and Technology. During the month of February, readers of the Winston-Salem Journal were encouraged to participate in these events.

Congratulations to Cristina Yu and Sherry Durren for organizing these successful events and for being featured in articles in the Winston-Salem Journal. In the “What’s On” section of the journal for February 11, Cristina is interviewed concerning the Chinese New Year celebration. An article in the “Metro” section
From the Director

One of the benefits of working at the Reynolds Library is the opportunity to show it off to visitors. On February 24 we hosted members of the University of Richmond library staff as they visit sites offering different automated systems, and I also had a chance to take one of my old friends through the library. Richard Coughlin, who is now the Director of one of the University of Missouri campus libraries, used to be my "junior" business librarian at Boston College, before becoming head of documents there and finally Assistant University Librarian for Administrative Services. He came to Wake Forest to attend an ICCEL workshop.

The remote storage group is moving right along, and we can hope to see some relief in our crowded shelves before the end of the term. Speaking of relief, we have received a long list of suggestions for improving the working environment of many of our staff who are experiencing aches and pains, possibly related to repetitive movements. We will be evaluating these and attempting to make adjustments where we can.

The budget for next year has already been submitted and did not include many of the items on the list. Our activity in the ergonomic arena has been serious and purposeful, and we are committed to a safe working environment.

Thanks to the staff for responding so quickly to my request for a vote on a Holiday Party luncheon!! I had 40 responses, all but one supporting the idea of a library luncheon. More than half liked the idea of going to a restaurant, five were neutral and seven preferred campus. Several staff mentioned that they wanted a party that all staff could attend, with nobody having to stay behind to keep the library open. A few people mentioned Bridger Field house as a good site.

I appreciate your opinions! -Rhoda Channing

ZSR Library committees: making a difference

Employee Recognition Committee

The Employee Recognition Committee is gearing up for the picnic in May. The Committee encourages you to nominate an employee/employees for recognition. Please respond by Tuesday, February 29. Thank you! -Mary Reeves, Chair

Staff Development opportunities

Excel Level I
Tuesday, March 7, 2000
9:30 – 10:30 AM
ITC Lab 254
Learn the basics of creating a new spreadsheet; editing, formatting, and saving a spreadsheet; resizing and formatting cells.
Financial Planning Workshop
Thursday, March 9, 2000
2:00 – 3:30 PM
Yvonne Stewart, faculty member in the Calloway School of Business and Accountancy, will lead this workshop on topics ranging from fundamental financial planning strategies to saving for big-ticket items like homes, college tuition, and retirement.

Dreamweaver 1
Tuesday March 14, 2000
2pm - 3pm
ITC Lab 254
Learn the basics of web page design using Macromedia DreamWeaver - a perfect start for developing your personal web page!

Dreamweaver 1
Wednesday, March 15, 2000
8:30 - 9:30 am
ITC Lab 254
Learn the basics of web page design using Macromedia DreamWeaver – a perfect start for developing your personal web page!

To register for any of these workshops, send an e-mail to Debbie at lamberdn@wfu.edu.

-Debbie Lambert

Department news

Microtext

A great big thank you to Erik M. and all Team Tech for working so diligently and expertly to develop a dynamic web search page to use with our Microtext Collection database. Search is by title or author. We hope to develop a call number search soon. One may also list titles in the collection by subject or by type. In a great bit of programming, Erik has set it up so that many of our 'collection' titles (such as the Shakespeare Society publications) show up in the main list as a hyperlink; then if you click on the link you retrieve a list of the titles contained in that collection. This doesn't work for all 'collections,' just those whose contents are cataloged in Voyager. Also, keep in mind that our government documents (US and NC) are accessible through Voyager and not this database. An advantage in using this database, however, is that results are retrieved with not only call number but Microtext Room location, including cabinet number and drawer. We hope this will be a big help to staff and patrons when they look for Microtext materials. Again, a great big 'job well done' and thanks to Erik! -Mary Horton

The book corner

A Reader’s Guide to Writers’ Britain merits a stack address, so you can take it with you. Reference footed its bill, however, so it can be found at REF PR 109 V3 1997. The cover says its “an enchanting tour of literary landscapes and shrines”, and so it is. It’s graphic arrangement makes locating yourself in context quite easy. Through maps and photos you can see where you are. Sally Varlow, the author, is both a
writer and a reader. She is archseamstress of the seamless transition among writers who although linked to a place, don't jive in time. Many writers flocked together, the most famous of whom, the Bells, the Stevens, Strachey, Carrington, Keynes and so forth--the Bloomsberries. This book informs that Virginia and Leonard Woolf, together and apart, lived in houses in five different squares around the University of London. In summer they all decamped to Charleston where there was one bathroom. Despite the crowding, they left a stupendous literary legacy. I can't imagine anyone with interests if not pretentions to literature not liking this book. Most of it focuses on writers from England, since that's far and away from whence the highest percentage of native writers in English has hailed. Wales, however, has the oldest literary tradition in Europe unbroken from the 6th century. There have only been about seven writers from Scotland. Can you name them? Okay, you can borrow this title from Reference, sit in a soft chair and ruminate away. -Elen Knott

Conference reports

Last week, I was fortunate enough to attend one of the "Lessons in Leadership" workshops sponsored by the Babcock School of Management. This particular workshop was led by Stephen Covey (of The 7 Habits of Highly Effective People fame). The workshop was entitled: Leadership is a Choice: 4 Roles of a Leader. While it would be impossible to cover everything Covey had to say, I will try to briefly hit the highlights.

Covey began by describing the four basic needs of people:

1. to live (physical/economic need);
2. to love (social/emotional need);
3. to learn (mental/intellectual need); and
4. to leave a legacy (spiritual/holistic need).

If you think about the "whole" person you can associate these needs to body, heart, mind, and spirit. Covey then related these needs to the same four needs of an empowering, successful organization and those working therein:

1. fairness and security (physical/economic need);
2. kindness and respect (social/environmental need);
3. development and use of talent (mental/intellectual need); and
4. meaning and integrity (spiritual/holistic need).

Covey described these four needs as "intelligences:" physical intelligence, emotional intelligence, etc. A leader must have all four of these intelligences and the attributes associated with them. A leader who has physical intelligence has the discipline to carry out hard work and to make sacrifices. Emotional intelligence leads to a passion for a cause; mental intelligence gives the leader a vision; spiritual intelligence gives the leader a conscience.

With these four intelligences and attributes a leader can successfully take on four roles to create an empowered organization: pathfinding to find shared purpose/mission/strategy among all stakeholders; aligning structures/systems/processes (discipline) to attain these goals; and empowering employees to release human potential or passion. These three attributes are important but the central attribute is conscience, for without this attribute, all systems eventually fail. The leader demonstrates conscience by modeling honesty and straightforwardness, thereby earning trust. All of the interactions in the empowered organization rely on trustworthiness.

As an example of good leadership vs. bad leadership, Covey asked us to consider two leaders: Mahandas
Ghandi and Adolph Hitler. Both had a vision of an ultimate goal, both had a passion, both were disciplined and ready to make sacrifices to reach that goal; however, only one leader ultimately succeeded -- the one who had a conscience. Moreover, great leaders such as Ghandi, Mandela, and the Founding Fathers demonstrate such individual moral authority that they are able to lead a society or group to institutionalize this moral authority (in a constitution, organizational set of values) so that it is not dependent upon one person -- everyone one is subject to the law.

For those of you who are familiar with Covey's work, you will see that this philosophy ties in with his maxim "you manage things, you lead people." He ended by saying that "the 7 Habits are what you do, the 4 Roles are who you are. Remember: live, love, learn, and leave a legacy."  -Mary Horton
Larry witnesses historic event

Hi everyone! My name is Larry, and I’m the new security guard at the exit. I’m very excited to be working with such a talented group of people here at the library and hope to get to know each of you.

Originally from High Point, I have lived in the immediate area most of my life. Currently, I live in Rural Hall surrounded by friends and loved ones including my dog, Sheba - a.k.a. Shebert.

From 1987-1991, the U.S. Army was my home. While stationed in Germany, I experienced the fall of the Berlin Wall. I also served during operations Desert Shield and Storm while temporarily stationed at Ft. Stewart, GA.

After my tour of duty, I came home and went to work as a non-sworn public safety officer. After completing Basic Law-Enforcement Training during the fall of 1993, I became a Campus Police Officer in October of 1994, a position that I still hold.

I hope that my previous experience will help me work with you here at Wake. If I can be of any assistance, please let me know. Again thanks for all the warm welcomes I’ve received. -Larry Cockman

Please welcome Allyson Jones

Allyson Jones will be joining the Circulation Staff as the new evening stack assistant on March 27. Patrick Ferrell is her direct supervisor, and she will also be working closely with Peter Romanov in the evenings.

Allyson graduated from UNC-G last May and is presently a technical writer with Watershed Concepts in Greensboro. She will be telling you more about herself in a future issue of the Gazette. For her first week, she will be working a bit earlier hours than her regular 4:00 p.m. to midnight shift so we hope that many of you will have a chance to get acquainted with her. -Isabel Zuber
In the news

The most recent issue of the *Wake Forest Magazine* (March 2000) includes an article about Rhoda entitled “A Woman of Letters.” The article also quotes other ZSR staff members including Debbie, Sharon, and Wanda. -Bobbie Collins

From the Director

The organization formerly known as NCCIHE, the North Carolina Center for Independent Higher Education, has now become NCICU, North Carolina Independent Colleges and Universities. The annual meeting of all the constituent parts of the group was held at Elon College on Friday, March 18. The admissions people, academic people, public affairs group, financial people and librarians all meet with their counterparts from across the state. For the librarians, the big topic was NC-Live and what is expected to happen this year. This year the legislature is not expected to increase funding for the program, because of the needs in the eastern part of the state. We will be fortunate if the funding continues at its current level. Contract negotiations will be starting soon with the database vendors, and all members are being asked to indicate their priorities for existing and new databases.

The new Elon College Library is worth a trip! Elon College is near Burlington, not that far, and has a beautiful campus. The library, as you would expect, is wired for internet throughout and has lovely group studies and conference rooms. The architect is Shepley Bulfinch, perhaps the most well known library architect in the nation.

One idea from the SOLINET Board meeting that I have passed on to the Technology Team is the idea of testing possible web page changes on focus groups of students. There have been times, said one director, that a change the staff thought was nifty was either confusing to or disliked by focus groups. For the (decreasing) number who were here when we implemented TQM, we need to remember to ask the customer, not assume we know what he/she wants!

On Tuesday evening, the 28th, there will be a dinner honoring Dr. Propst, who was kind enough to donate his large collection of plays and play criticism! Sharon and I will attend to thank him for the 615 titles in his gift. These are materials which may receive heavy use and are most welcome! - Rhoda Channing

Parking in the real world

Tina Kussey sent a great e-mail to me in which she mentioned that she pays $115 for a parking spot five blocks away! Ah, Boston! -Rhoda Channing

News from the Assistant Director
**Ergonomics issues**

The Z. Smith Reynolds Library has taken a proactive approach to providing an ergonomically sound work place. Ergonomic task chairs were purchased several years ago for most of the staff. A major improvement was made in 1997 when new workstations were installed for the entire Technical Services department. In addition to accommodating new workflow, the workstations improved the privacy, acoustics, appearance, and work surfaces available to the staff. Keyboard trays, task lighting, and convenient storage drawers and shelves were built in to the workstations. In the months and few years following that project, other ergonomic improvements were made. Reference and technology staff received new desks and chairs, all selected with ergonomic needs in mind. Earlier this year a library staff meeting was devoted to the topic of ergonomics. As a follow up, Sissy Hastings in the Office of Safety and Environmental Affairs conducted desk audits for 22 staff members. Specific recommendations were made and are being addressed with improvements such as footrests, mouse pads with palm rests, adjustable keyboard trays, backrests, and adjustable chairs. Our staff members are our most important resources, and every reasonable effort will be made to ensure a safe and healthy work environment for them.  

-Debbie Lambert

---

**Administrative Council report – March 15, 2000**

The Administrative Council met on March 15th. In attendance were Elen, Mary H., Debbie, Rhoda, Erik, Scott and Carolyn.

Rhoda opened the meeting with comments on salary matters. As already announced, there's a 2.5% cost of living raise in the works for everyone. Also, an additional amount has been made available for merit recognition. This will be allocated to particularly deserving individuals recommended by team leaders and department heads.

Erik reviewed the Voyager 99.1 upgrade, summing up that "all went well." The 2000 upgrade, with notable improvements in the acquisitions module, may be here by late summer.

The search for the serials position slogs on. The evening stacks position has been filled. Look for yet another new face as Allyson Jones begins March 21st.

It looks like photocopy charges are going up from 7 to 8 cents a page. This is to tweak our cash intake in the face of declining copier use.

A training session and written documentation are in the works for the new photocopier in Technical Services. "Terminator 3" is a bit more complicated than our previous machine.

If you've felt the earth move under your feet lately, it's probably the collection shifting. A large part of the M's (music books) have made the exodus from Level 6 down to Level 3.  

-Scott Adair

---

**ZSR Library committees: making a difference**

Staff Development Committee
Conflict Management workshop

Johnne Armentrout of the University Counseling Center and Van Westervelt of the Learning Assistance Center led a workshop on Conflict Management for library staff on March 21st. Since conflict management skills are rooted in communication styles, the presenters conducted an exercise that demonstrated the importance of nonverbal as well as verbal communication. Through a role playing exercise, participants experienced the differences among communication with no physical or verbal response, communication with physical responses only, and communication with both physical and verbal responses. Seventy percent of communication is nonverbal and benefits from a Square, Open, Lean(ing), Eye contact, and Relaxed approach to the listener. Aggressive, passive or nonassertive, and assertive behavioral styles affect communication. Very briefly, the aggressive style is too much too soon or too much too late; the nonassertive style is too little too late or too little never; the assertive style is enough of the appropriate behaviors at the right time. Communication skills and behavioral styles contribute to conflict management styles, which are characterized as competing, accommodating, avoiding, collaborating, or compromising. Working in small groups, participants reviewed a workplace scenario and ranked five possible responses to a conflict situation. There were no right answers, but clearly some preferences. Not surprisingly, “all five styles are useful in some situations; each represents a set of useful social skills. The effectiveness of a given conflict-handling style depends upon the requirements of the specific conflict situation and the skill with which the style is used.” Workshop participants received a conflict style questionnaire to assess their own styles in dealing with conflicts. The presenters pointed out that, in addition to the questionnaire, it could be very helpful to have a colleague help critique one’s style. The response to the workshop was very positive, and the overwhelming recommendation was to have each team receive conflict management training as an aspect of team building.

Staff Development – Coming attractions in April

(To register contact Debbie Lambert via e-mail lamberdn@wfu.edu.)

Supervising Student Assistants Discussion Group
Thursday, April 6, 2000
2:00 – 3:00 PM
Johnson Room

We’ll outline contents for a student assistant manual, including general items applicable to both ZSR and PCL as well as information relevant to particular departments and sites. Work on the manual will continue outside of the discussion group.

PowerPoint I
Friday, April 14, 2000
2:00 – 3:00 PM
ITC Lab 254

Learn the basics of creating a new presentation, editing a presentation, formatting a presentation, and saving a presentation. Other topics covered include inserting clip art, transitions, and “builds.”

Recycling Part II
Thursday, April 20, 2000
2:00 – 3:00 PM
Bib Lab

Witness the miracle of compacting a lot of trash into a small parcel!
Voyager Users Group Meeting Update
Thursday, April 20, 2000
2:00 – 3:00 PM
Bib Lab

Hear about the latest developments with Voyager.

Internet Hoaxes
Thursday, April 20, 2000
2:00 – 3:00 PM
Bib Lab

How can you be sure that e-mail message is valid? Learn how to spot Internet hoaxes. -Debbie Lambert

Department news

Circulation

Brighten the corner

George McBride, Larry Cockman, and the student assistants at the Exit Desk have expressed their appreciation for the new lamp now in place at the desk. Since the old one died they had been straining their eyes in the dark. Thanks to Lisa Myers who worked things out so that we could get a new one.

It’s about time! Graduation clearance changes

At long last it seems that we are going to be able to accomplish the clearance for graduating students with much less fuss and bother. Instead of a hardcopy list of names for those not yet cleared due to the controller’s office early in April, Circulation will be placing our slow and delinquent students directly on hold in the Administration database. These holds do not have to be placed until much later in April and can be viewed by the students themselves in WIN. We hope this will lead to much quicker, more accurate clearances and that those daily calls to the controller’s office for the last few weeks of the spring semester to have students’ holds lifted will be a thing of the past. -Isabel Zuber

Exhibit features Abstract Expressionist

The Z. Smith Reynolds Library is the temporary home for a work of art. This painting is an untitled work of acrylic on paper from 1963 by American artist, Helen Frankenthaler (b.1928). The University Art Collection was kind enough to lend us this work from their collection. Frankenthaler is a second generation Abstract Expressionist who was influenced by Jackson Pollock, Willem deKooning and Mark Rothko. She developed a unique way of applying paint onto unprimed canvas that created a colorful appearance as the paint blended together. This area of painting became known as Color Field Painting. Please check out this painting in the exhibit case as you leave the library. -Craig Fansler
**Test your NLW knowledge**

National Library Week (NLW) is just around the corner. To test your knowledge of NLW, I am tossing out two questions. First question, when was the first NLW observed? Second question, what was the first NLW theme?

Is that your final answer? Oops, excuse me, you think I was hosting a popular game show. Well, if you don’t know the answers to these questions, you can easily find them by going to [http://www.ala.org/pio/nlw.html](http://www.ala.org/pio/nlw.html).

ALA’s National Library Week page provides a lot of interesting information about this annual event. In celebration of NLW, I usually make up my own little graphic for the Gaz. However, this year I decided to use the clip art that I found on the NLW page. You will find the NLW clip art on page 1 of this issue. I hope you enjoy it! -Bobbie Collins

---

**Conference reports**

**Library Association at UNC-CH meeting according to Elen**

Each spring the Library Association at UNC Chapel Hill hosts a conference which aims to address issues of current interest among academic librarians. “Looking Forward, Looking Back: Context for the New Millenium” was the springboard for this year's meeting March 13 at the Friday Center in Chapel Hill. Carol Tenopir, who is Professor of Information Sciences at UT Knoxville and writes the column, “Online Databases” for *Library Journal* gave a thoroughly researched talk, “Looking Back to our Goals.” Four points shaped her presentation: today's librarian must be able to provide the right information at the right time, serve as a keeper of books, achieve personalized service and serve as an educator. Actually, these goals were first articulated by Melville Dewey in the first issue of the *American Library Journal* in 1876. Needless to say Tenopir expanded her remarks in the context of today's library environment, but it was very affecting to realize that the tenents of library service then as now remain solid. New technology allows us to be book missionaries. When we add a new medium we very rarely get rid of the old. There will never be enough money. Consortia offer power. There is a preservation crisis. My Library at NCSU is an excellent example of effective personalized service in the technological era. The time is now to provide information literacy classes for all undergraduates. We need to promote our successes in new ways. Tenopir's May column in *Library Journal* will relate the above in context.

Breakout sessions included a presentation by Eric Morgan on My Library @NC State. To get an idea of how this works, bring up the website at [http://my.lib.ncsu.edu/](http://my.lib.ncsu.edu/) and have a look. The point is for librarians and patrons to create collections of hyperlinked resources in the form of personalized HTML pages. It also links a subject specialist librarian with a patron for customized personal consultation around a specified subject area or areas. Eric says technically the site works quite well. About 1500 accounts are up out of a 30,000 person prospective pool. Eric sees massive PR as the next big step for the project.

This conference consistently provides good information on current trends, engages a solid outside speaker and taps the local expertise. Additionally, the organizers schedule intentional networking breaks with very good food features, an excellent thing in a conference. -Elen Knott
The book corner

The Frisson of their Company

The *St. James Guide to Horror, Ghost & Gothic Writers* might sound like a reference work one would consult as surreptitiously as one would scan the corner of the grocery, drugstore (or library) where the authors’ books themselves might be shelved. And true enough, Mary Higgins Clark is included in the List of Entrants! But she is actually in quite venerable company. Classic masters of the genre, such as Poe, share space, as do more recent contributors John Fowles, Shirley Jackson, and Joyce Carol Oates. Also included are writers one might not immediately associate with fiction of the hair-raising sort: Henry James (remember the film, *The Innocents*, based on his *The Turn of the Screw*?), and the equally elegant Edith Wharton (whose ghost stories haunt course syllabi, in addition to her more well-known novels).

The encyclopedia is in fact quite politically correct in including 18th- and 19th-century women writers who were previously neglected and only recently have been inducted into the literary canon as scholars have moved to embrace the Other Gender: Ann Radcliffe and Mary Shelley, to drop a couple of names. For years, even centuries, it was the norm to derogue horror and gothic writers (one young English poet, writing privately in the early 1800’s, lampooned Ann Radcliffe, warning that she would “cavern you and grotto you, and waterfall you and wood you and immense-rock you”). But nowadays even the early Gothic writers are viewed as significant precursors of literary movements to follow, exploring the full range of human emotions (including the darker side of the human heart and psyche), emphasizing the power of the imagination, and reveling in strange settings which often reflected states of mind.

Entries in this encyclopedia follow a standard format, and offer pithy summaries of the writers’ lives; lists of their literary works; bibliographies of critical studies (none however for Mary H. C.); titles of film adaptations; and brief discussions of the writers’ major works, themes, techniques, significance, and so forth. The scope is international, and there are indexes for pseudonyms, titles of works, and nationalities, as well as a lengthy bibliography of broad-ranging studies of horror, ghost, and gothic tales. If interested in holding nighttime drowsiness at bay, this guide (among other similar ones) lurks in Ref, at PN3435 S35 1998. -Ellen Daugman

One-man indexing machine

The library recently added Poole's Plus to its menu of database options. Poole's provides indexing of 19th-century material. I started to write a straight review of this database, but soon discovered that the history of this index is much more interesting.

William Frederick Poole (1821-1894) got his start as a one-man indexing machine at Yale College in the mid-nineteenth century. He single-handedly created the first two periodical indexes ever published—two editions of *An Alphabetical Index to Subjects Treated in the Reviews and Other Periodicals, to which No Indexes Have Been Published*. These indexes were released in 1848 and 1853. Both indexes sold out quickly and demand was high for an update as the years went by. By the 1870s, the amount of periodical literature had grown so much that one person could no longer handle the task. Poole turned to the fledgling American Library Association and the [British] Library Association with a proposal for a cooperative project. Participants from over 50 libraries volunteered to index a share of the periodicals.

The result of this project was Poole’s *Index to Periodical Literature*, published in 1881. The ZSR library owns a 1938 reprint of this work. I recommend the preface of this work to anyone who wants to learn more about this fascinating phase in the history of librarianship.
In his introduction, Poole notes that he only indexes general periodicals and that he omits many specialized scholarly journals. At that time the only specialized index was Index Medicus, the precursor to MEDLINE. Poole put out a call to "every other profession and science" to index the journals of their fields. Fortunately for us, professional societies responded to his plea over the coming decades, giving us the variety of subject indexes available today.

The indexing in Poole’s was state of the art for 1881, but modern scholars may find it lacking. A company called Paratext has stepped in to enhance the original Poole’s with some of the convenient features of electronic searching. Paratext has also added additional files to the database. According to Paratext, this is the “Plus” in Poole’s Plus.

Among the enhancements to the original Poole’s are the newly searchable author and title fields. The printed Poole’s is browsable only by subject. Secondly Paratext has added dates to the citations. This is a great improvement since Poole often renumbered journal runs to eliminate troublesome “new series” designations.

Paratext has also added other 19th-century indexes to the Poole’s Plus lineup. The most interesting of these is the Index to Periodicals, a.k.a. the “British Poole’s”. The 19th-Century Books Masterfile, 19th-Century Serials Masterfile, and the Library Journal Cumulative Index (1876-1897) are all included in Poole’s Plus. Many other files are advertised as coming soon.

Poole’s Plus is available online. The old Poole’s is shelved in the reference department at AI3 .P7 1938.

- Carol Joyner
Allyson enjoys reading and attending musicals

Greetings! I’m Allyson Jones, the new evening stacks assistant. I’ve met many of you and appreciate the warm welcomes. I hope to meet the rest of you soon.

My life in a nutshell: I was born in Greenville, South Carolina, although my family resided in Clemson where my father pastored a small Baptist church. When I was six, we moved to Kannapolis, NC, where I lived until I moved to Greensboro in 1990. I graduated from UNC-G in May 1999 with a B.A. in English.

I love to read, of course. My favorites are Southern 20th century novelists like Faulkner (my dog’s name is Caddy), Flannery O’Connor, and the more contemporary Jill McCorkle and Lee Smith. As for movies, I like everything from “The Color Purple” to “Goodfellas” to “American Beauty”. My musical favorites include The Rolling Stones (my cat’s name is Jagger), Dwight Yoakam, and Tom Petty.

I’m also a fan of the arts and enjoy attending musicals. My favorite is “Big River”, based on The Adventures of Huckleberry Finn. Another cultural event I’ve grown to love over the years is the annual Spoleto arts and jazz festival in Charleston, South Carolina. I’m gearing up to see jazz pianist Chick Corea perform there in June.

I’m very happy to be here and look forward to working with all of you! - Allyson Jones

Congratulations and best wishes to Lisa

Best wishes to Lisa Myers as she begins her new position as Student Employment Coordinator in the Financial Aid office. While serving as editor of the Gaz, I have called on Lisa from time to time to edit the Gaz while I was away from the office. Because Lisa is always willing to step in, I do not have to worry about a delay in our publication schedule. Thank you Lisa for all of your hard work! - Bobbie Collins

ZSR Library committees: making a difference

Employee Recognition Committee
Employment Recognition Picnic

The Employee Recognition Committee would like to remind you about the picnic on May 19th from 12:00-2:00 p.m. The picnic will be held in the library atrium, and we will be excused for the day following the picnic at 2:00.

I will distribute menus next week. Please fill out your preferences and return to the designated box in the staff lounge. Thank you! -Mary Reeves

Staff Development Committee

Staff Development opportunities – Coming soon

PowerPoint I
Friday, April 14, 2000
2:00 – 3:00 PM
ITC Lab 254

Learn the basics of creating a new presentation, editing a presentation, formatting a presentation, and saving a presentation. Other topics covered include inserting clip art, transitions, and “builds.”

Recycling Part II; Voyager Users Group Meeting Update; Internet Hoaxes
Thursday, April 20, 2000
3:00 – 4:00 PM (During Staff Meeting)
Bib Lab

Witness the miracle of compacting a lot of trash into a small parcel! Hear about the latest developments with Voyager. Learn how to spot Internet hoaxes.

SOLINET Writing Series

Wednesday, May 10, 2000 9 AM – 4 PM:
“Strategies for More Effective Documentation”

Thursday, May 11, 2000 9 AM – 4 PM:
“Writing More Effective Reports and Proposals”

Friday, May 12, 2000 9 AM – 4 PM:
“Designing Instructions for High Usability”

Workshop descriptions are at SOLINET’s web page.

Graylyn Tour
Tuesday, May 16, 2000
10 AM – 12 Noon
Graylyn Conference Center

Walk through the mansion and grounds on a guided tour, and hear a bit about Winston-Salem history.
Tips & Tricks with the Internet  
Wednesday, May 24, 2000  
9:30 – 10:30 AM  
ITC Lab 254

Tips & Tricks with E-Mail  
Friday, May 26, 2000  
2 – 3 PM  
ITC Lab 254

Dreamweaver II  
Tuesday, May 30, 2000  
9:30 – 10:30 AM  
and  
Wednesday, May 31, 2000  
2 – 3 PM  
ITC Lab 254

Send e-mail to Debbie at lamberdn@wfu.edu to register for any of these workshops. -Debbie Lambert

Internet Catch o' the Day

Consumer Health information

How we choose to treat our bodies is about as personal as how we choose to practice, or not practice, religious faiths. Some believe ultimately in diet and exercise, others in doctors and medications. Whatever your chosen belief system when it comes to health, the wired world has plenty to offer in the way of sustenance

I have two personal favorite in-house databases that I recommend to our patrons. Clinical Reference System is a patient education product and contains basic information on a variety of medical topics. Ebsco's USP DI Volume II, Advice for the Patient, contains information similar to that found in the PDR (Physician's Desk Reference). You may quickly check on side effects, interactions, and generics for your most recent prescriptions.

Dr. Koop's site is an example of my least favorite type of commercial site. The busy pages are saturated with advertising. Why waste your time sorting through the hype when other sites offer information more directly? The government has brought us ad-free Medline plus Health Information. This outstanding product has a search function, topics by category, and a built-in medical dictionary.

For alternative health treatments, turn to the University of Pittsburgh's Alternative Medicine Homepage, revised March 2000. It has many well-organized links. The Rosenthal Center for Complementary and Alternative Medicine has nicely annotated links in the areas of women's health, cancer education, and botanical medicine.

The old trustworthy Yahoo search engine has both a topic search and a medication search. If you're not feeling sick already, you might want to browse through the alphabetical list of diseases and conditions,
until you find something that fits. Just kidding--listen to your body's signals, use your best judgment, take these web pages under advisement, and seek professional opinion (whether alternative or traditional) when necessary. - Sherry Durren
Yankee Book Peddler, our primary monograph supplier, is trying to find a way to develop business practices that will serve both the company and its customers in the current dynamic marketplace. In the search for answers, Yankee is facilitating a series of “Town Meetings” across the nation where library representatives and Yankee staff can discuss the changes that are impacting both libraries and the book trade. I attended the Town Meeting in Chapel Hill, April 19. Librarians from Wilmington, Greenville, the Triangle, the Triad, and points west joined John Secor, the founder of Yankee, and Ann-Marie Breaux, the regional manager.

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

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

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

Secor says the book discount has reached its maximum. Free shipping is still an option. E-book sales are in the planning stage. Print sales are strong.
But profits for the business have slipped to an all time low well below 5 percent, and the money gobbler is the unprofitable and expensive electronic product. There will be some changes in marketing strategy, and he is inviting his customer base to consider the changes and the impact they may have on library purchasing.

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

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

---

From the Director

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

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

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

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

News from the Special Collections Team

Special Collections kicks off the off-site storage program

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

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

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

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

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

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

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

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

---

Conference reports

Symposium on Electronic Theses and Dissertations

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

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

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

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

My primary interest was to see how we might be able to use Voyager to implement an ETD program here at Wake Forest University. I confirmed that it is possible, but that issues of rights management make it more complex than simply linking to an ETD in an 856 field. I hope to share what I learned at the symposium with the graduate school so that a dialog can be started about the potential benefits of moving to an ETD program.
For further information on ETD’s, take a look at the two leaders in mandatory ETD programs (Virginia Tech and West Virginia University). Their web sites have detailed information that explains their programs in depth:

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

http://etd.vt.edu

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

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

-Susan Smith

VUGM 2000: Susan’s report

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

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

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

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

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

In addition to filling our brains with all things Voyager, we managed to see a little of Chicago. Erik worked
hard to bring culture to Tim and me by taking us to the Art Institute and the symphony. I did my best to acquaint Erik with more lowbrow cultural experiences by going to Second City for a comedy show. We ate some wonderful food and saw some great sights, including an April blizzard. -Susan Smith

VUGM 2000 & the Enhancement Process: Erik’s report

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

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

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

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

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

VUGM 2000: Tim’s view

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

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

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

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

VUGM 2000 according to Carolyn

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

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

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

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

The book corner

Companion to food

If you have been alive in the last 10 years, you will have noticed an increased focus on food. Newspapers, magazines and cable networks devote much time and space, often with luscious photos, to the preparation and presentation of appealing meals. You have only to look around to see the effects of this focus--many of us are larger than we used to be. Interestingly also, food has become an object of scholarly study, food in art, food in the Middle Ages and LC lists as subject Food Habits in Literature. The Oxford Companion to Food by Alan Davidson, Ref TX 349 D38 1999 comes along as hefty tome and boon companion to food enthusiasts. Don't look here for recipes, menus or table settings. Instead you will find an alphabetic listing in crisp order and appealing font which begins, not surprisingly with aardvark, "tastes like pork", and ends with zucchini. Global in scope, historical definitions for "poor knights" fried bread of
the 17th century and my personal fav, "spotted dick" an English pudding of the roly-poly type, (q.v.) snuggle up to entries on "poppadom", Indian circular thin crispbreads and "sprat" a small fish of the herring family. National and regional cuisines are listed under most countries and these provide some of the most interesting information included in this very thorough subject encyclopedia. Beautiful, etched botanical and fish drawings illustrate the text which is also accompanied by an extensive and comprehensive bibliography. Basically this is a book for quick reference and heavy browsing--there are 892 pages. – Elen Knott

---

**ZSR is participating in CORC**

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

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

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

---

**ZSR Web Page reaches 15,000 hits**

The new ZSR Library web page has now had over 15,000 visits or 'hits' since it was put up in January. That's 5000 hits a month, 166 hits a day! -Roz Tedford
Off-site storage is a reality!

Off-site storage is a reality at ZSR -- and has been since March 28th. Susan McDonald pitched in and valiantly worked to send two Baptist archive collections to our off-site facility on Chatham Road. Susan has written a Gaz article detailing her experiences, but I want to take this opportunity to thank Susan for all of her hard work in helping us surpass our minimum storage goal in the first month!

The first set of Main Stacks material was sent out on April 25, 2000 by our Chatham Collection man Scott Adair. Scott prepared and sent 32 boxes of Country Life (English and American) and Agricultural History. If you would like to see a Chatham Collection record in Voyager, take a look at one of these titles. Thanks go to Sherry Durren and Elisabeth Leonard who identified these titles, and more, for the Chatham Collection.

Sherry and Elisabeth worked in the S and T classifications, after Patrick Ferrell identified those sections as ones that needed work while doing the big 6th floor shift. Sherry will begin looking at the Q's and R's soon. Patrick and other Circulation staff will continue to make a big contribution to the Chatham Collection by identifying crowded, little-used and preservation-needing materials. As we move forward in this project, all bibliographers will be called upon to review relevant classification sections for possible move to Chatham.

Many thanks to the ad hoc Off-Site Storage Committee who did such great work laying the foundation for this enormous project: Sherry Durren, Elen Knott, Medra Justis, Sharon Snow, and Isabel Zuber. Jill Caraway provided great leadership to this group and continues to have important input in the process. Thanks, Jill!

Scott and others will be working with Medra, Wanda and Technical Services staff to ensure that cataloging records are changed to accurately reflect our holdings here and in the Chatham Collection.

Thanks again to Erik, Tim and TeamTechno for help in generating Voyager and Access forms, reports, and e-mail transmission of shipping lists.

And, finally, thanks to Rhoda for enabling us to move forward with this project so long in the planning!

The next items on the agenda include the codification of Chatham Collection selection criteria and Circulation policies and procedures. We will try to get information out on these issues as soon as possible.
What a pan-team effort by the ZSR folks! – Mary Horton

Curious fact

With over 50 employees in the library and only 365 days in most years, isn't it interesting that only two pairs of staff share a birthday? – Rhoda Channing

From the Director

The SOLINET annual membership meeting was held in Atlanta on April 27-28, preceded and followed by the SOLINET Board meeting. There was record attendance, with over 350 registrants, and three excellent general session speakers, Eugenie Prime, librarian at Hewlett Packard, Dory Sanders, author of Clover and a recent country cookbook, and last but not least Ann Wolpert, Director of the MIT Libraries. All the speakers were impressive, and the theme, partnerships for the new millennium, was very appropriate. The breakout sessions were very stimulating, and I had a chance to talk at length with Jay Jordan, CEO of OCLC, about the study being conducted by Arthur D. Little concerning OCLC Governance. With the growth of OCLC into international activity, it may not be appropriate to have almost all of the governing bodies overwhelmingly dominated by the U.S. On the other hand, those of us who feel OCLC is "ours" don't necessarily want our influence diluted.

My Treasurer's Report was well received. My favorite compliment was that my report was "high on concept, low on numbers." As always there were elections of new SOLINET Board members and new delegates to OCLC User's Council. However, the ballots for the ASERL representative on the Board resulted in a tie, not once but twice!! Rather than have a third ballot, the candidates drew straws! My term on the Board would normally have ended in May of 2001, but as I was elected Chair of the SOLINET Board for 2000-2001, I will stay on as immediate past chair until 2002. Debbie Lambert attended her first SOLINET annual meeting, and managed to meet at least half the people there in her usual shy way!! You may recall that I went to a Board meeting at Washington & Lee University in Lexington, VA. It was held there because the Chair has the option of hosting a Board meeting. I am trying to get Graylyn for the March 2001 Board meeting and will enjoy having the Board here, and showing them Wake Forest and Reynolda House, Gardens and Village!

I want to echo Debbie's thanks to the individuals who are helping us out while our Administrative Assistant search goes on. We would find it impossible to get our work done without you! And thanks too, to the rest of the staff for being patient with us! - Rhoda Channing

More from SOLINET

I actually took notes at Ann Wolpert's talk, and some things she said really stuck with me. Let's see if they resonate with you as well. She talked about change and described evolutionary change as finding a better way to meet existing demands. Patrons appreciate this, and staff value it. One example (mine), might be online ILL forms which eliminate paper requests and the need for the patron to deliver the form in person or by mail. But, she says, we are in a period of REVOLUTIONARY change, or "disruptive innovation" which meets a new demand. Patrons often don't appreciate it, and it is not valued by staff. An example might be the substitution of e-text for approval plan books.
Wolpert describes the blurring of boundaries between publishers, bookstores and libraries. We have already seen retail amenities, like coffee bars, appearing in new library buildings, and we are getting to the point at which bookstores/libraries will be able to have books printed on demand almost instantly. Wolpert is not only the Director of the MIT Libraries, but also heads the MIT Press, so she has a broad perspective.

Endeavor takes customer's pulse

Jane Burke, CEO of Endeavor, set up a telephone call with our Director to discuss the takeover of Endeavor by Elsevier. The Director, after speculating out loud about Jane's new-found wealth, shared the view that we did not know what to expect and were intensely curious as well as concerned. Jane Burke pointed out the advantages to each company of having both content and a delivery and information management system. She went on to say that Elsevier understands the higher ed market. It was reassuring to know that Endeavor cares about its customers' response to this news, but ultimately we will need to wait and see. – Rhoda Channing

History exhibits explore Ancient Cultures

Since before Spring Break, I have been working with Dr. Jeff Lerner's History Class on designing exhibits as final projects for the class. Like last semester, this was a project with a slow beginning and a rambunctious ending. I met with Dr. Lerner several times over the semester and also met with the three groups of students doing the work. The final product is diverse and fascinating: one group focused on ancient dance; another compared the cultures in Sparta and Mycenae; and one explored the warlike nature of the Assyrians. Each group had its own personality and approach to the work. Some worked in the privacy of their rooms; others waited until the last minute and burned the candle at both ends. Another group reported to my office steadily over a two-week period. I enjoyed meeting and working with this group of students and getting a window into the classroom at Wake Forest. Please take a look at these great exhibits as you enter the library. – Craig Fansler

Preserving recorded media

If you didn’t attend Melanie Henson’s presentation on April 26, you missed a most interesting talk! Melanie is Archives Director at Henson Productions, which specializes in preservation and restoration of audio and image media. Melanie’s dad, Hubert Henson, is president of the company. Melanie is also a WFU alum, having earned a Master’s degree in our Communications Department.

Melanie began with a brief history of audio and image formats, including a “show-and-tell” session with samples of various materials from Mr. Henson’s personal collection. It was fascinating to see the many changes that film, video, and audio formats have gone through in the past 100 years. But these changes and lack of standardization point to one of the major challenges in dealing with optic and magnetic recorded media. Each type must be played on a different machine, many of which are long since obsolete, and thus are difficult to find and more difficult to maintain. The Hensons have traveled all over the country to amass a collection of equipment that allows them to play nearly any type of recorded media.
The various forms of recorded media are themselves subject to physical decay. Magnetic media in particular (things like audio and video tapes) are incredibly prone to damage by dirt, moisture, improper storage, or excessive fluctuations in temperature. Melanie described the optimal storage conditions for magnetic media, and she explained how restorers went about trying to salvage recordings that had already suffered damage. She also offered advice on the best way to back up archival and other recorded media for public use.

Melanie and her father had already done a preliminary assessment of the audio and image materials in the WFU archives. Unfortunately, their news was not good. Our current storage conditions are far from ideal, and it is likely that much of our valuable recorded materials have already suffered permanent damage. The good news is that Susan McDonald and I are now working with Melanie to develop a plan for preserving and housing these often irreplaceable materials.

If you would like more information about preservation of recorded media, I have copies of Melanie’s powerpoint presentation. You can also contact her at melanie@alumni.wfu.edu. The Hensons would be more than happy to answer any questions from the library staff. – Megan Mulder

---

Graduation Reception

The library’s annual reception and open house for graduates, their families and visitors will be on Sunday afternoon, May 14, from 1:00 to 5:00 pm. As always this is a pleasant time to greet our graduation student assistants and their parents as well as others. We will have punch and cookies, flowers and music—and all we need are some staff members to come and help serve and talk to our guests.

If you can come and assist for the entire time or for any part of it please call Renate (x5676) or Isabel (x6140). Please come. You will enjoy this event too. – Isabel Zuber

Rhoda announced that some deconstruction/reconstruction of the area now occupied by Baptist is being considered. This would potentially give Baptist more space and allow the Art books to stay where they are on level 6.

The transfer of volumes to the Chatham Collection offsite storage continues, and Mary H. will be adding something about the collection and its operation to the web site soon.

Debbie is hard at work on this year's sleek new model of the annual report and may be scarce for awhile.

Items that have been or will be purchased with year-end budget money were discussed. These included blinds and some new furniture.

A summary of computer related budget requests and approvals was passed around. In dollar figures, we appear to have gotten almost 70% of what was asked for.

That said, there's not much "extra" equipment floating around. To make matters worse, a laptop was stolen from a workstation in Technical Services, probably on Graduation Day. It was agreed that the door between the mail room/back door and the hallway leading to the atrium is a security problem. In the future, it will be locked. Anyone caught propping it open is apt to be fed to the lions kept on level one. Staff exiting the building will need to bring their key or go through Technical Services.

Pay to print? Rhoda reports that the massive amount of printing going on may soon require that we charge for printing in Reference and ITC.

The department heads group was asked to make minutes of their meetings available in the future. This may take the form of email or postings in the staff lounge.

Elen asked for the committee's input on making the Internet available on the computers in Reference.
New Face!

The Technical Services Team is pleased to announce the arrival of its newest team member Lanie Williamson as Serials Cataloger. Lanie, a very recent (May 13th) graduate of UNC-Greensboro, began her magical tour on May 16th. She is still getting familiar with her surroundings.

Don't be alarmed if you call Lanie this week and hear Dan's old voice mail messages. Telecomm is moving to their new location and will not get around to determining his password and erasing messages until next week. Don't leave her a message; she can't get it. We are excited about having Lanie aboard. We have lots waiting for her to do. Serials' cataloging needs a touch of magic. She will tell us more about herself in the next gazette. In the mean time, drop by and say hello. - Wanda K. Brown

From the Director

What a treat to have the Commencement webcast! I was able to work in my office and listen to the speeches and see my students as they went up to get their degrees. A perfect graduation day followed a perfect Sunday for the library open house! Our staff showed great hospitality, and I have informally dubbed Mary Lib Slate and John Woodard the Queen and King of Schmooze! I don't think either of them has ever met a stranger!

With Debbie on vacation it is very quiet in my office. Soon we will have a new face up here as Kristen Morgan has been hired as Administrative Assistant. Kristen will start on June 5!

I leave for Sudak, a little town in Ukraine, on May 27 and so Debbie will be alone for a while. I have no idea how I will survive without voicemail and e-mail for weeks at a time! My visa just arrived, and it was the first time I have had to have an official letter of invitation from the conference committee in order to apply. Like all new experiences, this sojourn to the former Soviet Union should teach me a lot. I do know already that my phrase book will not be of much help! Pronunciation is quite a challenge. Papers at the conference will be simultaneously translated into Russian, Ukrainian and English, and I am very interested in getting a truly international perspective. Happily, my frequent flyer miles are taking me as far as Kiev, where I will be met and spend the night before flying to Simferopol, and then transported by van or bus to Sudak. I will take lots of pictures which I will share after my return on June 13.

Biennial Library survey

About 125 responses to the faculty survey that we first administered two years ago, and again late in this term, were received electronically and thanks to Erik and Tim the results were compiled the same way. I will be studying them for the next few days and sharing them as well. There should be much useful information on how we can improve! - Rhoda Channing

Summer Technology Projects
There are several technology projects that will be conducted over the summer in the library:

**ITC inventory**

A few Sundays ago, **Giz Womack, Rosalind Tedford, Elise Anderson, Erik Mitchell** and **Susan Smith** spent 3 ½ hours scanning the barcodes on every item housed in the ITC. **Erik** ran a report from Voyager that compared what should be in the collection against what was actually scanned. With these results in hand, Lori Englebert, a summer library employee and recent WFU graduate, will work to clean up and update the ITC data in Voyager. This project has also had great support from **Wanda Brown** and **Carolyn McCallum** in Technical Services.

**Current Periodicals use assessment**

A method is being developed that will enable us to assess patron use of current periodicals by title. We will create an Access database that will contain the title of every current periodical and a barcode will be assigned to that title. The barcode will be mounted on the shelf in front of where the periodical is stacked in the Current Periodicals Room. When student workers return titles to their stack, they will scan the barcode and that use count will be entered into the database. The group working to get the process in place consists of **Laurie Spear, Erik Mitchell, Giz Womack** and a yet to be announced student assistant. The target completion date is August so we can have a formal process in place by the start of the fall semester. This is half of the in-house use experiment we will do to try to determine the best method of collecting use data. The second method follows.

**In-house use of monographs/bound periodicals**

For many years, use of materials in the stacks has been determined with a simple count of whether the item used is a monograph or bound periodical. Starting June 1, Circulation will use a hand-held scanner to capture title specific use. As staff retrieve materials to be reshelved, its barcode will be scanned. Using a software application called Observer (developed by a librarian from Indiana State University) the barcode data will be uploaded into the Voyager Circulation module where it increments a count in the browse history. Because Voyager does not have a specific inventory module, we will be testing this third party solution to see if it will work for our purposes. **Erik Mitchell, Isabel Zuber,** and **Mary Horton** are spearheading this project.

**Scanning Projects**

A scanning room will be set up in the old smoking room where staff members can work on scanning projects in a secure, non-public area. We already have two projects in the works:

We will start to implement another Voyager module this summer -the image server. Using this, images and other digital objects can be made available through the online catalog. The pilot project for this module will be to digitize the Joseph E. Smith Music Manuscript Collection. **Megan Mulder** and **Susan Smith** will be organizing this project which will start as soon as the smoking room is available (and thanks in advance to Circulation and **Scott Adair** for working on making this possible!).
We will also run an electronic reserve pilot this fall. **Mary Reeves** has identified 10 faculty members who are willing to participate. This summer, Mary will scan their assigned journal readings and convert the documents into PDF format. The documents will be available via hyperlink from the Reserve module in Voyager.

**More?**

If that's not enough, be on the lookout for **Tim Mitchell** and student assistant Mark Walley who will be building our new Track It database that will enable us to manage our hardware and software in the library.

- **Susan Smith**

---

**Rare Books News**

**Megan Mulder**, **Carolyn McCallum**, and **Sharon** supplied data for the inaugural ZSR originated CORC record. Gertrude Stein's What Are Masterpieces? manuscript collection is Rare's newest web site and **Carolyn**'s latest CORC endeavor. For the Stein collection, **Sharon** prepared the finding aid, **Megan** developed and prepared the web site, and **Carolyn** cataloged the CORC record.

**Sharon** and **Jill** will present a paper in late June at the University of California, Berkeley, for the annual conference of the American Theological Library Association. **Sharon** and **Jill** answered a call for papers from ATLA last fall. Their topic is "From Grapevine to Harvest : Building Library Collections for a New School of Divinity." Stay tuned for a staff presentation time.

- **Sharon Snow**

---

**Holocaust Exhibit**

In the alcove, on the main level of the Benson Center is a small photographic exhibit composed of images of the Holocaust. For the past month, I have been working on this photographic exhibit about the Holocaust with **Julie Eling** (Jewish Student Organization), **Joanna Iwata** (Benson Center Director), and **Ken Zick** (Vice President for Student Life). The exhibit was proposed as a reaction to the revisionist insert in the Old Gold and Black earlier this year. During the formative process of the exhibit, I met with Julie to get copyright permission and select imagery for the display. The Benson Center staff also helped in site selection and other display concerns. I ended up getting 53 images from the Photo Archives of the U.S. Holocaust Memorial Museum in Washington, D.C. These images were then transferred to a CD and sent to me. This CD was used to output large prints through the Bowman Gray Biomed Print Shop and laminated and mounted on foamcore. In the mean time, a month had passed and graduation loomed ahead. We decided that the appropriate thing to do was to scale back the original plans for displaying the exhibit. So, the resulting exhibit is smaller than we intended, but still tells the story of this horrible event. Our plans are to mount a larger exhibit next fall, perhaps in conjunction with other university events. Please take time to view this exhibit on the main level of the Benson Center.

- **Craig Fansler**

---

**School Groups Visit ZSR Library**

During the year, library instructional staff provide instructional sessions for non-WFU groups. High school
teachers often contact us about doing an instructional session for their class. Usually, the research involves writing a research paper on a particular author. This month two high school groups visited our library. I wanted to tell you about our visitors and also to share my experience with one group, since the library research assignment for this group was a little different than the typical research paper.

In late April, Carolyn Jones, a teacher at Central Davidson Senior High School, requested library instruction for her 13 students. Carolyn had developed an interesting research assignment for her students. The students were assigned a banned book to read and research. The list included Slaughterhouse Five, Uncle Tom's Cabin, Catch 22, and To Kill a Mockingbird to name just a few. The students were required to organize and present a PowerPoint presentation on their banned book. Carolyn had outlined the number of slides to include in the presentation and certain key information she wanted incorporated into the PowerPoint presentation. For example, she wanted students to prepare no more than three slides that summarized key information about the novel including a brief overview of the novel (characters, plot, setting, major themes, etc.). Carolyn also wanted the students to include at least three slides to show why and where their novel was banned. In addition, the students had to research what the critics had to say about their novel as part of their presentation.

Several days before the group arrived, Carolyn sent me a list of the books and the assignment. I met with the group on May 12 and showed them how to use the online catalog, MLA International Bibliography, and some other important resources. The library also had some books in Reference and the main stacks on banned books that the students found very useful for this assignment. Because Carolyn had given careful thought to her assignment and had shared the assignment with me in advance, planning an instructional session for her class was easy. And best of all, I enjoyed teaching the class.

On Wednesday, May 17, I met with 16 students from Magna Vista High School in Ridgeway, Virginia. These students were assigned to write a short literary paper on an American author. I demonstrated the online catalog, MLA International Bibliography, and showed them several print sources. After the presentation, Ellen Daugman and I gave the students a brief tour of the library. During the tour, we were able to show off the 20th Century Reading Room. Thanks Ellen for helping with the group.

The last group to visit our library this month requested a library tour. On Thursday, May 18, Cristina Yu and I met 29 (4th - 6th grade) students from Elkin Elementary School. Thanks Cristina for assisting with the tour. Many thanks to Sharon Snow, John Woodard, and Mary Horton who took time to show the group some of the library's interesting collections.

I should also mention that I lied about Elkin being the last group to tour the library. While Cristina and I were touring the Elkin students, another school group appeared on our doorstep. Many thanks to Sherry Durren who stepped in to do an impromptu tour for 28 (7th grade) students from Charlotte. - Bobbie Collins

Internet catch-o'-the-day: Doing Good Online!

Looking for ways to make the world a better place? Don't discount the Internet as a possible source for such things. There is a growing class of Internet sites with a conscience and some of them make charity just a click away.

My favorite is The Hunger Site (http://www.hungersite.com). This is sponsored by the UN World Food Bank program and is supported by GreaterGood.com (see next paragraph). The Hunger Site is perhaps the easiest of all internet charities. Go to their main page, click on the Donate Food to the Hungry button and PRESTO you have donated food! The amount your click donates each day depends upon the number of
The primary underwriter for the Hunger Site is an organization called GreaterGood.com. (http://www.greatergood.com). The premise behind this site is that when you shop your favorite online retailers you have the opportunity to see that 5% of your spending goes to the charity of your choice. The trick is to go to GreaterGood.com BEFORE you go spend the money online and find out what you have to do. Major Internet retailers are participating, so all those things you buy at Amazon.com can benefit your favorite cause. It is a little extra work on your part, but well worth it.

Another site I truly love is Volunteer Match (http://www.volunteermatch.org/). This wonderful site pairs up organizations needing volunteers with potential volunteers. All you do is enter in your zip code and up come volunteer opportunities. At last look a search for zip code 27106 yielded 54 volunteer opportunities.

If your bend is toward social action, organizations such as Amnesty International (http://www.amnesty.org) have wonderful opportunities from their web site. Amnesty is a human rights organization that works to free political prisoners all over the world. Their web site gives you addresses of the offending governments and you can directly email them! Amnesty has had remarkable success with their letter-writing campaigns for over 20 years, and the advent of email has given them a real boost!

There is a lot of talk these days about the way computers have disconnected us from our communities. These sites show us another side of the Internet. Login and change the world! - Roz Tedford

Conference reports: Geek toys or E-tools

On Friday May 12th, TNT and MUGLNC jointly sponsored a one-day event at the new Greensboro Public Library. The topic of the event "Geek Toys or E-Toys, tools for 2000?" was addressed in a variety of sessions that discussed the use of hand-held computers, digital cameras, e-books, and more. The ZSR Library was well represented at the event as our own Susan Smith is the chair of TNT and Erik Mitchell is the secretary of MUGLNC. Susan McDonald, Angela Wilson, Julia Winfrey, and Rosalind Tedford also attended the event.

I thoroughly enjoyed the opportunity to present the session on hand-held computers as I was able to offer hands on experience to the participants by passing around a palm III and two Symbol wireless scanners. A tour of the Greensboro Public Library revealed an amazing facility including a fully automated book return system that takes books from the drop box to books trucks with a system of conveyer belts and scanners. Hats off to both Susan and Erik for organizing an excellent event! - Giz Womack
Summer Debate Schedule

Elen Knott, Roz Tedford, and Bobbie Collins met earlier this semester with Virginia Bannigan and Ross Smith from Debate to prepare for this year's High School Debate Workshops. Debate will host four workshops this year. The first group will arrive on campus on Thursday, June 15. This group will come to the library for instruction on Friday, June 16. This year's topic is Resolved: That the United States federal government should significantly increase protection of privacy in one or more of the following areas: employment, medical records, consumer information, search and seizure. More details will be announced. So stay tuned. - Bobbie Collins
Hi! I'm **Kristen Morgan**, the new administrative assistant at the ZSR Library. Thank you so much for making me feel welcome! I have enjoyed meeting all of you and finding my way around the library. I'm still getting lost!

I was raised in Nichols, New York and lived in New York for 22 years. I went to Broome Community College in Binghamton, New York where I received an associates degree in Office Technologies. I got married in 1994 to a wonderful guy named Barry. We moved to Huntsville, Alabama in 1995 where we lived for 4 1/2 years. We moved to Kernelsville, North Carolina in September where my husband began a career as a police officer with the Greensboro Police Department. We recently bought a house in Belews Creek.

Before coming to Wake Forest, I was a receptionist for a small company in Greensboro and before that I was a secretary in Huntsville, Alabama. I have some experience in the Space and Defense industry and worked on the Redstone Arsenal in Alabama for one year.

I enjoy going to movies, watching TV, and hiking. I spend a lot of time with my cat, Hobbes and my bassett hound, Pokey.

I look forward to working with you! - **Kristen Morgan**

---

**Lanie loves to read and play darts**

Hi! My name is **Lanie Williamson**, and I am the new Serials Cataloger. I have had the chance to meet most of you by now and am looking forward to getting to know you all better. Now, a little about me...I grew up in a small town in Alabama called Cullman and received my bachelor's degree in history and education at Birmingham-Southern College. Following graduation, I moved to Winston-Salem, in part due to Wake Forest University, since that is where my (now) husband was pursuing his MBA. After he
graduated, he went to work for Wachovia and we stayed in the area. As for me, after a brief career as a middle school teacher, I decided to pursue my MLIS at UNCG, which I completed just a few weeks ago.

Having worked full-time while I was in school, I am still in the process of trying to remember what I enjoy doing in my free time. I do remember that I like to travel and go hiking. Of course, I also like to read and am enjoying getting to read for pleasure once again. Being ever so slightly competitive, I like playing games and I have recently discovered that I love to play darts, despite making a few holes in the wall in the process!

I am excited to be here and look forward to working with you all! - Lanie Williamson

---

Our Condolences

Our condolences to Medra Justis on the recent loss of her brother, Lewis Radar, Jr. who passed away on June 10.

---

From the Director

I have returned from the other side of the world, tired, happy to be back, and grateful for the opportunity to participate in this international conference! As a "foreigner" from the US I was treated very well. I was met at the airport in Kiev by a librarian and a translator and taken to an apartment where I stayed overnight before flying Crimea Air (!!!) to Simferopol. There I was met and driven two more hours to Sudak, the site of the Conference. Over 1000 people attended, most from the former Soviet Union, and I met many people there. Without any Russian or Ukrainian I was somewhat at a disadvantage, but there were translators for the sessions in those languages, and my paper was simultaneously translated into Russian. Coming back I bypassed Crimea Air in favor of Ukraine Rail and shared a two person "luxe" compartment for 16 hours, so I could see the countryside on my way back to Kiev. Travel is broadening, as you can tell by looking at me. All those prepared and served meals certainly broadened me! Ask and I will show you my pictures! For your information, academic librarians in Kiev earn $30 per month. - Rhoda Channing

---

Administrative Council report - June 21, 2000

The Administrative Council met on June 21st. Attending: Elen, Mary H., Wanda, Megan, Debbie, Rhoda, Scott and Susan S.

The meeting opened with a discussion of the current method of expending year-end funds. Efforts will be made next year to encourage academic departments to submit their book orders earlier. The creation of an electronic resources budget line was also suggested.

The initial trial for pay printing in the ITC has been postponed due to technical difficulties, but the Council is still in favor of pursuing the various options to charge for printing in Reference and the ITC.
Should library goals and objectives be determined from the top up or bottom down? "Both" seemed to be the best answer, but, for now, the process will begin with a review of the objectives set forth in the reorganization review.

We'll soon be charged $15 a month for each of the 20 wireless network cards currently in the possession of various staff members. It was decided that a number of these will be turned over to the ITC for staff and student checkout.

Coming soon: an enriching staff development opportunity! Twenty of our staff will get to attend a two-day "TRP" training session. That stands for Totally Responsible Person.

There was a discussion of the Chatham Collection guidelines soon to be posted on the ZSR web site.

There was a brief review of budget approvals, the most exciting of which is for the new signage. You may not have a clue what you're doing, but, at least, you'll know where you're at.

A replacement for Florence has been found. An official announcement will be made after the various hiring formalities have been completed.

An estimate has been presented for the proposed renovation of the Baptist work area, but no decision has been reached, yet.

Other things noted: the annual report is still in progress; Debbie asks everyone to pay close attention to the Human Resources bulletins that are being sent out; there are a few new temps in Technical Services this Summer; a new Human Resources bulletin board is soon to appear in the staff lounge. - Scott Adair

---

**News from the Assistant Director**

**Welcome Kristen!**

Please join me in welcoming Kristen Morgan, our new Administrative Assistant. Kristen comes to us with several years of related experience in both the public and private sectors. After giving her a little time to learn her way around the library, I have to admit that I've encouraged her to jump into her duties with both feet! Kristen has reclaimed the responsibilities for facilities calls, supply orders, staff time sheets, telephone bills, invoices, cash receipts, student assistant processing, file maintenance, insurance reports and the routine (and not-so-routine) student payroll. I ask that you give her your support as she learns about her responsibilities as well as about the library and Wake Forest in general. As in the past, all facilities calls, supply orders, time sheets, and payroll issues need to go through the administrative office, so be sure to work with Kristen on these matters.

While welcoming Kristen, I want to give special thanks to Craig Fansler, Kaeley McMahan, Susan McDonald and Giz Womack for their help with supply orders, copier meter readings, facilities calls, and toner cartridge orders during the interim between Lisa Myers and Kristen. You saved me from drowning! - Debbie Lambert

---

**Employee Recognition Day - Growth in the New Millennium**
This year's Employee Recognition Day came for staff on Friday, May 19. For the second year of its observance, the doors of the library closed to the public at 2 p.m.

The festivities began as the staff came to have lunch in the atrium at 12:30. As before, all lunches had been catered by Salem Kitchen and made-to-order by individual requests. The dull roar from individual conversations indicated that the food was a success!

After the meal, several presentations were made. The first presentation was made to the first ZSR Employee of the Year, Ann Bailey. Mary Reeves opened with remarks about not only Ann's years of service, but also the impact that she has had on everyone in the building beyond mail delivery. She then presented Ann with a gift on behalf of the entire staff. Following this, Susan McDonald brought the ZSR Choral Club together to sing the special "Annie's Song", written just for the occasion. (See elsewhere in this issue for the lyrics and a video of the performance.) Rhoda Channing added her own remarks and presented Ann with another gift on behalf of the library's administration. The closing comments came from Ann herself. Mostly speechless by the honors, she was able not only to express her thanks to everyone for her recognition but also added that she would have more candy in the mail room for whoever needs it.

Debbie Lambert followed with her own presentation. She distributed a black folder to each staff member. A gold star that read "Outstanding!" was placed at the folder's opening. Debbie said that these folders were to hold any compliments that anyone received; it could also be used as a reminder from past efforts.

With the presentations concluded, the staff melted into smaller activities - conversation, games, and even a little dancing. Before leaving for an early start to the weekend, everyone was given with a flower from the Employee Recognition Committee. A flag written with each person's name on one side and "Growth in the Millennium with ZSR " on the other accompanied each plant. - Christian Burris

Library staff appointments and other service activities

Rhoda Channing has been elected Secretary of the University Senate. This means she will be on the Executive Committee of the Senate. Rhoda is ineligible to serve as President of the Senate as that must be a full time faculty member. Rhoda will also be making more trips to the Research Triangle as she will Chair the Publicity Advisory Committee of NC LIVE. - Rhoda Channing

It was Greek (and Latin and Old English and old old books) to me!

My special treat for Easter weekend was a private tour of the Library of the Pontifical Institute of Mediaeval Studies at the University of Toronto. Even though the library was closed for Good Friday, the one full-time employee of the library, Caroline Suma, unlocked the doors and gave me a tour of this very special collection. Caroline functions as Cataloger, Acquisitions expert, Reference and Information guide, stack manager, preservationist, supervisor of a staff of one student assistant and a part-time person who staffs the front desk.

The library supports higher level graduate studies with access normally granted to professors and
graduate students of the University of Toronto who need to consult unique copies or materials not otherwise accessible. Every reasonable opportunity to use the library is also given to visiting scholars. Controlled access means the collection is very secure. Sixteenth century texts are on open shelves for browsing. Students and scholars are assigned glass-fronted individual lockers where they may keep materials from the collections they are using as a convenience to both the scholars and the librarian. These storage cubicles are part of the shelving units in the reference section, near the 15th century tapestry hanging on the library wall.

According to their catalog description, the collections open to these scholars include texts, monographs, cartularies, papal and royal documents, court rolls, periodicals, reference works and serials. It includes slides, thousands of microfilms and microfiches, photographs, facsimiles, original manuscripts, incunabula, and catalogues of the manuscript holdings of almost every known library. The printed materials cover every branch of patristic and medieval studies, including Byzantine and Slavic studies. There are more than 30,000 slides for the study of art and architecture, archaeology, palaeography, liturgy, and history. The Stathas Collection is a special holding of Byzantine materials, supplementing the resources of the Greek Index Project, with its computerized information access system for the approximately 40,000 Greek manuscripts of authors and works prior to AD 1600.

In the workroom, illuminated manuscripts were on the table for filming, Sir Thomas More's original work was open. Latin, Medieval French, Old English, Greek were alive. The palaeography classroom across the hall is regarded as the site for real sleuthing adventures as students learn to read and date handwritten manuscripts centuries old.

I owe this tour to my daughter and library aficionado, Joanna Carraway, a graduate student in Mediaeval Studies, who has a gift for befriending librarians anywhere in the world.

For more on the library, see their web page: http://www.chass.utoronto.ca/~pontifex/ -Jill Carraway

---

**Debaters tackle privacy issues**

On June 16, the ITC Computer Lab was buzzing with activity. If you had peeked in the door between 9-11 and 1-3 that day, you would have noticed Ellen Daugman and Bobbie Collins instructing debaters on how to use the online catalog and how to search the library's electronic databases to find information on this year's topic: privacy. During the two hands-on training sessions, Angela Wilson and Sherry Durren served as helpers and made sure that the debaters were following along during the instructional sessions. Elisabeth Leonard, Cristina Yu, and Susan McDonald served as tour guides that day and oriented the debaters to the layout of the building. Over 65 students are attending this first workshop.

The second debate workshop came to the library on Monday morning, June 19. Bobbie provided instruction for this group. Since this group was very small (5 students), Bobbie sent her helper, Carol Joyner, away. In the afternoon, Elen Knott gave a very personalized tour for this group.

Monday morning June 26 found Bobbie, Elen, and Angela back in the ITC for the third round of debaters. Roz Tedford promises Bobbie a special cot in the ITC if this schedule keeps up. Bobbie and Elen instructed 14 debaters during the morning session, and Angela served as a helper. In the afternoon, Elisabeth gave a tour. Thanks to all of our trainers, helpers, and tour guides. It would have been impossible to do this without your assistance.

On Monday, July 3, Elen and Bobbie will get to teach in some different surroundings. Elen and Bobbie
Internet catch-o'-the-day

National Gallery of Art website

The National Gallery of Art in Washington, D.C., [http://www.nga.gov](http://www.nga.gov) hosts a model website, putting more and more of its images up for study and providing informed commentary on the history and critical information of its collections. While most art museums around the country and the world maintain sites, only a very few offer any search option. The NGA allows searching by artist, keyword in title, subject, expanded search, provenance and accession number search. This is a lot. I am making a webpage related to non-Italian artists who worked in Venice, among them Sargent, Whistler and Turner. While I know the big names who painted in Venice, a keyword in title search led me to several lesser knowns whom I am glad to discover. Any search by artist's name yields the collection's holdings by title and indicates whether an image for it is available. Thumbnail pictures expand and can be downloaded. I have nabbed many. I wondered why the National Gallery is so generous in allowing the use of its images. Something of its origins explains its mission. In 1937 Andrew W. Mellon, Pittsburgh banking mogul, proposed donating his art collection to the nation. President Roosevelt took the bait, and Congress approved the construction of the building on the Mall which was completed in 1942. From the beginning, Mellon encouraged other collectors to donate their collections, but was careful to set a quality standard ensuring that very good examples of very good artists be the norm. While the federal government built and maintains the building, no public funds are used for purchase of art objects. Ailsa Mellon Bruce donated the only Leonardo DaVinci outside Europe to the National in the 1950's. Do a search on Leonardo and see Ginevra de' Benci, then click on Related Objects and check out the obverse or back of the panel. Because the collection is so rich in quality examples, it is especially valuable to curators of museums around the world. The provenance or history of ownership of a particular art object can be fascinating, so do a provenance search on Botticelli's Adoration of the Magi. While a virtual visit in no way replaces an actual one, it beats the heck out of no visit at all. While virtually visiting, check out the exhibitions schedule. Then plan a trip. Nearly all the Washington museums are free. From touring the National Gallery's website, you'll have a good idea of which pictures to visit personally. The National also has one of the best shops for purchasing art reproductions at low cost. - Elen Knott

Conference Reports

NCICU Library Purchasing Committee meeting

On Friday, May 19, the Library Purchasing Committee of North Carolina Independent Colleges (NCICU) and Universities held its annual meeting at Elon College. The first order of business was a review of our commitment to NC LIVE. Our consortium is finishing the second year of a three-year contract. It is not known how much we might be able to expand out package for this will depend on the level of state allocations to the project. NC LIVE is devoting a lot of resources to NC Wise Owl to serve K-12. This program, intended to reach students and their parents is available now by password to schools and students. NCICU believes this will be a useful product for the colleges that have teacher training and education programs. Some improvement in functionality is expected. Instructions should soon be available for schools to add links to their systems for direct access that will bypass the blue NC LIVE page. A caveat, at least for the present, is that if this option is applied, the school will not have a statistical
record for its use of NC LIVE resources. These statistics, which are difficult to get and very generic in nature, will soon be improved by the availability of a Technical Tool Kit that will give the system administrator at each school direct access to the figures.

Following the morning discussion, we all took a tour of the beautiful new Elon College Library. A joint home for the library and for Computer Services, the merger of these two information agencies is enhanced by a shared office suite and some shared staff. The new library is made of functional spaces linked by more space. Glass walls, cubicles, and open areas replace closed offices. Everything is open to view. With no place to hide or stash things, this library had the most orderly technical service area I have ever seen. There was not a scrap of litter or misplaced paper. Even the book trucks were lined up in symmetrical patterns! The reference and circulation space was flanked with banks of PC's and colorful iMacs. It is a state of the art building with emphasis on art!

The afternoon session was devoted to a demonstration and discussion of netLibrary and e-books. Bryant Hinson of netLibrary demonstrated the product. Nancy Gibbs, head of Acquisitions at NC State University spoke about State's experience with e-books. She said they are well received by the students. She credits their popularity with the fact that each title is cataloged and accessible through hot-linked 856 fields to the netLibrary site. The cataloging was no small task since there are 2300 titles in the list. She told us the checkout time for all patrons, faculty and students alike, is two weeks and there have been no complaints. The first round of statistics showed the e-book best-seller list in Wolf Pack land is topped by a computer manual, followed closely by books on religion and women's studies. The concept was publicized in the student newspaper and by contacts with faculty to encourage use.

The drawbacks to e-books right now are they are not useful for Reserves because there is no queuing function. Bryant said this is in development and may be ready by October. For folks with keen eyesight, however, the Peanut Press will let you load a book into a Palm Pilot!

Z. Smith Reynolds Library will join the netLibrary initiative through Solinet in the very near future, as will some other members of NCICU. We ended the session by discussing the impact of e-books on print collections. Though there is much speculation that e-books are the format of future, the group will invite print vendors to present purchase proposals at the next meeting. That meeting will take place at Wake Forest University in May 2001. - Jill Carraway

---

**Annie's Song**

[See a video of the performance!](#)
You fill up our mailbox
Like Speedy Gonzalez
From summer through springtime
You always are there
You keep everything flowing
Both deliveries and shipments
You fill up our mailbox
Come bring mail again

Come let us thank you
Though we can't e'er repay you
Your smiles and your laughter
You share with us all
Let us always remember
Those things you take care of
From finding us boxes
To buying us stamps.

You process the new books
You provide us with candy
From summer through springtime
You always are there
Sharing good times and bad times
Always willing to listen
This song is for you Ann
Come bring mail again

-Susan McDonald
Bill Burger coming to ITC

On July 31st, Bill Burger will begin as Information Technology Specialist in the ITC. Bill comes to WFU from Appalachian State University where he has been working with multimedia in their Instructional Technology Center. He has worked extensively with photo editing software, audio digitization and Virtual Reality! We hope to have him do a VR tour of ZSR for the web site!! He has a background in photography and is a musician on the side.

Susan and I will be bringing him around to meet and greet on Tuesday August 1st, so roll out the welcome mats with us!! - Roz Tedford

Administrative Council report - July 19, 2000

The Administrative Council met on July 19th. Attending: Bobbie, Megan, Rhoda, Wanda, Scott, Debbie, Mary H. and Susan S.

Debbie opened the meeting with a review of items from the capital budget requests that were or were not approved. Among other things, we can expect to see new carpet in Reference and on the atrium steps. Please see someone on the council if you'd like to see the complete list of proposed expenditures.

Susan noted that some of the desktop computers we got didn't come with monitors. If anyone who got a new A20m laptop wants to turn in his or her monitor it will help to alleviate the shortage. On the technological progress front, Susan mentioned a new "electronic reserve" project that she and Mary R. are now starting up. Resistance is futile. On the mornings of August 16th and 17th ten support staff and ten professionals will attend the TRP (Totally Responsible Person) workshop. Those selected will receive letters from Mary Gerardy. There are rumors that the participants will periodically break during the activities to vote someone out of the group.

Christmas falls neatly on a Monday this year, so the library will observe the regular university holiday schedule. We'll be off from December 23d through January 1st. - Scott Adair
Debaters descend upon IS

Thanks to the combined efforts of Patty Atwood and Pat Pfaff in Information Systems, Elen and I were able to provide hands-on training for the last high school debate workshop on Monday, July 3. Since the library was closed on July 3, Elen and I had made arrangements to teach in the IS Building. Teaching a class in the IS Building was a first for us. Fortunately, all of the technical stuff worked. Patty's student assistant had set up the classroom. There were 20 ThinkPads, a projector, and a few chairs. Elen and I decided to drag in more chairs to accommodate the two classes.

Debate staff told us to plan for 61 debaters. Elen and I thought that there would be about 30 in each group. During the morning session, we trained 19 students, but in the afternoon 41 students showed up. It was a tight fit in the afternoon, but everyone had a chair and was able to look at a computer. On Wednesday, July 5, Elen, Ellen, Julia, and Sherry provided tours. This last group of debaters will be on campus until July 28. Thanks again to all of the library staff who have either instructed, served as a tour guide, library helper, or rendered assistance in some way to the debaters this summer. - Bobbie Collins

From the Director

Just when all our positions were due to be filled, with the arrival of Bill Burger on July 31, we learn that Roumi Radenski is leaving for the Library of Congress! We'll be at full staff for all of three days!

For all that the library seems rather quiet, there are many projects underway, lots of training going on, and such pleasant diversions as the visit of the Baptist Librarians. Our campus is not torn up as much as usual in the summer and should be looking good for our visitors.

One of the major activities that will engage our time and energy is the setting of goals and objectives. Recently I circulated copies of the intellectual freedom principles document of the Association of College and Research Libraries. These two items are connected by my hope that they will make us think about what we believe as library staff and how we can meet the challenges of the new millennium. What are our work-related principles? Are they congruent within our team? Do they lead to better service? Food for thought! - Rhoda Channing

Department News: Rare Books

On June 24th, Jill and I presented "From Grapevine to Harvest: Building Library Collections for a New School of Divinity" at the Graduate Theological Union Seminaries of the University of California, Berkeley. We were among presenters from Duke, Vanderbilt, Princeton, Berkeley, and Yale Divinity Schools participating in the annual conference of the American Theological Library Association.

During the conference, we exchanged notes and mutual concerns with directors and references librarians at libraries across the country, including Moravian Seminary in Pennsylvania and Mercer's McAfee School of Theology in Atlanta.

I extended my time in California to travel with a friend to Yosemite and Sequoia National Parks and to spend fun time in the Bay Area. The contrasts between city and wilderness blended for a stellar vacation. An early morning drive from Wuksachi Lodge in Sequoia Park afforded a great view of a black bear as he waddled across the road 15 feet in front of our car. Yosemite Falls, El Capitan, Glacier Point and the General Sherman Tree provided a wonderful respite for renewal and relaxation. - Sharon Snow

Conference Reports: American Library Association Annual Conference

ALA 2000 was held in Chicago, home of ALA's headquarters. This, my first visit downtown to the "windy city," was great! Flying in over the Lake Michigan shoreline brought an incredible sense of relief to me. All those years on Lake Erie and the Atlantic Coast have imprinted the peace of the water on my soul. I miss the water and need to schedule more beach trips for sanity restoration! Oh well....so much for my favorite source of inspiration!

The conference itself was pretty typical ALA: too many choices, too many schedule conflicts, too many venues, too many people, and not enough time! Each year I learn a few new tricks to make the conference easier to manage. This year I tracked myself into planning, personnel, and assessment sessions.

I participated in a LAMA pre-conference entitled "Successful Project Management: Tools for Survival." A project is defined as "a non-routine series of tasks directed toward a goal." Problems, events, and activities form the essence of projects. Successful project management involves definition, planning, implementation, monitoring, and follow-up stages, all of which can benefit from using project management tools. Tools will assist in communicating, making decisions making, clarifying responsibilities, determining critical tasks and evaluating the projects even while in process. Typical tools are Gantt charts, flow charts, influence diagrams, decision trees, PERT (program evaluation & review technique) and CPM (critical path method.) While many of these tools are incorporated into sophisticated project management software, such as Windows Project, the tools can easily be used with pen and paper.

Pat Wagner, a library consultant out of Denver, was the keynote speaker. Her background in theatre, graphic arts, publishing and commercial radio gives her plenty of experience with unforgiving deadlines. In addressing theory and concepts of project management, Pat explained that the library's culture has significant impact on the success of project management. She defines library culture in terms of "how most individuals behave toward others and what most individuals experience from the institution." Some questions to answer about the organization and the people before embarking on a project are:

- Does everyone get the same information at the same time, regardless of his or her position in the library?
- Is critical feedback given as constructive criticism, i.e., what will happen next time instead of what happened this time?
- Is communication give-and-seek at all levels, in all directions?
- Does everyone understand how his/her work impacts everyone else?
- Does everyone negotiate with other people explicitly so that they never have to read minds?

In addition to a healthy organizational culture, specific standards for every project must be met. For example, everyone must know the mission of the project and the timelines. Everyone must have realistic, precise benchmarks for his or her work on the project, and everyone must have access to the project information. She spoke in depth about the importance for project team members to be praised for reporting mistakes immediately. According to Pat, there are some key predictors of success for project management. Here are a few:
No matter what a person's education or role is in the library, everyone else treats each person as a peer.
Everyone assumes there will be problems, because humans are involved, so everyone tells the truth, and problems are flagged and fixed.
Policies and procedures are written down, and everyone has access to them. 'If the plan is in your head, there is no plan,' is taken seriously.

We can apply many of the strategies described in this pre-conference to our project planning activities and to our general organizational development in ZSR.

I attended some other very informative sessions during the conference including "360 Degree Feedback: Practical Implementation of Peer Appraisal in the Library Setting," "Building Service Quality in Libraries Through Continuous Assessment," and "Instruction for First-Year Students." I'll report on these sessions in a future issue of the Gazette.

In addition to formal sessions and my committee meeting (three hours on assessment and evaluation!), I ran through the exhibits a few times, attended several receptions (how about the 99th floor of the Sears Tower!), and had lunch with Jay Jordan of OCLC - along with 1,000 other librarians! Of course I couldn’t miss the poster session by Susan Smith and Elisabeth Leonard. They were superb, and their poster was truly the best of all! Mary Horton and I managed to squeeze in some non-library cultural experiences: Sue the T-Rex at the Field Museum, Caldecott winning art work at the Chicago Institute of Art, and Chicago architecture by way of a cruise along the Chicago River. One of our conference highlights, planned by Roz Tedford, was a fine Italian birthday dinner for Mary followed by Chicago jazz at Al Capone's old haunt.

All in all, it was a successful trip - informative, motivating, and even fun! - Debbie Lambert

Conference Reports: North American Serial Interest Group Annual Conference

In June, I attended the North American Serials Interest Group (NASIG) annual conference in San Diego, CA. There were approximately 700 people in attendance, representing academic, public and special libraries as well as a large number of companies. The University of California at San Diego campus provided a great setting for the meetings. The library there is a fascinating building (check out the picture at http://www.ucsd.edu/libraries/). It is the Geisel Library, named in honor of one of its major benefactors known to many as Dr. Seuss.

At the conference opening, Eugenie Prime from Hewlett Packard encouraged the attendees to be willing to think out of the box in imagining and implementing technological change. This idea seemed to be a theme for the weekend as many challenging and as yet unresolved issues were discussed. At the concurrent session, Debora Seys, also from HP, discussed traditional cataloging as it makes the transfer to the Internet and HTML and XML. She challenged that some of the logistical work traditionally done by serials catalogers may become the responsibility of the authors, but an increased amount of descriptive and access-oriented work will be required of serials catalogers as their jobs evolve.

Two of the workshops I went to dealt primarily with rules used in daily practice by serials catalogers. One was a discussion of the new ANSI/NISO Z39.71 1999 standards for holding statements both for monographs and serials. There seems to be a little more flexibility in formatting than previously, but this is still new enough to me that it was hard to actually compare it with former versions. At the in-depth workshop I attended, Jean Hirons, from the Library of Congress (CONSER coordinator) and Karen Darling of Univ. of Missouri - Columbia, discussed the revisions going on for the ISBD(S) and AACR2 rules. With the revisions going on currently, there is a strong effort to harmonize so that these guidelines and rules do
not contradict each other. Specific examples were given of the upcoming changes, then followed by a
group discussion about issues that have yet to be resolved, primarily latest entry vs. successive entry.
Though as yet there is no firm proposal to reestablish latest entry as the form of choice, there are many
strong advocates of doing this in light of the current serials environment. Hirons also covered Model C, a
new framework dividing resources between finite (single-part and multi-part) and continuing (successive
with distinctive parts and integrating) rather than monographs and serials. A new bib-level "I" has been
proposed for integrating resources.

At the third workshop I attended, several staff members from UCSD discussed the process of cataloging
ejournals for the Digital Library of the University of California. Becky Culbertson discussed the decision
process and workflow. She also further discussed the idea of Model C as they have implemented it in their
library and the use of PURLs. This workshop raised another major issue from the workshop - that of single
vs. multiple records for different formats of an item. UCSD uses the single record approach - beyond that
the group seemed to be split with many libraries using both in different situations.

As you can guess, the discussions were intense and the rules hotly debated (one of the advantages of
being new to most of this is having few preconceived notions and not yet being stuck in my ways).
Between the debates, we managed to get some sightseeing in, including seeing the coast and an evening
at the zoo with a behind-the-scenes look at some of the animals. The scenery and weather of San Diego
certainly provided an outstanding backdrop for the conference. - Lanie Williamson

Bulgarian Trip

From June 19th to June 30th I visited Bulgaria with a group of U.S. librarians. This trip was made possible
by Dr. Edwin Wilson, who sponsored the airplane ticket; by Nancy Bolt, Colorado State librarian, who
raised the money and paid all my expenses in Bulgaria (hotels, most of the meals, transportation, fees);
and by Rhoda Channing, who allowed me to use 5 days paid leave for the trip.

"From Ancient Manuscripts to Modern Information" was the theme of the trip and it represents pretty well
the content of it. Major events during the trip were:

Conference on "Public access to Government Information through Libraries," Stara Zagora,
June 23, 2000. Presenters were: Governor R. Enev, Nancy Bolt (Colorado State Librarian),
Assoc. Professor Alexander Dimchev (Sofia University), Mary Readman (Government
documents librarian for the state of New York), Bonnie McCune (Specialist for
communications with Non-Profit Organizations, Colorado), and Roumi Radenski (Wake
Forest University, NC). The most interesting discussions were devoted to the relationships
between government organizations and libraries, because Bulgaria does not yet have a
documents depository system.

Meeting in the Information Center of the American Embassy in Sofia with the participation of
American Ambassador Dr. Mails, Sofia Mayor Stephan Sofianski, etc. At this meeting past
and future collaboration between the Colorado library association and the Bulgarian Library
association were discussed.

Meetings in five Bulgarian cities with governor/mayor/librarians. Six Bulgarian libraries
became sister libraries of Colorado libraries. The sister library program is a U.S. government
program with chair Hillary Rodham Clinton. During those meetings mayors and head
librarians were presented with special plates. Bulgarian media marked these meetings on
the TV and in the press.
Tours of five regional libraries and extensive conversations with library staff on library issues.

Visits to Bulgarian historical monuments such as the Roman city of Serdica (under the city center of Sofia), Roman baths in Varna, ancient Thracian tombs around Kazunluk (IV-I century B.C., some not open to the public), Neolithic settlement in Stara Zagora, first processed gold ever found (4,000 B.C. in Varna), Old Plovdiv (houses from the 19th century), Old Nessebar and Sozopol (cities of Greeks, Romans, Bulgarians), medieval castle of Tsarevets, Veliko Tarnovo (capital of Bulgaria till 1396). And, of course, visits to many beautifully painted churches.

The trip was organized by a tourist company, whose owner, Alexander Palichev, is former Deputy Secretary of Education and Culture in Bulgaria.

Here are some curious facts about Bulgarian libraries:

- The Bulgarian National library and the regional library in Veliko Tarnovo possess many Slavic manuscripts, some of which as old as the 10th century.
- The Bulgarian National library has the 3rd largest collection in the world of old Turkish government documents (after Istanbul and Cairo). The Bulgarian ambassador to Istanbul bought 30 packed railroad carts with documents in the late 1920s, at the price of recycling paper (they were to be thrown in the sea). Most of the documents are from the 14th to the 18th centuries.
- The Bulgarian National library has three 15-year-old computers for public access, and no hope for newer equipment.
- The public library of Stara Zagora has 18 computers, of which only one is for public use.
- The public library of Kazunluk has a yearly budget of $750 for materials. The average price of a book in Bulgaria now is about $5.
- Most librarians in Bulgaria make between $75 and $150 a month. - Roumi Radenski
Bill Burger: Woodstock and beyond

From the Director

Administrative Council report - August 16, 2000

Department News: Rare Books

Markers and Such

Players kick off season

Bill Burger: Woodstock and beyond

It is a pleasure for me to introduce myself to the ZSR Library family. I am Bill Burger, a Multimedia Specialist, who has most recently relocated from Boone, NC, where I was employed for three years with Appalachian State University as a Photographer/Multimedia Specialist.

My childhood was spent in the wonderful arts haven of Woodstock, New York, where I acquired an early love of music (my father was an excellent drummer and my aunt a phenomenal vocalist), photography and the Catskill Mountains. Upon graduating High school, I shocked my parents with my decision to enlist in the Army's 82nd Airborne Division, as a medic/paratrooper. There I earned a position on the All Army Marksmanship Team and competed in state and national marksmanship competitions.

After three years of military service, I enrolled in the Pfeiffer College/Bowman Gray pre-med program. It was during this time I made a most difficult decision - to pursue photography as a career rather than medicine. This sent me to Virginia Intermont College, where in 1984, I graduated with a B.A. in Photography. Over the next 13 years, I worked briefly in Ft. Lauderdale, established a commercial photography studio in Charlotte, and then began to develop multimedia and web design skills in rural southwest Virginia. While always involved in music in some fashion, it was not until my locating to Virginia that I became heavily bitten by the music bug and played in several rock/blues bands.

In 1997, a major crossroad in my life pointed me towards Appalachian State University, where I met my lovely Russian wife, Nina. We found ourselves in a surprising whirlwind romance and were married April 1998. Since that time, the passion for music has stuck with me. I have played with a couple of bands in Boone, but these past 18 months I have plowed head first into songwriting, learning the ins and outs of digital and analog audio editing as I go. I have worked as a producer on a couple of small recording projects, played as a studio session bassist, and had two developing artists record my songs. This spring, I also had one of my songs make it all the way to the final cut for being considered as part of the sound track for a major motion picture. Unfortunately, the movie went to Cannes without my tune attached to it.

My wife remains in Boone through this fall, where she is finishing her degree in accounting. I share my Winston-Salem home with my sweet little furry child, Cassie, a four and one half year old Border Collie. Actually, she is a person in a dog suit... And of course, music continues to be my principal free-time passion. I plan on pursuing a master's degree while in my employment with Wake Forest University and I am currently reviewing my educational options.

I am honored to have been selected as a part of your team and look forward to the years ahead of working with you all and becoming an active part of the campus and the Winston-Salem community. Once again,
thank you for your warm welcome. It has made all of the difference in making this town my new home. - Bill Burger

From the Director

Last week, August 11 to be exact, at a meeting in Atlanta, 55 people met and agreed on a precedent setting step. Twelve ASERL libraries, including Wake Forest's Reynolds Library, agreed to link our online catalogs to give access to over 23 million volumes to our users in a single search! I have every hope and expectation that this is the first of three stages that will benefit our user community enormously, and in a relatively short time! In stage one, using one of the five ASERL participating libraries with OCLC Sitesearch software, we expect to be able to accomplish the single search option. In stage two, when we upgrade Voyager to release 2000, I hope to add their "Universal Borrower" software which will let us link seamlessly to the many ASERL Libraries using Voyager, including the university systems of Georgia and Kentucky and several others. The last stage is in some ways the most important. It is the establishment of a courier service that will guarantee 24 or 48 hour delivery. Thus far we are the only North Carolina Library that is participating (some of the Directors of the TRLN institutions were in Jerusalem for the meeting of IFLA, the International Federation of Library Agencies) and none of the other participants is close by.

If we had a courier system that would provide fast and reliable service, and had the agreements with the other institutions to speed up the process, you can see that it would not be a major leap to cooperative collection development. With a shift in our collections towards higher allocations for electronic resources we must be creative in finding ways to keep our print collections strong and current. Erik Mitchell and Cristina Yu attended with me and participated in breakout sessions focused on the technical and ILL aspects of the plan respectively.

On August 20, I return to Atlanta for a SOLINET Board retreat, and am spending time making committee appointments and studying the agenda. Kate Nevins, SOLINET Executive Director, will be coming here on August 30, and I hope you will get a chance to meet her.

Last but not least, this is THE WEEK! Thanks to Roz and Giz and all the rest of you who will meet with our new students and introduce them to our technological resources and us in a positive way. I have confidence in each of you but I know you look forward to September's arrival as much as I do! - Rhoda Channing

Administrative Council report - August 16, 2000

The Administrative Council met on August 16th. Attending: Susan S., Debbie, Wanda, Bobbie, Scott, Jill, Rhoda, Mary H. and Megan.

Rhoda opened the meeting with an early warning about the upcoming presidential debate in October. Two words: media swarm. It appears we will have to park at Groves Stadium and take a shuttle to work for at least part of that week. The Benson food court will be closed, though some kind of food tent is to be set up. It sounds like bringing your lunch to work that week might be a very good idea.

Shelving plans were briefly discussed, but no definite schemes were divulged. There are some new chairs in the 20th Century Reading Room; new tables are soon to follow. The Bib Lab is about to be wired for 30 ThinkPads. Expect the refurbishing (inside & out) of the old elevator to last another 5 weeks or so.
Debbie gave an updated report on the capital budget and what was and wasn't bought with it. If there's something specific you were wondering about, let me know. As noted last month, there will be new carpeting in Reference.

Look forward to details from Rhoda on an upcoming resource-sharing program that will involve libraries in other states and Federal Express. - Scott Adair

Department News: Rare Books

For the past several weeks, Megan and I have been test-driving Voyager's Image Server software. The back seat drivers, navigating where few dare to go, are Susan Smith and Erik Mitchell. The progress is slow but steady since the software is somewhat cumbersome to manipulate. In its best form, Image Server allows us to include full catalog records in the OPAC with links to scanned images of manuscripts. Once we get this show fully on the road, we'll have over 200 music manuscripts available to our online catalog users.

For starters, check out one of our records: in the title field, search "Eugene Ormandy signature" and click on "Linked Resources." You'll see a clean, clear image of Ormandy's inscription to Joseph E. Smith, the collector of the manuscripts. - Sharon Snow

Conference Reports: American Library Association Annual Conference (Susan S.' version)

The annual ALA conference in Chicago fell right in the middle of my two-week beach vacation, but I wouldn't have missed it for the world. Elisabeth Leonard and I were accepted to present a poster session on a research project we did last fall. Using Elisabeth's Business 100 students as subjects, we investigated the effectiveness of face-to-face library instruction vs. web-based instruction. We presented the results of our study during the hour and a half poster session, which took place in the main Exhibit Hall at McCormick Place. The session was a success. There are many institutions that are trying to decide whether to invest their energies in developing web instruction and they were very curious to see conclusions we reached. You'll have a chance to see our poster later this fall when Elisabeth and I set up a display in the library about our research. We are also working on writing an article to publish the results.
For me, the conference was almost totally focused on web-based library instruction. I attended an all-day preconference about web-based instruction. There were individual sessions about bringing the user into the design process, incorporating animation, designing interactive tutorials, partnering with faculty, and evaluating effectiveness of student learning. By splitting up, Elisabeth and I were able to attend all of these sessions. We found that we are ahead of many of our peers in some areas, and learned about other areas where we can enhance our processes.

Debbie Lambert has already mentioned one cruise, but didn't tell about a lake cruise that we enjoyed on a ship called the Ugly Duck, chartered by our friends at Endeavor. We were treated to a full dinner buffet with liquid refreshments and music as we cruised up and down the shoreline for 3 hours. The ship was a triple-decker, big enough that it took 2 ½ hours for Elisabeth and me to locate Debbie and Mary Horton (of course we would look for them for 5 minutes, then eat and socialize for 30)! I wish all of you who have patiently coped with our migration to Voyager could have been with us; you would have enjoyed experiencing a little pleasure from Endeavor for a change. - Susan Smith
Conference Reports: American Library Association Annual Conference (Elisabeth's version)

The ALA conference was right after my brief trip to Iowa (wedding and birthday celebrations), so I was well rested and raring to go! As Susan mentioned, we presented a poster session on the effectiveness of web and face-to-face instruction. It was very well received and I have been in contact with several of the attendees trading ideas.

I also attended the all-day preconference about web-based instruction. My favorite session was on collaborating with faculty. It is still true that while we have much to offer each other, there seems to be an invisible boundary between us. The session focused on how to convince both librarians and faculty that the collaboration is beneficial to librarians, faculty, and students!

During ALA, I attended several sessions that included: a swap session full of ideas on marketing library services, a session on first year library instruction, and a session on user-centered interface design. Not to be forgotten: trips to the vendors' booths where I picked up as many goodies as the space in my suitcase allowed.

The very best part of going (other than finally presenting the results of our research) was catching up with friends I'd gone to school with. One, Clara Fowler, worked on the TILT project that won an award at ALA. Susan and I picked her brains and are looking forward to the moment that the University of Texas declares it to be open-source. If you haven't already seen this literacy tutorial, you really should. It's at: http://tilt.lib.utsystem.edu/ - Elisabeth Leonard
Markers and Such

For the last three years I have been serving on the Advisory Committee for the state historical marker program. At our last meeting a marker was approved for Frank Armstrong, an alumnus of Wake Forest College, Class of 1922. He was a lieutenant General in the U.S. Air Force and led the first bombing raids on Germany in 1943. He was also the inspiration for the book and later movie, starring Gregory Peck in 1949 entitled "Twelve O'Clock High!" Those who are too young to remember the movie may remember the ABC television series, 1964-67.

Another alumnus, Thomas Fentress Toon, will be honored with a historical marker erected by the Sons of Confederate Veterans at Fair Bluff, N.C., August 26, 2000. While Colonel of the 20th Regiment of N.C. Infantry during the Civil War, Toon was selected to serve as a "temporary" brigadier general. He was Wake Forest College's highest-ranking military officer during that conflict.

Staff and faculty are invited to come by and see our "new" Research Room on the 6th floor, if you have not already done so. Susan McDonald and student assistants swiftly turned the student processing area into a room for our researchers.

Recent acquisitions include a Band jacket - black with gold trim and a Wake Forest College seal on the pocket. It has survived remarkably since 1937 with only a few moth holes in the lapels. It was a gift from one of my classmates whose father wore it. We also have a current snapshot of Mr. Shouse wearing the coat, with a clarinet in hand.

Worldwide visitors came by during the International Conference on Baptist Studies held on campus a few weeks ago (at least six). We had the privilege of assisting Edwin Gausted with our set of Roger Williams' writings. In fact Dr. Gausted called for some photocopies the following week. - John R. Woodard

Players kick off season with library tour

With just a few weeks left before the start of the football season at Wake Forest, 30 new players took time from their busy training schedule to get oriented to the ZSR Library. On Tuesday morning August 8, Angela Wilson and I served as tour guides for this group. Angela and I had a great time showing off the library and orienting students to our collections and services. Megan Mulder and John Woodard introduced students to some of the unique resources in Rare, Baptist and the University Archives. Students enjoyed looking at some of the old Wake Forest football pictures and other memorabilia that Susan McDonald had pulled that morning for students to view.

During the tour, I showed my group how to search ProQuest. I had a few minutes left in Reference and decided on the spur of the moment to do a search for football and Wake Forest. No doubt I was inspired by the football pictures and decided to carry on with the football theme. The search results for football and Wake Forest were a big hit with the students-especially an article from the Greensboro News Record, which mentioned that 30 new players had reported to the WFU campus. In fact, this search was so popular, I had a difficult time dragging the students away from the computer so that I could finish up the tour in time for them to go to lunch. Thanks to Angela, John, and Megan for assisting with the tours.

More classes and tours are scheduled during the next few weeks. On Wednesday, August 23, Sharon Snow and I will participate in the second library orientation program for new Divinity students. We are
planning on 40 students attending the session. Thirty of these will be first year students. Freshman ThinkPad Orientation is coming up on Friday, August 25. Library staff will have the weekend to rest and to get ready for library tours on Monday. As part of Wake Forest's Orientation Program 2000, students are scheduled to tour the library on Monday morning August 28 between 10:30 a.m. - 12 noon. Looks like the next few weeks are going to be busy. - **Bobbie Collins**
Literary Laurels

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

Angela Gets the Dough

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

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

Carrel Reclamation

Over the last few weeks the Circulation Department has been working to free more carrels for the incoming students and faculty. We saw an increase in carrel usage last fall with the opening of the Divinity School, and the number of students who have already requested carrels seems to indicate that the need is not leveling off. To open up additional carrels, Renate, along with Matt Nichols and Daniel Thompson, cleared out several carrels that had been used by the Circulation Department for storage (if anyone needs an old typewriter, please see us!). I have been checking on carrels that have been assigned and making sure that they are actively being used (it is amazing how many students and faculty have left Wake Forest over the
years, but still have carrels checked out). Many carrels that I have been unable to assign to patrons have
been marked for lock changes or have no keys, so I am in the process of making a list of the carrels that
need changes and additional keys. Judging by the number of students and faculty who have expressed an
interest in keeping their carrels this year, as well as the number who are requesting them, the carrels
continue to be a popular service that the Library provides. - Kaeley McMahan

From the Director

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

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

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

Department News: Reference

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

Internet Access Policy
Reference Department
Z. Smith Reynolds Library

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

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

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

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

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

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

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

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

---

New Gaz staff announces guidelines

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

Newsletter Guidelines

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

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

Submissions

Any member of the ZSR Library staff may submit material for consideration by the editor. Submissions from student employees, retirees, university officials and others will be considered if appropriate and if space permits.
Material may be submitted by e-mail, Word file attachments, or on disk. Computer disks must be readable by Microsoft Word software on an IBM computer. Multi-media for the web version of the Gazette should be submitted in digital format. The author is responsible for converting materials into an electronic format for submission. Articles and other material submitted on disk must be labeled for easy identification and distinction from other files on the disk.

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

Editing

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

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

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

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

Deadlines/Publication

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

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

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

Web Version

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

Distribution/Circulation

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

Archiving

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

The newsletter staff serves at the pleasure of the Director.

**Policy changes**

Changes in newsletter policy shall be announced in the newsletter. 6/00 - Ellen Daugman
Art Within the Library

During this past summer, I’ve been involved in two design projects for the good old ZSR Library, and unless you knew about these projects, you probably wouldn’t have seen them. In addition to book repair and exhibits, I sometimes get the opportunity to design art work- I really love getting this opportunity.

This summer I was approached by Sharon Snow to design a gift bookplate for the Rare Books Department. This plate would be inserted into gift items received in Rare. Sharon asked me to use part of a drawing I did of a stack of books for a calendar a few years back. I customized this drawing of books to allow Rare to record the gift in a box on the plate, and Frances Reeves helped us get the type set onto the open book page. Now these little babies are going in all the new gifts in Rare Books.
Now, walk across the catwalk from Rare Books on Reynolds 6 to the elevator and ride down to Wilson 4-Reference. My next little assignment originated there in Reference. The Reference Department had been working on a new idea to promote for incoming freshmen this fall: a Personal Reference Assistance Session. This program would allow a student to request help for a research project by phone or email, and to get an appointment with a reference librarian who would personally guide the student in the research process. Great idea! But they wanted an image to go on the web page to help illustrate this idea. Sherry Durren, Carol Joyner, and I met several times to come up with this image. We looked at clip art, but just couldn't seem to find what we needed. So I sat down at the drawing board and came up with an image of books, CD, and a ThinkPad coming out of the large brick circle in Reference into a student's head. This is what they do in reference: they load info into students' heads like we download screensavers onto our computers. The image was scanned and made into bookmarks that were given to all the freshmen at ThinkPad Training. This image is around the library on bookmarks or may be seen at the following URL: http://www.wfu.edu/Library/referenc/pra.html - Craig Fansler

From the Director

I was delighted to learn of the number of staff with CPR training, especially those who are planning to refresh their knowledge. Like an umbrella, or insurance, one hopes not to need it, but when needed, how nice to be able to count on it.

Last week was an important week for the library: I met with the Dean of the Graduate School and several faculty from both campuses and agreed to offer ILL to all graduate students in A & S, regardless of the campus. There are 183 or so A & S graduate students on the Bowman Gray campus, and for this academic year we will track the traffic and determine the impact on our ILL workload. Also, I attended a meeting with staff from the Carpenter and Reynolds Libraries regarding some major joint purchases which would give us electronic access to many more of the important science journals. And last, the first phase of
access to over 10,000 electronic monographs from NetLibrary is complete. You may access them at the NetLibrary.com website! Once you set up an account you can access them anywhere.

One of the benefits of working at a university is the opportunity to participate in many activities. I am happy to be part of the newly formed Wake Forest Chorale, and to have other library staff members in it as well. I hope you will attend the October 26 performance of Faure's Requiem. It is a lovely piece of music.

On a last upbeat note, it appears that our "old" elevator will be ready as early as the end of the week. Don't hold me to it!

Visit from SOLINET Executive Director

Kate Nevins visited our library on September 7, partly to discuss the upcoming September Board meeting and visit Graylyn, the site of the March, 2001 Board meeting, and partly as an implementation of a strategy by SOLINET staff to ensure that all member libraries are visited at least once in three years. In long meetings with Wanda Brown and Jill Carraway, and shorter conversations with others, Kate was able to take many notes and gather very useful information that will help SOLINET resolve problems, and avoid others. Kate was very impressed with the beauty of our campus and the facilities in the library. - Rhoda Channing

News From the Assistant Director

ZSR Library committee appointments for FY 2001, Part 1

See Part 2

<table>
<thead>
<tr>
<th>Disaster Preparedness</th>
<th>Signage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Craig Fansler, Chair</td>
<td>Craig Fansler, Chair</td>
</tr>
<tr>
<td>Patrick Ferrell</td>
<td>Charles Bombeld</td>
</tr>
<tr>
<td>Allyson Jones</td>
<td>Elen Knott</td>
</tr>
<tr>
<td>Carol Joyner</td>
<td>Mary Lib Slate</td>
</tr>
<tr>
<td>Leslie McCall</td>
<td>Sharon Snow</td>
</tr>
<tr>
<td>Susan McDonald</td>
<td></td>
</tr>
<tr>
<td>Erik Mitchell</td>
<td></td>
</tr>
<tr>
<td>Kristen Morgan</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employee Recognition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Megan Mulder, Chair</td>
</tr>
<tr>
<td>Linda Early</td>
</tr>
<tr>
<td>Peter Romanov</td>
</tr>
<tr>
<td>Cristina Yu</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Employee Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bobbie Collins, Chair</td>
</tr>
<tr>
<td>Bill Burger</td>
</tr>
<tr>
<td>Sherry Durren</td>
</tr>
</tbody>
</table>

Staff Development

<table>
<thead>
<tr>
<th>Statistics &amp; Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debbie Lambert, Chair</td>
</tr>
<tr>
<td>Prentice Armstrong</td>
</tr>
<tr>
<td>Julia Bradford</td>
</tr>
<tr>
<td>Jill Carraway</td>
</tr>
<tr>
<td>Patrick Ferrell</td>
</tr>
</tbody>
</table>
### Government notables cited

This year's "Notable Documents" have been announced and the list includes:

<table>
<thead>
<tr>
<th>Title</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Dynamic Sun: A Multimedia Presentation on the Sun</td>
<td>NAS 1.86:SU 7/CD</td>
</tr>
<tr>
<td>An Eye for History: The Paintings of William Henry Jackson: From the Collection at the Oregon Trail Museum</td>
<td>I 29.2:P 16</td>
</tr>
<tr>
<td>Language of the Land: The Library of Congress Book of Literary Maps</td>
<td>LC 5.2:L 26/2</td>
</tr>
<tr>
<td>My History is America’s History: 15 Things You Can Do To Save America’s Stories</td>
<td>NF 3.2:H 62 <a href="http://www.myhistory.org/">http://www.myhistory.org/</a></td>
</tr>
<tr>
<td>One America in the 21st Century: Forging a New Future: The President’s Initiative on Race, the Advisory Board’s Report to the President</td>
<td>PR 42.8:R 11/3 <a href="http://www.whitehouse.gov/media/pdf/pirdoc1.pdf">http://www.whitehouse.gov/media/pdf/pirdoc1.pdf</a></td>
</tr>
<tr>
<td>PubSCIENCES</td>
<td><a href="http://www.osti.gov/pubsci">http://www.osti.gov/pubsci</a></td>
</tr>
<tr>
<td>Religion and the Founding of the American Republic</td>
<td>LC 1.2:R27</td>
</tr>
<tr>
<td>Thomas Jefferson and the Education of a Citizen</td>
<td>LC 1.2:T 36/2</td>
</tr>
<tr>
<td>Volcanoes of Indonesia</td>
<td>SI 1.49:V 88</td>
</tr>
</tbody>
</table>

Stop by the Government Information Department or use your browser to take a look at these noteworthy publications. For reviews of the titles see *Library Journal* 15 May 2000, pp.55-56. - **Mary Horton**

---

### Capital projects update

Here's an update of the capital budget expenditures we are undertaking during FY 2001.

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Videotape Shelving Units for ITC</td>
<td>Received 9/14/00</td>
</tr>
<tr>
<td>Item</td>
<td>Status</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Microtext Storage Cabinets</td>
<td>Ordered 8/00</td>
</tr>
<tr>
<td>Library Signage</td>
<td>Ordered 8/00</td>
</tr>
<tr>
<td>Painting in Microtext</td>
<td>Ordered 8/00</td>
</tr>
<tr>
<td>Carpet in reference and main stairs</td>
<td>Ordered 8/00</td>
</tr>
<tr>
<td>Label Maker for Tech Services</td>
<td>Received 8/00</td>
</tr>
</tbody>
</table>

- Debbie Lambert
Yes, another Ellen...

Ellen Gardiner began working last week in the Microtext Department! She was involved in new employee orientation on Monday and actually began working in the library on Tuesday. I’m sure that Ellen will be introducing herself via the Gaz shortly; however, we took the library tour early in the week and I hope you all had a chance to meet Ellen then. I think Ellen will be a great addition to the staff and look forward to working with her. I know you will all give her the typical warm ZSR welcome! - Mary Horton

Administrative council report - September 20, 2000

The Administrative Council met on September 20th. Attending: Bobbie, Mary H., Megan, Rhoda, Wanda, Debbie, Scott, Susan S., Jill and Isabel.

The first news noted was that Bobbie has agreed to be the library's United Way coordinator this year. Mary H. has inquired about the nighttime parking situation during the presidential debate week; further inquiries are to be made. Expect more on that later. Also expect news from Isabel on poetry readings to be held in the library, probably in the Rare Books reading room.

Debbie led a review of the inclement weather policy. No real changes from last year, but note that Human Resources is changing the term "comp time" to "exchange time." Incidentally, the old Farmer’s Almanac predicts the Piedmont will have a slightly warmer winter than normal with less snowfall than usual, but they do predict a "severe freeze" toward the end of November.

A "shelving and shifting proposal for library stacks" was reviewed. Anyone interested in the specifics of such Herculean tasks should ask Isabel for a copy. Stacks guides will, no doubt, be updated as changes are made, so please consult them before calling the X-Files to report mysteriously vanishing LC classifications. Irish literature aficionados, please take note that the Wilson Collection is soon to be reintegrated into the main collection.

As always, I will be happy to report to the committee on any concerns you feel need to be addressed. - Scott Adair
Teaming with library instruction

On September 14, Kaeley McMahann and I team-taught a bibliographic instruction session for the graduate school of religion on "Research and Methods in Religious Studies." The course is designed to assist in developing and preparing a topic for thesis research. Students in the M.A. program encompass a wide range of research interests including but not limited to early church history, pastoral care and bioethics, biblical studies, and biblical languages. Both Kaeley and I are graduates of the M.A. degree program. Kaeley received her M.A. in 1999 and I in 1997. - Sharon Snow

From the Director

Excitement is building on campus as we approach the debate. Critical issues of evening access to parking on campus have yet to be addressed. I hope our elevator is usable by debate week. It doesn't look too good at present!

This month the staff meeting was canceled because we had too few agenda items to justify a meeting. Next month Mary Horton will attempt to bring us all up to date on proposed legislation that will have a powerful impact on libraries. It is called UCITA, for the Uniform Computer Information Transactions Act. Staff are encouraged to suggest agenda items for the meeting.

After a wonderful Secrest series concert featuring harp and flute, I am delighted that we were able to celebrate the Joseph E. Smith collection with a reception featuring the harp as well as a violin and Teresa Radomski, soprano. The harpist is a student of our own former reference librarian Helen Rifas.

The Technology Team has come up with an (almost) affordable proposal for the hardware and software to take in some virtual reality projects. These would enable us to create virtual library tours, and meet needs elsewhere on campus. Fortunately, in Bill Burger we have an expert resource! - Rhoda Channing

News From the Assistant Director: Weather Emergencies

Z. Smith Reynolds Library Weather Related Emergencies Guidelines
Effective September 2000

Weather related emergencies are triggered by extreme weather conditions that compromise access to the library or to the campus. Examples of extreme conditions are snow, ice, and high winds. Power outages are handled on a case-by-case basis.

GUIDELINES

Weekdays:

1. When students are on campus, but classes are cancelled for the entire day, the library is OPEN with abbreviated hours. The library will be open Monday- Friday 11 AM - 7 PM and staffed by the
2. When students are on campus, but classes are delayed in starting, the library is fully staffed and OPEN with abbreviated hours. The library will open when campus offices open.

3. When students are on campus, but classes are dismissed early (cancelled sometime during the day), the library is fully staffed and OPEN with abbreviated hours. The library will open at the regular time and close at the time of early dismissal announced by the campus news bureau.

4. When students are not on campus and the campus is closed due to a weather emergency, the library is CLOSED.

5. Evening Closings: When weather deteriorates after 4 PM, the Director will determine and announce if there will be an early library closing.

Weekends:

1. When students are on campus and a weather emergency exists, the library is OPEN with abbreviated hours. The library will be staffed by the weather emergency team and be open Saturday 11 AM - 6 PM and Sunday 11 AM - 7 PM, unless otherwise indicated by the Director.

NOTIFICATION

1. Kevin Cox notifies Rhoda about weather related emergency hours for the campus. If Rhoda is unavailable, Kevin notifies Debbie. Rhoda/Debbie will tell Kevin what the library hours will be so that he can add them to the announcement.

2. Rhoda (Debbie) notifies Kristen about weather emergency hours for the library.

3. Kristen notifies library staff via office voice mail about weather emergency hours for the library.

4. On weekends Kristen will call the emergency team directly, in addition to leaving a voice mail message on office phones.

5. Department heads are responsible for notifying their student assistants of any schedule changes.

6. If there is an early evening closing, every attempt will be made to call the regular evening staff before they report to work. Department heads will notify their student assistants.

STAFFING

1. The Director will appoint the weather emergency team each year in September. The emergency staff will be selected from volunteers when possible based on the library’s need to provide public services to students. Some staff are expected to be able to get to campus in bad weather by virtue of their positions.

2. Student assistants living on campus are expected to work their regular hours if the library is open.

3. In the event of a weather related emergency, all library staff will be granted "excused time" by the university. This excused time is automatically paid time and is not deducted from vacation, sick or personal leave.

4. Employees who are not on the weather emergency team and elect to work on a day when excused time is granted, will not earn any additional pay for working that day.

5. The library's weather emergency team, in addition to the pay automatically received for the "excused time," will be compensated for the time they actually work during the emergency.
   - Emergency staff may select to use "exchange time" or receive pay at their regular hourly rate for the actual time worked.
   - Earned "exchange time" must be used within thirty days of the date earned and within the same pay period if possible. Use of "exchange time" leave must be scheduled with the employee's supervisor.
   - Weather emergency team members wishing to receive pay must notify the Assistant Director, in writing, of their wishes, with the dates and times worked.
   - In accordance with federal law, overtime pay at the rate of time and a half will be paid only when the employee exceeds 40 hours actually worked during the week. The excused time granted cannot be counted toward the 40 hours of actual work time.
Due to a weather emergency, classes are cancelled for the entire day on Monday. The library is open 11 AM - 7 PM and staffed by the emergency team.

- All library staff members, including the emergency team, will be granted 7.5 hours "excused time," which is paid excused time and not an absence to be deducted from any type of earned leave.
- In addition to the paid excused time, the emergency team members will be granted 7.5 hours of "exchange time" OR 7.5 hours of pay, whichever they prefer.
- If pay is elected for the 7.5 hours of emergency work, and 37.5 hours have already been worked that week, the number of hours worked up to 40 hours will be compensated at the regular hourly pay rate. The number of hours worked above 40 will be compensated at one and one-half times the employee’s regular hourly pay rate. - Debbie Lambert

ZSR Library committee appointments for FY 2001, Part 2

See Part 1

Chatham Collection Oversight Committee

Mary Horton, Chair
Scott Adair
Wanda Brown
Jill Carraway
Sherry Durren
Patrick Ferrell
Elen Knott
Erik Mitchell
Isabel Zuber

Exhibits Committee

Craig Fansler, Chair
Charles Bombeld
Elen Knott
Kaeley McMahan
Giz Womack

"E-Toys" and the Forsyth County Public Library

On Friday, September 22nd, I had the pleasure of giving a presentation to the middle managers of the Forsyth County Public Libraries. My presentation focused on "E-Toys" and covered topics ranging from palm computing to digital cameras, to e-books. By bringing samples of these devices for the presentation, I was able to offer the managers a chance to get some hands on experience with the tools. This one-hour presentation was part of an all day retreat held at the Clemmons branch to discuss various technologies of the future and how they would influence the library of today.

Prior to my presentation, there was an interesting warm up exercise. Participants were asked to describe a technology that would make their work or home life easier. The catch was the technology did not have to exist and could be as far-fetched as the individual wanted. The proposed technologies ranged from a "transporter" that would automatically beam overdue books from the patron back to the shelf to a device that would electrically "zap" users who took too much time on the Internet. All in all it was very telling of the issues currently faced in by public libraries. - Giz Womack
Rare Exhibit

Yes, Virginia . . .

Love classical music? Learning to love classical music? Visit Rare Books and see on display the letters of Gustav Mahler, the musings of Frederick Delius, the calling card of Johannes Brahms, and the imposing portrait of Darius Milhaud. A teaser to the total collection of over 200 items, the exhibit will remain on display until February 2001. I mounted the exhibit for the celebratory dedication of the Joseph E. Smith Music Manuscript Collection.

On the evening of September 28th, Ralph Smith, donor of the collection, his family and friends were honored in the Rare Books Reading Room with a reception, musical performance, and remarks by David Levy, Music Department Chair, Rhoda, and me. Music faculty Jacqui Carrasco, violin, and Teresa Radomski, soprano, performed selections from Along the Field by Ralph Vaughan Williams. Students Cary Donaldson, guitar, and Krista Duran, harp, performed works by Manuel de Falla, Isaac Albeniz, and Benjamin Britten. All composers are represented in the Smith collection and selections from their manuscripts are on display. - Sharon Snow

Yes, Virginia...

After two years, the Redbook has returned! It looks a little different compared to its predecessors, but it still has the same layout and overall style. Also, it is the most complete Redbook to date. It may not be 100% perfect (few things are), but it is the most accurate in terms of information and content. I'd like to thank Wanda Brown, Linda Barrow, Gladys Hall, Erik Mitchell, Elen Knott, Laura Spear, Craig Fansler, Frances Reeves, Kristen Morgan and Debbie Lambert for their input and aid in helping me bring it together.

Recently, several questions and comments have arisen regarding the Redbook. The following will clarify these concerns.

The Redbook: Frequently Asked Questions

Q. Will there be a Redbook next year?
A. Yes.

Q. Why was there no Redbook for the 1999-2000 academic year?
A. There were two reasons:
1. After the migration from Dynix to Voyager, the purchase orders for our subscriptions needed to be revised greatly. This had to be done so that they could be renewed for 2000. As a result, all priorities needed to be placed there. I did not want the Redbook to suffer from the neglect, so I postponed it until this year.

2. Previously, Redbooks were created directly from the Excel spreadsheet that lists all of our periodicals. The process involved a lot of formatting, copying, cutting and pasting. I intended to simplify this as much as possible, so beginning this year all necessary data has been stored in an Access database. Any changes that need to be made can be done easily without having to recopy the entire periodicals spreadsheet each year. This year's Redbook reflects the new format.

Q. Are there additional copies available?
A. Yes. If one should wear out, vanish, or become otherwise unusable, there are a few extra copies on hand. Please let me know if one is needed and it will be sent at once.

Q. If any mistakes are found in the Redbook, who should be contacted?
A. As the introduction page indicates, the Circulation desk, Periodicals desk, and Reference desk are the first line for notification. From that point, any staff from those areas can either call me or e-mail me so that I can update our records. After that, I will post these corrections over lib-l so that all staff can be notified.

Q. When is the next Redbook due?
A. The cut-off date for each edition is June 30, the close of the fiscal year. All final additions, corrections and deletions will be made during July, and the printing will be in time for the start of the fall semester.

Q. So, will there be a Redbook next year?
A. Yes.

-Christian Burris

Conference Reports: EdTech 2000

During the last week of September, I attended South Carolina's EdTech 2000 Conference in Charleston. The conference represented a collaborative effort between technical colleges, distance educators, and the University of South Carolina's College of Library and Information Science. Follow-up information on the conference may be found at http://www.state.sc.us/sde/educator/edtech00. Conference attendees consisted of K-12 teachers, college and university instructors and professors, and techie types of all persuasions.

For the conference, I chose to do a presentation on the "Wake Forest ThinkPad Initiative." I began the talk by outlining Wake's strategic plan for the class of 2000. I described the hardware and software of the ThinkPad. From there, I addressed three areas impacted by technology. First, as the global view, I discussed wired classrooms, WIN, and the "load." Then I spoke about the impact technology has had on Reynolds Library, giving specific examples of our Access "database of databases" and online forms. Finally, I talked about the class I teach in Chemical Literature. I was able to end the talk on a high note by demonstrating the very pretty 3-D images of molecules available on the Web using molecular visualization plug-ins and software.
Those attending my session were curious about the use of technology at the university from two perspectives. The groups looking for ways to attract grant money wondered if Wake Forest has collected hard evidence of students' improvements in academic performance, meeting of career goals, and workforce preparedness. Along this same line, educators posed the evaluation/evidence question in terms of whether technology significantly alters the quality of education.

South Carolina has chosen to invest much energy and money into distance education. In spite of its clamor for decentralization and state’s rights, the state tends toward centralization when it comes to education. For example, South Carolina has one public radio station and one public television station broadcasting throughout the state. The push toward distance education is to find a delivery method that will make education accessible to more people. In the Chemical Literature class, I teach students how to use a variety of tools for obtaining and presenting chemical information. The class can nearly be run as a distance ed class, so I found it helpful to hear what experienced instructors had to say about this form of delivery.

From the general buzz, I would say the conference got people thinking and talking about the role of technology in the classroom. Few perceive it as a panacea or a substitute for teaching. There is no quick solution to the challenge of educating people. While at the conference, I was continually reminded of how fortunate we are to be at a wealthy private institution in terms of our resources. As for Charleston-city of extremes of wealth and poverty: I could spend some days here wandering the cobbled alleyways and breathing in the salt air of the bay. - Sherry Durren
Administrative Council Report, October 18, 2000

The Administrative Council met on October 18th. Attending: Debbie, Wanda, Jill, Susan S., Rhoda, Mary H., Megan, Ellen D. and Scott.

Rhoda opened the meeting with a discussion of the security problem we have been having with doors being left unlocked after hours. Notices will be posted stating that students caught in the library after hours will be subject to Judicial Board action. In an attempt to prevent these security breaches, the lock on the inner double doors at the front entrance has been changed again. Staff keys will still work, but you can no longer unlock it by hand from the inside.

Mary noted that there has been a change in Reserve policy. Now, all reserved items will be taken off reserve at the end of each semester.

Rhoda passed around something that the UNC library has and we don't, a tabloid format newspaper that tells students and patrons all about the library. She suggested that we might consider something similar, if not exactly the same format. If you look good in sandwich boards...

The University Senate has been focusing on fringe benefits. Rhoda informed us that the three areas of concentration are health care, parental leave and tuition concessions.

Susan reviewed the minutes from the Department Heads meeting held earlier in the day. Of wider interest was a discussion about the generally gloomy ambiance that permeates the staff lounge. It was suggested that some less shabby furnishings might help. Also, it appears that some folks aren’t taking their kitchen duty turns very seriously. Expect to hear more on that at the Staff Association meeting.

Concerns were expressed over the upcoming Voyager upgrades. It was suggested that the installation might be strategically delayed if it was expected to cause an interruption in the budget functions of the acquisitions module.

A meeting of the Library Planning Committee is coming up on November 2nd. - Scott Adair

Presidential Debate From the Inside Out
I was very fortunate to be called upon to serve as a presidential debate volunteer, assigned to ABC network news. Yes, this was the big time for me! ABC worked out of the Autumn Room and the Little Magnolia Room in Reynolda Hall. The location was perfect because we could see most of the activities on the quad from the balcony windows. My assignment was "receptionist," which was a very loose term for "do anything they need," including answering phones, making calls, tracking down people, finding phone books, connecting telephones and cables, sending faxes, photocopying, setting up interviews, and guarding the door while George Stephanopoulos had his camera makeup applied! Five student volunteers served as "runners" for ABC. They helped in many ways, including sitting in front of the camera for lighting adjustments before the correspondents appeared, carrying supplies between the production truck and Reynolda Hall, assisting with taping the post-debate parties, and counting the number of sighs made by one of the candidates!

It was very interesting to note that the ABC production people did not comment publicly on their preferred candidates. The conversations focused most on the elements of the production, although one producer served on the ABC "truth squad," verifying statements and claims made by the candidates!

An enormous amount of work takes place during the few days prior to the debate. It seemed to me that the planning and organization of preparations along with the details and communications of the production are worthy of their own documentary story. All of the ABC people were wonderful. They balanced their huge responsibilities with humor and kindness. Several took extra time to explain the intricacies of network pool cameras and feeds, camera shots, IFB, platform selection, and spin alley. Did you know that the networks take turns being the "pool" feed to all the networks to minimize duplication of equipment and effort? Did you know that the networks "draw straws" at each debate to see who gets which platform for their cameras? Did you know that the TV producers have some say in which questions the moderator asks?

As icing on the cake, ABC provided me with 2 press seat tickets to the debate! Some of you know that Jeff is a Washington, D.C. native and quite a history buff, so you can imagine that he was in heaven attending the debate. For me it was truly awesome to think that we were sitting with the next President of the United States (sure, about 30 rows apart, but in the same room)!

Once again, I thank Kristen Morgan and Elen Knott for their leadership in my absence. Without their support I wouldn't have had this memorable opportunity. Thanks also to all of you for keeping the library running - and for stopping by the Autumn Room to share in the excitement! - Debbie Lambert

From the Director
I am reviewing a book for a new online professional journal entitled Portal: Libraries and the Academy and happened just to have read in The Chronicle of Higher Education an article by Wayne Wiegand on library education, and both resonated. I wonder what you think. Wiegand complains that library education ignores research about reading and readers' habits and focuses on information at the expense of literature. Herbert White complains about nearly everything in his book, Librarianship - Quo Vadis? but he makes many good points about the way we undervalue the contributions of librarians. He attacks, for example, the academic librarian who teaches a researcher how to do his own research. White's theory is that it is much more sensible and cost effective to have more librarians to do the research for higher paid faculty, and that the result will be better. There are interesting and thought provoking pieces appearing in the literature of libraries, but it can be hard to locate them among the deadly dull articles which I am convinced are related to faculty status for librarians and their need to publish!

Every one of our teams in the library has shown creativity and thoughtfulness, so it was no surprise that the Technology Team in its retreat had given thought to its own direction and ours over the next year. More surprising were Erik's biscuits! It was my first trip to the house at Fancy Gap. What a great place!

Wake Forest was well represented at the EDUCAUSE conference in Nashville. Roz, Giz and I were there for the library; Gordon McCray, Leah McCoy, Dave Brown were there for the faculty; and Nancy Crouch and Anne Bishop carried the flag for IS. I was proud of the job Roz and Giz did in presenting our use of our course management system.

If you are among the staffers who were here during the Berthrong administration, you might want to send a get-well card to his wife, Gerry Berthrong, who has been ill and is currently hospitalized. We hope she will be well and able to join us for our holiday party. - Rhoda Channing

---

Staff Development Opportunities

Once again we are delighted to have Roz Tedford and Giz Womack provide technology training sessions as part of the library's staff development plan. See the calendar of offerings below. Registrations will be accepted 2 months ahead of time, so you may register for November or December sessions now by e-mailing Debbie Lambert. Direct content questions to Roz or Giz. You'll be notified of room numbers and hardware needs when your registration is confirmed. (Send suggestions for other technology topics to Debbie, Roz or Giz.)

November

Tuesday, 11/14/00
9 - 11 AM
**DreamWeaver I**
Learn the basics of web page design with Macromedia DreamWeaver.

Tuesday, 11/14/00
2 - 4 PM
**DreamWeaver II**
DreamWeaver refresher for staff who already have WFU web pages.

Thursday, 11/16/00
9 - 10 AM
**Intro to PC Hardware**
Learn the basics of hooking up and taking apart your computer, components such as RAM, hard drive,
and power supply. Get tips for buying your own computer.

**December**

**Tuesday, 12/12/00**
2 - 3 PM
**Web Searches for Personal Development**
Learn how to search the web for everything you always wanted to know....

**Monday, 12/18/00**
10 - 11 AM
**Backing Up Your Data**
Learn how to back up data to a ZIP disk or CD-ROM, your AC account, and on your hard drive. This session is a MUST for everyone before winter break!

**Tuesday, 12/19/00**
2 - 3 PM
**Getting E-Mail at Home**
Learn how to get your WFU e-mail at home.

**Coming in 2001!**

January 4th: Intro to Microsoft Publisher
February 7th: Excel I
February 14th: Excel II
March 13th: Tips and Tricks of MS Word
March 14th: Tips and Tricks of E-mail
March 27th: DreamWeaver II
April 11th: Access I
April 26th: Getting Your Own Web Site

- **Debbie Lambert**

---

**Conference Reports: Licensing Workshop: afterthoughts for next time?**

**Carol's take**

On October 13, **Sherry, Lanie**, and I attended an NCLA workshop entitled "The License Process: We Promised to do What?" The program was sponsored by the Resources & Technical Services and College & University Sections of NCLA.

The attendees were mainly from academic libraries, with a few representatives from public libraries and the vendor community.

The morning session was led by Amy Dykeman from SOLINET and Larry Alford from UNC-CH. They gave a presentation on the background of licensing in libraries and some ongoing areas of concern. One stray comment that caught my ears was that users tend to select from the first 4-5 choices in a list of resources. I need to track down that study as it relates to my work organizing access to the e-resources
After lunch we split into two groups to have discussion sessions. I co-led one of the groups: "Running the Rapids: After the License is Signed". Our main topics of discussion were workflow, assessment and renewal issues. We also discussed issues that we should have thought about pre-licensing and what we can do about them now. A bibliography for these topics is available at [http://personal.ecu.edu/cooninb/RTSSCUS.html](http://personal.ecu.edu/cooninb/RTSSCUS.html).

In sum, this workshop was a great way to begin my involvement with NCLA. The Greensboro Public Library provided a wonderful facility for the event. -Carol Joyner

### Lanie's take

Of course, what caught my attention the most at this workshop was the ongoing question of what do we catalogers do with these ejournals and databases and the OPAC? This issue was brought up to varying degrees in both discussion groups. At this point, there is no perfect way to handle the ejournals in the OPAC. The advantages/disadvantages of having an ejournal page separate from the OPAC, having single vs. multiple records, how to handle instructions & passwords, etc., were once again discussed without any truly satisfactory conclusion, though we did see some new examples and shared some good ideas. As we continue to use consortia to purchase ejournals, it will become more imperative that some level of consistency be reached in how we present these to our users. The library world is working toward this, but we are not quite there yet! - **Lanie Williamson**

### Conference Report: EDUCAUSE according to Roz

I attended the EDUCAUSE 2000 conference in Nashville, TN, primarily to give a presentation with Giz about supporting faculty who use a Course Management System like our CourseInfo. The presentation went off without a hitch and was well received. Among the other presentations I attended, two stand out.

First, a joint presentation by Sun and Cornell focused on digital library initiatives in the US. Cornell is a leader in the area and they provided us with wonderful materials. Sun provided the network computers that were spectacular. All that was on the desk was a keyboard, mouse and monitor, and all the information was fed through a remote server. It would be a wonderful technology to implement with our stack OPAC machines! A second presentation was about addressing institutional and cultural issues when implementing technology initiatives on campus.

All in all, it was a productive conference with wonderful vendor exhibits that yielded many more toys for my toy box! The Opryland Hotel was beautiful, but you needed a compass and GPS system to find your way around! - **Roz Tedford**
The Library Gazette is a newsletter printed by and for the staff of the Z. Smith Reynolds Library.

November 13, 2000 | Vol. 12, No. 19

Poetry Reading
Technology Team Retreat
From the Director
Book Corner

Poetry Reading to be held in ZSR Library

Russell Brantley will read from his new poetry collection, *Fetch-Life*, in the Johnson Room on Wednesday, November 15, at 4:00 pm. This event is sponsored by the library. Brantley graduated from Wake Forest and has long been connected to the University. He served as director of communication from 1953 to 1987 and has been a consultant to three of the university's presidents.

*Fetch-Life* is a book of strong, intense, and haunting poems, reflecting a lifetime of relationships and deeply felt experiences which have resulted in a clear vision of the human condition and profound, unsparing self-examination. Particularly powerful are "Commonplace Perils," "The Blue Kazoo," and "Barbra Jean." These poems are almost never without sorrow, but they have great sympathy and are without bitterness. They can both disturb and enrich the reader or listener.

*Fetch-Life* is dedicated to the son that Brantley and his wife Elizabeth lost in 1983. Proceeds from its sales will contribute to a fund for library books purchases in memory of William Russell Brantley.

Brantley is also the author of the novel, *The Education of Jonathan Beam*. - Isabel Zuber

---

Technology Team's 2nd Annual Retreat
A few weeks ago, the Technology Team (Erik, Tim, Elise, Roz, Susan, Giz and Bill) held its 2nd retreat at the University’s Fancy Gap lodge. We all agreed that our first retreat last year had been very successful in helping us become a better team, so we have decided to repeat it on an annual basis.

We were fortunate to secure the lodge for the "prime" leaf-watching weekend of the fall. The weather was beautiful, and the scenery was great. The lodge really provides a perfect setting for being able to work and socialize in a relaxing, non-stressful atmosphere. This was Bill Burger’s first retreat and it provided a good opportunity for the "old" team members to become better acquainted with our newest member (and for him to discover what he's let himself in for!).

We spent a long block of time on Saturday discussing completed, active and future projects in detail, which helped Bill gain a better feel for the types of technology issues the team and the library deal with. We also started building the foundation for identifying next year's technology needs for the library, so that when the budget process begins in the next month, we will be ready to work with the other teams to prioritize requests.

Other highlights of the weekend:

- The men beat the women at this year's Trivial Pursuit tournament (you can't imagine how it pains me to report this, but I'm trying give an unbiased account of the weekend).
- The weekend included the addition of two honorary members to the Tech Team (see team picture). Cassie is Bill's much beloved dog, and Miss Fancy (the cat) showed up at the doorstep and stayed for the weekend. She asked to go home with Tim, but decided at the last minute to remain a mountain cat.
- Bill stole Erik's title as the team's loudest snorer. The level of Bill's snoring is awe inspiring :-)  
- A new addition to the weekend this year was a Sunday brunch. We were delighted that Debbie and Rhoda made the trip up the mountain to join us for it.

If you are interested in viewing some additional pictures taken during the retreat, visit [http://www.wfu.edu/Library/teams/tech/act.htm](http://www.wfu.edu/Library/teams/tech/act.htm). -Susan Smith

---

**From the Director**

Losing two staff members in the next few weeks is hard, and only made softer by the knowledge that they have decided to relocate. Charlotte and Charleston’s gains are definitely our losses! We wish Susan and Allyson well, and will miss them.
On Friday I attended an ASERL Directors' meeting to discuss the next steps in developing the Virtual Electronic Library. Even after reviewing that book by Herb White, which suggested that librarians are digging a hole for themselves by emphasizing virtual libraries, I believe that we must do what we can to bring to our users the broadest range of information that meets library standards.

From Howell Smith in the history department, I received and read a looong article by the infamous Nicholson Baker (he of the pro-card catalog piece of a few years ago). It was published in The New Yorker in July, after my subscription ran out. I still have New Yorker issues that I haven't had time to read yet. Anyway, this article was about the practice of discarding old newspapers by major national and international libraries, including the Library of Congress and the British Library, among many others. The reasons given are the need for space and the deterioration of newsprint, which Baker says is not true. He says that newsprint may brown around the edges, but the block of text remains usable for a long time. He finds the quality of microfilm to be poor in many cases, monochromatic when some of the newspapers had color photos, and in other cases the film has gaps which the purchasers didn't know about. Baker cares about this issue so much that he has raised money and used his own to rescue newspapers which are being sold off or pulped. He is probably right when he talks about the loss of the originals in research libraries, but the cost-benefit ratio isn't quite that simple in libraries like ours. Even when I disagree with him, his work is worth reading. - Rhoda Channing

Halloween Photos...
...are on a separate page. - Carol Joyner

Book Corner

In time for the Millennium, remember when? Brian MacArthur, associate editor of the Times (London), revised the The Penguin Book of Twentieth-Century Speeches (Ref D411 P46 1999), which starts with Theodore Roosevelt's Doctrine of the strenuous life (1899) and stops with Bill Clinton's This has hurt too many people (1998). Needless to say, the text of the speeches covering 525 pages represents the editor's choice of exemplary speech of the last one hundred years.

As MacArthur points out, the complaints about Tony Blair, Britain's Prime Minister today, are strikingly similar to those levied against Lloyd George, MP and later Prime Minister 1908, and have to do with the "declining art of oratory." Though he says of Lloyd George, "he was the greatest natural orator in an age of great orators." Besides slipping up the decades through great turns of phrase, one gets a nifty sense of history, through oration and speech sparked by the social and political upheaval of wars and economic disaster as well as the plagues of modern life, including terrorism (Salman Rushdie) and celebrity (Diana Spenser's eulogy by her brother). The collection leans to the West with most examples being by American and British figures, but includes a particularly nasty speech by Hitler's head of the SS Intelligence Service and a particularly poignant one by Vaclav Havel, newly elected president of Czechoslovakia, shortly following the fall of the Berlin Wall. These speeches are short, easy to digest and just the thing to muse over at lunchtime reading. - Elen Knott

Conference Reports: Serials Cataloging Workshop
I attended the Basic Serials Cataloging Workshop in Mobile, Alabama, on October 16th & 17th. This is a CONSER workshop that was put on by Solinet. It was an excellent training experience - I think I really know what I am supposed to be doing now! The two days were spent looking intensely at the many details involved in the process of cataloging serials, beginning with how to decide if something is really a serial or not. We discussed all of the critical decisions that need to be made in the cataloging process and what to consider in order to make the best choices for our users. The topics covered included title changes, journals no longer being published (or splitting, merging, taking a break, expanding scope, etc., etc.), ejournals, original cataloging and selecting records for copy. I won't go into all the details of what we learned, but I have a nice 2-inch notebook if you want to know more! While in my home state, I also managed to spend some time with my family and friends and even helped show some third graders around the family farm. - Lanie Williamson

---

**Conference Reports: Federal Depository Library Conference**

The 9th Annual Federal Depository Library Conference and Depository Library Council meeting, held 22 - 24 October, in Arlington, VA, was again a conference full of interesting sessions. Monday morning started, as usual, with an update from Government Printing Office (GPO) staff. The main topic was the recent attempt to de-fund the Federal Depository Library Program (FDLP), along with much of the GPO. Although the program was 'saved' this time around, there continues to be 'a general lack of knowledge on Capital Hill about the FDLP and a strong belief that electronic information is the way to save money,' according to Andrew Sherman, Director of Congressional, Legislative & Public Affairs for the GPO.

A continuing source of concern in the move to a more electronic program is the issue of archiving and permanent public access. GPO has developed a framework for archiving electronic data, stating that no single solution will be the answer and that shared responsibility will be the best answer. Currently, the core regulatory and legislative material housed on the GPO Access server, as well as agency information housed at GPO Access, is considered to be "permanent." GPO is also looking for content partners, whose sites will also be considered "permanent" through contract language establishing the partnership. OCLC has joined to work with the GPO in developing this framework and hopes to use this as a test case for use in all types of libraries. John Hearty from OCLC addressed the "Digital Archiving Dilemma," saying:

1. the growth of digital objects is exponential
2. technology change is exponential
3. users expectations' have risen beyond belief.

The ideal digital archive, according to Hearty, is one that has security, access, openness, and economy; also, the ideal digital archive takes into account and meets library, publisher and end-user needs.

I enjoyed the thought-provoking session: "Government Information Reference Services: New Roles and Models for the Post-Depository Era." Some interesting thoughts from the panelists:

- 13% of the population 65 and over has Internet access, while 65% of those 30 and under have Internet access.
- The Library profession has had two great ideas in the last 100 years - classification and reference.
- We are now at a crossroads and have to somehow get the same warm, fuzzy feeling about the Internet that Carnegie libraries inspired at the turn of the last century.
- The fundamental issue is user instruction.
- Virtual reference - is it best if it mimics face-to-face interaction? What about real-time chat? How efficient is e-mail reference?
What are the mechanics of reference service in cyberspace? The reference librarian will be an "information therapist."
From Ann Miller at Duke - Krzyzewskiville is wired.
"They're not remote users. They're right where they want to be. The library is remote."

Another interesting session was given by Nancy Smith, Director of the Presidential Materials Staff of the National Archives and Records Administration (NARA) on the "Presidential Libraries: Their Roles & Resources." Prior to 1934 presidential papers and other materials were considered to be the personal property of the president because of:

1. privacy (a person couldn't carry on the job without the expectation of privacy)
2. separation of powers
3. partisan politics (it was felt that the 'other' party would make negative use of the materials once the president left office).

This situation led to uneven preservation, uneven access, and loss of institutional memory. Franklin Roosevelt changed this practice due to the rise of the US as a major world power and the rise to prominence of the US president. The 1955 Presidential Libraries Act (so named because Congress know about "libraries" not "archives") institutionalized the FDR blueprint. Then came Nixon and Watergate and the 1974 Presidential Recordings and Materials Act (when the NARA seized papers from the White House) and the court case Nixon vs. Administrator. Now materials generated through the activities of the 'head of government' are considered public, while personal materials and materials generated as 'head of party' remain the personal property of the president. During the presidency, NARA has administrative control over the papers; at the end of a presidency NARA turns over the materials to the presidential library. Presidential libraries are built with private funds and must now have an endowment to partially fund the running of the library, particularly the museum component; however, the government, through NARA, does pay for some of the presidential library administration.

I also attended various sessions on the new government portal, FirstGov.gov, mounting documents displays, automating documents citations, and the Five Colleges of Ohio project to catalog pre-1976 (pre-OCLC cataloging) documents.

On Thursday I attended a one-day workshop sponsored by the Association of Public Data Users (APDU). "Using Data in Libraries" was a full day, beginning with an "Introduction to Basic Data Concepts and Statistical Literacy." After this, we had updates from a number of government statistical agencies: the Bureau of Labor Statistics, Centers for Disease Control/National Center for Health Statistics, Bureau of Economic Analysis, and the National Center of Education Statistics. An interesting presentation was given by Cavan Capps from the Census Bureau on a project called the Data FERRET (Federal Electronic Research & Review Extraction Tool). FERRET is intended to be a "web browser to a network of databases," or a combination of Yahoo and a graphics calculator. FERRET is not intended for use by the average user, but is a complimentary service to the American Fact Finder (AFF), simple statistical web interface Find FERRET at http://ferret.bls.census.gov. To look at the American Fact Finder go to http://factfinder.census.gov/java_prod/dads.ui.homePage.HomePage - Mary Horton

---

**Staff Development Opportunities**

Reservations are still being accepted for the following workshops.

Direct content questions to Roz or Giz. You'll be notified of room numbers and hardware needs when your registration is confirmed. - Debbie Lambert
November

Tuesday, 11/14/00
9 - 11 AM
**DreamWeaver I**
Learn the basics of web page design with Macromedia DreamWeaver.

Tuesday, 11/14/00
2 - 4 PM
**DreamWeaver II**
DreamWeaver refresher for staff who already have WFU web pages.

Thursday, 11/16/00
9 - 10 AM
**Intro to PC Hardware**
Learn the basics of hooking up and taking apart your computer, components such as RAM, hard drive, and power supply. Get tips for buying your own computer.

Tuesday, 11/21/00
10 AM - 12 Noon
**Access I**
Learn the basics of creating a database, including making tables, queries, and report. This session will prepare participants for the Access with Voyager workshop.

Tuesday, 11/28/00
1 - 3 PM
**Access with Voyager**
Learn to use information from Voyager with MS Access to generate reports. (Prerequisite: Access I or similar experience)

December

Tuesday, 12/12/00
2 - 3 PM
**Web Searches for Personal Development**
Learn how to search the web for everything you always wanted to know.

Monday, 12/18/00
10 - 11 AM
**Backing Up Your Data**
Learn how to back up data to a ZIP disk or CD-ROM, your AC account, and on your hard drive. This session is a MUST for everyone before winter break!

Tuesday, 12/19/00
2 - 3 PM
**Getting E-Mail at Home**
Learn how to get your WFU e-mail at home.

Gazette Home | Library Home | Questions? Contact Us.
A Song in My Heart

From the Director

News from Team Info

A Song in My Heart

A funny thing happened on my way to Wake Forest University. My transition from Appalachian State to Winston-Salem has been besieged with an abundance of activity: of course, the move; getting used to a new job; visiting my wife, Nina, on weekends as she was finishing her degree at ASU; buying a new car; assisting Nina with her relocation, CPA exam, job search and most recently, house search.

In the midst of all of these tasks, I managed to enter several of my songs in three songwriting contests. Each of these is considered semi- to exclusively prestigious. Well, the polls are in and The Songwriters' Association of Washington (DC) has awarded one of my tunes, *Bye Bye To Love*, second place in the country music class of the 17th Annual Mid-Atlantic Song Contest. This amazes me, a blues/rock musician who several years ago swore he would have nothing to do with country music. Evolution can be a strange mistress.

Nina has established friendships with a variety of people in a broad scope of age ranges. She has that type of personality where people she meets want to adopt her. Within her posse of friends are Alana and Randy Ely, of Boone, a lovely, retired, caring couple. Upon hearing my love of music, they gave me the old, "You have to meet our granddaughter" speech. Open-minded and yet not expecting much, I agreed and three weeks later, Alana, Randy and 14 year old Krystal came for a visit.

A true 14 year old, Krystal is the picture of bubbly optimism. Often flashing her braces in a smile, she defines cute. Once centered in our living room, she opens her mouth and sings *a cappella* and my jaw hits the floor. Real raw talent. I contain my enthusiasm and ask to hear another. And she belts out an equally powerful tune, swaying as she sings, performing to an audience of four not intentionally, but because she is feeling the music. This is how I got into writing country music. I simply had to write some tunes for this talented young lady. Funny thing is, apparently I was holding my enthusiasm inside for too long. Although I told her I felt she had a lot of potential, apparently she didn't get the message and, I am told, cried during the return trip back to her grandparent's house, thinking I was not fond of her voice. Much has changed since.

Krystal is performing as a regular vocalist in a musical theater in Goldsboro, and continues to take singing gigs as they fit into her busy schedule. We have recorded several tunes together, and I have had the joy of watching her talent blossom. In the meantime, this entire experience has prompted me to get serious about my songwriting and I have managed to complete six or eight tunes over the past year. Music is once again a powerful and important part of my life. As I wait to see what the music gods throw my way, I continue to watch for the day Krystal Ely becomes a household name. It's only a matter of time. What a long, strange trip it's been. - *Bill Burger*
From the Director

We know that time passes more quickly at this season. Christmas has already been seen in the stores, and the brisk, windy weather is putting us in the mood. This year you might consider buying Russell Brantley’s *Fetch-Life* for the poetry lovers on your list. As all proceeds come to the library, I may be forgiven for this plug!

This is a season in which we often feel a lot of pressure, to prepare to meet the expectation of our families and friends, to accomplish a lot, to avoid gaining weight at the groaning tables, and to use our time wisely. I look forward to the excitement, but feel the need to spend a lot of energy planning my course in the Communication Department.

Santa (or John Anderson) will bring us a newly wired "bib lab" this Christmas, as well as the rest of the new carpet. I haven't forgotten the beautiful "new" old elevator, which is no longer frightening passengers, and which was another recent project.

I hope the poetry reading, an idea offered by Isabel Zuber, will have been just the first of many. And Isabel's return to us is another gift for which we are thankful! - Rhoda Channing

---

News from the Information Services Team

Team Info met November 8 after a long hiatus to allow for bibliographical instruction, new staff training and the usual flurry of semester startup. Mary Horton reported that she had been recently occupied with the training of Ellen Gardiner who was newly hired in Government Documents in October. Issues swirling around the Chatham off-site storage project have demanded her attention as well. Ellen Gardiner stated that she has "been learning!"

Sherry Durren has had meetings with library reps from several of the science faculty accounts she handles. Sherry is on the steering committee for Environmental Studies, that now has an office in Winston Hall. She gave a paper at EDTECH 2000 in Charleston in October, and is teaching the ChemLit course that has 13 "serious students." Bobbie Collins has been doing BI for her social science constituents, which include students and faculty in Education, Psychology and Sociology. Bobbie also coordinates BI for high school students and there have been several Friday morning intensive research sessions recently. Angela Wilson has assisted both Bobbie and Elisabeth with Library Instruction sessions. Elisabeth Leonard reported that she has done more Economics orientation sessions this fall than ever before and many sessions for Business 100. For a Lead Trainers course, she is preparing a web page for use in Career Planning to direct job seeking students to web and print resources. Julia Winfrey reported that business was going much as usual in ILL. Carol Joyner overhauled the ILL web pages and spiffed up the Ariel front page. She is adding and "describing" several sets of electronic journals, including Academic Press and Ingenta. For these she exhorts aid. Several people were out because of illness. It seems the library is a hotbed for the launch of fresh and pesky viruses. The Team also held a conversational review of Team Goals and ways to implement them. - Elen Knott

---

Conference Reports: Internet Librarian
During the first week of November, Rosalind Tedford, Giz Womack and I attended Internet Librarian 2000 in Monterey, California. The main purpose of our trip was to make a presentation on the topic, "A Team Approach to Building Library Web Sites." Our presentation was well attended and received, as many libraries are also reaching the point where their web sites have become challenges to manage. Our presentation can be viewed at http://www.wfu.edu/Library/presentations/il2000/index.html.

The three-day conference was organized into subject tracks that covered a wide range of topics pertaining to the use of the Internet in today's libraries. Our presentation was part of the Webwizards' Symposium, but we attended sessions in most of the various tracks, including eResources, Content Management, Search Engines and Training, and eRoles and Careers.

One of the most interesting sessions was about SMIL, presented by Yuwu Song from Arizona State University. SMIL stands for Synchronized Multimedia Integration. SMIL was developed by the World Wide Web Consortium as a language to coordinate the timing to play and present multimedia elements on a web page. It can be used to control text, video, sound, still images and animation so that they can play either simultaneously or in a sequence. This new markup language is fairly easy to learn and promises to be a vehicle to enable a much more sophisticated use of multimedia on the Web. If you are interested in seeing Song's Web-based tutorial, which he created using SMIL, go to http://www.asu.edu/lib/webcom/yuwu/Online_Tutorial/online_tutorial.smil.

Roy Tennant, who has a monthly column in Library Journal and runs the Web4lib listserv, talked about the field of information architecture. One definition of information architecture is "the art and science of structuring and organizing websites and intranets to help people find and manage information." Roy noted that if you substitute "information resources" for "websites and intranets", you have a definition for the field of librarianship! A person who works in the information architecture field is known (surprise) as an information architect. Some typical skills that are needed are: UID (user interface design)/graphic design knowledge, analytical and critical thinking, project management, communication skills, and a technical knowledge of the capabilities and possibilities of technology. One of the main points of his talk was that if a librarian looks outside of traditional career paths, many of us already have the skills that would qualify us to be information architects in the private sector. *Note to Rhoda: I'm just reporting, not trying to start something :-). At a different session in this eRoles and Careers track, the speaker pointed out "Metadata is Indexing" and emphasized that in today's job market, catalogers may want to call themselves "metadata specialists"!

One final session I'd like to report on was called "Clued In: What We Need to Know to Direct our Future." The speakers talked about two books, Watts Wacker's and Jim Taylor's Visionary's Handbook and The Cluetrain Manifesto. Wacker's and Taylor's book focuses on the 9 paradoxes shaping the future, for instance, the paradox of the visionary: "the more we are right, the more we are wrong;" the paradox of size: "the bigger the organization, the smaller it needs to be;" and the paradox of time: "to succeed in the short term, you must think of the long term." The Cluetrain Manifesto was written by four technology industry veterans and contains 95 theses about the Web and business. The authors sound an alarm, maintaining that the Internet has brought about an end to business as usual. Markets have changed radically and companies that don't realize this and adjust their practices will not thrive. The book contains some radical ideas, but provides plenty of food for thought for anyone who provides goods and services (including libraries). The original manifesto is available on the Web at http://www.cluetrain.com.

Many of the presentations from this conference are available from the Information Today site at http://www.infotoday.com/il2000/presentations/default.htm. As those of you who know Roz, Giz and me might expect, although we worked very hard during the conference, we found a little time to do some sightseeing in Monterey and San Francisco. Our leisure moments can be viewed at http://www.wfu.edu/~smithss/monterey. - Susan Smith
News from Rare Books

On October 26th, I took the rare show on the road with books and bindings. Last June the activities coordinator at Brookridge Retirement Community called and invited me to speak about WFU's rare collection for Brookridge's monthly education and enrichment series. One of the residents at Brookridge suggested my name and asked for a repeat of a talk I did last year for the Humanities Forum and for the senior adults of Wake Forest Baptist Church.

After speaking for 45 minutes, the twenty-five attendees presented good questions and engaged in lively dialogue about rare books, the preservation and conservation of materials, and evaluation and acquisitions methods. Many shared with me individually their own stories about their personal libraries and collecting interests. - Sharon Snow

Staff Development Opportunities

Sign right up! Here's the schedule for December and January staff development events. RSVP via e-mail to Debbie Lambert.

Check out our web site at http://www.wfu.edu/Library/admin/staffdevschedule.htm to preview staff development activities scheduled for February, March, and April.

December

December 5, 2000, 10 AM - 12 Noon
Access III for Voyager Reports
The 3rd in a series of sessions on using MS Access to design queries and generate canned and custom reports from Voyager data.

December 12, 2000, 2 - 3 PM
Searching the Web
Tips and tricks to use when searching the web for a wide variety of information.

December 13, 2000, 1 - 4 PM
UCITA Teleconference
Explanation and discussion of the Uniform Computer Information Transactions Act and its potential problems for higher education and libraries.

December 18, 2000, 10 - 11 AM
Backing Up Data on Your PC or ThinkPad
Essential information for an essential task! Don't leave for winter break without backing up your data!

January

January 4, 2001, 10 - 11 AM
MS Publisher - I
Introduction to MS Publisher, now on the WFU software load.

January 5, 2001, 12 Noon - 1 PM
Book Repair and Preservation Lunch Bunch
Bring your lunch to a demonstration of the basics of book repair and preservation.

January 9, 2001, 10 AM - 12 Noon
Finding, Requesting, and Winning Grants
Everything you need to know to start writing successful grant proposals. Attend this session first, and then follow up with individual consultations.
December 19, 2000, 2 - 3 PM

**Getting Your E-Mail at Home**

Learn the secrets to access your WFU e-mail from your home computer.
As most of you know, Dana Hutchens, Lawrence Voss, and I were recently elected to serve as the staff representatives from the Reynolda Campus on the University Senate. Although I have often heard of the University Senate during my years at Wake Forest, until I was elected to serve I was largely unaware of the duties of the University Senate. The best answer to this question can be found in the WFU Faculty Handbook, which describes the duties of the Senate as follows:

"The Senate advises the University administration and the Board on matters pertaining to the long-range planning for the University and to its general welfare, and to the appointment of senior administrative officers. The Senate also recommends, through the president to the Board of Trustees, persons to receive honorary degrees."

I was surprised to learn that the Senate functions as an advisory group. Like most people, I tend to think of a senate in terms of a legislative body, not an advisory group. The WFU Senate is composed of faculty, administrators, and now staff from both campuses. Issues discussed at my first Senate meeting on November 29th included an announcement of potential candidates for honorary degrees, a report from Leon Corbett regarding faculty representatives at Committees of the Board of Trustees, a report from Mark Leary regarding ongoing and planned building projects, and a report from Sam Gladding regarding WFDD.

I hope to encourage staff awareness of the Senate and its role at the University. The meetings are open to the WFU community, something that I did not know prior to attending my first meeting. The next two meetings of the Senate are scheduled for February 7th in the common rooms 2 and 3 at the WFU School of Medicine, Bowman Gray Campus, and March 21st in DeTamble Auditorium, Reynolda Campus. As one of the staff representatives, I believe one of the most important things I can do is to find mechanisms for getting information from the Senate meetings out to the general staff as well as getting feedback from the staff into the Senate meetings.

I am happy to have the opportunity to serve a University that has served me well these last fifteen years since I arrived as a freshman in 1985! I believe staff representation on the Senate is important for two reasons. First, because it demonstrates that the University Senate is supportive of staff and willing to give them a voice, something I applaud. Second, a body like the Senate should reflect those it represents. Ours does that by including staff from both campuses. My door is open and I want to hear your comments so that I can pass them on to the Senate. I'll be working hard during my term in office to keep everyone posted of future Senate developments while working with Dana and Lawrence to make sure the staff's voice is heard. - Giz Womack
**From the Director**

Senator Giz is being heard from elsewhere in this issue, but I want to go on record in saying that I am delighted to have him joining me on the Senate. With the opportunities to represent the faculty to the Trustees that have just been created, I will be among those choosing the individual on two of the Trustee Committees, Business Operations and Advancement and Communications. These individuals will be selected by the Senate Executive Committee and I am a member.

It is budget preparation time, and once again, we have many wonderful ideas that depend on added funding, some recurring funds and some large capital outlays. Among my very highest priorities is the renovation of the Baptist Collection space to compensate for the smaller overall space they occupy than was planned a decade ago. Security considerations are also high on my list. In the technology area, as usual we are looking at many machines that need to be replaced.

Early in January I will be having Linda Matthews, from Emory University's Special Collections department, here as I look at the organization of our Special Collections Team. With Susan McDonald's departure comes the opportunity to look at the whole team structure. Ms. Matthews will meet with each of the individuals in Special Collections and with me. I'm hoping a fresh perspective will give us new insight into our processes!

A few weeks ago I had my first meeting of the Questia.com Librarians Advisory Council in Houston. It was a fascinating glimpse of a start-up company backed by venture capital. It will "launch," as they say, in January and it will be interesting to see if students will pay to get their information online. Some of the faculty I speak to here think that students will pay. I am not so sure. I do see enormous benefits to distance learners and students overseas.

I look forward to our Holiday Party later this week! For any of you who will not be there, please accept my very warmest holiday wishes! - Rhoda Channing

---

**Susan's McDonald's Farewell Party Pictures...**

...are on a [separate page](#).

---

**Book Corner: Swedish mystery writers for the Winter Solstice**

On December 21 we will experience our shortest day of the year, the Winter Solstice. For after-work-walkers like myself, that means fewer walks, longer evenings, more books. Some find the longest night of the year to be a time of celebration. In certain cultures people exchange presents, burn the Yule log, tell stories, and rejoice together as the sun begins its great turn back toward the earth. Most holiday traditions at this time of the calendar year include some aspect of light, whether that means embodiment of light, a shining star, or lighting of candles. In honor of this occasion, I wanted to recommend some writers who hail from the "land of the midnight sun."

My reading of Swedish mystery writers began with Henning Mankell's *The White Lioness*. The novel
features Inspector Kurt Wallander and the action takes place in Sweden and Africa, these two countries joined in surprising ways. *Booklist* (August 19, 1998) describes Wallander as "an Old World cop on the edge of being overwhelmed by New World crime." His personal life bears the wreckage of a failed marriage, a daughter in crisis, and an aging and forgetful father. He solves unthinkably violent crimes, yet manages to take refuge in his music collection. Wallander is a complex citizen of the world living in complex times. Reynolds Library has the four Mankell novels translated into English to date. For more information (in English) on Mankell and his books, visit Amazon.com or this web address-- http://www.stopyourekillingme.com/Henning-Mankell.html.

Following Mankell, I ventured on to Kerstin Ekman's page-turning mystery, *Blackwater*. Ekman's works, of which we have three, contain more elements of old world culture and the "old religion" than Mankell's police procedurals. Blackwater begins dramatically on Midsummer's Eve, or the summer solstice, then covers a span of 20 years. In the fictional village of Blackwater, located near the Norwegian border, summer comes and goes quickly. The portrayal of weather as a viable character in Ekman's works appeals to me. Freezing rains, dense fogs, blinding blizzards, sub-zero temperatures--these are the backdrops of my childhood. Like Mankell, Ekman touches on themes of vanishing innocence, the price of insularism, and distrust of "outsiders." For more on Ekman's work, begin at http://www.bookbrowser.com/Reviews/EkmanKerstin/blackwater.html.

What's in store for me? A reading of Ekman's *Witches' Rings*, historical fiction that takes its name from the "'magic' circles that mark both the enchantment of our individual and collective lives and their monotonity" (*Witches' Rings*, p. 6). After that, onward to Maj Sjowall and Per Wahloo, Sweden's original mystery writers. For a snappy look at this wife and husband writing team, visit http://www.kirjasto.sci.fi/sjowall.htm.

Whether your taste be classical or light, fiction or non-fiction, we have a magnificent library. Treat yourself and your loved ones to the joys of reading over the holidays. Light the Yule log, pull up your quilts, heat up your mug of hot chocolate, invite the cat to join you, and settle down for your long winter's read. - Sherry Durren

---

**Conference Reports: LITA Institute According to Reference**

_Elen, Sherry_, and myself represented Reference at the LITA Regional Institute on "Database Driven Web Sites". This conference was held on Monday, December 11 in High Point and was sponsored by the State Library of North Carolina and NCLA's Technology and Trends Round Table. The speaker was Kristin Antelman from the Arizona Health Sciences Library.

Our library web site already has some database-driven content. "Find an Electronic Journal" and "Film Titles Search" are two examples. This conference made us aware of many other areas where we could add dynamic content. We also got many ideas for extending the capabilities of the Access database that runs "Find an Electronic Journal" and "Find a Database".

The most important lesson of the conference for Reference was the concept of separating the content (e.g. a finding aid) from the container (the HTML, etc., that makes the web site work). Antelman believes that the average reference librarian (or cataloger or archivist) shouldn't need to learn all the programming stuff. Instead he or she should be able to concentrate on creating good content and let the database (powered by Systems et al.) do the rest.

Hmmm, what could this mean for the Gaz? Could we create a database for staff to input their articles and
Conference Reports: UCITA Teleconference

The libraries of Wake Forest University hosted a teleconference on December 13, 2000 entitled "UCITA: A Guide to Understanding and Action." The teleconference lived up to its title, thanks to a panel of library, information technology and legal experts who are living and dealing with UCITA legislation in Maryland, Virginia, and Delaware. Maryland has enacted UCITA already. UCITA will be enacted in Virginia on January 1, 2001. UCITA did not pass in Delaware in 2000 and is being re-introduced in 2001.

UCITA IS A MAJOR ISSUE FOR LIBRARIES AND EDUCATIONAL INSTITUTIONS!

The summary here is taken from the teleconference written guide compiled from writings by Sarah K. Wiant of Washington and Lee University, James G. Neal of Johns Hopkins University, Rodney Petersen of the University of Maryland, and Catherine Wojedwodzki of the University of Delaware.

What is UCITA?

The Uniform Computer Information Transactions Act (UCITA) is a proposed stare law that seeks to regulate transaction in intangible goods, such as electronic information, computer software, online databases, and other information products in digital form. It is an attempt to make state contract law governing software and information licensing conform to a uniform national standard. One reason UCITA was drafted was to uphold the legality of shrink-wrap software licenses and click-through licenses that accompany information online.

What does UCITA cover?

UCITA covers data, text, images, sounds, computer programs, information in electronic form, and any documentation or package associated with the information. It covers software and information electronically disseminated. It excludes traditional written forms, such as books. UCITA covers two types of licenses: mass market licenses such as general retail and consumer licenses, and specific one-on-one contracts that are usually designed for industry.

What are the concerns about UCITA?

UCITA validates shrink-wrap and click-through licenses, making them legally enforceable. It undermines privileges granted under the federal Copyright Act, such as fair use and the right to lend a book with a CD. It is not necessary because the Copyright Act already addresses everything that needs to be addressed. UCITA would allow software vendors to avoid liability for damage caused to consumers by known defects. It complicates and confuses the user's rights and liabilities. Even if UCITA is not enacted in a user's state, the users could be liable if the product was produced in a UCITA state. Privacy of the user is not guaranteed. UCITA limits the rights of users to comment on the software, thereby making critical reviews impossible. UCITA eliminates the purchaser's ability to negotiate licenses. UCITA prohibits reverse engineering of software that is performed for debugging and developing interoperable products. It is also used academically to teach students how software is constructed. Organizations with limited resources will be less able to provide digital information to their users, further increasing the digital divide between "haves" and "have nots."
So what's the problem?

UCITA could be enacted very easily because legislators don't know enough about UCITA or its negative implications for libraries, educational institutions, the mass market and the general public. In fact, legislators don't know enough about existing federal copyright law and what it already covers, protects and provides. On the other hand, UCITA is very appealing to business and e-commerce, groups that are very successful at lobbying legislators.

What should we do?

First, we need to read the proposed legislation. The full text is available, courtesy of University of Pennsylvania Law School, at http://www.law.upenn.edu/bll/ulc/citam99.htm. Then, we need to learn as much as we can about the legislation, and be sure that our institution and colleagues understand the issues and concerns. The web sites below will be helpful, and a copy of the teleconference handouts, including a bibliography, will be given to each team leader to share. Some time in March, Wake Forest University librarians will meet to discuss UCITA, review any impending state action, and determine any next steps. In the meantime, read up and stay alert to any news on UCITA.

Additional Web Resources

American Library Association's Washington, D.C. office
http://www.ala.org/washoff/ucita.html

Association of Research Libraries
http://www.arl.org/info/frn/copy/ucitapg.html

EDUCAUSE
http://www.educause.edu/policy/ucita.html

Federal Trade Commission Letter opposing UCITA
http://www.ftc.gov/be/v990010.htm

Twenty-four state Attorneys General Letter opposing UCITA
http://www.arl.org/info/frn/copy/agoppltr.html

UCITA Online - Proponents of UCITA
http://www.ucitaonline.com - Debbie Lambert

Forsyth Library Public Library Program

The Forsyth County Public Library cordially invites staff members from all libraries in Forsyth County to jump-start the library year 2001 with a program to be held at the Central Library auditorium on Wednesday, January 3, 2001, at 4 p.m. Susan, Roz, and Giz will make their presentation, "A Team Approach to Building Library Web Sites." Also on the agenda is consideration of a possible reactivation of the Forsyth County Library Association. A social hour is to be held before, during and after the program! For more information, call the Humanities Department, Forsyth County Public Library, 727-2287, or email viaje@forsyth.lib.nc.us. - Ellen Daugman