Library Gazette

January 15, 2001 | Vol. 13, No. 1

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Voices

Well, this is a first for me. I'm actually contributing to the Gaz! I just wanted to spread the news about a film I created. It's entitled Voices Remind - Autumn and will debut on www.ifilm.com on January 10. It's also on reserve at Circulation. The call number is PV 326.

This is the first time that I've created a film. I've been writing poetry since 1988 and have always wanted to publish it in some manner. So I decided that film would be the most creative way to do that. I chose 12 of my poems and combined them with random images. The process of putting all this together was quite interesting. I began filming with a Super VHS camera in November of 1999 and completed my filming in April of 2000. It took 14 hours to edit all of the footage. I think it turned out pretty well considering it was filmed with a video camera!

I've actually had the film on reserve since August and a lot of the students have watched it. They all agree that it's confusing, but still enjoyed it! (Or so they say!) The film is definitely ambiguous, but I intended it to be that way. So if you have 37 minutes to spend, find my film and enjoy yourself! - Peter Romanov

At the Sign of the Book

I was fortunate enough to spend the holiday break in London - England that is. The Christmas decorations were abundant, the locals friendly, and the weather was warmer than in Winston-Salem! What more could a girl ask?? Books, I reply. And so this book-hungry librarian was let loose on the London streets. I am delighted to report that although new books are dear, the bookstores are plentiful. What did I expect? Almost everything in London is pricey! However, on Charing Cross Road, near Oxford Street, are several blocks full of new bookstores (Foley's, Blackwell's) mixed in with several good used bookstores. If you go, take a small detour off Charing Cross Road to Cecil Court, where there are VERY pricey specialty bookstores that are a joy to browse.

Parting note: the less than tasteful Dodi/Diana exhibit is still in the basement of Harrods (and I saw Rod Stewart while I was shopping there!). - Elisabeth Leonard
From the Director

It is budget preparation time, and we are feeling the pressure of setting priorities for several capital projects and not knowing what will be approved, and how much we will receive. We have been informed of the salary adjustment amount available above the 2.5%. Although it is less than we received last year, it will still be a most welcome addition! We will be requesting a new position: religious studies librarian.

Although our Holiday Party was lovely, and the fine work done to decorate and prepare food was very evident, I think it is time to start a new tradition, and assume the responsibility for funding the party and organizing it. The current plan is to have a luncheon at Bridger Field House, and leave the library open with student staff for its duration. It is certainly worth a try!

Debbie Lambert and I are heading to the ALA midwinter meeting in Washington, DC, as I write this, along with Wanda Brown and Mary Horton. My schedule is already planned and I am looking forward - to getting back! I do hope to learn something and discover the next big thing, but I'm not counting on it.

Wake Forest has received another honor. No, not for its Libraries, but for its athletic programs, especially in the "minor sports." Wake Forest ranked 10th nationally in the standings of its athletic programs. Chapel Hill and Stanford ranked 1 and 2 respectively.

Although I want to avoid Craig Fansler's tears, I have asked for estimates for making the current preservation space Over into a staff lounge and redoing the lounge into the preservation facility. The major advantage from the staff perspective would be the natural light, and from my perspective, both the larger space and the distance from students who may find our meetings and parties intrusive. There are no guarantees; the estimate may be too high, or the university may only give us part of what we ask for, which, since this is not our highest priority, would effectively sink it. - Rhoda Channing

Department News: Attendance Figures for Fall 2000

Attendance figures for ZSR were recorded for six weeks during the fall 2000 semester. Two weeks were recorded in both September and October and one week was recorded in November and December. The weekly average for these six weeks was 9995 patrons entering the library. Tuesdays proved to be the busiest days with an average of 1891 patrons with Monday close behind at 1875. Saturday continues to be by far the slowest day with an average attendance of 559 patrons. As for hourly averages, the busiest times of day are between 1 and 3pm and 7 and 10pm. Just for comparison attendance was also kept during the December intersession week, with the average daily attendance falling to only 157 patrons per day. Attendance will also be kept for the spring semester and included in the next annual report. - Patrick Ferrell

News From the Assistant Director: Staff Development Events

Here's the calendar of staff development events for the spring semester. SAVE THIS LIST! For more information and to register, contact Debbie Lambert at lamberdn@wfu.edu. If you want to attend any of the SOLINET workshops, let me know right away so that we can submit all the registrations at one time.
January

January 4, 10-11 AM  
*MS Publisher I*

January 9, 10 AM-Noon  
*Finding, Requesting, & Winning Grants*

February

February 1, Noon-1 PM  
*Preservation Lunch Bunch*

February 6, 1-3 PM  
*Heart Healthy - Healthy Heart*

February 7, 2-3 PM  
*MS Excel I*

February 14, 2-3 PM  
*MS Excel II*

February 27, 2-3:30 PM  
*Campus Art Collections*

March

March 7, 9 AM-4 PM  
*SOLINET-Supervision III*

March 8, 9 AM-4 PM  
*SOLINET-Supervision IV*

March 13, 2-3 PM  
*MS Word Tips & Tricks*

March 14, 2-3 PM  
*E-Mail Tips & Tricks*

March 27, 2-3 PM  
*DreamWeaver II*

April

April 4, 10-11 AM  
*Rare Books Collection Tour*

April 11, 9-10 AM  
*MS Access I*

April 26, 2-3 PM  
*Your Personal Web Site*

June

June 4-8, 9 AM-4 PM  
*SOLINET-Digitization Series*

TBA  
*ITC Tour*

*Professional Center Library Tour*

*Presentation Skills*
Finding, Requesting, & Winning Grants

Julie Edelson, Editor and Researcher in the Division of Research Programs and Partnerships conducted an excellent workshop on "Finding, Requesting, and Winning Grants." The session was part of the 2000 - 2001 Staff Development Program of the ZSR Library. Julie's vast knowledge of the grants process and her successful experience in winning grants provided a perfect foundation for her presentation. She introduced the audience to the web pages for the WFU Division of Research Programs and Partnerships, which include extensive links to funding search tools, sponsors and grant writing resources. The Community of Science link is a particularly helpful funding search tool that links to agencies that fund a wide variety of projects including those in the humanities and other non-science areas. Julie shared searching shortcuts, defined some of the grants lingo, and explained proposal components such as eligibility, requirements, collaboration, and letters of support. Proposal writers need to answer three critical questions:

1. What is to be done with the grant?
2. Why is it absolutely necessary that it be done?
3. Who will do it and why is he or she the one who can do it?

Julie successfully demystified the grant proposal process and, perhaps most importantly, assured the audience that she is available and eager to assist in the research and editing processes. - Debbie Lambert

Book Corner: Student Movements to Remember

Where were you during the 1960s? Were you participating in one of the many student movements or sit-ins that swept the country? Perhaps you were a hippie living in Haight-Ashbury or maybe you were a college student helping to organize the Stop the Draft Week or maybe you were involved in the Dow Chemical Sit-In. For many of us, the 1960s remain inextricably linked with protest and student activism. If you are interested in revisiting your past or maybe just in exploring some of the interesting student movements that have impacted world events, then come to the Reference Department and take a look at the Encyclopedia of Student and Youth Movements (Ref LA186 B87 1998).

The encyclopedia is an A-Z compilation of international student and youth movements and organizations beginning with the Middle Ages and coming up to the present day. One of the entries discusses the Children's Crusade, a movement that arose in the summer of A.D. 1212 in France. The leaders of the Children's Crusade were two youths, a German boy named Nicholas and a French shepherd boy named Stephen. The purpose of the movement was to recapture the Holy Land from the Muslims using the force of love.

Some of the other entries in the book include the Evil May Day Riots, (an anti-alien uprising by apprentices ages 14-22 in London on May 1, 1517); the Cambridge Riots (a serious dispute between students and townspeople in 1304 that resulted in townspeople attacking students in their hostels); and the Guy Fawkes Night Riots in Oxford in 1867 (another town-versus-gown conflict which ended in a bloody riot). Sometimes simple celebrations turned into riots. For example, in the United States, a large student riot occurred on May 7, 1930, when students were finishing up exams. The Harvard Exam Week Riot involved 1,500 students who decided to have some fun by pitching light bulbs from their dormitory windows. When the police officers were unable to quell the disturbance, they called out the riot squad.
Sit-ins were a popular way for students to protest and to make a political statement, and the author includes an entry for the Greensboro Sit-In. In February 1960, four African-American college students sat down at a segregated dime-store lunch counter (Woolworth's) in Greensboro. They refused to move until they were served. The television and newspaper coverage of the students' bravery and of the whites who assaulted them stirred black and white youths across America. In this case, young reformers decided to take the lead, and "thus was born the sit-in protest movement, making use of a nonviolent tactic for spotlighting the injustices of racial discrimination and segregation" (p. 87).

As you examine this encyclopedia, be sure to take time to read the Introduction. The author has included a very good bibliography. And one last thing: if you are looking for some information about other youth organizations, be sure to check the index for your favorite group such as the Boys' Clubs of America, Candy Stripers, 4-H Clubs, Future Farmers of America, and the Girl Scouts. - Bobbie Collins

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**XML Training Class**

The subject of XML (Extensible Markup Language) is a hot topic in today's Internet and library world. We've all read that XML is the future replacement for HTML and how it will make it easier to share information over the Web, but it is still a technology in development. So, for most of us, it is still a somewhat hazy concept and although we know that it's going to important, we still don't have a concrete idea of exactly what XML is and what it can do for us.

This week, Erik Mitchell and I had the opportunity to attend a three-day training session to learn in detail about the potential uses for XML, how to create XML documents, what development tools are available today and what support exists today for XML. We learned how to construct XML documents from scratch, how their structure is defined and interpreted through the use of Document Type Definitions (DTD) or Schemas, and how page appearance is controlled through Cascading Style Sheets or XSL (Extensible Style Language) Style Sheets.

What is XML? It is a specification developed by the [W3C](http://www.w3.org) (World Wide Web Consortium). A brief definition from [Webopedia](http://www.webopedia.com) tells us that "XML is a pared-down version of SGML, designed especially for Web documents. It allows designers to create their own customized tags, enabling the definition, transmission, validation, and interpretation of data between applications and between organizations." Take a look at "[XML in 10 Points](http://www.w3.org/1999/xhtml/xhtml10points.html)" from the W3C for a non-technical, easy-to-understand introduction to XML.

Those of you who are familiar with HTML know that the tags used in that markup language address how something will display on a page: for instance, whether something displays as bold or italics. However, XML is designed to describe and to structure the content of a page rather than to format the content. To illustrate, compare the markup that appears below:

<table>
<thead>
<tr>
<th>HTML</th>
<th>XML</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;html&gt;</td>
<td>&lt;?xml version=&quot;1.0&quot;?&gt;</td>
</tr>
<tr>
<td>&lt;body&gt;</td>
<td>&lt;WFWULIBSTAFF&gt;</td>
</tr>
<tr>
<td>John Smith&lt;br&gt;</td>
<td>&lt;STAFFNAME&gt;John Smith&lt;/STAFFNAME&gt;</td>
</tr>
<tr>
<td>Reference Librarian&lt;br&gt;</td>
<td>&lt;POSITION&gt;Reference Librarian&lt;/POSITION&gt;</td>
</tr>
<tr>
<td>Z. Smith Reynolds Library&lt;br&gt;</td>
<td>&lt;JOB_LOCATION&gt;Z. Smith Reynolds Library&lt;/JOB_LOCATION&gt;</td>
</tr>
<tr>
<td>5828&lt;br&gt;</td>
<td>&lt;PHONE_NO&gt;5828&lt;/PHONE_NO&gt;</td>
</tr>
<tr>
<td>&lt;/body&gt;</td>
<td>&lt;/WFWULIBSTAFF&gt;</td>
</tr>
<tr>
<td>&lt;/html&gt;</td>
<td></td>
</tr>
</tbody>
</table>
You can see that the XML version of the same information provides a comprehensive picture of the meaning of the data being presented while the HTML gives no indication about the meaning of what it contains in the tags.

Currently, there is limited support for displaying and manipulating XML documents through today's browsers. The biggest support comes from Microsoft in IE version 5.0 and above (which was discouraging news since we are a Netscape campus). Netscape version 6.0 is supposed to support XML also. Because of this limitation, introducing XML to our website at this time is not possible. However, we will start to explore potential pilot projects that we can do to become more skilled in using this technology. Some of the IS staff of the University also attended this training and will be setting up some of the development software tools that are available on the systems side of things. We plan to collaborate with them on some projects that will ultimately use XML.

If there is interest by the ZSR staff, Erik and I would love to hold an XML overview class for the staff to give you a better idea of the nuts and bolts of XML. Please contact Debbie Lambert if you would like to learn more about this important emerging technology. - Susan Smith
Welcoming Kathryn

Electronic Journals Multiply

DVDs in the ITC!

From the Director

Staff Development Coming Soon!

Welcoming Kathryn

Please welcome Kathryn Milam to Circulation! Kathryn begins with her Human Resources orientation on Monday, January 29th. She’ll begin her regular Tuesday - Saturday schedule with us on the 30th. Kathryn comes to us with a background in writing, teaching, and various volunteer work. She has ties to WFU and WFDD. I’m sure Kathryn will introduce herself in a future issue of the Gaz, but I hope you will give her a great ZSR welcome as you see her around the Library. - Mary Horton

Electronic Journals Multiply

Our e-journal collection has been growing rapidly! We listed a mere 613 e-journal titles last July. Now we have 1585 titles listed - a 159% increase in six months!

Some recently-added titles were assigned the subject "Library and Information Science". They are:

- Electronic Library
- International Information & Library Review
- International Journal of Law and Information Technology
- Journal of Visual Languages & Computing
- Portal: Libraries and the Academy
- The e-Gaz (just kidding)

Portal is notable because it was begun as a reaction to Elsevier’s takeover of several LIS titles, particularly the Journal of Academic Librarianship. A sample print copy is making the rounds, but if you can't wait, try the online version! - Carol Joyner

DVDs in the ITC!

As many of you know, the ITC’s DVD collection is growing rapidly! We are approaching the 400 mark and
have some wonderful titles. DVDs have much better image and sound quality than standard VHS tapes, are currently much cheaper to purchase and often come loaded with extras like omitted scenes, director's commentaries, documentaries, theatrical trailers, music videos and some even have computer games on them! For those of you thinking about purchasing DVD players, they come in all shapes and sizes and range in price from $100 - $500, and we'd be glad to make some suggestions! Just to help make the decision a bit easier, here are some of our titles:

1. Gladiator
2. Color of Paradise
3. A Bug's Life
4. The James Bond Collection
5. Full Metal Jacket
6. Chicken Run
7. Oliver Stone Collection
8. Woody Allen Collection
9. Stanley Kubrick Collection
10. Erin Brokovich
11. Boys Don't Cry
12. Red Firecracker, Green Firecracker
13. Faraway, So Close
14. Suicide Kings
15. High Fidelity

As usual, you can always suggest titles for purchase directly to me, through our suggestion box in the ITC or on our new "Suggest a VideoPage" now featured in the What's New section of the ZSR homepage at http://www.wfu.edu/Library Happy Viewing! - Roz Tedford

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**From the Director**

Last week was a very mixed bag. On the "up" side, my class met for the first time this term, and the article by Susan, Roz and Giz appeared in a special supplement to Library Journal, in the January, 2001 issue! Congratulations to them! On the "down" side, I had meetings of the State Historical Records Advisory Board in Raleigh and the Librarians' Working Group of NC-LIVE in Chapel Hill. The meetings were good, but the state's financial situation makes the outlook gloomy for library support and preservation and other archival issues. The state is running a deficit and has frozen vacant positions and asked for money back from the departments and universities. With such valuable programs, benefiting so many people in the state, as NC-LIVE and the regrant programs of the SHRAB perhaps less visible to the legislature, it is possible that these will not get the support they deserve. Libraries do not generally fare well when competing for scarce funds with other needs.

Thanks to Julia Winfrey for my wonderful (paper) snake, celebrating the Chinese New Year and my sign in the Chinese zodiac! I wish the animals were all cute and cuddly. Instead of the snake, the pig and the rat, why not the panda, the tabby cat and the koala? Those of you born in 1929, 1941, 1953, and 1965 must also consider yourselves "snakes." - Rhoda Channing

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**Staff Development Coming Soon!**

February 1, Noon-1 PM
Preservation Lunch Bunch in the Johnson Room

February 6, 1-3 PM
Heart Healthy - Healthy Heart in the Bib Lab

February 7, 2-3 PM
MS Excel I in the ITC Lab

Sign up via e-mail to Debbie.

Rare Books Acquisition

I recently acquired an Arion Press edition of Andrew Jackson Grayson's Birds of the Pacific Slope (1986). Arion Press (San Francisco) is a premiere letterpress publisher of outstanding works of art, literature, and natural sciences. This particular publication helps to complete a growing Arion Press collection in the Rare Books Department and is one of the most elegant productions of the Press. We own number 102 of 425 copies.

The text is accompanied by a portfolio of 156 color plates -- beautifully crafted and representing all original lithographs owned by the Bancroft Library at UC-Berkeley. - Sharon Snow

Book Corner: Professor and the Madman

Anyone working in libraries owes it to him/herself to take up Simon Winchester's fascinating story of The Professor and the Madman: A Tale of Murder, Insanity and the Making of the Oxford English Dictionary, PE1617 O94 W56 1998. Winchester writes exceedingly well and tells an intriguing story. Mostly it's about the very long and fruitful collaboration between the Englishman Sir James Murray, editor of the Oxford English Dictionary, and an American Army Surgeon, Dr. C.W. Minor, an essential collaborator on the Project, a convicted murderer incarcerated for 30 years in England's Broadmoor Criminal Lunatic Asylum. How a successful U.S. Army Civil War surgeon came to be locked up in England is one thread of the story. How he came to learn of the call for volunteer contributors to the great compilation of the English language from his cell is another. The business of the building of the OED from conception to completion over a period of nearly seventy years, involving hundreds of contributors, millions of small slips of paper, all of James Murray's eleven children, and the singular "on the spot" contributions of Minor, the brilliant madman, makes riveting reading. Along the way there is lots of well-turned history of literary London and scholarly Oxford and the interaction of Victorian shakers and movers, not to mention the odd friendship of the two lexicographers. Winchester had the collaboration of librarians and scholars on both sides of the Atlantic, ferreting out dusty medical records from St. Elizabeth's Hospital and the National Archives in Washington and the Broadmoor files in England, and landing an ancient Minor descendant sitting on his forebear's diaries in Connecticut. The unearthing of minutiae and routing out of facts, combined with the author's compassionate response to the personalities involved and the enormity of the Project, make this one heck of a story. You're going to love it. - Elen Knott

ALA: Rhoda's Version
I went to ALA Midwinter with few expectations. To my surprise I found it a very satisfying conference. I am still annoyed that ALA chose to meet over a holiday weekend, but at least it wasn't a waste of time! Debbie and I arrived on Friday, and my big event Friday evening was the Endeavor preview and reception. Jane Burke and Cindy Miller demonstrated their Encompass product and gave an overview of their direction. Encompass is still in early Beta, but it was good to see it in the context of their other products. Saturday morning there was a follow-up, an Endeavor Breakfast at which Jane and others went into more detail about their products. From there I went to the ACRL/SPARC Create Change Forum, in which the movement to compete with high priced commercial journals and databases through new peer-reviewed high quality, yet affordable sources was described. Jinnie Davis of NCSU and others told of meeting with their Deans and Chief Academic officers to encourage faculty to resign from editorial positions on journals that practice "predatory pricing," and to refuse to submit their research to them. Because of the linkages between publishing in peer-reviewed high quality journals and tenure and promotion, it was vital to get the support of the highest-level administration, and to encourage them to think differently about the criteria.

Many new databases and journals are being formed to offer alternatives to the most expensive journals. Portals for librarians, and BioOne, Project Euclid and many others for scholars are among them. I was inspired to seek to arrange a meeting with the Deans to discuss this issue. From this excellent and though-provoking meeting, I went to the ACRL Denver Conference Executive Committee meeting, and we wrapped up the many loose ends before the Denver conference, which takes place in March. Debbie and I will be moderating sessions at that one and I will be monitoring the Roundtable Discussions, to make sure all goes well, since I’m in charge of that. I am excited that the next ACRL National Conference will be in Charlotte, and hope many of you will wish to attend.

On Saturday afternoon, after these three activities, I joined old friends and toured the Holocaust Museum, a very powerful experience. Plan on more than three hours if you go. On Sunday, after a relaxed room service breakfast, I met privately with Jane Burke, to hear what she had to say specifically to me and to ask her some questions that I had been primed with by Erik! Jane had already had three breakfasts with three other individuals! She earns her money!! Then it was on to the BigNets meeting, at which Board members and Executive Directors of the major regional networks meet, and often have some OCLC folks there. Jay Jordan and Phyllis Speas represented OCLC, and SOLINET, NELINET, BRs and Amigos were well represented as well. We discussed the (OCLC) Governance Study among other things, and it is moving along. Then off to an Ebsco luncheon where we heard about the new full text Nation electronic archive that is available on trial. The exhibits beckoned, and I spent some hours there, before taking a cab to my next meeting at American University, a meeting of the University Libraries Group, the newly formed group of large non-ARL academic libraries. We had a very full agenda: CLIR is developing a survey on preservation, and Connie McCarthy (William & Mary) will represent the ULG in its preparation; Martha Kyrillidou of ARL invited the ULG members to participate in the LibQual+ assessment project and described it in great detail; James Mullins, the convener of the meeting was replaced by Nancy Allen of the University of Denver, who will host our next meeting in connection with the ACRL conference there; Sue Cady of Lehigh opened discussion on instructional technology structures in place on our campuses; Gillian McCombs (SMU) is doing a study of fund raising and what works at ULG libraries; Patricia Harris, Executive Director of NISO discussed the new, downloadable and free statistics and performance measures standards. We ended the meeting with a discussion of the agenda for Denver.

The night was not over, as Debbie and I trekked to the JFK Center for the Performing Arts for the Swets-Blackwell reception. It is a beautiful venue, and I was delighted to catch up with my friend Joan Rapp, the Director of the University of Cape Town Library in South Africa. Debbie and I risked a sugar high as we investigated all the desserts.

Monday morning saw me at a breakfast meeting with folks from Questia.com and the Librarians Advisory Council. The product launches later this month and we reviewed the advertising and pricing. It will be interesting to see what happens. My last "official" duty was a meeting with my ACRL Denver Conference Subcommittee to make sure we had no lingering questions about what is expected of us at the
conference. Then I was free to return to the exhibits, leaving only enough time for a walk to Border's to buy my paperbacks for the return flight. It was a good thing I did, as our return flight was delayed, and I begin to suffer from withdrawal without a book to read.

Washington, D.C. is a great place for a conference because there is so much to see and do in the off-hours, and because there are many excellent hotels an easy walk from each other and from the conference center. Preparations for next week's inauguration were very much in evidence. Streets were closed, grandstands were being constructed and I was glad to be returning before it all happens. - Rhoda Channing

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**ALA: Debbie's Version**

A week before the presidential inauguration, about 8,000 librarians hit the nation's capital for meetings, receptions, tours, desserts, exhibits, luncheons, reports, and breakfasts. Yes, we ate non-stop for 4 days! I'm learning which vendors have the best receptions (Swets-Blackwell for incredible desserts!) and which have the best freebies (it's a toss up, but this year netLibrary gave out disposable cameras!) I'm also meeting more and more bright, energetic, and innovative librarians each time I attend. ALA conducts a lot of business during midwinter, so committee meetings, discussion groups, and future conference planning sessions made up most of my itinerary.

I'm on the LAMA MAES and we learned more about e-metrics from ARL reps. Yeah, right!?! Let's try that again...I'm a member of the Library Administration and Management Association (division of ALA) Measurement, Assessment, and Evaluation Section (used to be statistics). Representatives from three Association of Research Libraries institutions gave a presentation on a collaborative project designed to find ways to "gather consistent and comparable data to evaluate our electronic information services." The measurement of electronic resources = e-metrics. The project involves 24 libraries that agreed to collaborate and pledged funding to the project. It is set in three phases. Phase 1 gathered information about current ARL libraries' "best practices in statistics, measures, process, and activities that pertain to networked resources and services." During Phase 2 the group will determine how difficult it will be to collect the relevant data and if collected data will be comparable among ARL member libraries. The third phase will conclude with a set of refined measures along with data descriptions and guidelines for data collection, analysis, and use. The final product will be a set of tools, processes, and techniques usable by all libraries. In addition, a separate task force within the project group will work with vendor-based database products to "arrive at agreed-upon data element definitions and terms, specific data that can be collected, and methods for reporting data to libraries". With the increased use of electronic resources and that impact on traditional resources and services, it's critical to gather common data that will enable comparisons among products as well as across institutions. We know how difficult it is to gather and analyze data related to electronic database use. This ARL e-metrics project promises to solve those problems. For more information check out these websites: [http://www.arl.org/stats/program/mcclure.html](http://www.arl.org/stats/program/mcclure.html); [http://www.arl.org/newsltr/210/emetrics.html](http://www.arl.org/newsltr/210/emetrics.html); [http://www.arl.org/stats/newmeas/emetrics/](http://www.arl.org/stats/newmeas/emetrics/).

New to me this year is the ACRL Team Based Organizations Discussion Group. About 15 librarians from 10 or so institutions discussed successes and concerns with team based organizations. Here are a few tidbits from the discussion. When staff members are on 2 or more teams, they feel like they're spending all their time in meetings! Each team member must understand roles, responsibilities and decision-making authority. How can teams be more self-governing? Administrators must support the teams, not run the teams. It's the role of the Team Leader to make sure a decision is made within a team.

Part of the discussion moved on to planning and performance evaluations within the team structure. At the University of Arizona, which has been using an elaborate team based model for several years, each
team member creates a series of project and developmental goals under the umbrella of her/his team's goals. Teammates and the team leader know the goals of all the team members and provide feedback on their colleague's progress toward meeting goals. At the broader level, each team presents its goals for the year to the rest of the library staff so that all the teams know what the others are planning to do. At this point, problems, conflicts, and opportunities for collaboration can be identified easily. Evaluations of individuals and of the teams are based on progress toward meeting the planned goals for the year. This discussion group was very informative and stimulating. I hope to attend their session at the next conference.

Heard along the way:

"Patrons at the circulation desk serve as our continual, informal focus group."

Count netLibrary@ titles as individual titles in the collection. There are currently 15,000 titles in the SOLINET netLibrary@ collection.

Early data show that the average time spent with an e-book is 18 minutes.

"Collaborative Action + Commitment to Learning = Progress" - Debbie Lambert
New Cat Person  
More Internet Search Training  
Rhoda leads academic procession at Convocation

From the Director  
ALA: Wanda's Version  
A Moment of Fame!

Special Collections graced by additional cat person

I'm originally from WV, now living in Greensboro. I have a BA in History from WVU, Appalachian history being my area of, well, I wouldn't say expertise but interest. I'm currently finishing up my MLIS at UNCG. I graduate in May. I've spent the last 2 years working in Jackson Library in everywhere from Archives and Special Collections to ILL and Reference. I'm of course an avid reader, collector of kitsch, gardener, and cat person (currently sans cat due to landlord). I practice hatha yoga, go to drag races, see far too many movies and cook like a fiend. I have a well-fed, flexible, hot-rodding boyfriend name Kelly. I currently reside in Archives and Special Collections--come see me. - Lisa Persinger

More Internet Search Training

Want to know more about searching the Internet? Interested in some "specialty" searching? Sign up for these sessions led by our own staff "specialists!"

Searching the Internet: Books and Music, Old and New
Internet web sites abound for bibliophiles and music lovers alike. The best sites for finding used and new books and music will be presented.  
Feb. 20th 2:00 in the Bib Lab with Scott

Searching the Internet: Personal Financial Information
Done your taxes? Have some extra money? Thought about retiring? Sites for finding advice on stocks, mutual funds, IRA's, and retirement planning, as well as how to select an online broker will be revealed.  
March 9th at 11:00 in Rm. 204 with Elisabeth

Searching the Internet: Travel
How to find the best airfares, hotel and car rental rates, and background information on your destination.  
March 20th at 2:00 in Rm. 204 with Elisabeth

Bring your ThinkPad to these sessions, or you can simply observe and listen. To sign up, send an e-mail to Debbie.
From the Director

Rhoda leads academic procession at Convocation

On March 1 and 2, the SOLINET Board will be meeting here in Winston-Salem, at Graylyn. Many of the Board members will want to see our library and visit our campus. I hope we will look wonderful for these guests so that I can have bragging rights! Last year we visited the very beautiful Washington and Lee library for our March meeting, and I was very impressed with the conference room and the art throughout the building. Although many of our campus buildings are full of beautiful/interesting/ or important works of art, ours is not. I hope we can claim a share of future pieces of importance. John Anderson has suggested that we may get a fountain in front of the library in the next few years. That would be great!

Senator Giz is already making a difference in the Senate with a Senate website. The minutes, the bylaws and other important information will be available from that site for anyone interested in the actions of that body.

Debbie Lambert worked long and hard on the capital budget for next year. I am not very optimistic about its prospects, as we compete with other units of the university for severely constrained resources, especially in technology. Of course we will have to wait for the Trustees to meet in the spring before we know what we will be able to do. The Administrative Council will be part of the final determinations.

Don't Bug Me!

There are many things to admire and envy about the libraries at North Carolina State University. For example, it has risen in the Association of Research Libraries from 98th in 1993 to 35th in 1999. However, I have no desire to emulate the NCSU Libraries' fall Bug-O-Rama Festival, in which deep-fried mealworms, cricket tacos and other yucky stuff was served in an insect cuisine cook-off. To be sure, the food was only part of the featured activities of the day, but I will pass! - Rhoda Channing

ALA: Wanda's Version

This year's midwinter meeting of ALA began my official return to committee service on the Executive Board of the Black Caucus of the American Library Association (BCALA).

My first day was spent meeting some new faces, reviewing goals and objectives and financial documents, and making plans for the 5th National Conference to be held August 13 -16, 2002 in Fort Lauderdale, Florida. Many of the discussions were similar to those I remember from earlier days. Some things hadn't changed at all. During BCALA's mid-winter general membership meeting we are always subjected to the ALA candidates for Presidents Forum. They come shaking hands, kissing babies and telling "what I've done for you" stories.

I attended several informative sessions. Of particular interest to me were those centered on technical services operations. Whenever I see streamlining operations or creative ideas included in the program title, I am always curious. I don't always learn something new, but I usually get a chance to compare our workflow to that of other libraries. During the "Creative Ideas in Technical Services" session, we went around the table outlining our staff size, budget allocation and number of titles processed yearly. We had a smaller staff than most represented, but not surprising to me was that our number of titles processed each year was right there amongst the top of those having similar budget allocations.
The tabletop discussion focused primarily on cross training efforts for Technical Services. Most people agreed that it was easier to cross train within the department than between other departments. How do you remember what you've been cross-trained in if you only perform that task once a year or so? Also, how can you incorporate other activities into your day and keep your primary responsibilities current? I offered examples of how cross training within the team and unit, and across teams with the ThinkPad project, have worked successfully here.

The "Embedded Order Data" session sponsored by Yankee Book Peddler (YBP) and Endeavor offered some possibilities for streamlining operations. This feature would enable a library to automatically create purchase orders based on order details - price, fund, location and more, embedded in vendor supplied marc records. This routine supposedly checks for duplicate marc records, loads the records as appropriate, and creates the associated PO, all in one step. This feature is available with the Acq 2000 upgrade.

I also attended another Voyager user session on the "Interlibrary Loan Module." This module features patron initiated requests, status updates, reporting capabilities and built in interfaces to OCLC. This presentation was dampened by a lost server connection that wasn't restored until our time was about over. What I did observe appeared to be worth further investigation.

Larry Irving, former Assistant Secretary of Commerce for Communications and Information, delivered the keynote address during the President's program. He touched on topics such as the digital divide and offered questions the government should be considering to ease the gap. Here are some of the stats and thoughts he offered: 60% of white Americans have access to home computers; 1 out of every 10 persons with incomes of less than $15,000 have computers; 85% of all historically white institutions have ample computer access, while 25% of historically Black institutions have computer access. Irving noted that there are groups paid to study how people gain access to online information. What they don't study is what they do when they get access. Do we have technology that meets our needs? There's a lot of individual learning, but how do we do a better job sharing it? He concluded with references from Dr. Martin Luther King's 1968 speech from the March on Washington. "It is not about tools or technology, but how it affects a person's life."

Speaking of Dr. King, my last conference outing was attending the sunrise service held on Monday morning. It was a motivating and inspiring service that I wish many others could have attended. The recitation of excerpts from the "I Have a Dream" speech given by representatives from all of the special and ethnic caucuses was very touching. It was a beautiful rainbow of colors and nationalities. - Wanda Brown

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A Moment of Fame!

I was asked recently by one of the managers at the local Goodwill store on University Parkway if I would be willing to give an interview on my Goodwill shopping experiences. Being the limelight lover that I am, of course I said yes! I came dressed for my photo shooting session outfitted in clothing purchased at that store. Later during the interview the marketing representative asked about my advice to new shoppers. My answer was, patience and perseverance. The interview will appear in the newsletter mailed to all board members. I just hope there's someone on the board that knows me! - Wanda Brown
Author ranks increase at Circ

Greetings from Circulation! I'm Kathryn Milam, and after being on campus a short while, I've learned that if I want a parking space, I must arrive EARLY.

For 26 years, Winston-Salem has been my home - even during its bucolic days. My children are Sarah, a fifth year accounting student at Calloway, Margaret, a WFU freshman, and Margaret's twin brother Robert who attends Furman University. My husband is Hof, an alumni of both Wake Forest and Babcock. You may see Sarah and Margaret wandering through the library looking for me. They usually want money. You probably won't see Hof.

In 1995, I finished the Wake Forest MALS program. Later, I received the MFA in writing and literature from Bennington College. I've been a high school teacher and a free-lance writer. Recently, I finished my first novel. The second one is underway.

I'm also a Family Services, Inc. volunteer. As an advocate for victims of sexual assault and domestic violence, I support women during their emergency room experiences. At least one week out of every month I'm on night call.

I like to read, walk my dog, hike, and camp. I especially love poetry. Each week, I try to memorize several poems. Perhaps you'll notice me as I clutch my index cards and mumble to myself. Don't worry. I'm not crazy. Just working on the latest verse.

Please stop by for a visit soon. I want to meet each of you, and I want to introduce you to my long-time pal Mr. Eliot who now lives happily on my desk. - Kathryn Milam

Administrative Council Report - February 21

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

The meeting opened with some concerns over the state budgetary problems and the possible impact they might have on the NC LIVE Electronic Resources database. Rhoda is coordinating some documentation of
its importance and usage.

**Mary H.** reported on the first meeting of the new Inventory Committee. A pilot project is planned for July 1st to test and develop procedures for a continuous inventory process.

**Mary** also brought up some questions about copyrights and asked whether we might need a formal copyright policy. It was decided that she should contact the most likely authority on the subject at the Worrell Professional Center to get things in motion toward this end.

There will soon be formal sign up sheets for anyone wishing to reserve the Johnson Room or other areas of the library for various functions. This is in an attempt to make users more accountable for what goes on and the cleanup afterwards.

Now that Circulation has a new fax machine, it was asked whether it should be made available, at a per use fee, to patrons. Reference has discontinued its fax service. It was the consensus of the council that such a service was not really economical or necessary in light of the fact that pay fax is already available to students at the Service Center in Benson.

Also available at the Service Center in Benson is a color photocopier. This lessens the probability that the library will get one in the near future. While it was agreed that it would be nice to have, the prohibitive expense means that we'll likely wait until prices come down.

A change in circulation policy is to be made for graduate students at Bowman Gray. Their borrowing privileges will be upgraded from noncollege status to the regular graduate student status.

**Elen** suggested that the Staff Development Committee consider another administration of the Myers Briggs personality inventory for staff. This was last done in 1989, and many folks have come and gone since then.

The Voyager 2000.1 upgrade is scheduled for May 29th. **Susan** reported that there will be a meeting in room 204 at 9:30 on Feb. 27th for anyone interested in the new OPAC configuration.

This year's Library Book Sale will be held on April 17th, 18th and 19th. If you have any unwanted books that you'd like to contribute to the sale, bring them to me. - **Scott Adair**

**Staff Development News**

Coming very soon...

**Tuesday, Feb. 27th**  
9 AM - 4 PM Bib Lab  
**SOLINET's "How to Develop a Staff Development Plan"**

**Tuesday, Feb. 27th**  
2 - 3:30 PM Johnson Room  
**WFU Campus Art Collections**

**Wednesday, March 7th**
Library Instruction

What keeps Reference Librarians so busy? These days it's teaching library classes or doing what used to be called bibliographic instruction. We have many ways of convincing professors that including some library time in their syllabus is time well spent. In the case of the First Year Seminars, we nearly have a captive audience. We have first year students, possibly doing their first research at Wake Forest, and professors hoping for good outcomes.

Here at TeamInfo, we divide up the First Year Seminars by discipline and then contact the professors. It's my opinion I end up with some pretty interesting classes in the sciences. Elen Knott may disagree with me--I saw her going to teach a class wearing a grass skirt on her head (just ASK!). Here are a couple of the classes I taught this semester.

One new FYS this semester is Dr. Dan Johnson's "Sport Fishing in America." Students have the opportunity to prioritize preferences for their First Year Seminars. Fifteen males and one female made up the class. This class is not devoted to cut bait and fish. Themes include nature conservation, use controversy in sport fishing, water ethics, and natural resource management. For their final project, the students will analyze a conservation issue that impacts sport fishing in their home states. Surprisingly, Dr. Dan does not trust Internet resources, especially information from government agencies. He prefers his students to use print journals for their research.

Clifford Zeyl and Ron Dimock of Biology teach "Selfish Genes and Communal Organisms." This enticing class sits squarely at the edge of the new view of evolutionary theory. The bad old days of selfish genes and survival of the fittest have given way to more progressive ideas on cooperation within and between species to advance life on earth. Game theory, symbiosis, aggression, and population genetics are covered in the class, as well as sexual selection. The latter always makes for a good search in General Science Abstracts, yielding titles such as "Move over Casanova," "Hidden Choices of Females," "Promiscuity in Guppies Has its Virtues," "If Mom Chooses Dad, More Ducklings Survive," and best of all,
"Beauty is Ova-rated."

Dr. Paul Ribisl of Health & Exercise Science offers a popular First Year Seminar twice a year. This class, originally called "Health Care in the Year 2000," was renamed last spring to "Taking Sides: Clashing Views on Controversial Issues in Health and Society." This class attracts primarily pre-med students. Students use Internet, book, and journal resources to prepare presentations, lead discussions, and write research papers. Some of the controversies looked at in the class are Ethics of Human Cloning, Tobacco Advertising and Teen Smoking, Gun Control as a Public Health Issue, Validity of the Gulf War Syndrome, Risks of Silicone Breast Implants, Spirituality and Disease, and Limiting Health Care in the Elderly. - Sherry Durren

University Senate Update

Lawrence Voss, Dana Hutchens, and I attended our second University Senate meeting on February 7th. The meeting was held on the medical school campus. The agenda items from the meeting are listed below. I have also included quotes from the minutes below the agenda items.

1. Approval of minutes of meeting of November 29, 2000
2. Report from Bernadine Barnes re: revised SUA recommendations
3. Report from Senior Vice President Edwin Wilson re: Provost Search
4. Report from Vice-President John Anderson re: Capital Planning projects
5. Report from Giz Womack re: creation of a Senate Web page
6. Recommendation from Executive Committee re: length of terms of staff representatives to the Senate

The minutes were approved and Bernadine Barnes announced that honorary degrees will be conferred upon Mr. Isepp, Dr. Hytche and Barbara Bush. Jimmy Carter will be approached soon about an honorary degree in 2002, and other nominations will be requested from faculty and staff; Barnes added that the Medical School is free to nominate individuals outside the medical field for honorary degrees.

Vice President Wilson updated the Senate on the progress of the committee. The 75-100 applications in hand will be winnowed to 20-25 during the next week. Over the next month, that number will be narrowed to 10-15 who will be interviewed off campus. The top 4-6 candidates will be invited for extensive interviews. The Search Committee plans to send a nomination to the President by the end of the semester.

Vice President Anderson reported on plans for the Reynolda campus. Currently underway is the Student-Athlete Enhancement Center, with expected completion in the fall of 2001. At that time, the exercise area of the Benson University Center will be relocated to the new facility, and the Benson space will be remodeled for Residence Life and Housing and other offices. These should be ready by late spring, 2002. Calloway Hall will get a 53,000 sq. ft. addition, which will house the Calloway School. Groundbreaking is planned for February 2002 and the expansion project will take two years to complete. The Health and Exercise Science Research facility is stalled because City Planners are objecting to the extension of the Wake Forest campus across Polo Rd. There is currently no other acceptable solution to the site problem, but Dr. Anderson is working on a solution. HES can continue for a few months without damaging its research program. The 20,000 sq. ft building would resolve the department's research needs, but the growth of athletic programs is encroaching on the teaching space HES uses in the gym. Eventually they may need a new building, perhaps one forming the fourth side of the area bounded by the Reynolds Library, Winston and Salem Halls, currently a parking lot.
Two other projects are on hold: Dr. Anderson is in discussion about the daycare center and will meet with the Daycare Committee in the coming weeks. The structure that had been discussed would be in the meadow near Reynolda Village.

The parking plan, currently unfunded, includes three decks. One behind Scales would net an additional 200 spaces. Two others, in lot "Q" would net 804 spaces. However, the completion of the parking structures would make possible the removal of many other parking spaces in order to beautify the campus. The construction of the Calloway extension will remove 100 or so spaces and there is no short-term solution to this problem. There are, however, about 250 spaces across Polo Road, and there has been some discussion about trading some student parking for staff parking.

At the meeting, I distributed copies of pages from a sample website I had developed for the Senate, and offered to maintain the site. It would include information about membership, by-laws, committee assignments, minutes and Senate meetings. In response to questions, I have offered to provide a form on the website for input to the Senate. The questions concerning how the site might be accessed are in Lloyd Whitehead's hands, and Tim Smunt suggested that the professional schools might want to link from their own sites as well. I was thanked for my efforts and the Senate voted to approve the website.

Tim Smunt shared a concern of the Executive Committee of the Senate regarding the terms of the newly elected staff representatives. As they all began their terms at the same time, they would all end them at the same time, providing no continuity to the committees on which they serve. There is a need to stagger terms, but this would require a bylaws change. Smunt asked those with comments on terms and bylaws to contact a member of the Executive Committee.

The Executive Committee selected Tim Smunt to serve on the Trustees' Business Operations Committee and David Levy to serve on the Trustees' Advancement and Communications Committee. Ed Wilson will speak to Leon Corbett about the need for a process for the other elections to the Trustee committees. The Senate meeting ended at 5pm.

I have high hopes that the new Senate web site will keep everyone well informed regarding University Senate activities while also offering members of the WFU community an opportunity to give the Senate feedback. I'll be sending out the address of the web site as soon as it is available! - Giz Womack
Isabel publishes - Now and Then

The Winter 2000 issue of Now & Then: The Appalachian Magazine includes a short story by Isabel Zuber, entitled "Wonderful Things." It is a luminous tale of a young girl sensitive to the reach of the past into the present and drawn to the extraordinary moment of discovery when a buried past comes suddenly into view. But even as she dreams of a career in archaeology (and accounts of discoveries of entombed kings and Homer's Troy punctuate the narrative), she is attempting to puzzle out the mysterious complexities of adult relationships and unspoken heartache that can also burst into awareness.

In 1999, Isabel was a University of Tennessee Press prizewinner for "The Loves of Goldie Kilby" in the Appalachian Fiction Competition of Now & Then. - Ellen Daugman

eSeminar, or There's no place like home

With a seminar title, "eBook Trends in Academic and Public Libraries," interactive audio connection, and online chat as the selling points for an hour long distance learning experience, I enrolled in netLibrary's class February 27 at 11:00 am. My expectations were high for some exchange with other librarians as well as for a spin on the latest from netLibrary.

I registered online a couple of weeks before the class and established a User ID and password. The day before the session, I received an email reminder of the event with directions for connecting. With only one glitch in connections when the telephone was plagued with heavy echoes and required re-connecting, the program started on time and ran with no apparent technical problems.

The three parts of this presentation were a live web Power Point display on the screen, a chat line that allowed someone to enter a question or report technical difficulty, and a one-way telephone connection that allowed me to hear the presenter read aloud to me what I saw on the screen and to make comments about it. There were plain text slides and a voice. I entered a report of the echo on the chat screen, and later a question about where I could get a print of one of the screens. The technical problem was dealt with rapidly. The question elicited a promise to let me know after the presentation.

Roslyn Greene, Director of Training for netLibrary, Inc., and Lynn S. Connaway, also from netLibrary, were the telephone voices. There were a couple of online questions for participants to fill in answers to survey type questions, such as "Are you an academic or public library?" More than 60% of the respondents were from academic libraries. Since they did not tell us how many libraries were taking part or where they were, that could have been a percentage based on a handful of responses.
After some general statistics on the growth of the Internet as a significant library resource, the program
took the low-track infomercial route. The use of ebooks in libraries was coupled with the publisher’s need
for rights protections that extended all the way to pay-per-use plans. Library benefits were tied to search-
engine versatility and space-saving distribution of rapidly increasing numbers of dust-free books.

This was a vendor-centric presentation touting electronic books. There was no in-depth description of
specific library practices or "trends" in the acquisition and management of ebooks. There was a long
justification of the ebook as a viable library resource to be added to print collections. There were no
interesting graphics or multimedia clips.

One trend mentioned was access to email, e-text, audio and video through wireless technology. I sat
there with my little Radio Shack headphone hanging on my ear while I tied up the phone line and an
Ethernet connection for an hour of energy consumption. I hoped this would not be a trend - to tap into
the world's energy resources for a private commercial message. I expect I have been spoiled by my
exposure to some trend-setting presentations here at home. netLibrary could find some examples to
follow in Sherry Durren's "Wake Forest University ThinkPad Initiative" presented at South
Carolina's EdTech 2000 in September - full of expanding links to web sources, solid content, and
attractive graphics. Susan Smith's "Extending Library Instruction through Interactive Web
Technology" presented at LITA National Forum in November 1999, with its intriguing and addictive
Virtual Visit of the Multimedia Library and exciting interactive teaching elements sets a standard for use of
this media. "It's All About Support" by Rosalind Tedford and Giz Womack, graphically gorgeous and
technically accessible, presented at EDUCAUSE 2000, Nashville, Tennessee, in October is a visual
argument against the dull slide.

Because I know from the home country here what good multimedia and interactive presentations can be,
I will not avoid opportunities that crop up on the web, but I will be a more discriminating selector.

What I will look for:

- A syllabus posted in advance
- A class roster with contact numbers and addresses for post-class networking
- A source list for reference on the topic covered
- Interesting multi-media web displays
- Downloadable files of graphs and charts
- Audio available through the web
- Chat room connection for class participation

What I will be wary of:

- Presentation solely by a vendor
- Lack of downloadable handout or supplementary material

What I will do when I buy a dark horse that will not run:

- Click home
- Hang up the phone
- Wait for the next time. - Jill Carraway
From the Director

With the upcoming retirement of John Woodard, and the vacancy caused by Susan McDonald's departure, I have given serious thought to the way our Special Collections are organized. You will remember that I had a consultant come in and examine what we do in Special Collections as well as how we do it. Based on her report as well as many conversations with the Special Collections staff, I will be reorganizing the structure of the Team to tie it more closely together and, I hope, give it some new mandates. As of July 1, Sharon Snow will assume the role of Team Leader on a non-rotating basis. The new University Archivist will report to her directly. I expect that Rare Books and Manuscripts and the Archives and Baptist Historical Collections will find new ways to interact and share staff expertise. It would be wonderful if we could hire both individuals before the change on July 1, but we are fortunate in having Lisa Persinger filling the void that would otherwise exist! I know that Sharon and the others in Special Collections will appreciate your support!

On March 1 and 2 the SOLINET Board met at Graylyn. They gave Winston-Salem, Reynolda House, Old Salem and MESDA rave reviews, and of course they loved Graylyn. The food was wonderful. The staff there was very friendly and they did arrange for van transport to the airport. I took a group of 7 on a campus tour on Thursday morning, with stops at the Professional Center Library, Greene Hall (our new and gorgeous classroom building), the Quad, the Benson University Center, and of course the Reynolds Library. Many "Oohs" and "Aahs" followed. They were delighted with our library, and several came over to tell me privately such things as "You'd be nuts to leave!" We had our meetings at Bernard Cottage, which brought back memories of the Best Practices Conference held there several years ago.

I was pleased to see so many library staff at the open AAUP meeting on March 5. The topic of fringe benefits is a vital one, and affects us all. Although nothing definite was promised with a time line, it is clear that HR is working on increasing sick leave and providing short-term disability. Good luck to them! The increasing cost of health care continues to be a major drain on the university and on the individual staff members, with prescription drugs a big part of the cost. For several years, according to Ralph Pedersen, our medical claims have exceeded the cost of the premiums we pay. Since rates are based on claim history, they continue to escalate. - Rhoda Channing

Bride chooses Daffodils

Carol Cramer, the former Carol Joyner, chose spring daffodils for her bridal bouquet in her wedding to Steve Cramer on Saturday, March 10, in Raleigh. Mrs. Cramer is Electronic Resources Librarian at Wake Forest University's ZSR Library. The couple plans to reside in Winston-Salem following their honeymoon in pursuit of Duke (where they met --*in the library*) victories in the NCAA women's tournament. We look forward to seeing their wedding photographs very soon on the Web. - Ellen Daugman

Gazette Home | Library Home | Questions? Contact Us.
The North Carolina Learning Resources Association is the professional organization for the state's community college librarians. Mary Reeves, Roz Tedford, and I made presentations at their annual recent meeting in Raleigh in mid-March. We can thank Roz for this opportunity because she established strong relationships with some well-placed community college folks during her Master Trainer program. As a result, they approached her last fall to ask if we could come to talk about "Implementing an Electronic Reserves Program" (Susan and Mary), while Roz was asked to present two sessions: "Designing a Library Staff Technology Training Program" and "The Basics of Web Page Design."

It's always a treat to head to the big city (Raleigh), but we had an extra bonus this time around. We met up with our old friend and colleague, Rachel Kuhn, who has been at the NC State Harry B. Lyons Design Library for almost two years now. (Has it been two years since we've had her luscious artichoke dip at a library party?) Rachel has the position of Visual Resources Librarian and says she loves it. She has been working quite a bit with digitization projects, including digitizing their 60,000 slide collection and making it accessible through an Oracle database. Way to go, Rachel!
The conference was small, due to the budgetary restrictions that North Carolina's community colleges are currently facing. But the attendees were enthusiastic and were certainly looking for innovative ways to improve services in their libraries. We received positive responses to our presentations. If you are interested in viewing our presentations, look for links to them on our Web site's presentation page. - Susan Smith

The Purloined Book - Crimes and Crimes

The dog, possibly a Greater Swiss Mountain Dog from the size of its tooth marks, gagged, choked, and whined before it spit out Goethe's Elective Affinities: An Interpretation by John Winkleman. The 158 page canine snack thus rejected eventually appeared in the pile of damaged, mutilated, and eviscerated volumes stashed in dusty corners of a long series of Collection Development offices. In addition to dog-damaged books, dozens of library pam-binders have been stripped of their contents by eager scholars, criminally disposed bibliophiles, and a rag-tag assortment of seedy vandals with low morals. Their hunger for the printed word ranges over many subjects. Elizabeth Bowen's Irish Stories; Some Thoughts On Byzantine Military Strategy; Voodoo: Past And Present; How To Study; The Real Lincoln; Socialism Today; The Redwoods; Reminiscences Of The Life Of The World-Renowned Charlotte Cushman; and my personal favorite, The Tchefuncte Culture, An Early Occupation Of The Lower Mississippi Valley; With An Appendix On The Skeletal Remains are all titles on this hot list. I appreciate the urgency of the patron for whom a RUSH request was made to Acquisitions to acquire Constitutional History Of South Carolina From 1725 To 1775. The most recent edition of this particular work was published in 1899.

To withdraw or to replace, that is the question. Obviously the work in question was wanted by a ZSR patron or visitor and is a possibly useful element in the collection. When the current assortment of damaged books was first assembled, the process was simple. Look at the check-out slip if it was intact for indication of use, look in the shelf-list to see if there were other copies in-house, and send an order to an Out-of-Print Vendor who would search for years and years and years for a copy. The alternate process was to toss the mangled remains in a corner for a better time.

Today it is the dark of the moon; the Greater Swiss Mountain Dog has grown 14 inches and developed a web site. The better time is here. We can do things we could not do a few years ago. The online catalog lets a student search for records and once within the record expand the search by author, call number, or subject to learn if we have added copies, different editions, or more titles by the same author on the subject. Do we have the title in another format? Microform? Electronic Book? Other titles and authors on the subject can be examined with dates of publication so that we can estimate collection timeliness and strength in the area. If we decide to search for a replacement, the web provides useful sites. A search on
Google for out-of-print books yields hundreds of responses. Among them are Abebooks and Bookfinder, both good choices for long out of print American or European titles. Powells Bookstore on the west coast offers out-of-print and often has scholarly books and textbooks. Amazon has expanded in many directions and offers both an out-of-print search service as well a place where individuals can offer copies to the market. For recently published books that have been pronounced out-of-print by publishers, wholesalers, and major vendors, the remainder dealers can often supply what we seek. Edward R. Hamilton, famous for newspaper format lists, now has subject, title, and author access. For more remainders, Daedalus Books, Barnes and Noble, and Borders are good bets. When our student can verify that a book is available for sale, we pass along the information to Linda Early for final vendor selection and ordering. The old stack is dwindling. After we find one of the last items on our list, There Are Crimes and Crimes, we hope to let sleeping dogs lie here and there throughout the stacks to deter rascals and vandals. - Jill Carraway

From the Director

I expected to be sharing information with you from the tenth national meeting of the Association of College and Research Libraries. Unfortunately, I went to Baptist Hospital instead for tests and spent the next several days "taking up the horizontal," as Hans Castorp says in Magic Mountain! Fortunately, Debbie took up the duty of notifying my committee and all the people with whom I was scheduled to meet. On Saturday, March 24, I am supposed to drive to Charleston for the ASERL Directors' meeting, and I hope I am up for it! It is certainly humbling to recognize one's physical limitations.

At the University Senate meeting on March 21, I was re-elected Secretary for 2001-02. The bad part of that is my responsibility for the Minutes. The good part is that I am on the Senate Executive Committee and help to determine the agenda for Senate attention. Next year, Tim Smunt will be President, Larry Daniel will be Vice- President, Page Laughlin will be Director-at-Large and David Levy will be Immediate Past President. Our Senate is very unusual in that it includes administrators and staff. The only limitation is that the President must be a full-time faculty member. - Rhoda Channing

News from the Rare Books Department

On March 20, I took the rare show on the road with books and bindings and evaluative information. Susan McDonald invited me to speak at her new home, South County Regional Library of Charlotte/Mecklenburg Public, on the topic "Is it Rare, Valuable, or Just Plain Old: Rare Books Workshop." Susan is responsible for sponsoring 2 public lectures a year at the regional library. The South County library is a fine facility teeming with staff (55), computers (75), and abundant print and online resources.

The staff publicist touted this particular lecture/workshop with the teaser: "If you like the Antiques Road Show, you'll want to come on Tuesday evening with your books!" After I spoke for 45 minutes, the twenty-five attendees then asked good questions and engaged in lively dialogue. Throughout the 2-hour evening event, I presented information on and fielded questions about rare books, the preservation of rare materials, and evaluation and acquisitions methods. Participants eagerly shared with me their own personal libraries and collecting interests. - Sharon Snow
Conference Reports: LAUNC-CH Conference

The LAUNC-CH conference at Chapel Hill held March 19, 2001 at the Friday Center featured "Digital Dilemmas: the Politics of Information in an Information Age." Lanie, Mary, and I attended. James Matarazzo, Dean and Professor at Simmons College Graduate School of Library and Information Science, kicked off the day with a lively and discouraging report on the status of librarians' salaries. The long and the short of it here is that in the last 30 years, librarians' salaries weighed against the CPI, consumer price index, have made no gains and that librarians' salaries are "terrible" compared with other salaries requiring Master's degrees. Matarazzo warned not to look to faculty for help, because their salaries have stagnated as well. What he did say was to look to your director! On his real topic, he spoke on the necessity of identifying our real library customers and delivering value to them based on the strategic plan of our organization. Why are we doing what we're doing? We need to set limits, make choices, and deliver value. What we are doing in libraries cannot be done from a distance. Customer relationship management he sees as an important area of concern. Who are our customers, and what percentage of our staff is responsible for maintaining the relationship? He thinks the leveraging of intellectual capital is essential: "put content into context." It is important to know who are experts in our organization, so we can refer others to them. (On the local level, this occurs a lot in Reference!) He emphasized the need to understand the organization's structure. "If you don't understand my question, how can I believe your answer?"

David Ferriero, University Librarian at Duke and Steve Hensen from Rare Books at Duke described the North Carolina ECHO (Exploring Cultural Heritage Online) Project. This is a Department of Cultural Resources and State Library collaboration to locate materials in cultural institutions across the state and to digitize and make them widely available. SWAT teams are working in western counties as we speak. These two demo-ed a beta site. I noticed that ZSR's Confederate Broadsides address came up early in the Civil War list.

Larry Alford, Deputy University Librarian at UNC-Chapel Hill, spoke on the licensing of electronic resources. I have a good handout on this. The main "takeaway" (Matarazzo's term) from this talk was: "IS THE CONTENT WORTH THE COST?" We need to ask this question every waking minute. - Elen Knott

Conference Reports: ACRL 10th National Conference: Crossing the Divide

The ACRL 10th National Conference held March 15 - 18, broke attendance records with over 2,000 paid registrants and over 5,000 attendees! Denver, Colorado is quite a draw in itself, and the conference themes (advocacy, information literacy, collections, leadership and management, distance/distributed education, collaboration and partnerships, and services to users) attracted all types of academic librarians from across the country. Presentation formats included keynote addresses, panel presentations, roundtable discussions, poster sessions, and workshops. The dilemma, as usual, was deciding which of the many interesting and overlapping sessions to attend!

The three keynote addresses were remarkably varied. Michael Hawley, Dreyfoos Assistant Professor of Media Technology at the MIT Media Lab, kicked off the conference on Thursday evening with stories of electronic, digital creativity and innovation that will improve our lives. Patricia Limerick, Chair of the Center of the American West and the University of Colorado, Boulder, spoke about the unique culture of the American West. She debunked some of the widespread misconceptions of Native American culture; discussed the links among the West, society, and higher education; and brought a valuable perspective to the conference. In the closing keynote address, Claire Gaudiani, President of Connecticut College, known for advocating "global civic virtues in a modern democratic society," spoke about the library's role in student achievement and societal improvement.
Information literacy sessions dominated the conference. One panel addressed "Information Literacy: Connecting Standards and Objective to Programs and Curriculum: Case Studies of Early Implementers." Six of the presenters described how the new ACRL information literacy standards have been implemented in their libraries, in many instances as a team effort involving faculty members. One presenter from the Middle States Commission on Higher Education described how the draft standards for accreditation reflect the ACRL information literacy standards. Given time constraints, the presentations were brief. Web addresses were supplied for those who wish in-depth information and I've listed them here: http://www.libraries.rutgers.edu/is/projects/
http://depts.washington.edu/infolitr/index.html
http://www.gustavus.edu/Library/IMLS/
http://www.louisville.edu/infoliteracy
http://www.tacoma.ctc.edu/library/infogrid.htm

In addition, other applications of the ACRL information literacy standards are found at http://www.al.org/acrl/nili/resources.html.

It was suggested that libraries post the "Information Literacy Competency Standards for Higher Education" on their web sites. Should we decide to do so, they are listed at http://www.al.org/acrl/ilcomstan.html.

Within the leadership and management theme, I attended a presentation by Emory University librarians called "The 'Star Model:' An Approach to Organizational Change." Emory has 171.5 FTE positions in the library. The 'star model' is the construct they used to redesign their organizational framework into a team-based structure. The points on the star are strategy (direction and purpose), structure (shape), process (work), rewards (motivation) and people (skills and mid-sets.) At the outset, a diagnostic tool called "Competing Values Framework" was used to analyze the culture and values of both the university and the library. Vision, mission, strategic directions, responsibilities, decision-making, structures and were discussed and defined. The ultimate outcome was a structure that, among other characteristics, "promotes coordination of related work processes, promotes communication and collaboration across the organization, and supports the design principles and values, most notable customer focus and quality." In many ways, the Emory structure parallels the ZSR team structure despite the difference in our sizes. In our continual efforts to enhance quality and customer services, we would benefit from using several of the Emory exercises periodically to monitor our culture, values, decision-making, communications, and progress toward our vision.

A recurring conference topic over the past few years has focused on recruiting people into the profession of librarianship. We've all experienced difficulties in filling professional positions in the absence of sizable, high quality applicant pools. Four college library directors described their experiences during the panel "Academic Librarians: The Next Generation. Successful Strategies for Recruiting Undergraduates to the Profession." Each presenter shared practical tips and creative avenues for recruiting their own undergraduates into the library profession. While we certainly have had a few student assistants go on to obtain Master's degrees in library science, the move has been serendipitous. Wouldn't it be great to develop a program in which we make a conscious effort to recruit undergraduates into this wonderful profession of ours? If you'd like more information, talk with me and visit the following website: http://abell.austinc.edu/CLS/cls1.html.

Almost forgot to mention my role at the conference! Bright and early Friday morning I led a roundtable discussion called "Money Isn't Everything: Affordable Rewards and Recognition for Library Staff." The discussion was lively, generating many ideas and tips to take home. Saturday morning I was delighted to present a poster session called "How Ya Gonna Keep 'Em? What a Difference New Employee Orientation Can Make!" Accompanied by a snazzy poster, three feet high and six feet long, I described the history and responsibilities of our New Employee Orientation Committee, the NEO expected outcomes, manual, checklist, and activities, and feedback from participants. Some 250 - 300 people stopped by the table to
hear the presentation, ask questions, and share their experiences with the topic. To my surprise, many libraries do not have a comprehensive new employee orientation like ours. First thing Sunday morning (what's with all these early time slots?) I moderated a contributed paper session. This role was the easiest thanks to experienced presenters who were very comfortable fielding questions from the audience. The first presenter reviewed the results of an Association of Research Libraries (ARL) survey on testing library web sites. She described methods for evaluating web sites including heuristic evaluation (usability audit), cognitive walk-through, library staff review of web site, analysis of logs for web pages, online survey, focus group discussions, usability testing, paper mockups (prototyping), and field studies. The second presenter described "The Postmodern Library in an Age of Assessment." Her premise is that in a postmodern society characterized by uncertainty, fluidity, relationships, and other ambiguities, libraries, as organized, methodical, structured organisms, must modify their approach to assessment. Libraries must "organize around learning" rather than around access or students. "A focus on learning as an ultimate goal changes organization priorities, quality indicators and assessment programs."

As always, I enjoyed meeting with colleagues and savoring the sights, sounds, and tastes of the host city. Since my last visit in 1976, Denver has grown into a city instead of a town! The all-conference reception in the Denver Museum of Art was a treat, as was the view from the 38th floor of an office building that held a reception for conference presenters. I purchased a copy of the conference proceedings, so let me know if you'd like to read any of the abstracts. - Debbie Lambert
WFDD "Fun"raising
Celebrating the Power of the Written Word
From the Director

WFDD "Fun"raising

On March 30th, I volunteered for the annual WFDD fundraiser. However, I was not alone in my quest to raise important dollars for WFDD. Patrick Ferrell, Giz Womack, Erik Mitchell, Roz Tedford, Chris Burris and Ann Bailey joined me in answering pledge calls. Giz even came armed with kazoos and bubbles!

We were determined to help WFDD reach their goal of $150,000. I nominated Giz as the pledge captain so that kept him busy checking over pledge forms and updating the pledge number board. The rest of us answered the phones and while it wasn't exactly ringing off the hook we did get several generous donations. I believe WFDD reached their goal around 10pm that evening!

It was really an enjoyable time. We got to meet the WFDD radio personalities and listen to some great music. They even fed us (sort of)! Let's just say salmon on a bed of lettuce wasn't my idea of a "good supper." But seriously, folks, our 4 hours there went by extremely fast and I look forward to doing it again. - Peter Romanov

Celebrating the Power of the Written Word

Late March in Oxford, Mississippi: temperatures in the seventies, magnolias in bloom, and the air heavy with the perfume of wisteria and honeysuckle.

Well, usually. This year it was pretty darn chilly—not to mention rainy—so no lush green trees or intoxicating scents to distract me from this year's Oxford Conference for the Book, held March 30-April 1. For the past eight years, authors, publishers, and literary agents from all over the country have gathered in William Faulkner's birthplace to give advice, to discuss trends in the publishing world, and to give poetry or fiction readings to us literature lovers. But if I were asked to define the conference's primary
purpose, I would have to say it is to celebrate the act and publication of writing in America.

A sample of panels included: Submitting Manuscripts/Working One's Way into Print, The Endangered Species: Readers Today and Tomorrow, and Grove Press: Its First Half Century. Dave Smith (The Wick of Memory: New and Selected Poems, 1970-2000), Brooks Haxton (Dances for Flute and Thunder: Poems, Prayers, and Insults from the Ancient Greeks), Lasana Kazembe (Nappyheaded Black Girls), and Nikky Finney (On Wings Made of Gauze) were among the poets reading from their latest work; while Jayne Anne Phillips (Motherkind), Amy Tan (The Bonesetter's Daughter), James Harrison (Legend of the Fall) and Richard Flanagan (The Sound of One Hand Clapping) were among the authors reading from their fiction.

The conference organizers know that many attendees are would-be novelists and poets. Barry Hannah advised these prospective writers to find a professor of creative writing to read their work ("but don't bother them") because so many published writers with connections to literary agents are in the academy. Jim Harrison cautioned that some writers are temperamentally unsuited to teaching when he described the last class he taught, face down on the floor, as his students tried to soothe him with the words, "It'll be alright, Mr. Harrison."

At another session, I learned that one's chances to publish poetry are better than they are to publish fiction because it's cheaper to publish poetry. In what would seem to be a contradiction, though, I learned that publishers prefer novels to short fiction. When 1999 Edgar Award Winner Tom Franklin was asked if he still found joy in writing, he replied that at the moment there is only terror. Though he prefers to write the shorter form, his agent, Amy Williams, has told him his next book has to be a novel. I also learned that some of the better literary agents still "troll" the most respected literary journals, such as The Missouri Review, The Georgia Review, and Southern Review (Williams signed Tom Franklin after reading "Poachers" in, I believe, The Missouri Review).

When I attended readings, I was reminded again that some authors shouldn't be allowed to read their own work aloud (I won't say who). And that some work needs reading aloud in order to be fully appreciated. (The line "It felt so good, I wanted to scream out my ATM password," for instance, seems less poetic when it lies lifeless on the page.)

I even got some financial investment advice. I think. Amy Tan, before actually reading from The Bonesetter's Daughter, told stories about her mother. After her father died, Tan's mother insisted that she help contact her father through the Ouija board. Tan noted that she'd manipulate the whatchamacallit to "Yes" or "No," as the mood struck her. Her mother also asked for stock tips, however. Should she buy stock in IBM or General Electric? Tan confided that she always chose the stock with the shorter name or acronym. Her mother died with a very impressive portfolio, so who knows, maybe her father was communicating with them after all.

One of the most interesting sessions was called Our Mothers Before Us: A Link to History, a panel that celebrated the publication of an educational resource highlighting women's contributions to American democracy: "In addition to color facsimiles of historical documents, Our Mothers Before Us: Women and Democracy, 1789-1920, contains historical background essays, teaching and learning aids, period artwork, photographs, and reading lists." A number of the historical documents included in this resource are petitions that women signed and sent to Congress on various issues ranging from abolition to suffrage. In Mississippi, the Phil A. Hardin Foundation has provided grants to distribute copies of this important educational tool to the high schools and community colleges. Lucinda Robb, who formerly worked at the National Archives and was the collection's archivist (not to mention Lyndon B. Johnson's granddaughter), told a wonderful story about the Grimke sisters of South Carolina. These women were abolitionists who risked public vilification and ostracism by speaking out against slavery to "promiscuous" audiences (i.e., composed of both men and women). Robb tried to help us to imagine how scandalous it was for these nineteenth-century women to speak out in public by offering us the following example: Imagine that, in order to protest inadequate parking on the Ole Miss campus, the Chi-O sorority sisters
held an all-nude sit-in. (Of course, several men in the audience indicated that they would be very supportive of such a protest. I wondered if it wouldn't be considered more scandalous for full professors to hold an all-nude day. But enough with the nudity, already.)

To make a long story short, the Grimke sisters successfully acquired 40,000 signatures asking for the abolition of slavery. The sewn-together sheets of paper were so heavy that they had to be wheelbarrowed (if I might invent a verb) into the Senate. They created so much work for the Senate, it passed a gag rule law, in the attempt to restrict them from bringing more such petitions before Congress. So, the two sisters immediately launched another petition campaign to protest the gag rule.

But I'll end here. I had a great time, developed my "must read" list even further, and forgot about the lousy weather. Who could ask for anything more? - Ellen Gardiner

[Editor's note: Ellen Gardiner is the author of Regulating Readers: Gender and Literary Criticism in the Eighteenth-Century Novel.]

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From the Director

Later this month will be the campus kickoff of the new Capital Campaign. Many of us remember the last one, in which the library had no part, until a group of staff and faculty decided to establish the Edwin G. Wilson fund to purchase books, as our contribution. This campaign does include the library, and I hope to be able to play a very active role in meeting with potential supporters to tell the story of what we do and what we must do to continue to play a major role in learning in this new millennium. I was inspired when I read that the library at the University of Kentucky has received a gift of 62 million from a donor, W.T. Young, who had already given 5 million to the library, which bears his name. Among my peer directors, I am unusual in that most are directly involved in development. At other libraries, full-time development officers are on staff. Some years ago, I had the honor of chairing the United Way campus campaign, and I discovered that when I believe in the cause, I have no difficulty in asking for support!

I have used my personal days to attend the second Questia Librarian Advisory Board meeting in Houston, on April 4. Serving on this Board helps me look at library services and collections from a fresh perspective.

The staff from Human Resources who toured the library on March 30 were amazed and impressed by what they saw, and had many questions about services available to them and to their families. I would welcome your suggestions for ways to make the campus community more aware of our resources and services. One question did give me pause: a staff member asked if her child could watch videos while she took evening classes. I don't think we want to become a babysitting service for unsupervised children!

Many thanks to Lisa Persinger, and the many others who worked to move the Baptist materials to Chatham from the former 24 hour computer lab, and to Cornell Stevenson who spruced up the room for use by students. Thanks, too, to Craig Fansler for his great signs. Student Government is very happy with the additional after hours access to the network! - Rhoda Channing

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ZSR Staff Observe National Training Month

March was Training Month for me. First, Susan and I attended the 6-day START training. START, or
Supervisory Tools And Resources Training, is sponsored by Human Resources and combines a good mix of WFU policy review and Interactive Management training. WFU topics included: time sheets, job descriptions, classification and salary administration, recruitment, EO/AA compliance, performance management, benefits, budget, harassment, violence in the workplace, campus security & services, workplace safety, disciplinary and grievance procedures, and awards and recognition. I learned a lot!!

Interaction Management was a good day-and-a-half of "Core Skills for Building Commitment." We discussed the Key Principles of effectively communicating and building working relationships: maintaining or enhancing self-esteem; listening and responding with empathy; asking for help and encouraging involvement; sharing thoughts, feelings, and rationale; and providing support without removing responsibility. We also discussed the communication cycle in which a dialogue is opened, the situation is clarified, participants develop ideas to address the situation, participants agree on the plan for follow through, and finally the discussion is closed with a wrap-up to make sure the plan was followed.

I came away from the training with a ring-binder full of good information, a certificate, and a great START paperweight (stop by and see). I would encourage all supervisors to sign up for future rounds of the training. For non-supervisors, Human Resources is developing a companion program that will cover the same ground, but with a slightly different focus.

Chris, Susan, Wanda, Linda, and I attended a great SOLINET workshop, "The Supervisor's Role as Leader," led by Maureen Sullivan. The most interesting part of this workshop, to me, was the discussion of the different decision style preferences (telling, selling, participating, delegating) we all have. We must be aware of our decision style preference and the preferences of those around us because these styles, and the style that best suits the individual situation, must all be taken into account in order to reach a good outcome. Takeaway from the day: "what it all comes down to - the golden rule, common sense, and matching actions with words."

Finally, I attended the LAUNC-CH conference with Elen and Lanie. Since Elen has already reported, I will just add that I look forward to hearing more about the NC ECHO (Exploring Cultural Heritage Online) Project.

Whew! A lot to absorb in one month. - Mary Horton

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**NCLA Leadership Institute**

What is it? The Institute is composed of librarians, library assistants, and technology staff, as well as six mentors (library directors), from public libraries, colleges, and universities, established in order to build and refine leadership skills, in hopes of creating future leaders for North Carolina Libraries.

I attended the Institute from Thursday to Sunday. It was one of the most intense training experiences I have ever had. It also was one of the most enjoyable! I had the opportunity to develop my management style, to analyze my ideas about change, and to learn how to lead effectively - all in the company of energized, excited, creative, thoughtful, and hopeful individuals.

Was it useful? Successful? Only time and continued motivation will tell. I believe that I have established the foundation for new friendships, new skills, and new hope for the future - not because I have a new vision, but because 30 others have shared their visions and they are a sight to behold. - Elisabeth Leonard
Administrative Council Report - April 17, 2001

The Administrative Council met on April 17th. Attending: Wanda, Roz, Rhoda, Elen, Debbie, Mary H., Megan and Scott.

Roz gave a report on the focus groups held to find out what students and faculty wanted the ZSR web site to be like. Some of their input will be incorporated into the next big revamping, due next fall. Expect some substantial changes.

Elen suggested a library "e-calendar" that would list who is going to what meetings and conferences. This would allow others to suggest questions to be asked there.

Special Collections are in the process of finding people to fill their two open positions.

Mary Horton reported that the possibility of online renewal of books is being considered. She also noted that a cooperative project with Information Systems may be in the works. The result would be the software needed for taking a library inventory.

Some complaint was voiced about the generally unpleasant state of the library's men's rooms, due mainly to the slovenly habits of some of our patrons.

The budget for Binding is, as pet lovers say, "all gone." Alternatives were discussed, but, for the moment, it appears that bindery shipments will simply have to cease until more money becomes available. - Scott Adair

NC ECHO - Our State's Cultural Resources Online

On April 4, I attended the second annual Statewide Leadership Conference on Access to Special Collections. Over 100 people, representing public and academic libraries, museums, historical societies, and other institutions throughout the state, gathered in High Point for the unveiling of the NC ECHO (Exploring Cultural Heritage Online) website. The NC ECHO website is intended to be an Internet portal to the holdings of our state's cultural institutions, providing a central web location for people to access information about North Carolina's libraries, archives, and museums. It also provides a central
Digitizing of collections was the primary topic at this year’s High Point Conference. The day began with a sampler of digital projects in North Carolina. Joseph Covington from the NC Museum of Art, Beverly Tetterton from New Hanover County Public Library, Steve Hensen from Duke, and Natasha Smith from UNC-CH, all described ongoing digital projects at their institutions. The projects were all fascinating, and it was most helpful to hear first-hand accounts of how they were accomplished, including the pitfalls and problems encountered. One thing that surprised me was the frequent use of outsourcing for scanning and sometimes indexing of large collections. Even UNC-CH, which has, as Steve Hensen pointed out, a large pool of graduate students to staff their "scanning sweatshop," has found it more efficient and cost-effective to outsource.

After a word from NC Secretary of Cultural resources Libba Evans and the official unveiling of the NC ECHO website, discussion turned to the future of the project. A survey of all counties in NC is already underway, for the purpose of determining "who has what" in terms of cultural resources in the state. More digital projects are already in process, and the final presentation of the day was an overview of the Guidelines for Digitization created by the Access to Special Collections Working Group and featured on the NC ECHO website. The Guidelines are an invaluable resource for anyone involved in or planning a digital project. And the point that presenter Hal Keiner (of Biltmore House) stressed most often was the importance of metadata—i.e., information about the information presented in digital collections. Metadata is what allows potential users to find relevant websites through search engines. As Keiner pointed out, the most wonderful website in the world is not much use if no one knows it's there.

The day ended with an opportunity for all of us participating to offer suggestions on what we would like to see next from NC ECHO and the Access to Special Collections Working Group. Some of the most frequent requests were for training workshops in digitization and metadata, advice on acquiring grant funding, and referrals for outsourcing vendors (and perhaps a central statewide scanning clearinghouse). It was a very interesting and productive conference, and I'm excited to be part of this project. - Megan Mulder

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From the Director

The semester is winding down and our budget year is winding up, or is it the other way around? Some nice events are in the works; one is a reception for faculty who have published scholarly works since our last show. This time we are including items published in or after 1998. Craig put up the exhibit, which represents a lot of good work by Elen Knott. The kickoff of the new Capital Campaign will follow this week, and we will "host" one of the painted Deacons in the atrium.

As usual Scott has done a wonderful job on the book sale. It is amazing how many people hear about it and make the trek to the library! My thanks to all those who helped Scott at all stages of the process. Now if only someone would offer to pick up all the unwanted items at the end of the sale and save the backs of the staff who have to box them up!

We had a volunteer, Devon Coleman, a high school senior, who unfortunately is bound for Duke on a full scholarship. Devon appeared and offered us ten hours. She assisted Doris Jones in bindery preparation and Scott in boxing up the unsold books. Not as volunteers, to be sure, but we have had a lot of traffic in the Administrative Offices from students looking for summer jobs. There should be a good supply.

The new tables in the Bib Lab will make it easier for students to work on their ThinkPads in comfort. Although I regret the loss of flexibility in seating arrangements, it is clear that we often need more than
one computer classroom in the building. As a twice-yearly reminder - please minimize staff noise in public areas as our students hunker down to serious study and experience high anxiety. Now if I could get the tour leaders to avoid the library during the next few weeks, that would be something! - Rhoda Channing

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2001 NC Serials Conference

Lanie's version

The 2001 NC Serials Conference took place in Chapel Hill on March 5 & 6. Peter Young of the Library of Congress both started and ended the conference with a discussion of the challenges of the library in the "postmodern" age. He challenged the way we view and use the traditional catalog, proposing that in the future we will need to use a tool more like a portal. In my opinion his most challenging statement was that many libraries are still run by policies and systems that were created before users came into the picture, when libraries played more of a custodial role. At two of the workshops, I learned a bit more about NC Live and how it is affecting collection development decisions, and attended a seminar discussing the advantages and disadvantages of maintaining a separate ejournal web page along with links in the OPAC. The conference overall left me feeling challenged by implications of the transitions taking place in the information world and realizing that, for better or worse, many more changes are yet to come. - Lanie Williamson

Chris' version

There was one central theme at the North Carolina Serials Conference: the times are changing, and libraries have to catch up with more of this each day. One concept was clear in all of the sessions that I attended: libraries need to look outside of the traditional model of being information storehouses toward a new approach of providing service. The Internet and other electronic media have become integral tools to research, and the library still has a role to play as an information broker. Serials are also facing the consequences of an evolving environment, from weighing the decisions of using approval plans versus standing orders to using vendors as sources for shelf-ready books. As the library changes, it may face the concerns of (gasp!) deselecting older and redundant materials, but it may choose to take the proverbial bull by the horns and become a distributor of data and other materials that may not receive wide publication. However, the needs of the staff- including capable managers as well as effective technology training- must continue to be a priority. There will still be a place for serials, but it will not be as static as a library shelf. - Christian Burris

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Tom Peters Seminar - "Rollercoaster Days: Learning to Rock & Roll"

Mary Horton and I attended a "Lessons in Leadership" seminar on April 6, 2001. The Wake Forest University Babcock Graduate School of Business hosted it, and the speaker was Tom Peters - in person. Tom Peters' latest lingo involves the term "brand," as in "Brand Inside," "Brand Outside," "Brand Leadership," and "Brand You." He equates the word "brand" with "distinction." As usual, he was full of unending energy and insight. He covered far too much information to report here, but I do want to share a few of his new ideas.

Tom focused a great deal on human resources, recruitment, changing workforce, changing careers, etc. He explained that we are in the midst of a "white collar revolution" and that 90% of white collar jobs will disappear or be reconfigured beyond recognition within the next 10 years. By the year 2010, full-time workers will be the minority. Even now, the largest employer in the country is Manpower, Inc., the
How can we prepare to survive this revolution? Everyone must create a "Brand You," in my case, "Deborah N. Lambert, Inc." We must transform ourselves into valuable commodities. How do we do that? Tom Peters suggests that we develop our own "Maximum New Work Survival Skills Kit" which includes the following: mastery (of something people will want); rolodex obsession (move from vertical to horizontal loyalty, in other words, networking); finishing skills (ability to finish a job); entrepreneurial instincts; CEO/leadership skills; "Mistress of Improv" (we must be able to do 9 things at a time - Why "Mistress??" Because, according to Peters, women already know how to do 9 things at once!); sense of humor; intense appetite for technology; "groveling before the young" (the young workers know more that we do about a lot of things, and we can't be shy about asking for their help and ideas!); embracing marketing (including marketing ourselves); and a passion for renewal (continual growth and development).

Here are a few more gems that he shared. If people aren't courageous and innovative, they won't stretch for the new ideas, products, services, and processes that will bring success to the organization. It's those "WOW's" that make a difference. He refers to recruitment as the "great war for talent." Greatness = only the best! Performance = up or out! Women are born to lead! Weird = the cracked ones let in the light! His axiom: "Never hire anyone without an aberration in their background!"

Tom Peters spoke about the importance of mentoring. He described a leading financial advising firm whose top goal is "Find, develop, mentor one extraordinary person." I would guess that if mentoring is included in the goals of the organization, mentoring is sure to occur! He also stressed how important it is to get involved in new projects, to try new things, and to expand our networks within the organization. Tom describes this as the VFCJ strategy - "Volunteer for Crappy Job" strategy! He advises: volunteer for projects, committees, and assignments that other people might find boring or not worth their time because, as he reminds us, opportunity always knocks. We simply need to open the door and see where it leads us.

The seminar was certainly motivational - Tom Peters' positive energy is contagious! I plan to examine my own "work survival skills" to ensure I transcend the survival level to focus continually on making positive contributions to the Library and Wake Forest University. - Debbie Lambert

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**News from the Information Services Team**

Team Info met collegially April 11. We reviewed our current Team Goals with an eye toward setting future goals. Mary Horton has been busy with a number of things including Chatham Off-Site issues. 34,000 volumes have been sent to storage since the program began last spring. There have been 205 retrieval requests since last April. Only 10 titles have had more than 5 requests. Mary also announced that a pilot inventory project will be fired up this summer with the object of testing for a full library inventory. The last such one was done in 1986. Mary Lib Slate reported that tax time has put the heat on Government Documents. People come in and call up asking for special forms, some of which get copied and sent. She also said that there is quite an increase in students studying in the GovDocs area. Not surprisingly, it's the end of the term! Elisabeth Leonard said that in addition to giving a throng of Business BI sessions recently, she had attended a Knowledge Management seminar, has prepared two staff development presentations on travel and personal finance and was working with the committee convened to devise means to restructure the acquisitions budget.

Bobbie Collins has had several late term BI preparations, as well as several dates with students who have Book(ed) a Personal Research Session. Now is when high school groups book sessions with Bobbie. Several regional high school English classes have been coming for years. Reference sees this as great opportunity to work with research motivated teachers and to soft recruit prospective Wake Forest
students. Bobbie also has finished reviewing journals holdings for Sociology, Psychology and Education, determining what can be sent to Chatham. Many bibliographers have been tasked with this time-consuming assignment. Ellen Gardiner reports that she has spent a fair amount of time shifting collections, updating the Government Documents website, and participating in the Website Redesign Focus Group. About 40% of the GovDocs records in Voyager records that need correction have been corrected.

Sherry Durren serves on the Environmental Studies Committee and recently had the pleasant assignment of giving away money. It did involve reading grant applications, but had the satisfactory outcome of distributing about $25,000 for student summer projects. Sherry has been dedicating time to issues(!) surrounding ejournals. A high percentage of our electronic journals are in the sciences so it's not surprising. Sherry has been rousting out free math journals and adding them to our list.

Carol Joyner Cramer did not report to the group that she and Steve Cramer were married in March, but they were. Steve is soon to become the Business Librarian at Jackson Library at UNC Greensboro. Our congratulations to them both in print. Carol has been working on the website, setting up and monitoring electronic trials and participating in the Website Redesign Focus Group action. She also has been giving serious thought to ways to consolidate disparate journals lists on the Find an Ejournal page. I am happy that Carol reports that following a loud clamor from staff, ZSR will continue the subscription to PA Research II, which NCLive is dropping the end of May.

Team Info has three Ellens; the question is what is the correct way to spell this name? Ellen Daugman and Elen Knott both have been busy with BIs. Ellen D. is also always anticipating the prep of the next Gazette. Elen has been collecting faculty book publications from 1998 to 2001 and cadging personal copies for a library display which is now up in the library lobby cases. Craig did a commendable job of cramming them in, oooh, I meant arranging them tastefully.

Following the reports from Team members, we all took a little orientation tour of GovDocs and Microtext with an eye for any of us being able to pinch-hit among the departments in times of extremis. The Team plans to meet in a month to codify goals for 2001-02. - Elen Knott
Recognition for a Volunteer

NCLA Documents Workshop

From the Director

Susan Finds Libraries Abroad

Recognition for a Volunteer

Family Services, Inc. recently named Kathryn Milam Volunteer Advocate of the Year for her work with victims of sexual assault and domestic violence. The non-profit agency, which provides counseling and support to families and individuals, also nominated Kathryn for a United Way volunteer award. - Isabel Zuber

NCLA Documents Workshop

I attended the NCLA Documents Section Spring Workshop on Friday, April 27th. In a continuing theme, we looked at useful web sites in the areas of international resources, business and economics, historical information, and standards. Although I am familiar with many of the sites described, some were new to me. Some of the highlights include: New Zealand Digital Library, Key Current Economic Indicators, Directory of Online Statistics Sources and Hyperwar: A Hypertext History of WWII.

Stay tuned for more information about the Documents Section program at the NCLA Biennial Conference next fall. Grace York, the webmistress of one of the first and THE BEST documents website will be our featured speaker. I believe her topic will be 'we've got the web, now what do we do with it?' The talk should be excellent and I encourage all of you planning to attend the conference to put this on your schedule. - Mary Horton

From the Director

I was sorry to miss the festivities on April 26, and I am enjoying the decorated deacon in our atrium! Ken Zick has the sequined deacon in his office, and it is very attractive as well. I always miss the student pizza party, which conflicts with the SOLINET annual membership meeting and this year is no exception. I will move from SOLINET Board chair to immediate past chair, and remain on the Board for one last year.

Have you noticed how many more students are bringing their computers to the library? Fortunately we have met some of the demand for Internet access in the 24-hour lab, and the students are connecting
wherever they can throughout the building, but I have had emails and complaints about connections that don't work and a demand for even more access. I just hope that by 2002-2003, we will have built in wireless in all our new computers, as well as batteries that last all day.

On Saturday, May 5, there was a "summit" of sorts in Atlanta. Participants included the Deans of most of the library schools in the Southeast as well as academic library directors. Some of you may have seen a document on competencies for research librarians, and this was the topic of discussion. If the library schools don't prepare their graduates for some of the expectations in the marketplace, searches will be even longer and more difficult. When I had the librarians here examine the list of competencies, there were many comments, including several that indicated that much was being asked - for little reward! Very true, yet regardless of compensation, the demands on librarians have never been greater, and there is no end in sight. - Rhoda Channing

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**Susan Finds Libraries Abroad**

A good library professional always seeks out the chance to learn more about libraries wherever she travels. Here is my most recent discovery from my recent trip to the Netherlands.

- Susan Smith
Because this was my first trip to VUGM, I wasn't sure what to expect. I did know, however, what I wanted: to find out some new tips and tricks about the 2000 release, particularly to get an idea of how it will affect our workflow down in Technical Services. When the conference ended, I had a large stack of handouts and a host of experiences to take back to North Carolina.

Here are three sets of highlights:

**Endeavor was omnipresent.** Since this was their show, there were company representatives all over the place. The pre-conference sessions were all led by Endeavor personnel, they gave their 'state of the company speech' by showing both the products and the people behind them, and there was at least one member of the staff in every workshop I attended. It was a very strong showing, but the presence of the company in every aspect of the conference could have made Orwell curious. Further, it could have put pressure on the attendees to be looking over their collective shoulder. Still, many people voiced their concerns about how to make Voyager better, and Endeavor was listening.

**The sessions were extremely valuable.** I found a lot of useful information about how Voyager 2000 behaves as a whole. I saw how other libraries were developing procedures for shelf-ready books, learned more about writing reports from Voyager data (presented by Daniel Sweeney), and heard about what would be coming in future releases. The handouts were generous with information and all of the speakers were wonderful. In addition, most presentations were later posted to Support Web at the Endeavor website.

**Acquisitions 2000 module: the same, but different.** Because of the impending upgrade, I was especially interested to see this in action. Purchase orders, invoices, electronic data interchange, claiming, serials check-in- all of these functions have been changed so dramatically from previous versions. Libraries that had been using the module for a number of months shared their experiences with it, for better or for worse. There will be a learning curve to get acquainted with this module--that was one lesson repeated many times. And like the other sessions, there was a lot of documentation to go around. Overall, VUGM was a worthwhile endeavor (pardon the pun). There was a lot to digest, but it was an excellent way to be exposed to the 2000 release. As for what was promised in the future, that's another story. - Christian Burris

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**VUGM Report - Mary H.**

We've already had a VUGM report during staff meeting, but I thought I would share some highlights from my point of view. Endeavor's next big thing is ENCompass, or, "integrated access to all of your stuff!" I won't go into all the underpinnings, but from the public point of view ENCompass theoretically allows the user to type in keywords in one search box and retrieve hits across a broad range of databases - OPAC, commercial indexes, home-grown databases, etc. - one-stop-shopping, if you will. It will be interesting to see how this technology pans out.

Although we haven't yet upgraded to Voyager 2000, I was interested in hearing the Voyager 2001 coming attractions. On the staff side, global change enhancements (pick and scan, mass item delete) and single client login are big improvements; on the WebVoyage side, a new feature will be MyOPAC. If implemented (==lots of server space), MyOPAC will allow patrons to set their own preferences (for default search,
number of records displayed, etc.) and save their searches, among other goodies.

I attended several sessions on such topics as proxy patrons, e-reserves, prebulk import, and the automatic editing of MARC records. Finally, and I do mean finally (last day, last hour), Erik and I presented our remote storage/callslip experience. Here we are (pre-talk)! - Mary Horton

VUGM Report - Elise

My first VUGM conference was divided into several "tracks," with each track focusing on a particular aspect of Voyager, such as serials or cataloging. I attended the OPAC track for most of my visit. About 270 of the 800 Voyager sites have already upgraded to Voyager 2000. At the end of 3 days my impression was that, as usual, ZSR isn't bleeding edge when it comes to exploiting a technology but we're well ahead of the pack.

A couple sessions examined how WebVoyage could be customized. Another session discussed focus groups as a way to determine how patrons use WebVoyage and what they would like an OPAC to do. Other sessions were focused on enhancing the backend of WebVoyage so that patrons get enhanced usability with less trouble, such as improved login procedures and searching multiple databases through Voyager.

The Thursday training session by Endeavor trainers Marci Deignan and Dale Health focused on the nuts and bolts of WebVoyage configuration. The Endeavor trainers finished by briefly presenting examples of the 2000 OPAC, starting with one library that changed only the background color for the out-of-the-box version of WebVoyage. More sophisticated examples incorporated background images, radio buttons and help text on the search screens, or modified the lists of search choices. Most of the sites seen in this demo have already been seen during the WebVoyage configuration meetings. On Saturday, Tari Keller at the University of Kentucky presented an excellent overview of how the various configuration files are organized within Voyager.

Four librarians at New Mexico State University talked about their use of focus groups to improve WebVoyage's interface. They reviewed several ways to measure search behavior and described the advantages and pitfalls of each technique. Difficulty with search commands and choosing an incorrect search accounted for many unsuccessful searches. The NMSU librarians identified a tendency to do Internet-style searches as another significant obstacle to successful searches by patrons. Focus groups provided NMSU with valuable insight into how patrons interact with a system, but the presenters also cautioned that they are time-consuming to conduct and may not be typical of the user population for a library's catalog.

Other sessions focused on more technical aspects to enhancing the OPAC. SimulSearch, where one can search several databases at a time while in Voyager, appears to be much easier to set up in the 2000 version of WebVoyage than in the current version. However, the Endeavor trainers emphasized that all of the databases must be compliant with the Z39.50 standard. Also, one can't hook up to a remote database without the database provider's permission and cooperation in system administration. A third drawback is
that subject-heading searches won't work unless all databases use the same subject headings to describe a book, journal, etc. Even with these limitations, the Endeavor folks were quick to point out that this search can be a very powerful feature in the right circumstances.

Two other sessions detailed how to simplify the login process used to access Voyager patron information and how to improve the various forms used with the Voyager system. If you would like more details about these and other sessions, be sure to visit the Endeavor Support Web. Give Erik Mitchell a call if you need any help with the login and password. - Elise Anderson
Library Advisory Committee Report

Professor Scott Klein, Chair of the Library Advisory Committee, submitted the following report for 2000-2001 to the faculty.

"The Library Committee heard several issues discussed during the year.

Two major issues were faced by the library and discussed by the committee. The first was inadequate space for growing collections. Although the library is storing some 30,000 volumes off campus, in a site on Chatham Road, this is a temporary solution, and an expensive one. The committee has reservations about reliance on electronic access and therefore has concerns about the future. A more permanent solution to the space shortage must be pursued.

The second major issue was the budget, which has been affected by the freeze on operating expenses for the past three years, during a period of escalating costs, newly available electronic resources and new programs. The additional funding from the Plan for the Class of 2000 was welcomed, but did not cover the cost of inflation, or the establishment of freshman seminars and a Divinity School. The lack of additional dollars to support the Divinity School collection has been temporarily met by a grant, but when the grant runs out, the needs will continue. A committee of faculty and librarians is looking at new ways to allocate the budget to increase flexibility in meeting needs. They should have a report in the fall.

Student members of the committee were concerned about the lack of network connections in the building, especially in the after hours study area. Although wireless access is available throughout, few students have wireless cards. The cost of updating the wiring was prohibitive, so in order to meet student needs, it was decided that the former 24-hour computer lab would be made available. The contents of that lab were items needing a place to be stored, and most have been moved to the offsite storage facility. In addition, other spaces have been made available for students to connect to the network after 5pm, including both of the library computer classrooms."

- Rhoda K. Channing

NCICU and the RAC at WFU
The Library Purchasing Committee of North Carolina Independent Colleges and Universities [NCICU] met at Wake Forest Thursday and Friday, May 10 and 11. 35 members representing 21 institutions discussed collection issues that included approval plans, monographic vendors, print standing orders, NC Live and its recent change in available resources. The group entertained proposals for consortium benefits from a number of monograph vendors. NCICU endorsed Baker and Taylor, Coutts, Emery Pratt and YBP for the next two years, through FY2003. Endorsement is based on the levels of benefits and services offered by the vendors. They include discounts, special pricing, free shipping, and varied electronic benefits such as ordering, invoicing and management reports. Collectively, member institutions agree to maintain a stated minimum purchase amount to complete the agreement.

During the two-year period, members will conduct surveys and collect information on vendor performance and adherence to the agreements. They will also trade anecdotal information, keep each other informed of significant variations in vendor performance, and alert the membership to changes, new benefits, and problems.

This year, because of the repercussions of change in the NC Live menu and at the recommendation of the Directors Group, the Purchasing Committee formed a Resource Advisory Committee [RAC]. RAC representatives for NCICU institutions will study needs of the members to determine the kinds of products needed and to create plans and initiatives to help provide them. In some cases this will mean lobbying for NC Live products; in others it will require consortial negotiations with vendors; and in others it may lead to fundraising and grant applications. This sub-committee will meet as often as needed. I will be a member of this group and am appointed in particular to help with negotiations with vendors.

The next annual meeting will take place in 2002 at Guilford College where the Purchasing Committee will consider serial publications. -Jill Carraway

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From the Director

SOLINET ran a workshop, May 7-11, on "Collaborative Leadership" for 30 to 40 librarians employed in library networks, cooperatives, consortia or in libraries with collaborative projects. Led by Maureen Sullivan and with a host of "experts" on working in teams, managing conflicts and more, it had a lot of intense and interesting activities. I was invited to speak to the group on leadership on May 10. It was an energetic group, which had already gone through the forming and norming stages, and it was a joy to be there. All around the room were posted the flip chart sheets of points that had been made earlier in the workshop, and I was glad that my points were there. Leading in a collaborative, such as ASERL, SOLINET, NCPC, NC-LIVE, the SHRAB, or in any professional association poses a special set of challenges. Shared vision is the only way to accomplish anything, and so energy and conviction are required to persuade others. Shared values make it possible to share the vision. A number of us there referred to Covey's Seven Habits even though it is not the latest flavor of management. It is a book to live by.

The workshop was the reason for my second trip to Atlanta in two weeks. The first was for the SOLINET Board meeting and the Annual Membership Meeting, held at the Sheraton in Buckhead. The business meeting of ASERL is held here in conjunction with the other, and I was very pleased at the new slates of officers elected by both. The SOLINET speakers were interesting - Kaye Gibbons, and the Director of the Los Angeles Public Library. Some sessions were excellent, others less so. The new SOLINET Board Chair is Loretta O'Brien-Parham from Hampton University. Stella Bentley is the new ASERL Chair. Being Chair this year was a privilege, and as Past Chair I remain on the Board for another year.

It is always great to know that one's efforts are appreciated, and so it was a special pleasure to read Dana Moreland's praise for Angela Wilson, Julia Winfrey and Cristina Yu in the acknowledgments page of her thesis! - Rhoda Channing
Rhoda, Wanda, and I attended the SOLINET Annual Membership Meeting and Conference in Atlanta the first week of May. The event drew record attendance and once again proved to be very well organized, informative, and full of southern hospitality (translate to food, friendliness, and more food!)

The Training Advisory Committee, of which I'm a member, reviewed training issues for the past and coming year. Marketing the training opportunities continues to be problematic. Printed workshop schedules will be mailed earlier with a goal to have them reach members 2 months prior to the first workshop. A PDF version of the workshop schedule has been added to SOLINET's Continuing Education and Training web page, and SOLINET's listserv Workshop-L was launched. New workshops offered this year were extremely popular. "The Invisible Library: Virtual Library Service" and "E-Books: The Library of Today" were introduced in the winter and led to development of a more advance virtual reference workshop to be offered in the fall. A weeklong "Digitization Institute" ran in the fall and will be repeated here at Wake Forest in June. This institute includes 3 workshops: "Digital Library Program Development," "Introduction to Digital Imaging for Libraries and Archives," and "Digital Imaging of Photographic Collections." New on the horizon are workshops via distance education. The Continuing Education and Training Department is finalizing its distance education plan this spring and plans to offer workshops on name authority file, cataloging micro enhancer, resource sharing and staff development through this format. Another training innovation to be implemented in the coming year is a series of training tracks. Workshops will be offered within training tracks for cataloging and technical services, preservation basics, resource sharing, and library 101. SOLINET eagerly accepts ideas for workshop topics as well as comments and suggestions for continuing education and training enhancements. Send them to me and I'll pass them along.

Susan Kent, Director of the Los Angeles Public Library system (central library and 67 branches) gave an energetic and inspiring keynote address on library leadership and futures. Here are a few tips from her presentation. No matter what type of library, fund raising is a key responsibility of the director. Private (solicited) funding complements but does not supplant public or institutional funding. Libraries and their leaders must deliver what's promised, be credible, honest, and trustworthy, and use the credibility to gain more support. We in the library are responsible for letting our constituents know what we do. The library is a physical and virtual place, constantly evolving, requiring skilled staff, technological advances, and strong support. We need to consider the following questions: What place will libraries occupy in the future? Will the democratic role of public libraries change? What will make libraries unique and worth funding?

I attended an excellent session called "Help Wanted: Models for Recruiting and Retaining Staff." Academic and public librarians shared some of their experience and strategies for recruiting and retaining staff. Our own Wanda Brown presented "Models for Recruiting and Retaining a Diverse Workforce" which some of you previewed here before the conference. Wanda discussed the importance of developing a diversity vision to help guide the library's diversity initiative. She described recruitment devices such as internships, mentoring, fellowships, and scholarships. Retention is as important as recruitment and requires a constant focus on training, development, recognition, and appreciation of staff. Communication, respect, empowerment, and reenergizing serve as strong supports for employee retention. Many attendees complimented Wanda on the style as well as content of her presentation. Good job, Wanda!

Harriett MacDougall, the director of Nova Southeastern University's new library described many of the recruitment challenges libraries face. She cited several recent articles that report, "The supply of new librarians is inadequate to meet the demand." For example, the average retirement age for librarians is...
63, creating a shortfall of about 5,000 librarians. Of the 140,000 practicing librarians, a third are under 35, the rest over 45, and most will retire by 2012. Our recruitment efforts are challenged. MacDougall suggests that we look to other fields for job seekers (career changers), recruit people back from the dotcoms, provide support to recruit and retain minority candidates, cultivate our student workers, encourage and support paraprofessionals to get the MLS, and partner with other organizations in recruiting. Nova has implemented a leadership program with a mentoring component, met with library school deans to foster internships, and implemented a mentoring program for library school students. MacDougall reminds us that the most effective recruiters to careers in librarianship are working librarians.

Kathleen Imoff from the Broward County Library System in Florida spoke about recruitment and hiring practices in her system. The most innovative strategy they use is "on the spot" hiring. Specific people within the library system are trained and authorized to offer jobs to qualified candidates on the spot. They can do this at library schools, career fairs, conference placement centers, etc. This system includes a main library, 28 branches, 3 regional libraries, 3 reading centers, and employs over 700 staff and 200 professional librarians. Recruitment is continuous, and the "on the spot" strategy expedites the hiring process.

Auburn University Libraries have implemented a career advancement ladder for support staff. Two "families" of support positions were created. The Library Assistant family is made up of 6 grade levels, and the Library Associate family is made up of 3 levels. "Advancement through the career ladder is based on successfully meeting the following criteria: 1) satisfactory performance at the current level for a specified period of time; 2) demonstration of increased competencies appropriate to the next level; and 3) required training." Auburn University Libraries have about 65 support staff positions that fall within this career ladder structure.

As always, I came home with lots of great ideas to consider for ZSR and our future. - Debbie Lambert

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**SOLINET Annual Membership Meeting - Wanda**

The annual meeting of SOLINET was held May 3-4 in Atlanta with our very own Rhoda Channing, Chair of the Board of Directors, presiding. It is always nice at this meeting to finally "put the face with the voice" from our conversations with SOLINET staff during the year. I did take the opportunity to thank those who assisted us over the last year or so with barcode orders, profile changes and advance deposit accounts. The meal functions were great and, of course, some time was spared for shopping at the Lenox Square Mall. I also attended some really interesting sessions.

The "Electronic Resources Update" included an overview of some new services offered by OCLC. "Electronic Collections Online" (ECO) allows libraries to assemble, circulate and manage large collections of academic and professional journals on the World Wide Web. ECO features web access to 3,189 journals from 56 publishers that are fully integrated into FirstSearch. This journal service allows for cross journal searching and promises to be an archival solution. Other features include: one stop shopping for journal subscriptions, reliable single point access to your entire collection, and support for collection management including usage statistics, and consortium purchasing. "WebExpress," another featured service, provides library users with simple simultaneous searching of library resources with one web based interface.

SOLINET introduced "AmericanSouth.Org," an accessible collaborative digital collection of Southern historical and cultural resources. The current partners in this program are Emory University, Auburn University, University of Tennessee, University of Georgia, Virginia Tech and KYVL. Initial benefits to users include not only the establishment of a shared collection, of course, but also technical assistance in using Open Archives protocol and access to a virtual library of Southern history and culture.
"E-Books: What's Happening?" was the title of another session that I attended. Various topics related to the e-book environment were discussed. Technology-related issues included resolution, comfort and web-based functionality. Collection-related issues included content and collection policy issues, basic materials vs. research materials, integration of non-books content from journals and technical reports, duplication with print resources, selection of circulation period and also years of coverage. Most libraries find themselves now faced with these concerns: to purchase e-books or not, management issues for e-books, and decisions on the best way to market and provide access to e-books. SOLINET's overall goals for the netLibrary shared collection are:

- To provide cost savings to individual libraries through group purchasing efforts.
- To provide increased e-book content to individual libraries well beyond what they could afford.
- To provide cost effective offers for MARC records for access through library opacs.

"Evaluating Outsourcing of Technical Services: How Do You Know you're There, If You Don't Know Where You Are Going?" offered the audience an opportunity to see two sides to outsourcing. One was forced, the other a voluntary venture. The four panelists each described a different aspect of outsourcing. Keys to any successful outsourcing efforts should be prefaced by a thorough understanding of current internal operations, followed by a familiarity of current trends in automation, and finally the ability to communicate effectively with onsite and offsite personnel. Since part of the decision-making is whether to outsource or not, good vendor relations should be established and maintained. One panelist offered an example of a vendor evaluation checklist. The ultimate goal of a vendor evaluation project is to determine if you are happy with your vendor relationship. First, you should determine what it takes to make you happy, then establish criteria that address those needs, and finally- during a specified time period- investigate whether the current vendor is meeting those criteria. Next, develop an evaluation tool and collect the data. You should be prepared to ask yourself these questions: does a vendor have to meet every criterion; what constitutes good enough; and are we prepared to change vendors if the data suggest unsatisfactory performance? This was all very interesting to me. With the merger of Baker and Taylor and Yankee Book Peddler, we have seen a slight decline in service from Yankee as our major firm order and approval vendor. I believe we need to go through this evaluation process so that we can back up our feelings with concrete facts. The final offering from the panelist was the need to celebrate the completion of the evaluating project with either pizza or potluck. That makes the thoughts of undertaking this project even more appealing. I have lots of handouts, so drop by if you'd like to take a closer look. - Wanda Brown

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**ILL Appreciation Day**

The ILL department was pleasantly surprised to receive a letter of acknowledgement and a gift certificate to the University stores to each of us from a grateful patron for our effort in procuring ILL materials. We have received bread, candy and thank you notes in the past, but nothing of this magnitude. As Angela said, "we were just floored."

We do our best to provide services for our patrons. A lot of ILL requests are routine; however, there are quite a few that are difficult. They require ingenuity, creativity and persistence. Some requests can take up to 2-3 weeks to resolve. We are pleased that someone understands the complexity of ILL operations and appreciates our work. It sure is making these rainy days brighter for us. - Cristina Yu

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**Book Corner: Will the real survivors please step forward?**
The 2001 hurricane season is fast approaching. Last year we were lucky in that the 2000 hurricane season was not as active here in North Carolina as the extremely busy 1998 and 1999 seasons. Many longtime Tar Heel residents can recall specific hurricanes that brought devastation and death to our state. Names like Hazel, Hugo, Fran and Floyd evoke strong memories of high winds, torrential rains, major flooding, and widespread power outages.

In the ZSR Library, there are several books that provide information about hurricanes in the Old North State. Jay Barnes has compiled two fascinating books about some of the hurricanes that have swept through our state. In 1995, Barnes wrote North Carolina's Hurricane History (QC945 B37 1995). In 1998, he updated and expanded the 1995 edition and is currently working on a new edition, which is scheduled for publication in June 2001.

In the 1998 edition (QC945 B37 1998), Barnes focuses on North Carolina hurricanes from 1524-1997 and shares some very interesting personal accounts. Barnes also includes a chapter on how domestic animals and wildlife are threatened by hurricanes. In the last chapter of the book, he gives tips on how to prepare for a hurricane.

Throughout his book, Barnes uses pictures to illustrate the devastating effects of these severe storms. He also draws the reader in with some unbelievable stories that could have appeared in Ripley's Believe It or Not. For example, one picture on page 41 shows a historical marker that stands in front of the Providence Methodist Church in Swan Quarter. In the spring of 1876, the local Methodists decided to construct a new church on a piece of land near the center of town. Unfortunately, Sam Sadler, who owned the property that the Methodists had selected, would not sell his land. The congregation built a small frame building on another piece of property at the edge of town. The new church was dedicated on September 14. As fate would have it, a major hurricane was beginning to form and was headed for the North Carolina coast. As the hurricane came inland, Swan Quarter was flooded and rising tides lifted the little church off its foundation. The church floated toward the center of town where it came to rest on Mr. Sadler's property. Mr. Sadler was so astonished by the turn of events that he signed a deed and gave his land to the Methodist church. The historical marker that is erected in front of the church says:

**The Providence Methodist Church**
"Moved by the Hand of God."
September 16-17, 1876.

In the table of contents, Barnes lists the dates of major hurricanes. During the 1950s, several hurricanes hit North Carolina. For example, before Hazel dropped by for a visit in 1954, hurricanes Carol and Edna gave NC residents a little scare. On August 30, 1954 Carol missed Cape Hatteras and did very little damage. Edna on September 10 also missed Cape Hatteras. On October 15, Hazel unleashed her fury on North Carolina. According to Barnes, "Hazel ranks as one of the most catastrophic hurricanes to strike the United States in the twentieth century" (p.108). The 1955 hurricane season was also very active. Three storms made landfall. Connie came rolling in on August 12. Hurricane Diane followed closely on Connie's heels on August 17, and finally Ione struck the coast on September 19. Fortunately, no lives were lost from hurricanes Connie or Diane, but damages from the two storms exceeded $80 million.

In writing his book, Barnes has collected some amazing personal accounts from people who faced these powerful hurricanes and in some cases lost everything to the storm. In sharing these stories, Barnes has provided us with a rich historical account of human sacrifice and strength. Today, when many of us are glued to our televisions watching the many survivor shows, I believe we can get an even better dose of reality by thumbing through Barnes' book and looking at the faces of the REAL survivors. - Bobbie Collins

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Administrative Council Notes


The main topic of discussion was the list of capital budget items requested that were either approved or denied. Of the $476,432 asked for, only $119,860 was approved. Of the items approved, $79,590 falls into the computing category, while the remaining $40,270 is for various furniture, renovation and equipment.

Of interest to the staff as a whole, the requested $38,304 for staff lounge furniture and renovation was denied. Also denied was the request for $10,000 to be spent on security cameras and devices. Other notable turndowns included the requested $115,000 to renovate the Baptist/Archives and $24,540 for a “pay to print” system for Reference and ITC.

The “pay to print” system is, however, still probably in our future, assuming some other creative way to finance it can be found. New staff lounge furniture, too, is soon to come. Craig and Elen will be leading a committee charged with shopping around to see what we can get with this year’s book sale proceeds.

Next, Rhoda informed the council that work must begin soon on a new strategic plan for the library. Wanda suggested that such a plan should address some issues of equitable salaries.

Elen suggested that we should have librarians serving on more university committees. It was agreed that the most appropriate committees should be targeted and efforts made in this direction.

My term as support staff representative on the Administrative Council will end next month. If there are any issues you wish me to bring before the Council at the June meeting, please let me know before the 20th. - Scott Adair

Old Gold and Black

The student newspaper has recently been microfilmed by Preservation Resources. The University now has the master negative and copy stored, and the positive set of 14 reels on file in Microtext for student and public use. John R. Woodard, University archivist, said that this is a project long overdue. If you could compare these nice black and white images with the original frayed and discolored originals the difference is very apparent. The original newspapers will be stored and preserved in the archives. Any copies will
now have to be made from the microfilm. The microfilm is now in the process of being scanned with the
idea that it can be mounted on our web site with an indexing component. Stay tuned for further
announcements. - John Woodard
Weapons of Mass Destruction Draw Students to WFU

For the next few weeks, high school debate students will be visiting our campus. The first group arrived on Friday, June 15. On Monday, June 18, Carol Cramer, Elen Knott, and Bobbie Collins provided hands-on training for 69 students. Angela Wilson, Ellen Daugman, Laura Spear, and Julia Winfrey served as library tour leaders. On Friday, June 22, Carol and Bobbie provided instruction for 6 students for the second Debate Workshop. Two more workshops are planned for this summer. The debate topic this year is "Resolved: That the United States federal government should establish a foreign policy significantly limiting the use of weapons of mass destruction." Many thanks to the instructors and tour leaders who have taken time from busy schedules to meet with the Debaters. Thanks to Mary Reeves, Mary Horton, Mary Lib Slate, Roz Tedford, and Giz Womack who have provided assistance. - Bobbie Collins

ITC Most Viewed DVDs

I've been looking at some of the ITC statistics and thought I'd print a list of the ITC's most viewed DVDs. It's not a scientific study of quality - just an interesting peek at the likes of our patrons. It made me feel great that of the 550 DVDs we now own, 460+ have been checked out at least one time. Here's the top 10 list:

1. Boy's Don't Cry (30) DVD 176
2. Eyes Wide Shut (28) DVD 51
3. Good Will Hunting (27) DVD 39
4. Mission: Impossible (26) DVD 29
5. Shakespeare in Love (25) DVD 55
Midnight in the Garden of Good and Evil (25) DVD 19
7. Pi (24) DVD 111
Being John Malkovich (24) DVD 186
Unforgiven (24) DVD 115
10. Red Violin (23) DVD 138

- Roz Tedford
What Movies Are Good?

This question is asked dozens of times a week in the ITC by patrons overwhelmed by the sheer number of movies we have to choose from. To help our users narrow down the list, I have been working with my students this summer in developing some finding aids to our collection. We now have a notebook at the desk called "Movie Ideas" and it currently contains the AFI's lists of The Funniest American Movies, The Most Trilling American Movies and the Greatest American Movies ever made - all with ITC holdings for the films. I was pleasantly surprised to see that our collection contains almost all of these movies. The ones we are lacking will be ordered in the months to come. The "Movie Ideas" notebook also contains our list of children's movies and a long list of WWII/Holocaust movies. We hope these lists help our patrons find just the right movies for their moods.

Coming soon: lists of our most popular titles; gay/lesbian themed movies; the British Film Institute's list of the greatest movies ever made; and lists of the award winners from the Oscars, Sundance Film Festival, Golden Globes, Cannes, Berlin Film Festival, and the Venice Film Festival.

These lists are also posted on the web at: http://www.wfu.edu/Library/ITC/film/subjects.htm
- Roz Tedford

From the Director

I am never sure whether to be pleased or disappointed when I return from two weeks away and find everything running smoothly! I enjoyed my relaxing break, even driving at 90 miles per hour on the A4 autostrada in Italy! The library at Casa Artom was mostly in boxes as there is a major renovation of the whole lower level over there. They have stripped the walls back to the brick, over which they have put a plastic vapor barrier, a 1/2" cork layer, then a nylon mesh, then cement and finally plaster! It was a good trip despite the mess in the house. Nancy Harris, our often-used part time substitute librarian, was there as well, with her husband Rick. I had arrived with many paperbacks, but had the chance to read some that other guests had left, including Hannibal, perfect vacation reading.

The mess at Casa Artom prepared me for the mess outside the library, on the campus roads as well as the pathways from the library to Benson. I guess it has to be done, and there is no good time, but it does detract from the beauty of the campus at this season. We just have to be patient.

Returning to over 700 email messages was made more interesting by counting the number of times on lib-l I read a message that reported the elevators not working and the elevators "fixed." Whatever happened to "Do it right the first time"? - Rhoda. Channing

Conference Reports: NASIG 2001

I spent four days in May in San Antonio for the NASIG (North American Serials Interest Group) Conference. I left the conference feeling enlightened and, at the same time, overwhelmed by the changes going on in the world of serials. One speaker used the example of the first twenty years of railway travel,
describing the chaos that existed before standards were put in place - tracks in varying sizes, multiple lines in some places and none in others, etc. Good things came from this technological innovation even during the chaotic period, but it was much better once standards were set. He used this analogy to describe the current chaotic state of scholarly communication as new technologies attempt to change and be useful in the world of serials. I'm not sure if this was supposed to make us feel better or worse, but it does seem to be appropriate!

The workshops and sessions I attended covered a variety of issues. Two of the plenary sessions included a look at the challenges of scholarly communication from an author, an administrator, and a publisher, specifically looking at the Tempe principles. I attended more than one workshop on ejournals and various methods of handling them. One was entitled "Taming the Aggregators." The first speaker reported about a CONSER taskforce that has been studying this issue. They have found that most people want to have records for ejournals in the OPAC and most librarians want to do this by purchasing a set of records. The task force looked at ways to create and standardize records for these aggregator titles as well as record maintenance issues. The second speaker discussed various methods used by libraries, primarily consisting of title lists, ejournal databases, OPAC, and varying combinations of these. The numerous pros and cons of each example revealed the obvious - there is simply no good answer yet for managing these titles. Using vendor-supplied records with the OPAC seems the best solution, but still leaves a lot to be desired. It was at least comforting to know that the majority of one hundred plus participants seems to feel the same frustration at having multiple imperfect, labor-intensive solutions.

One of the last sessions I went to was titled "New Models for New Serials." The speaker looked at some possibilities of what scholarly communication is going to look like in the future. He discussed some of the many advantages to online publishing, including searchable text, audio and visual clips, and links to references. He proposed that traditional terms such as encyclopedia, journal, and dictionary will become obsolete as the information simply becomes content. One of his examples was animalscience.com. The challenge for publishers will be to learn to license (creatively) rather than to sell. The challenge for librarians is to move into a knowledge management role, being navigators and guides rather than collectors.

Overall, NASIG once again put on a great conference. I have lots of handouts and hard-to-read notes if anyone wants to hear more. San Antonio was a lot of fun, in spite of the warm weather! - Lanie Williamson

Conference Reports: ALA (Sherry)

Go! Go! Go! That's all I can say. No matter what your role in the library, if you have a chance to attend a workshop or a conference, make the effort to go. Attending ALA in San Francisco was a professional "shot in the arm" for me. I came back refreshed and full of enthusiasm. I got the big picture of the library world by talking to librarians from Decatur, Illinois; St. Paul, Minnesota; Kansas City and the Bronx, to name a few. And need I say that San Francisco is one fine place to visit and totally geared toward tourism?

These articles sometimes go on and on so I'll just hit a few of the high points. I attended a sessions on CDRS (the Collaborative Digital Reference Service). Organized by the Library of Congress and already having 100+ member libraries, it aims to "provide professional reference service to researchers any time anywhere, through an international, digital network of libraries." This project has great potential and could lead to much cooperation among libraries worldwide.

Of interest to me was a session presented by ALA's Task Force on the Environment. Dennis Hayes, founder of Earth Day in 1970, spoke to us from his 30-
year perspective on how Earth Day has impacted awareness of environmental concerns. I brought back ideas for taking a more pro-active role in encouraging sustainable growth and development.

So do you ever wonder what ISI (aka Web of Science) folks do with all that money they collect from us? Here's one thing: they threw a reception honoring the 40th birthday of the Science and Technology Section. We arrived on trolleys at the Merchants Exchange greeted by the lovely sounds of a bell choir. A jazz trio followed the bell choir. Food and drink included hors d'oeuvres, a buffet, and a wedding cake (well, it had many tiers). Floral arrangements on the tables were dazzling. And here I found myself at last in a room with a view—and what a view of the bay-surrounded by my own: science librarians.

There were so many things I didn't have time to do at ALA: speakers, poets, meetings, exhibits. A few other highlights were hearing South Carolina writer Dorothy Allison speak; meeting with my ACRL mentor, Don Frank of Portland State University; and attending sessions exclusively targeting academic librarians.

ALA takes place in Atlanta next year, making it feasible for many of us to attend. If you don't have friends in Atlanta to stay with, I can recommend safe, less expensive hotels rather than the conference hotels. It's very easy to get around on MARTA. So just consider me your official contact person for next year's conference. - Sherry Durren
Administrative Council Report

News: Special Collections and Archives

From the Director

Baileymail in Reverse

Weapons of mass destruction phase II

ALA Report - Debbie

The Administrative Council met on July 18th. Attending: Mary H., Bobbie, Wanda, Scott, Rhoda, Debbie and Susan.

The meeting opened with some comments from Susan about the recent presentation on Infomine. This is a web site that organizes links to other academic web sites. It looks like we'll soon be participating. It will provide a research tool for our patrons. We, in return, will contribute content. Our bibliographers will research appropriate sites, catalog and submit them.

Two open positions were discussed, Archivist and Circulation Manager. You will likely have read Debbie's email on these, so I'll just recap briefly. The Archivist search was reopened and new ads have gone out. Review of applications will begin September 24th. The applications for Circulation Manager (Isabel's replacement) will be reviewed beginning August 31st.

As mentioned earlier, the library is due for a new five-year plan or something along those lines. The beginning step of the process will be a strategic planning retreat. The Administrative Council and a few other persons will meet for a day or so in September or October to try to get the process off on the right foot.

The initial, trial inventory project ran into a few small computer glitches, but those will, no doubt, be worked out by the time this gets into the Gazette. Also, an official weeding project is in the works and will probably have started by then, too.

Lastly, you may be asking yourself why I'm submitting these notes. I've been asked to serve as the Administrative Council staff representative for another year. Please, then, continue to alert me of any concerns that you want passed along to the Council.

- Scott Adair

News from the Special Collections and Archives Team

The Special Collections and Archives Team is happy to welcome Lisa Persinger, our newest team member. Lisa comes to us from UNC-Greensboro, both with a new master's degree in library and information science and with experience in the UNC-G Archives. Lisa's undergraduate degree in history
from West Virginia University and her work experience in printing and bookselling paved the way for an invitation to join permanently the Special Collections and Archives Team.

As we say a fond farewell to John the Baptist, we look forward to a new configuration for the work of Rare, Baptist and University Archives. As many of you know and for those who do not, we are now officially one large division operating together as a cohesive unit. As permanent team leader of the Special Collections and Archives Team, I anticipate a streamlined work environment merging the excellent skills and expertise of Megan Mulder, Julia Bradford, and Lisa Persinger.

Megan has been promoted to Special Collections Librarian II and will be supervising the work of Lisa Persinger, Special Collections Librarian I. Both Megan and Lisa will coordinate the work of cataloging collections of all types as well as maintaining web pages. Julia, reporting to the new University Archivist, will focus primarily on University Archives and N.C. Baptist materials as they interrelate in regards to technical and public service needs.

We are still in the midst of our search for the best candidate for the position of University Archivist. Depth and breadth of experience and archival training are key factors for consideration in this position since it will touch all aspects of the University's life and history.

I will coordinate the work of all as we evaluate collection strategies, develop online digital images of a growing corpus of information, preserve materials for posterity, and provide the highest standard of access and service.

**ATLA conference**

I attended one day of the annual conference of the American Theological Library Association at Duke University. The topics for the day ranged from statistical reporting to bibliographic instruction to providing the ATLA database on a local server. I attended the plenary session with Dr. Richard P. Heitzenrater, Professor of Church History at Duke Divinity School, presiding. Heitzenrater discussed the versions and revisions of John Wesley's works culminating in the 50-volume set entitled *The Christian Library*. I enjoyed lunch with the theology librarian from Emmanuel College Library at Victoria University in the University of Toronto system. In the afternoon I attended a thoughtful session on cooperation between the disciplines of medicine and theology, focusing on the model of Vanderbilt University's Schools of Divinity and Medicine where classes, lectures, workshops and poster sessions are designed to facilitate discussion among medical care providers, librarians, chaplains, and social workers. The final session I attended was a roundtable discussion on library instruction led by the religious studies librarian at Graduate Theological Union, UC-Berkeley. In the midst of all, I had the chance to visit several vendors, including Abingdon; Augsburg Fortress; Society of Biblical Literature; Pilgrim Press; and two preservation and digitization companies, Pacific Data Conversion, Inc. and Preservation Technologies, Inc. - Sharon Snow

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**From the Director**

After much effort and hard work by Debbie Lambert and the Team Leaders, Department and Unit Heads, et al., the Annual Report is now in the mailboxes, if not the hands, of Ken Zick, President Hearn and others. Rather than present them with a book length product, we have distilled and condensed the content in the hope that it will be read!

Several people have asked about Isabel Zuber's retirement celebration. No, it has not been forgotten! By her request, we will have a party in the fall, so that faculty, who are largely in absentia in the summer, will be able to attend. Isabel selected the Johnson Room as the venue for her fete. Kudos to Facilities for
moving her furniture to its new location. The Circulation office poses many challenges for furniture placement, and MacThrift is developing some suggestions for furnishing the room appropriately.

I am enjoying the hiatus before all the committees and boards on which I serve crank up again, and am using the time to read about strategic planning in academic libraries. You may know that a group from the Reynolds Library will begin our strategic planning process in the fall. More on this below.

Strategic Planning Note #1

In trying to decide who should attend the strategic planning retreat this fall, I felt that the Administrative Council was too restrictive and the entire staff, even the entire professional staff, was too unwieldy. Therefore I am asking each member of the Administrative Council to recommend one other person in the same team to participate. There will be opportunities for the entire staff to take part during the year of strategic planning, but for this "kickoff" event, a smaller number is more likely to make progress quickly.

- Rhoda Channing

Baileymail in Reverse

Ann Bailey, deliverer of all things mail, does also receive some now and then. July 12 was one of the now and then days when Ann opened two packages from an anonymous miscreant. The offender, whose conscience has been compromised for over 40 years, cleared his record by returning in plain brown wrappers two books that have been overdue since 1960. Two volumes of the series, Library of Christian Classics, are now back in the stacks. Missing designation is cleared. Ann has mail. And somewhere, someone feels better.

- Ann Bailey & Jill Carraway

Weapons of Mass Destruction Phase II

The last group of debaters arrived on campus on July 5. On Friday, July 6, Ellen Daugman, Elen Knott, and I provided hands-on training for 53 students. Sherry Durren and Ellen Gardiner served as library tour leaders. Thanks to the instructors and tour leaders who met with the Debaters. Special thanks to Giz Womack who took time to help set up the computer lab and to Elise Anderson who provided technical assistance with the databases.

- Bobbie Collins

Conference Reports: ALA (Debbie)

San Francisco hosted the ALA Annual Conference this summer. The unexpected warm, dry weather was delightful, permitting plenty of walking among the meeting venues and sightseeing destinations. For a big city, it’s fairly easy to get around whether on foot or in public transportation, including cable cars and streetcars.

I attended a mix of committee meetings, discussion groups, program presentations, and vendor demonstrations. The exhibits were less than exciting and seemed to cater more to the children's librarians. Maybe it's just that we are so technologically advanced that the techie vendors don't have as much to offer us right now!
The Team Based Organizations Discussion Group is very interesting and continues to grow as more academic libraries move to this type of organization. The Indiana State University library recently moved to a team structure. University of Maryland continues to refine its team approach and has a new self-managed team that sounds similar to our Team Info. We concluded that the team structure is ideal for connecting goal setting at the team level to the goals and objectives of the university and the library, and tying personal goals and objectives to those of the team. At the University of Arizona, well known for its elaborate implementation of teams, team members and cross-functional project team members help each other develop personal goals for the year. We discussed the complexities of performance evaluation in a team setting, including peer evaluation of team members by their own teammates and evaluation of the team by other teams.

The ACRL University Libraries Section Standards Review Committee held an open discussion of the Standards for University Libraries. The standards were last revised in 1989. The current review process hopes to culminate in documents that will be more up-to-date and valuable to libraries. A few approaches to standards and evaluations were explored very briefly. The "balanced scorecard" approach asks, "If you do one thing really well but it costs a lot, does it make sense to do it or to put that much money into it?" The "gap analysis" approach compares the customer's wants and expectations to the customer's satisfaction with that service or resource. Outcome measures, one of the latest assessment tools, can be problematic. For example, if the outcome measure is "Students will understand how to use primary sources for research," the library may not be able to measure the learning that has occurred. However, we can point to evidence that learning has taken place based on faculty feedback about the students' research papers.

The LAMA (Library Administration and Management Association) President's Program, "Participating in the Coming Wealth Transfer - Surprising Advantages for the Nation's Libraries," provided a primer on why and how libraries can benefit from this transfer of wealth. Current estimates indicate transfers of up to $136 trillion from individuals over the next 50 years. Considering U. S. Census Bureau estimates that 40% of women who reach the age of 50 in 2000 will live to be 100 years old, the time period for the enormous transfer of wealth may be even longer. Wealth will be transferred to family, other loved ones, and charities, with an estimated $6 trillion to $25 trillion forming charitable contributions. Some gifts are immediate, some over a period of time. Many are from planned giving and bequests. Quoting from Aristotle, the speaker explained, "To give away money is an easy matter and in any man's power. But to decide to whom to give it and how large, and when and for what purpose and how, is neither." Among the advantages libraries have are 1) people trust libraries and 2) libraries can skip years of nurturing when it comes to soliciting donations. The speaker asked rhetorically, "So why don't people give to the library? Because the library isn't out there asking!" He exhorted, "Even as we sit here, the transfer of wealth is occurring. People are making out their wills. Your libraries are perfectly positioned to participate. Begin now!"

Another highlight of the conference was the ACRL President's program, for which Sherman Alexie was the guest speaker. He entertained and moved the audience with his stories of growing up on the "res," an Indian reservation in Idaho. He described how life influences his writing, and he shared some of his observations of people. His publisher distributed copies of one of his new poems, and you can see it in the poetry frame at the Reynolds elevator 2nd floor. I was awestruck by his youth, insight and talent.

Last but definitely not least, it was great to be in the company of Mary Horton, Sherry Durren and Wanda Brown. We shared some delicious meals, sightseeing adventures and shopping excursions! - Debbie Lambert
Administrative Council Report

Open House Draws Students to ZSR
From the Director

Envelopes and Winners
Cutting-Edge Historians
Photo Tips: Composition

Administrative Council Report


Susan gave us a preview of the new and improved front page to the ZSR web site. We also got a look at the improved "Find A Database" and "Find An Electronic Journal" pages.

The capital budget was revisited. A final decision was made to eliminate some painting and furniture line items in order to free up the money needed to pay for the software we will need to implement the "pay for print system."

Debbie reminded us that any nonexempt employees whose leave balances do not agree with those recently provided by Human Resources should call Bethany Hassell at ext. 3553.

Some ideas for additional methods of employee recognition were discussed. One plan is in the works and may be finalized by the next meeting.

Rhoda reported briefly on the SOLINET Board Retreat. A national digitization registry may be in the future. Such a creature might allow cooperative archiving of print versions and help to ease space shortages in libraries.

Sharon and Mary H. reported that the job searches for University Archivist and Circulation Manager are progressing as expected.

That strategic planning retreat mentioned earlier is now scheduled for October 16th. At this time, I do not know who all will be attending, but it will include everyone on the Administrative Council. If you have any thoughts, ideas or input on what our road map into the future should be like, you might want to bend one of our ears in the next few weeks.

This year's Christmas party will be held at 5pm, Wednesday, December 19th in Bridger Field House. - Scott Adair
Open House Draws students to ZSR

The beginning of the fall semester is a busy time for students. This year we had 154 students who took time from their already full schedules to tour the library. As part of the library's Open House activities on Monday, August 27, library tours were offered from 10:30 a.m. - 1:00 p.m. Thanks to the following staff who served as tour leaders: Mary Lib Slate, Ellen Gardiner, Mary Horton, Carolyn McCallum, Kaeley McMahan, Ellen Daugman, Elise Anderson, Tim Mitchell, Elisabeth Leonard, Jill Carraway, Prentice Armstrong, Lanie Williamson, and Elen Knott. Also thanks to Ann Bailey and Rhoda Channing who helped to direct traffic in the library's lobby during the Open House. - Bobbie Collins

From the Director

Whew! The adrenalin is pumping with the start of the new term. We have survived and perhaps even improved first year student computer orientation, and we have had a lovely Open House. The efforts of putting on the Open House deserved a wider audience. As has been pointed out, a good time for a student event is not necessarily convenient for faculty, and it is hard to reach both with the same kind of activity. Kudos to all concerned, with a special clap of the hands for Wanda and her amazing tee shirt factory. Faculty computer orientation was successful and I expect the same report with the most difficult group, the graduate students. What makes that group more difficult to train is that they have different ThinkPad models and loads, and our trainers cannot assume anything.

The library lost a valued supporter with the death of Elizabeth Jones Brantley, and our sympathy goes to her husband Russell Brantley. The family was kind enough to include the Brantley Fund of the Library as a fitting memorial for Mrs. Brantley.

I am sure that Mary Horton will be vastly relieved when the new Circulation Manager is selected. Mary has had to assume more direct responsibility for circulation and deal with a myriad of details.

I hope that by the time this Gaz issue is distributed our Secrest series tickets will have arrived. The series starts soon with a concert I don't want to miss, as a lover of all things Venetian. It isn't easy sometimes to decide whether to go to a free strength training or water aerobics class, or a free recital or concert. It does make one appreciate working here! - Rhoda Channing

Envelopes and Winners

Each week, usually on Thursday, a small brown envelope is delivered by Bailey mail to the Baptist Collection. Depending on the Baptist news of the week, the envelope will contain anywhere from twenty to ninety newspaper clippings. A student assistant dutifully goes through the clippings one by one designating the proper place for them to be filed and then files them. The clippings go to various places in the Collection -- some to church and association files, some to various Baptist State Convention files, some to biography files and so on.

A couple of weeks ago I had a neat experience with one of these clippings. This story is about how one single clipping contained in a biography file will help a retired pastor receive money owed to him by the Annuity Board of the Southern Baptist Convention. I got a call from Melanie Shilling of the Annuity Board. She had exhausted all her leads for locating this particular retired North Carolina pastor. I looked him up
in our current Baptist Directory with no luck and then checked our biography files and found one old and yellowed clipping about him dating back to 1966. We decided that the clipping was too old to be of any help and I told her, sorry. After I hung up, I looked more closely at the clipping and discovered that the pastor was a Wake Forest graduate. I found him in the current Alumni Directory with an address and phone number. I called Melanie at the Annuity Board with the information. She was thrilled. I was also able to help her find one other name that she had. I also faxed her a list of addresses and phone numbers of other Baptist Collections in the SBC. She wasn't aware that there were many collections throughout the country like ours.

Melanie told me a story about locating an elderly widow of a pastor. Melanie was able to tell her she had $40,000 for her. She said the widow wept at the news. She also told of an elderly, retired pastor who had been caring for his very ill wife and who had just broken his arm. She was able to give him the good news that they had some money for him.

Now, when I see that brown envelope filled with newspaper clippings arrive each week, I know that those clippings do serve a purpose and that they really are important. - Julia Bradford

Cutting-Edge Historians

Back in June, Dr. Claire Schen contacted Bobbie about providing an informational session for the History Department faculty. She wanted to focus on new electronic methods of accessing primary sources. Claire stated that many of her colleagues would benefit from seeing what's available for student research outside of their own favorite time periods since they teach classes outside of their fields. Bobbie suggested that our Electronic Resources Librarian could join us.

In July, we met with Claire to discuss the upcoming session. During our meeting, we decided this would be an excellent opportunity to show off some of the new features in the online catalog, discuss how to access netLibrary and ejournals, and demonstrate some of our primary and secondary source databases. Thus, the stage was set for us to identify appropriate primary and secondary resources for the session, organize the material into a coherent presentation, divide up the teaching responsibilities, and develop handouts for our session.

The big day arrived on August 15 when we met with 11 History faculty in Room 204. Most of the faculty brought their ThinkPads and followed along. The session went very well. We encountered no technical difficulties with the databases or ejournals. During the two-hour session, the faculty asked some excellent questions. The History Department provided a yummy breakfast.

Since our presentation, we each received a very nice thank you note from Claire. After the session, several faculty mentioned that they would be contacting Bobbie about setting up library instructional sessions for their fall classes. We hope that the session will encourage faculty to promote these resources in their classes and to ultimately help us to increase the usage of some of these presently underutilized resources. - Bobbie Collins and Carol Cramer

Photo Tips: Composition

With the dramatic drop in price of digital cameras and boost in image quality, there are many who are making their way to their favorite department, computer or camera store to drop a few coins on a new
camera. As one who has made a living by means of the lens, I offer up the following tips for successful photographs for work and play.

**Rule of Thirds**

The most common error in photocomposition is sticking your subject right in the middle of the frame. This certainly will give you an image, but in most cases a rather boring interpretation of an event or scene. Professional and knowledgeable hobby photographers use the "Rule of Thirds" to assist in adding a bit of visual tension. Imagine taking your viewfinder and drawing a tick-tack-toe grid on the glass. This is your template for placement of subject matter. Move your subject or yourself around and place things along these invisible lines. And frame items in the background to fall accordingly.

**Elements of Design**

Try incorporating design elements in your shots. Imagine a close up photograph of a silver dollar. Filling the frame with the dollar in the middle is rather bland. But, zooming super close up so the frame is filled with just half the silver dollar, and here you have added some interesting items for consideration. On top of forcing the viewer now to notice the flaws produced during the minting process, and the detail of the printed coin, you also have a beautiful silver metallic 180-degree arc sweeping one side of the image from top to bottom. Incorporating these types of shapes can often lead a viewer's eye through and around an image rather than slam you into the middle. And having a viewer look around an image rather than at it is going to make for a more interesting and successful image.

**Portrait vs. Landscape**

Another common compositional error is leaving your camera in horizontal mode and letting it rip. This one is easy to resolve. If your subject matter is largely vertical, flip your camera body 90 degrees and shoot it accordingly. And don't be afraid to shoot things askew. Experiment and work outside of the norm.

**Personal Space**

While photographing strangers, friends and family, many will consistently shoot ten to fifteen feet away from their subjects. Not every shot needs to be or should be full length. Get up close and try filling the viewfinder with just a face. Don't forget your camera most likely has a built in zoom lens. Use it! And while headshots can often produce rewarding images with all age groups, this is an especially wonderful technique to use with babies and children. They are only young once and you are producing a family treasure by documenting their youthful faces in detail. At first this may seem a bit uncomfortable, but with practice it becomes second nature. And if you choose to invade the privacy of a stranger to capture his or her likeness, it is a good idea to ask permission first. I also suggest e-mailing your best images of them as a thank you for their participation. You will make some one's day by sharing your images and being a good neighbor! - **Bill Burger**
Preservation Resources, a division of OCLC, has completed microfilming, scanning and digitizing the school newspaper, The Old Gold and Black. Since it began, the OG&B has been recording campus life with all of its eventful and, at times, dramatic history. This means 84 years of the newspaper's history (1916 - 2000) has been preserved on microfilm and CD-ROM. Before the actual microfilming could begin, Preservation Resources had to unbind and make repairs to torn and damaged pages. All of the microfilmed pages of the OG&B were digitized at the time of microfilming, and, as a result, electronic copies of the paper will be available through our online catalog.

The next step in this process is to index the OG&B. The index will be accessed through the SimulSearch link in the catalog and will soon include a hyperlink to the electronic issue that contains the article. In addition to the preservation microfilming, the first volume of the OG&B has been sent to ECC (Etherington Conservation Center) to be deacidified, encapsulated in mylar and bound. ECC, located in Greensboro, is the world's premier conservation center. They are currently involved in the restoration of the Declaration of Independence. The Special Collections Team could not have completed this yearlong project without special help from our student assistants, and Ann Bailey, Susan Smith and Erik Mitchell. - Julia Bradford

Virtual Reference Committee

I've been appointed to a Virtual Reference Work Group sponsored by the State Library of North Carolina. The goal of the group is to support efforts to create Virtual Reference services within our state.

The work group includes 12 people chosen from academic, public, and special libraries. We start meeting in October. I'll also attend a Digital Reference Conference in November.

Although "Virtual Reference" can mean many things, this year's sexy new service is real-time online reference, so I imagine we'll focus a lot of attention on that.

I'll send further dispatches via Gazette as my work with this committee develops. - Carol Cramer

From the Director
The events of September 11, 2001 will never be forgotten. Such an unthinkable and unspeakable occurrence makes most things seem insignificant. Grappling with the reality, even at this distance, is hard to do and hard to bear. I am grateful to be back in Winston-Salem in your company, and thankful that my family in NY was spared, at least directly. All of us have been injured and will require healing. I will wait until the next issue of the Gaz to update you on SOLINET and NC LIVE activities. Somehow, now doesn't seem like the right time. - Rhoda Channing
Administrative Council Report

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

Have you found working on the Internet to be excruciatingly slow lately? Rhoda explained that the problem is due to the large amount of downloading being done. Thanks to something called Morpheus, students are able to get files, music, and even entire movies off the Net. While doing so, they are hogging all our bandwidth and creating a virtual traffic jam. To ease this problem, it now appears that IS will soon limit the amount of bandwidth available for such file sharing.

Susan reported that the software and hardware for the pay-for-print system have been ordered. Look for installation at fall break and a test implementation for the remainder of the semester.

The Graduate School wants all future theses and dissertations to be in an electronic format. Lots of details concerning format, submission procedures, storage, access and more are still to be worked out among the parties involved.

Some things are still on paper. Look for the new library guide, just out (see Debbie's article).

Rhoda informed us that a reader/scanner for the visually impaired is in our future. Imagine a machine that can scan a book or article and read it aloud to you. You'll also be able to scan the text here and download it onto a disk to playback on a home reader. Downright futuristic!

The job search process continues apace for University Archivist and Circulation Manager.

There was a general discussion about salary levels, cost of living and other pecuniary matters. Nothing new or particularly encouraging to report on that front.

Debbie is going to get exact details for us about the change over to the biweekly pay schedule so we'll know what to expect in advance.

Please be reminded, again, that the strategic planning retreat is coming up on October 18th. If you have ideas or issues that you feel should be addressed, pass them along to me or to one of the other members of the Administrative Council. - Scott Adair
Rescued!

Three pieces of architectural detail from the library cupola have been rescued and will be "archived" somewhere in the library. The cupola is being repaired and painted. As part of the project, the rosettes and other detail have been removed. Molds are being made from the plaster and will be used to cast new pieces identical to the original. The process was described in "detail" on a recent edition of *This Old House*! For the moment, you can see the decorative pieces in the Director's conference room. - Debbie Lambert

From the Director

We have just seen how outside events affect and shape our world. The same is true for NC LIVE. As many of you know, the State legislators finally passed a budget and are attempting to find the least painful ways to cut costs. One way they have suggested is to combine the operations of NC LIVE with the licensing operations of the Department of Public Instruction, which puts NC Wise Owl on the web for the K-12 segment. This change will require a lot of rethinking and renegotiation for NC LIVE. I hope it does not result in fewer resources, or a shift to less scholarly resources for the four communities of interest that currently make up the NC LIVE community. All of us are in favor of expanding access to the schools, but if additional money is not appropriated for this purpose, we may be harmed. Most of our licenses are based on some sort of FTE count, and the schools add many potential users! Fortunately, some of our databases are already licensed for them as well.

Outside events have also been felt by NCLA conference planners. Some key speakers have withdrawn, although the conference still promises to be strong. I am pleased that many of you identified relevant programs and will be attending! I hope you enjoyed our back-to-school party on September 27. Those peanut butter and jelly sandwiches and chocolate milk brought back many memories. I think I had that for lunch every day in third grade, with an apple. The pictures were a great touch.

I want to thank Patrick Ferrell for volunteering to repeat as United Way coordinator for the Library. I have been tapped to lead the Leadership Circle effort for the College. - Rhoda Channing

New Library Guide for Students

The new student guide to the Z. S. Reynolds Library is hot off the press and available throughout the library. The guide was written and designed by the library's Publications Committee - Ellen Daugman, Debbie Lambert, Leslie McCall, Megan Mulder, Roz Tedford, and Julia Winfrey. Craig Fansler provided creative design and layout guidance. Mary Horton and Rhoda Channing assisted with final proofreading. This comprehensive guide complements an array of instructional handouts designed to support and enhance the learning experiences of our students. - Debbie Lambert
Student ThinkPad Training Booming at ZSR!

Since the start of the fall semester, more than 120 students in 14 classes have participated in student ThinkPad training classes offered by the ITC! Eight of these classes have found us teaching a class at the request of a professor, three other classes were held in room 204 in the library, and three more were taught as one-on-one sessions in the ITC.

In an effort to market these classes aggressively and economically, the freshmen were asked to fill out a training survey at the end of ThinkPad orientation requesting their email address and training classes they would like to attend. Those students now receive regular email notification of upcoming classes. More than 600 of the freshmen opted to be on this list compared to less than 200 last year.

Another successful marketing tactic has been the addition of wallpaper on the ITC lab machines telling students how to sign up for training classes. Along with the wallpaper "billboard" there is a Netscape link where they can sign up for classes.

Creatively and economically marketing these classes has been a challenge, but as enrollment increases it shows just how successful a grass roots effort can be! - Giz Womack

Pilot Inventory Project

The Pilot Inventory Project is underway! Last spring, the Inventory Planning Committee (Patrick, Kathryn, Isabel, Wanda, Medra, Erik, Tim, Susan, and I) met several times to come up with a plan to test the possibility of an ongoing Inventory. Erik has developed a program that works with Voyager and the Observer program for us. In August Patrick and his students began an inventory in the previously selected section of the Q's. They are about half-way through the Q's, in the QB's. So far 17,947 volumes have been inventoried - out of our database of 1,382,864 items - or 1.378%. In this section we have found 865 missing books, or 4.82%. Of these, 781 are not charged in Voyager, 77 are marked missing and 6 are marked lost. - Mary Horton

Executive Board Draws on ZSR Staff
For me, NCLA was an experience of several new things. I attended several workshops that covered topics that dealt with both the concrete and the abstract of the library world today. These included: the challenges of managing electronic journals while still making them accessible to patrons, the issues of diversity in libraries, and the offering of a paraprofessional library degree at a local community college. I also attended programs that were outside of the workshop environment, such as a tour of the film school at the North Carolina School of the Arts and a poetry lecture by Fred Chappell. But most of all, I was elected secretary of the North Carolina Library Paraprofessional Association. With Linda Hearn of the Professional Center Library and Linda Barrow of ZSR, we make up the new executive board of this organization.

In more ways than one, NCLA was a memorable experience for me. - Christian Burris

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From the Director

Although the NCLA Conference program contained much of interest, I was unable to spend much time there. I did attend the session by Deanna Marcum, which was supposed to be focused on distance education, but was really much broader, and very timely, as she discussed what libraries are facing, and the challenges of the new environment. She referred to an article by Denise Troll, which I had distributed to the people who will be attending the strategic planning retreat next week, and I was glad we had already seen the usefulness of that article. We were well represented there - by about eight of our staff! I also went to an interesting session on e-journals and to the exhibits, and regretted that I couldn't attend more sessions. I hope we will be able to send many staff to the ACRL National Conference in Charlotte in the spring of 2003.

As the day for our strategic planning retreat draws near, I am pleased that Ken Zick can attend, and that Jay Dominick will present the strategic plan for Information Systems. I have the plan from the Human Resources Department and will be distributing that prior to the meeting as well. Do feed your ideas to your team leader, if there are strategic issues you'd like addressed! - Rhoda Channing

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NCLA: Carolyn

Like several other people at ZSR, I too attended the North Carolina Library Association's biennial conference held last week. I heard several speakers talk on a variety of topics such as electronic journals, copyright law, and handling stress. At the opening of the general session, Scott Carpenter, deep-sea explorer and Mercury astronaut, spoke on what he feels constitutes excellence. Dr. David Levering Lewis, two-time Pulitzer Prize winning biographer of W.E.B. Du Bois, spoke at the all-conference breakfast on his research, travels abroad, and his experiences in using foreign libraries.

The session that I looked forward to the most was the closing dessert reception which featured North Carolina's Poet Laureate Fred Chappell. I had modern poetry under Mr. Chappell when I was an undergraduate at UNC-G. Poetry, I once thought, was at times a chore to read. But in the classroom, he brought poetry to life for myself and many others. I had the opportunity to speak with Mr. Chappell after he read a poem that he wrote for the occasion. I reminded him that I was a former student of his and that he had written a letter of recommendation for me to get into library school at UNC-G. He said he remembered me and that I hadn't changed much. It was good seeing him again. At my house, I have a signed copy of the poem that he read, and it is waiting for me to take it to the frame shop to have it framed. - Carolyn McCallum
NCLA: Bobbie

Thursday, October 4 was a beautiful day to attend the 54th Biennial Conference in downtown Winston-Salem. The theme of the conference was "The Future is Now." One of the programs I attended featured Deanna B. Marcum, President of the Council on Library and Information Resources. Marcum spoke on "What is a Library When you Don't Have to go There?" At the beginning of her presentation, Marcum explained the mission of the Council. She said they think about libraries, and they think three-four years out. She said they communicate with library administrators, librarians, and anyone else who will listen. Marcum noted some of the trends in higher education and other issues facing libraries. She indicated that people would need new ways of acquiring education in the global community. Marcum said that our challenge as librarians is to figure out how to provide more effective services and that librarians should be involved in strategic planning.

Following Marcum's presentation, the Bibliographic Instruction Committee followed up with a panel discussion. Cindy Adams, Chair of the Committee, made a few opening remarks and then opened the floor for discussion. For the next hour, there was a free and lively exchange of ideas on distance learning, web-based instruction, and other "breaking issues" of interest to b.i. librarians.

In the afternoon, I attended the Second General Session which featured Oralia Garza de Cortes as the keynote speaker. She talked about libraries as the cornerstone of democracy. She asked: Are we willing to allow ordinary citizens a place at the decision-making table? She challenged librarians to put the "public" back in public libraries.

All in all it was a very interesting conference. I visited the exhibits and had an opportunity to chat with friends from other libraries. - Bobbie Collins

NCLA: Mary H.

The highlight of the recent NCLA Biennial Conference for me was the Documents Section-sponsored talk by Grace York entitled, "The Web Came True, NOW What Do We Do?" Grace is a pioneer of internet-based government information, having established the gopher-based Economic Bulletin Board (EBB) way back in the mid 1980's. The EBB posted files from the Census and other government agencies for public use. Grace's web site at the University of Michigan's Documents Center is the premier government information site on the web. Check it out!

Grace compared the state of government information on the Internet in 1992 and 2000.

- In 1992 GPO distributed 0 titles on the Internet; in 2000 this figure was up to 32,000 titles, or 53 percent of distribution.
- In 1992 GPO had 0 Internet hits per month; in 2000 this figure was 32,000,000.
- In 1992 there were 20 Federal Government Internet sites (.gov); in 2000, there were 26,000.
- In 1992 the UMich Documents Center received 140,000 Internet hits to the EBB; in 2000 the web site received 40,000,000 hits.
- In 1992 the Documents Center answered over 100,000 reference questions; in 2000 this number was slightly over 40,000, or a drop of 60 percent. Over the same time, however, extended
Grace proposed a number of new and continuing roles for documents librarians. These roles include:

- **Munificent spender**: to replace titles formerly distributed in paper and to purchase aids to Internet access.
- **Publisher**: to produce print products from Internet-only titles.
- **Lobbyist**: to keep some titles in paper and preserve information on the Internet.
- **Subject Specialist**: to help answer the extended reference questions and to find and interpret information for patrons (what does the CPI measure, anyway?).
- **Student**: to keep up with all the changes.
- **Author/Webmaster**: to produce informative web pages.
- **Funlover!**: to keep up the reputation of documents folk!

- Mary Horton
V.I.P. Volunteers

As part of Wake Forest University's commitment to building social capital in Winston-Salem, several of the ZSR staff are V.I.P. volunteers at Cook Elementary School on 11th Street. Each Wednesday Wanda Brown, Lanie Williamson, Linda Barrow, Susan Smith, and I spend an hour working one-on-one with a bunch of cute kids as they (the kids) improve their literacy and cognitive skills.

V.I.P. stands for Victory in Partnership, a program created by the Greater Winston-Salem Chamber of Commerce and the Winston-Salem/Forsyth County Schools. According to the memo sent out by Angela Duncan in Human Resources, "Students are paired with business and community volunteers who spend an hour each week working with pre-kindergarten through second grade students in the local school system. The goal is that each tutored child will be at or above the expected proficiency level by the end of the school year. The program promotes positive mentoring relationships, community involvement and celebrates diversity by crossing racial, social and economic boundaries. In 2000-2001, more than 850 volunteers from 98 businesses and civic and community organizations tutored approximately 700 students."

Each child in the V.I.P. program has been tested to determine his or her beginning skill level. Many are more than a year behind their age peers in such skills as identifying colors and shapes, counting, naming common items, and reading. With personal attention though, a child can make up more than a year's deficit in 7 months. Last year at Cook Elementary the children in the program posted a 233% improvement when tested again at the end of the program.

The biggest challenges facing this trusty band of volunteers are threefold: learning the games and skill tests fast enough to stay ahead of the children; keeping the kids focused on learning - they are healthy 4- and 5-years old after all; and finding a parking space back on campus afterwards. - Elise Anderson

New Look for e-Gaz

Have you seen the e-Gaz lately? Mouse on over to http://www.wfu.edu/Library/gazette and take a look!
The new design is meant to draw attention to the extras that you cannot get via the printed Gaz, such as full-color photos and multimedia. I've also linked to the brief bios that you wrote when you joined ZSR. Hopefully this will help new staff get acquainted, as well as make a fun read for us old-timers.

You may notice that the photo collection is pretty thin before August 2000. I hope to get additional older pictures up for our enjoyment soon. If you have a digital copy of any photo that appeared in the brown paper Gaz, but is not yet online, please send it to me. Also feel free to send more pictures with your future stories. If we can't put them all in print, we'll certainly put them online!

Let me know if you have any suggestions for improving the e-Gaz! - Carol Cramer, E-ditor

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From the Director

The group that met at Bridger Field House on October 18 got the Strategic Planning Process off to a good start. After analyzing and comparing the plans from Marquette and Southern Methodist Universities' Libraries, as well as the Information Systems Strategic Plan, and the Goals and Objectives of the Human Resources Department, we seemed to agree on organizing our planning around certain themes.

One of the essential elements of a strategic plan is an awareness of environmental factors that have an impact on academic libraries. Some of these are outside of our control, such as the general economy and trends in publishing, or even emerging technologies. Others may be factors within higher education, or even Wake Forest University. As an example: a declining economy reduces our endowment income, reduces the income of the parents who fund college education, so that fewer students consider private colleges, and those who do need more financial aid. Therefore, if the economic picture is generally gloomy, we cannot expect to have new resources with which to accomplish our goals. Debbie presented an interesting way to view our processes for making decisions and setting our priorities. Through "frames" each of us sees the world differently and an awareness of these may help us in planning, to understand the views of others. Over the next several months everyone on the staff will have an opportunity to participate in the design of our plan. It should be a very worthwhile effort! - Rhoda Channing

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After the Writing

Barely ten days after the attacks on the World Trade Center and the Pentagon, I managed to get myself on and off four different planes and to Memphis and back for the annual meeting of the Southeastern Booksellers Association.

SEBA is hosted by Ingram, a company we are all familiar with, and I was sponsored by the publisher, Picador USA.* Twenty-nine authors were invited to an occasion called "A Movable Feast," with several hundred booksellers from large and small bookstores. Authors moved from table to table talking about their books while the booksellers had their banquet. "Southeast" turned out to include most of the southern U.S., Nevada, and California, and it was interesting to hear the stories from the sellers out there on the front lines with the reading public who are willing to buy books.

Before the dinner the writers had sandwiches and discussed among themselves the possible effects of the attack on America on what people would want to read. The group was almost equally divided between the opinion that readers would turn to escapist fare and the belief that there would be instead a trend toward books that were more substantial. Some of us put this question to the booksellers at whose tables we
found ourselves. While one or two said that their customers read only romances and mysteries, several described a change and requests for the classics and for serious adult fiction such as the novels of writers like William Faulkner. Interestingly, some said this change had already begun before the attack. One thing that was not mentioned at SEBA but was reported on NPR is that a current bestseller is the Koran. - Isabel Zuber

*Editor's note: Isabel's novel will be published by Picador USA in March.

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**Logo Contest**

Staff Development is looking for a new logo. We need a creative logo that is tailor made for staff development. The logo can be geared towards how you feel about staff development or it can be your own original creation. Please submit your entries to one of the committee members (Debbie, Megan, Kaeley, Tim, Carolyn, Sherry, or Angela) or submit it to me via e-mail by Tuesday, November 6, 2001. A prize will be given to the person who creates the best logo along with the honor of having that logo displayed on staff development pages and productions.

And remember, we are always open to suggestions about activities that you or your team would like to do. Staff development needs you! - Angela Wilson

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**The Best Price at Any Cost**

Carol Cramer joined me October 22 on the semi-open road of I-40 for an all day seminar in Greensboro called How to be a "Tough-As-Nails" Negotiator. The class, offered by professional training organization, Padgett Thompson, was attended by an assorted group of business people, organizers, purchasers and two librarians. Negotiating skills presented ranged from the theoretical to the applied. Underlying principles include proper preparation for successful bargaining. To be prepared, the negotiator must consider in advance a bevy of variables such as the bottom line or the limits surrounding what can be conceded, a range of add-ons that can be requested to extend the benefits of the bargain, and information on general conditions that impact the bargaining climate.

The day ended with an exercise in which the class divided into groups of buyers and vendors who tried to complete deals according to the principles presented in the day's instruction. Carol took the lead for Wake Forest as we sought great pricing and many extras when we dickered over a contract for lab supplies. We resisted our opponent's request for free tuition at the university for their children in return for freight concessions for shipment of our purchases. We stood firm and made the best deal of the day. This feat was in no way devalued when we learned that our vendor's instructions included the warning that if they did not close a deal with us, they would lose their jobs!

We came away from our class tough as nails - - - well maybe tough as tacks. While it was a very basic class, it was a good introduction to the topic for a novice, and a useful review for the seasoned bargainer. - Jill Carraway
News From the Special Collections Team

Selections from the Dolmen Collection of Irish literary manuscripts, including the working press papers of publisher Liam Miller, will be part of an upcoming spring exhibition at the Grolier Club in New York City. Steve Ennis, the Curator of Literary Collections at Emory University, is coordinating the exhibit devoted to Irish literature of the second half of the 20th century.

Utilizing resources from a fund established more than 10 years ago by a benefactor from the Stallings family, Special Collections & Archives has preserved some of the spoken words of the late poet A. R. Ammons. Delaware Valley Digital Media reformatted four magnetic reel tapes to 8 CDs. In 1975 over a period of several evenings, Ammons read poetry for friends at the home of Tom and Louise Gossett. Copies of the tapes were donated to the Library by the Gossetts. The listener hears not only the intonations of Ammons but also the Gossetts' loquacious Siamese cat Napper chiming in with his poetic insights!

I was invited by Divinity School Development Director Wade Stokes to attend the Divinity School's Board of Visitors 2-day meeting. I had the opportunity to meet and talk with many of the 25 members over lunch and in an afternoon session where I was formally introduced. The Divinity School will graduate its first class of 26 students in May 2002 and will have its first accreditation site visit in April 2002.

If you enjoy reading aloud and have a few hours to spare, the Triad Reading Service for the Blind is a good place to volunteer. I read one night a month for a 2-hour stint on a live radio broadcast. Reading materials are local newspapers from the Piedmont area. Two readers partner to read news, sports, comics, health, science, and lifestyle articles. Peter Romanov is also a volunteer. The Triad Reading Service broadcasts from the IS building and is managed by Help Desk Consultant Jonathan Milam. - Sharon Snow

Book Corner: Some Like It Hot...

But don't count me among that group. Anybody who knows me knows I love cold, snow, and ice. As a girl, the Arctic and Antarctic fascinated me. So I was happy to see the book At the Ends of the Earth: A History of the Polar Regions arrive in the library. The author, Kieran Mulvaney, lives in Anchorage. He has published in New Scientist, The (London) Sunday Times Magazine, and E magazine. That's 'E' for environment, not electronic, but there is a website at http://www.emagazine.com. He's also involved with SeaWeb, an organization devoted to "raising awareness of the living ocean."

Except for being fairly cold, the poles differ as much from each other as from other parts of terra firma. And possibly the biggest difference is the following: . . . polar bears do not exist in the Antarctic; cartoon Christmas cards notwithstanding, polar bears and penguins never coexist (p. 19). That was a heartbreaking piece of news. But if that doesn't freeze you, try this on. The average temperature at the South Pole is minus 60 degrees F. The coldest temperature ever recorded on earth (about minus 130 degrees F) was measured in that neck of the woods. Here's another chilling thought: a few fish species
manage to survive there, because they’ve developed antifreeze to keep ice crystals from forming in their blood! Antarctica, one of the seven continents, is a huge landmass with mountain ranges and giant ice shelves. After earlier territorial disagreements, peace settled on the South Pole. World governments work cooperatively to maintain ice stations and have agreed to a 50-year ban on exploiting minerals.

Now on to a more temperate clime, the North Pole. Not a separate continent, the Arctic is part of three separate continents. And that isn't strictly true, because the North Pole is a huge hunk of pack ice, a frozen ocean, surrounded by land. To prove this, tourists regularly visit the North Pole in icebreakers. Another contrast between the two poles: No (zero) land mammal makes its home at the South Pole, while 40 thrive at the North Pole. Because of its relatively friendly nature, the North Pole has been more prone to what Mulvaney calls "a story of interweaving cycles in which exploration leads to exploitation, and exploitation to further exploration" (p. 8). As an example, think of the near extinction of bowhead whales. These were prized because their baleen (fringes of cartilage which hang from their mouths, allowing them to feed) were used to make lady's corsets in the 1800's. Mulvaney devotes a chapter entitled "Crude Awakening" to oil exploitation of the region, especially citing the Exxon Valdez spill.

For one more bit of news of the weird, let's take a look at extremophiles. One of the hottest research areas in critter biology is the study of bacteria that live under extreme conditions. Our poles qualify for this. For a good article on extremophiles, check out the article from Scientific American.

My next vacation, I'm thinking of either Iceland (it's nice), not Greenland (which is icky and ice-bound) or those upper reaches of Lapland where the Suomi people live on the tundra. No "sweet tea" on this trip, I guarantee it. - your science reporter, Sherry Durren

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**NCLA: Ellen D.**

**Giving them what they want?**

A recurrent issue in the NCLA sessions I attended earlier this month was the question of acceding (or capitulating?) to students' preferences in information access. As results of surveys, studies, focus groups, and think-tank pondering and meditation trickle in, undergraduate wishes are being documented and debated.

The keynote speaker for the College and University Section was Dr. Deanna Marcum, president of the Council on Library and Information Resources. "What is a Library When You Don't Have to Go There?" was the question she posed. Although distance education and the problem of providing services for distance learners were her initial points of departure, she moved on to the challenge of the virtual library: to provide effective resources when students no longer look for them in a physical place. The bitter truth is that the resources we have so lovingly assembled are not what students want. Since they so often are content with resources and services that resemble those that libraries have traditionally offered, librarians must prove that they are better than Google.com. One necessary task is to identify and assemble a body of material needed in electronic form—a job we have not excelled in. She criticized the tendency to digitize what we are most proud of, since esoteric special collections inhabiting their rarefied Web spaces are not meeting general education needs, particularly those of distance learners. Collaboration was her proposed strategy, one in which smaller institutions can more readily excel and lead. She emphasized that we can still be service providers, offering high quality collections, but that since this and future generations of students are thinking digitally, so must we.

As a follow-up to Dr. Marcum's presentation, the Bibliographic Instruction Committee led a discussion of the issues she raised, at once challenging perhaps disheartening. Sherry Durren and I are on this
committee along with librarians from NC State, UNC-CH, Elon College, and UNC-Wilmington, and we were pleased with the amount of give-and-take these points generated. How to publicize and reach students (and faculty), how to create a sense of community not only among distance learners but also among on-campus/off-library students were some of the topics that elicited suggestions and candid opinions. - Ellen Daugman

Administrative Council Election

The Administrative Council includes one non-exempt staff member who is elected by the non-exempt staff. Now that Scott Adair is no longer in this category, there is a need for a new election. The person chosen will attend Administrative Council meetings, usually on the 3rd Wednesday of the month at 3 p.m., and will provide a conduit of staff concerns to the Council and communicate non-confidential information to the staff as a whole, often through the Gaz.

Here is how the election will be held. If you want to nominate someone, you must get the person's consent. Send the name to Rhoda Channing by November 9. The names will appear on a ballot, which will be circulated, to all those eligible to vote. The winner will be announced in lib-l. Thanks! - Rhoda Channing

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50th Celebration of Wake Forest Groundbreaking

I was fortunate to be asked to attend the 50th Anniversary of the Wake Forest Groundbreaking on Monday, October 29th. Lisa Persinger and I worked on an exhibit using materials from the ZSR Archives for this event. It was a pleasure to work with Lisa, a dedicated professional whose skills we are fortunate to have.

The program included many who attended the original groundbreaking, including Ed Wilson who was then a first year English Professor. Also attending the ceremony were former Governor Bob Scott, reading a letter from President Truman's grandson; Barbara Babcock Millhouse, daughter of Charles and Mary Reynolds Babcock who gave the Reynolda property to Wake Forest; Lloyd P. Tate Jr., president of the Z. Smith Reynolds Foundation and great-grandson of R.J. Reynolds; and Barbara Tribble Holding, daughter of Harold W. Tribble, president of Wake Forest from 1950-1967. The day was educational and rewarding, and it is still dumbfounding to see images of what was then a cow pasture transformed into one of the nation's greatest universities over 50 years. - Craig Fansler

Technology Team's Third Annual Retreat

On October 26-28 the Technology Team went on their third annual team retreat. As in previous years, the retreat was held at the big house at Fancy Gap. The retreat's purpose is to provide all of us with uninterrupted time outside of our everyday work schedules to discuss pending and potential technology issues, plan for the future and develop our ability to function better as a team.

This year we focused on several diverse topics. The library will be loaning out wireless cards for in-library use by students and the team began the planning process for the implementation of this program. We also spent time talking about the library's strategic planning retreat and the process that we will be undergoing so that all the team members who didn't attend the retreat were brought up to speed. As you might expect, of particular interest to all of us in the team is how the IS strategic plan that Jay Dominick outlined for us at the retreat will intersect with the library's plan and guide our direction in the technology end of the library's plan. One aspect that will have definite repercussions for the library is the goal of IS...
to move toward the use of Linux. We assigned team members to investigate whether specific applications that are library-specific (i.e. Voyager or Silverplatter) will support this operating system. Another discussion centered on what our role should be in communicating intellectual property and privacy issues to students. Roz brought some literature about the basics of spyware (software that tracks users online use patterns). We know that more and more applications may include this type of invasive software, often without the user's knowledge. We decided to present the information at a staff association meeting in the near future and to include a module on this subject at the January transfer-student ThinkPad orientation. We reviewed our team's web site and updated the content. Look for the update soon! Finally, we started identifying potential capital budget technology projects. We will be contacting other teams to start the process for putting together these requests for Debbie.

From reading about our previous retreats, you already know that our retreats are not all work and no play. I am very pleased to report that this year, the women reigned supreme in the 3-game Trivial Pursuit contest. The men really missed their teammate, Giz, who was unable to be with us this year; they were unable to win even one game. We also went on a team hike at Cumberland Gap on the Blue Ridge Parkway. However, only the weather-hardy team members (Erik, Bill and Susan) braved the extremely bitter temperatures; the rest had their own little team activity reading and napping in front of the fireplace back at the lodge!

Dining highlights this year included Erik's pico de gallo, Bill's omelettes and, as always, Roz's lasagna. Erik also showed us how "real" French toast is made (not with plain old white bread).

To view some pictures of this year's retreat go to: http://www.wfu.edu/Library/teams/tech/retreat_2001.htm  - Susan Smith

From the Director

I have just been invigorated by two meetings. One was a statewide preservation conference sponsored by the NC State Historical Records Advisory Board, the other was a meeting of the ASERL Directors.

On Friday, November 2, in Raleigh, over 135 people from all kinds of repositories met to set an agenda for the next decade. There were archivists, registers of deeds, clerks of court, museum workers, local and church history librarians, and distinguished speakers. The keynote address was delivered by former Kansas governor John Carlin, Archivist of the United States! Did you know that the first U.S. National Archivist was from North Carolina? Attention to preservation and disaster recovery matters has really increased since September 11. People are recognizing the importance of planning for the safety of vital records. Carlin told how Iraq tried to destroy the archives in Kuwait during its attempted takeover, because without the records of its history, its land and its form of government, Kuwait would lose its identity. Our culture, our heritage and our identity are established in the documents and artifacts in our repositories, making them essential to our communities and to our nation. Some companies whose records were destroyed in the recent bombing cannot recover, but those who had backup off-site can pick up and go on. The other speakers included Camille Patterson, a Wake grad and a fund raising consultant formerly with public television, who spoke about those who gave and those who received. 75% of the giving was from individuals; foundations and corporations accounted for about 12% each and bequests made up the rest. Churches were the number one recipients, followed by education, health care, human services, and arts and culture, in that order. Camille presented an outline for thinking about going after external funding that was very helpful. All the speakers were informative. In the afternoon I was assigned, as a member of the SHRAB, to be the recorder for a breakout session led by Harlan Greene, who used to be with the North Carolina Preservation Symposium. In this session it became clear that however much we think everyone knows how to find the best ways to deal with preservation problems, many people in our state are starved for information. My conclusion at the end of the day was that little
has changed over the decade! Funding, space and staffing, and technology issues are still with us. Read on to learn about the ASERL meeting.

ASERL Directors meet in Atlanta:
On Monday, November 5 the directors of ASERL member libraries met to attack an especially meaty agenda:

- Discussed the ASERL results of the SOLINET strategic planning survey
- Discussed the ASERL-Emory University-Mellon-funded project to document the American South, digitally of course
- Reviewed some virtual reference options as well as virtual storage and shared collections options
- Got a Kudzu update
- Talked over ways to use the research librarians' competencies document
- Began a discussion of ASERL-sponsored internship possibilities
- Went over information literacy training options now and in future
- Had a lively talk about ASERL membership criteria
- And last, before I had to leave to catch my plane, heard about netLibrary and other electronic resources.

I'd be happy to share what was discussed with anyone who is interested.

For those of you who haven't flown recently, I can report that the waits at security were not too bad. The Greensboro airport has changed its parking so that the top deck (uncovered) at the ticketing level is no longer long-term parking, but is now hourly. If you enter the garage on that level, you will be charged a higher rate. Enter instead at the baggage claim level to park on levels 1, 2, or 3. - Rhoda Channing

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**Tech Team Liaison Meeting**

The Technology Team met October 11 with departmental liaisons to share information about technology issues, happenings and projects taking place in the library. The group shared information on the following topics:

**Tim Mitchell** reported on his major project of the summer, the distribution of new computers and other equipment and the updating and reallocation of existing computers so that the oldest units leave our inventory. This year saw laptops assigned to all staff finally! Now the only desktops to be seen in the library are those assigned to public areas where securing laptops would be a challenge.

I detailed the progress of the library's print cost recovery project that will be used to charge for printing done in the ITC lab and the Reference area. Since the meeting, I can report that the system software has been installed and configured and a rollout date for testing in these areas is being determined, most likely the second week in November. The rest of the semester will be used to make sure the system works optimally and to get students used to the idea of paying. We won't actually institute charging until the start of the spring semester.

**Erik Mitchell** reported on the library's new journal access project. As you all know, determining where the full text of a journal article exists (both in print or electronically) can be a challenge. He and a work group (**Carol Cramer, Elise Anderson, Lanie Williamson**, Alan Keely from PCL and Molly Barnett from CCCL) have been given the task to identify some potential solutions that will allow us to manage this process more effectively.
He also described the upgrade of Document Delivery's Ariel system for managing ILL. There have been new, improved releases of the different software applications involved and the result should be much more efficient operation and an integration of ILL with the Voyager system.

Our library is now participating in a collaborative project called Infomine and I provided an update on its progress. This project originated at University of California - Riverside and its purpose is to create a virtual library of links to quality, scholarly Internet resources. By joining in this effort, we can offer our users a searchable, annotated list of over 20,000 resources without having the burden of building or managing it by ourselves. There are 16 ZSR Library staff members who have volunteered to identify, evaluate and create records for the Infomine database. They are: Elisabeth Leonard, Mary Horton, Carol Cramer, Roz Tedford, Ellen Daugman, Jill Carraway, Scott Adair, Elen Knott, Elise Anderson, Charles Bombeld, Megan Mulder, Sharon Snow, Lanie Williamson, Angela Wilson and Susan Smith. To date we have contributed 139 new records into the shared database. Infomine can be accessed from the library's main web page by clicking on the link "Scholarly Internet Resources."

This fall the WFU campus has been bombarded with computer viruses, and our library has not escaped infection. Giz told the group about the latest round of the Nimda virus and explained what steps we have taken to prevent future occurrences. Tech Team members have upgraded all staff computers to the corporate edition of Norton Antivirus. This version automatically downloads the latest virus definitions to a user's computer. It is important that we also allow the weekly scheduled hard drive scan to take place to ensure that no viruses have made it onto a machine.

Roz Tedford reported on the progress of the ongoing updating of the library web site. The web team is reconvening to start making some of the needed changes identified by the focus groups last spring.

One of Bill Burger's big projects over the next several months is to create a virtual tour of the library. By using Quick Time Virtual Reality technology, virtual visitors will be able to stroll through the library. The first module (of the ITC) has already been created and can be viewed at http://www.wfu.edu/Library/ITC/ITC.mov.

Departmental liaisons also reported about technology issues and concerns in their areas. Debbie Lambert updated the group about last spring's copy machine testing. She and other ZSR staff recently met with Lexmark representatives who are conducting a user survey about our needs. Nothing has been decided, but it is good to see this moving forward. Access Services' main technology issues continue to be offsite storage and inventory. Mary Horton has reported recently on these in the Gaz. Information Services is gearing up for the implementation of the print cost recovery system and will be providing input about the needs of their users as decisions are made about policies. Wanda Brown conveyed that Technical Services is experiencing some difficulties with the current label printers, so some alternate solutions will be explored. Megan Mulder shared that Special Collections recently wrote a grant application for a digitization project. - Susan Smith

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Federal Depository Conference & Depository Library Conference

The 10th Annual Federal Depository Conference and Fall meeting of the Depository Library Council was held in Alexandria, VA, on October 14 through October 17. The meeting was well attended, despite recent air travel problems.

As usual, the main theme of the conference was the transition to an electronic program. The transition is moving rapidly: in 1999 distribution through the Federal Depository Library Program (FDLP) was 45% online and 55% tangible, while in 2001 the ratio had changed to 60% online and 40% tangible.
One of the issues the documents community has been concerned with during this transition is the retention of electronic data. Since the Government Printing Office (GPO) is legally mandated to retain documents permanently, whether tangible or electronic, they have been working on ways to address this issue. GPO has partnered with OCLC for the Web Document Digital Archive Pilot Project. The goal of the Web Document Digital Archive project is "to create a sustainable service to provide long-term access to web documents. The service will fill libraries' basic needs for identification, selection, capture, description, preservation, and access to documents that would not be accessible in the future otherwise." CORC and OAIS will be used to create a framework for understanding and providing long-term archival access of digital material. To learn more about OAIS (Open Archival Architecture System) go to the NASA/Science Office of Standards and Technology (NOST) Home Page. CORC, or OCLC's Cooperative Online Resource Catalog is described at http://www.oclc.org/corc/. GPO also continues to work on an "in-house" archiving solution, comprised of files maintained not only at GPO, but on servers at participating agencies and various depository libraries.

Another concern with electronic information that GPO is working to address is the authenticity of documents downloaded from GPO Access. At present, the only "official versions" of publications such as the US Code, Code of Federal regulations, etc. are the print versions. While this is mainly of concern in legal cases, it is still a goal to have authentic information on the web. GPO is working on the use of Public Key Infrastructure (PKI) to sign documents. Users would be able to download a free software package (analogous to Adobe Acrobat for .pdf files) that would be used to verify that a document has not been altered since it was "signed," i.e., previously verified as authentic. This authenticity check could be used even if the original downloader passed the file on to other users.

Just a note for web surfers: if you are trying to find information on the GPO Access pages, use Searchgov, FirstGov or GoogleUncleSam for your searches. These search engines yield "top-5 returns" of GPO Access pages 40% of the time, the best rate of the major search engines. - Mary Horton

Solinet Insurance Workshop

On Monday, November 5th, I attended a Solinet workshop here at Wake Forest. The title was "Did Our Insurance Say That?" and the workshop leader was Jeanne Drewes of Michigan State University Library. The workshop was very well taught and covered numerous topics such as risk management, appraisals, insurance contracts and actions to take after a disaster strikes. It is interesting to note that insurance companies do not consider all water damage in the same light. A sewer backup that causes water damage would normally not be covered because companies view this kind of water damage as a mechanical failure. Here's the "bottom line:" insurance companies are trying to cut their losses—even though you may already have had your loss. It's our job to cover the bases before hand to ensure we get a fair shake and get our losses covered. - Craig Fansler

Special Collections Workshops

Last month I had an opportunity to attend a two-day SAA sponsored EAD (Encoded Archival Description) workshop, followed by the joint meeting of the Mid-Atlantic Regional Archives Conference and the Society of North Carolina Archivists held in Richmond. Last month the special collections team, with the assistance of Susan Smith and Erik Mitchell, wrote a NCECHO (North Carolina Exploring Cultural Heritage Online) grant to purchase equipment and training for the digitization of archival and Baptist collections. We have chosen to begin our digitization program with the papers of Samuel Wait, the early history of Wake Forest
and the formation of the Baptist State Convention. EAD is required by the grant for making the collection's finding aids available on-line. EAD is a document type definition, like MARC, and is used to mark up finding aids using XML. EAD is a standard developed by the Library of Congress and the Society of American Archivists and is specifically designed for archival materials. The workshop was terrific and archivists from all over the United States and Canada were there.

The MARAC/SNCA meeting was stellar. One session I attended was on "The Care and Feeding of Donors" which discussed the art of donor relations from the perspective of the donor, the archivist, and a development officer. The "donor" in this case was the President of Thalhimer Co.; Hecht's was Thalhimer's before they were bought by the May Co., and he spoke about the VA Historical Society's "wooing" of his family's foundation. The other particularly interesting session I went to was on the National Gallery of Art and NARA's handling of the arrangement, description, public access, and use of Nazi and Allied records in the identification of looted art. As is the case with many of us, I came back eager to get started on our EAD project and filled with ideas for making our team more visible. - Lisa Persinger

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**NCLA Preconference a Hit!**

On Tuesday, October 2nd the ZSR Library was host to the Technology and Trends Roundtable of the NC Library Association preconference. The conference, entitled Web Tools for Librarians, provided attendees with sessions on HTML, Dreamweaver, Web Design Tips, Using the Web for Library Instruction, Web Teams, Focus Groups, Usability Testing and Multimedia Applications. It was attended by over 30 librarians from around the State and was a huge success.

Our thanks go out to the presenters: **Giz Womack, Susan Smith, Bill Burger, Roz Tedford**, Lynne Lysiak from UNC-Asheville and Ron Andrews from the Forsyth County Public Library. Extra special thanks goes to **Mary Lib Slate** who led a library tour for attendees and **Ann Bailey** who was invaluable as our food and facilities coordinator for the day. It was a fun day and anyone who wants to see the documentation from the sessions can do so at: [http://www.wfu.edu/Library/presentations/tntncla/index.html](http://www.wfu.edu/Library/presentations/tntncla/index.html) - Roz Tedford

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**CCUMC in New Orleans**

**Susan Smith** and I spent November 1st - 5th in New Orleans, LA attending the annual conference of the Consortium of College and University Media Centers. A diverse group, CCUMC is made up of university departments that are responsible for everything from faculty technology development to designing and supporting multimedia classrooms to maintaining media collections to full-service video production. The conference was very much geared to giving the attendees ample time to mix, mingle and network. We had some meals together, took outings to visit the three host institutions (Xavier, Loyola and Tulane) and we even went on a Swamp tour and had a Cajun "Fais Do Do." This emphasis on 'togetherness' made for the most friendly, energized and unified conference we have ever attended.

Amidst these activities were interesting presentations that gave us a good look at what other institutions are doing. The University of Maryland, for example, has entered into an agreement for Films for the Humanities and Sciences to be able to digitize their films and provide the digital videos on demand over video streaming servers. The records in their OPAC will have a link to the digital copy and University users will be able to click the link and immediately view the video. The University of North Texas Library offers free web design services to university academic and administrative departments. UC Santa Cruz is looking into making their multimedia lab completely wireless. We also saw an interesting presentation of a study
done to investigate what motivates faculty to use technology.

Fear not, all was not work. Susan and I made good use of our free time to see the New Orleans Zoo and Aquarium, make many trips to the French Quarter and even take a boat ride on the mighty Mississippi. For pics of our many adventures, see Susan's website.

CCUMC is an organization we hope to become much more involved in and have volunteered to be the Associate Editor for the Library Media Journal published by CCUMC. We hope to be attending their conferences for many years to come. - Roz Tedford

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**Educause 2001 - Indianapolis**

Two weeks ago, I was fortunate to have the opportunity, along with Pat Idol from Information Systems, to present at Educause 2001, held this year at the Indianapolis Convention Center and RCA Dome.

Our presentation "Spreading the Wealth: University Partnership with Community K-12 Schools" focused on:

- How WFU sells the 2nd generation student ThinkPads to the WS/FCS
- How we train the teachers and distribute the machines.

Several schools that attended our presentation were planning a similar program by the time they left!

In addition to giving our presentation, we were able to attend the Exhibits Hall and acquire new "schwag" (vendor freebies) to give to the teachers at next year's training!

We heard two great speakers in the General Session on Monday and Tuesday. Dr. Sally Ride discussed her rise through the NASA program, how she handled working in a male-dominated field, and some of the programs for women she has helped develop to break the gender barrier in the sciences.

Neil Gershenfeld, Director, Physics and Media Group, MIT Media Lab, discussed computers moving out of traditional roles and "disappearing" into the fabric of our lives.

While at Educause, I saw a demo of Blackboard 6, which looks great and promises many new features. Fortunately Blackboard 6 will not be available until summer 2002. I don't think we can handle more than one Blackboard upgrade per year!

Finally, upon my return, I was honored to discover I had won the employee of the year award (along with Sissy Hastings of Facilities.) I have had many people congratulate me on this honor, and I'd like to take this opportunity to congratulate everyone at ZSR for making the library such a great place to work! - Giz Womack

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**University Senate News**

Both the minutes from the latest University Senate Meeting and the online version of the Senator are...
ZSR Photo Galleries

Halloween
Technical Services Virtual Tour
Prospective Students Visit WFU

During the fall, we often have high school students visiting our campus. This fall Randal Hall (Assistant Scholarships Officer) contacted me about arranging a library tour for some high school students who would be visiting our campus in October and November. Angela Wilson gave the first tour in October. About 60 people showed up. On Saturday morning, November 10, Angela and I met with another group of 60 students. The weather was perfect for our visitors to tour our lovely campus. Angela and I enjoyed meeting with these groups and showing them our great resources. - Bobbie Collins

The 2000 Census: Where is it and When will it be online?

It's been nearly a year since the 2000 Census was completed and patrons are anxious to have the results. Some results are available now and others will not become available for months. The Matthews Branch of the Charlotte & Mecklenburg County was the site for a workshop on getting Census data from the American FactFinder website.

The morning speaker was Ken Wright with the U.S. Census Bureau Data Center in Charlotte. His focus covered the difference in the 2000 Census, the parts that are available now, how to get them, and when to get the remainder of the data. The afternoon speaker was Barbara Levergood, Reference librarian from UNC-CH. Her area covered census and block maps using American FactFinder. Her presentation was hands-on, with maps to see and study and maps to create.

Document librarians and assistants have already been asked 2000 Census questions. The workshop provided insight into this very current topic. Try your hand at retrieving data from the American FactFinder website. - Mary Lib Slate

Mark Your Calendars for Staff Development Events

Here is the calendar of staff development events for December and the spring semester. Some dates have not been finalized, but I will let you know when a definite date is set. For more information and to register, contact Angela Wilson. Please continue to submit suggestions on events that you or your team would be interested in doing. Staff Development needs you!!!
### DECEMBER

- **December 10, 10 AM**
  Room 204
  **Backing Up Your Data**
  Note: This is just a demo session so you will not need your computer. But Giz and Tim will be available to set up an individual appointment time for you to back up your data.

- **December 13, 10 AM**
  Room 204
  **Viruses**
  Note: This is an informational session, so you will not need your computer.

- **December 17, 12-1 PM**
  Johnson Room
  **Lunch Bunch with Isabel**

- **December 20, 10 AM**
  Room 204
  **Windows 98 Tips & Tricks**

### JANUARY

- **January 8, 2 PM**
  Room 204
  **MS Publisher II**

  **Discussion about Social Security** (TBA)

### FEBRUARY

- **February**
  - **Heart Healthy - Healthy Heart** (TBA)
  - **Stress Workshop** (TBA)

### MARCH

- **March 13, 10 AM**
  Room 204
  **DreamWeaver**

  **Reynolda House Tour** (TBA)

- **Art at WFU** (TBA)

### APRIL

- **April 11th or 12th**
  **SOLINET: Information Literacy**
  Note: Contact Debbie to sign up

  **Tree Identification** (TBA)

### JULY

- **Antique Show** (TBA)

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### The Book Corner

Several times this semester I have introduced students to the St. James Encyclopedia of Popular Culture (Ref E169.1 S764 2000). This five-volume encyclopedia includes over 2,700 essays on all elements of popular culture in the U. S. in the 20th century. The encyclopedia is arranged in alphabetical order by the name under which the topic is best known. In terms of coverage, 23% of the articles cover social life, while 16% of the space is devoted to music, 16% to print culture, 15% to film, 14% to television and radio, 10% to sports, and 6% to art and performance.

In volume five, there is a very handy Category Index that lists entries for broad areas such "Alternative Music," "Baseball," "Classical Music," "Gender Issues," etc. For example, under the heading "Foodways," I found an article on the ice cream cone. According to the article, "the first patent for an ice cream cone maker was granted to New York City ice cream vendor Italo Marchiony in 1903" (v. 2, p. 484).

The articles are well written and are packed with interesting bits of trivia. In one of the Personal Research Sessions that I conducted with a student this fall, we were able to find a good overview of his topic on new wave music. The article also answered a question that the student had about a certain new wave
band that he was not able to find in some of the sources that he had already checked. Moreover, the bibliography at the end of the article gave him a list of several books that we had here at ZSR. He was impressed and so was I. - Bobbie Collins

Knott at Virtual Reference Desk

Carol and I attended the Virtual Reference Desk (VRD) 3rd Annual Digital Reference Conference November 12-13 in Orlando. This conference has a number of heavy hitting sponsors, but the main power is fueled from Syracuse University and Florida State. For inspiration Clifford Lynch, Director of Coalition for Networked Information, gave the keynote address and what he mainly does is dazzle. He is presently very concerned with standards issues and the interweaving of computer systems and social systems. On a reassuring note, Lynch stated that scientists have been trying for years to get computers to answer questions. The process hasn't been going very well and has cost billions. So the big question now is, how to use computer based and human based intelligence together and this naturally led into a discussion of Virtual Reference.

Virtual Reference is several things. AskZak is an email based virtual service. And we have seen a steady increase in its use. But increasingly libraries are providing live or real time reference in a chat setting. With the use of commercial software, the librarian is able to "push out" information or guide the patron through a research session using the library's electronic and print resources on the spot.

The conference was organized around "tracks" which included managing, training, collaborative efforts, research, standards, real-time reference and case studies in the Digital Reference environment. Focus was concentrated heavily on "how we did it and how we are doing it" reports from public and academic sites that have done and are doing it. Cleveland and Santa Monica are public hotspots and NCSU is a local hotbed among up and coming Virtual Reference performance places. Some operations have fairly large budgets and sophisticated technology and some have begun on a shoestring. Some institutions are serving primarily distance education students; some are serving very local public populations. Big considerations in the initial stage are cost, staffing, scheduling and training. Collaboration among libraries as a way to distribute virtual reference service has heated up within recent months and a digital initiative among ASERL libraries directors is already in place. The North Carolina State Library obtained a grant to investigate consortial/collaborative virtual reference delivery and Carol is serving on that committee. Another Dig Ref! Project is CDRS or Collaborative Digital Reference Service of the Library of Congress.

Team Info and Tech Team are trying to cook up a little road trip to Raleigh and NCSU before Christmas to see Virtual Reference really live. The vendors in Orlando had canned presentations which naturally lacked oomph.

The benefit of the conference was the concentrated focus on the topic, the opportunity to meet face to face with Dig Ref "pioneers" and the time to do it in. I can't report on any groovy happenings in Orlando since there were no planned offsite events and the conference hotel was situated well away from both downtown and Mickeyville.

The conference papers will be posted to the VRD website. - Elen Knott

...as was Carol also
I attended the Virtual Reference Desk 2001 conference in Orlando recently. Since I was representing the State Library's Virtual Reference Work Group, I kept my eyes and ears peeled for the scoop on collaborative ventures.

Email reference is now old news, so VRD mainly focused on live real-time service. Conveniely, that's what I was supposed to be learning about.

From the sessions I attended, I picked up several trends:

- Staffing the service (at the ref desk or elsewhere) is a big concern for all libraries. This obstacle forces many libraries to collaborate.
- So far, most services have fairly low traffic.
- A lot of questions are library-specific (e.g. How do I renew my book?). Cooperatives cope by using online policy "cheat sheets" or by referring patrons to email.
- Multitype cooperatives are challenged to provide service to patron groups they normally don't serve (e.g. kids, researchers).
- A great reference librarian is not automatically a great chat reference librarian. Although the research skills cross over, librarians need training to provide excellent service in a real-time virtual environment.
- Even at 24/7 services, most questions come when the library is open.

By the time you read this, I will have attended my second Work Group meeting. The "Big Three" Triangle universities, UNC-G, and Charlotte Public have started (or will soon start) chat services on their own. The small libraries in our group are anxious to go with a collaborative plan. We will soon decide how to spend our LSTA money, possibly on pilot projects testing out different ways to offer a collaborative service.

Should Wake strike out on its own or participate in a joint project? If we can judge by our AskZak traffic, there will be a lot of questions about our proxy server. On the other hand, I don't want regular graveyard shift duty. Maybe we could do both. Perhaps we could be solely responsible for WFU questions during open hours and join in a cooperative for overnight service.

These are exciting times for virtual reference indeed! More to come! - Carol Cramer
Administrative Council Report

Happy Holidays - Internet Style!

From the Director

When Team Info Meets

Conference Reports: Educause Mid-Atlantic

From Long Ago and Far Away...

Administrative Council Report

The Administrative Council met on December 5. Attending: Wanda, Roz, Rhoda, Debbie, Mary H., Sharon, Elisabeth and Angela.

Debbie reported on the staff performance reviews, which will be implemented immediately for both non-exempt and exempt staff. The policy and evaluation forms were passed out and it was strongly recommended that all staff and supervisors attend the briefing sessions. It is mandatory for supervisors to attend the training sessions in January. All evaluation forms need to be turned into Rhoda. It was noted that we would learn as much as possible and make the process as meaningful as possible. Any questions can be directed to Debbie.

Rhoda reported on job vacancies in the library. The search is still on for the University Archivist. Other vacancies that were mentioned are Science Reference Librarian and the Stacks Assistant I in the Circulation department.

The Holiday Party was discussed along with the possibility of opening the invitation to spouses or significant others. It was approved that staff members could bring their spouses or significant others and the retirees will be contacted as well.

Mary H. reported that the library hours for the MLK holiday would be from 4:00 pm to midnight.

Wanda stressed the importance of interdepartmental communications. This would allow different departments to know what projects or goals that other departments are working on. It was recommended that department heads write articles for the Gaz that will communicate significant happenings in their respective departments.

The budget recommendations are still being reviewed. Departments heads must have their justification statements turned into to Debbie by January 4, 2002.

If you have any issues or concerns that you want to be addressed to Admin. Council, please let me know.

- Angela Wilson
**Happy Holidays - Internet Style!**

Put on your yarmulke  
Here comes Chanukah  
So much funukah  
To celebrate Chanukah  
- Adam Sandler

Partake of the joys of the Chanukah season! Find information on Chanukah, dreidels and seasonal recipes, all at [http://www.chanuka.com/](http://www.chanuka.com/). For a more historical perspective, look to the History Channel.

For Christmas, check out About.com's [movie guide to Christmas humor](http://www.christmasrecipe.com/) or [films full of Christmas joy](http://www.epicurious.com/e_eating/e04_xmas/euro.html).

Want to try a new recipe? [http://www.christmasrecipe.com/](http://www.christmasrecipe.com/) is full of recipes for "gorgeous goodies, homemade gifts, perfect parties and memorable meals." There's also a link to Hanukah recipes if you didn't find what you were looking for at Chanuka.com. Interested in Christmas culinary traditions from other countries? Epicurious.com has collected them at [http://www.epicurious.com/e_eating/e04_xmas/euro.html](http://www.epicurious.com/e_eating/e04_xmas/euro.html).

Oh, there's no place like home for the holidays, 'cause no matter how far away you roam. If you want to be happy in a million ways, for the holidays you can't beat home,--- sweet,--- home! -- Bill Egan

May your holidays be merry and bright! - **Elisabeth Leonard**

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**From the Director**

While I was out with a cold, Human Resources circulated a paid time off memo. I am pleased to say it got a lot of attention! Sometimes I wonder whether people read all the information that comes their way, and in this case, it appears they did. HR deserves a lot of credit for trying to codify practice; putting policies in writing, and widely distributing them is, as Martha Stewart would say, "a good thing." That doesn't mean that everyone understands the policy as written, or agrees with it, but it is a starting place. What might be done to a greater extent is to explain the rationale for a policy - especially when it changes. I was glad to see that at last we will have a policy of performance review that applies to exempt and non-exempt staff alike. The policy will also force us to discuss expectations for performance and the criteria for evaluation. Although time-consuming, these clarifications and discussions should provide guidance for all staff.

**Strategic Planning Update**

I am trying to distill the themes of the Strategic Plan into a manageable number of committees, and that number should not exceed six. In the meantime, I have asked the Technology Team to expand a bit on one theme: "Leading in faculty technology development," and encouraged TeamInfo to investigate offering information literacy courses for academic credit as part of the information literacy theme. We are also moving ahead on the assessment aspect of library service with LibQual+ next term. Starting in January we will have a committee structure and regular meetings to flesh out our Strategic Plan and its implementation. If you are asked to serve on a committee, I hope you will accept! - **Rhoda Channing**
When Team Info Meets

Team Info met Wednesday November 28 to discuss Team business and to make holiday celebration plans. **Mary H., Ellen G.** and **Mary Lib** reported that they have been spending all their time cleaning up Gov. Docs and Microtext records in Voyager. Besides the usual little messes, they recently discovered that 800 records of microfilm are listed as being located in Main Stacks, which we know is not true. Mary Lib attended a good workshop on Census 2000 in Matthews near Charlotte. The library is new, cute and located in the Town Hall. The hardest part was finding Matthews, hidden deep in Mecklenburg County. Mary Lib especially liked is the Census Bureau's American Fact Finder. As an outcome of this report, Mary H. and Carol are meeting to identify more snappy government sites suitable for linkage from Quick Links on the Library Homepage.

**Julia W.** reported that ILL's Ariel has been upgraded. She also reported that this week American Airlines returned three ZSR books that been left on one of their planes. I got so excited, I sent a thank you letter to American praising them for the good deed.

**Elisabeth** took Rhoda to a Calloway School faculty meeting to foster library liaison. Elisabeth has been adding biz and economics sites to Infomine at a great clip and entertaining econ and biz questions from students. She is Co-Chair for NCLA’s Leadership Institute 2002 to be held at Brown's Summit, N.C. in October. Team Info encourages ZSR staff to apply for participation in the Institute, which is a four-day residential workshop to promote the development of leadership skills among librarians and paraprofessional librarians. More info at [http://www.nclaonline.org](http://www.nclaonline.org).

**Ellen Daugman** has been busy with late semester BI sessions, the usual bibliographer responsibilities and increased subject contact with students in response to Personal Research Session requests. She also has the task of harvesting material for the Gaz.

**Carol** is hot on the trail of solutions, with others, for a unified ZSR journals holdings list in the style of UNC-G’s Journal Finder. The rest of us can hardly wait. Carol is also serving on the State Library’s Virtual Reference Committee.

**Bobbie** has been doing BI and reported on a challenging Pysch Methods class assignment that had students tracing back the psychologist/mentor family tree from Wake Forest Psych department faculty to psychologist teachers of the late nineteenth century by way of acknowledgements listed in individual dissertations and through general sleuthing in psychology literature. Bobbie and **Angela** gave library tours for about 120 prospective students on two separate occasions. This is one of those little unsung services that means coming in on a non-working Saturday to accommodate a special request from Admissions. Thank you, Angela and Bobbie.

**Elen** went virtual in Orlando as recently reported. She also has been doing BI, and responds to AskZak in odd ways! A student recently asked Zak the average number of hours of homework Wake Forest students have each week. Zak called Ross Griffith in Institutional Planning and got a color graph via email for forwarding which compares the hours Wake students SAY they study to peer institutions as compiled from the Senior Survey, 2001. Zak doesn't know how accurate this virtual answer is, but hey. - **Elen Knott**

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**Conference Reports: Educause Mid-Atlantic Baltimore**
Two weeks ago, Rosalind, Pat Morton and I loaded up the station wagon and braved I-95 and the DC Beltway to attend the Educause Mid-Atlantic Conference in Baltimore Maryland.

Educause is trying a new approach, with smaller regional conferences in addition to the large annual conference. This event combined a regional conference with the annual Ubiquitous Computing conference Educause regularly sponsors. The conference theme was "Visions, Expectations, and Reality: The implications of Pervasive Computing." Over 370 people were in attendance.

Rosalind and I gave a presentation called "Front and Center: Getting Library Resources Included in your University's Technology Plan." We described the computing environment at WFU, giving a brief history of the ThinkPad project, and describing the standard software load. We then explained how we create a consistent location for library resources in the "Research and Classroom Tools" folder of the Start Menu. In addition, Rosalind explained the annual process of updating and reevaluating the "Research and Classroom Tools." To ensure we reached as broad an audience as possible, we concluded with suggestions for implementing a "Research and Classroom Tools" folder without a standard software load or a ubiquitous computing environment. A diverse group split almost 50/50 with library staff and information technology staff attended our presentation. We even had one professor in attendance.

In addition to our presentation duties, Rosalind and I assisted Dr. Brown with hosting the Ubiquitous Computing Banquet. Over 40 people attended this event. It was an excellent opportunity to network and share information.

There were many impressive speakers at the event; both Rosalind and I were very impressed with David Ward, the president of the American Council on Education. His presentation was titled "Instructional Technology: The Misfits of Expectations and Achievements." Dr. Ward focused on how higher education has used technology in education to improve current processes, but has not taken advantage of the opportunity to use technology to completely re-evaluate how we teach.

All in all, it was a valuable experience and a great chance to share information with schools in the Mid-Atlantic Region. - Giz Womack

From Long Ago and Far Away...

"I am a young Woman, and have my fortune to make, for which reason I come constantly to Church to hear Divine Service, and make Conquests; but one great Hindrance in this is, that our Clerk, who was once a Gardener, has this Christmas so over-decked the Church with Greens, that... I have scarce seen
the young Baronet I dress at these last three Weeks, though we have both been very Constant at our Devotions. ... The Church ...looks more like a Greenhouse than a Place of Worship. ... The pulpit itself has such Clusters of Ivy, Holly, and Rosemary about it, that a light Fellow [said we] heard the Word out of a bush, like Moses." - Spectator, 1712

The Gaz editors wish all of you happy holidays and all best in the New Year.