Assistive Technology at ZSR

The newest technology to arrive at ZSR Library is designed to make our print collection more accessible to those who are visually impaired. We have configured a new computer station that consists of a laptop, monitor, scanner and a software application called OpenBook. With this technology, patrons will be able to scan a printed page, which is then converted into an electronic format that is read aloud by a synthesizer as it is displayed on the screen. It can recognize several languages and read them back with the proper accent! In addition, it can function for those who have "low" vision by allowing them to set colors, fonts, size and text spacing so that they can customize the screen display for reading the text. Other features include full editing capabilities, a pronunciation dictionary, thesaurus, spell check and book marking. We will announce its new home location once that is established and provide training for any interested staff. - Susan Smith

Journal Tracker Update

Before the holiday break, the Journal Tracker subcommittee identified several products that could provide easier end-user access to all of the electronic journals to which ZSR has access. These included several commercial products: Journal Web Cite, Serials Solutions, and TDNet. Another is a collaborative project with UNCG and its Journal Finder product. A couple of locally-developed products can also provide possible solutions. Regardless of what is chosen to handle electronic journals, there will still need to be a searchable database for the 230+ databases that the library subscribes to.

Because there are so many choices and a fair amount of time has passed, Erik and I thought we'd review the contenders on two features that most people said were important: (1) end-user access at the journal title level, regardless of which database or vendor provides the journal; and, (2) how quickly an end-user can see a change in a journal's access status.

Journal Title-level Access

Serials Solutions and Journal Web Cite both provide journal title-level access to about 95% of the electronic journals to which ZSR has access. Without going into specifics, the sales representative for TDNet indicated that TDNet provided such access for significantly fewer titles. If ZSR requests more details, TDNet will work up an estimate for us.

Journal Finder, created by Jackson Library at UNC-Greensboro, would be a collaborative project in
providing access to ejournals. Journal title-level access would be as comprehensive as staff at the two libraries could make it. Journal Finder currently offers journal title-level access for 95% of the journals at UNCG.

The two locally-created products would both incorporate a data load from Serials Solutions, and would allow searching of electronic, print, and microform journals. Option I would import data from Serials Solutions into a custom-designed database, which would then be searched through a locally-designed search interface. For example, the ejournal search page could still be used, with or without tweaking, to provide access for end-users, while a custom Web interface could be added for administrative use.

Local Option II would import journal holdings records from all 3 libraries into the Voyager Citation Database. Serials Solutions would provide MARC records for the titles, which would allow searching of subject headings and provide links to the full text of each journal. The interface would be the familiar WebVoyage interface but separate from the library catalog. This interface would have separate configuration files, so that it can be customized to suit WFU needs, including storing and tracking vendor notes and other management information.

**Update Frequency**

The update frequency affects how quickly changes appear to end-users. Currently when a database or electronic journal is added to, or deleted from, the Eresources database, end-users will see a change within 2 days. With weekly, monthly, or quarterly updates any additions or deletions from our collection will take a week, month, or 3 months to appear.

Serials Solutions provides updates monthly, whether ZSR uses their product alone or in conjunction with a locally developed product.

Journal Web Cite does monthly updates but only guarantees that any particular journal will be updated quarterly.

TDNet updates weekly but their data acquisition process is unknown and it's not clear how often information on any particular journal will be updated.

Since Journal Finder updates are done manually by UNCG, any change would appear as soon as UNCG personnel can do the updating.

Both local options could be updated immediately to reflect changes in a journal's access.

**On the Journal Tracking Horizon**

In the next few weeks Erik will offer a demonstration of the Serials Solutions product, both as a stand-alone item and as part of a locally-developed product. At that time the Journal Tracker committee will summarize findings and get feedback from all 3 libraries. - **Elise Anderson and Erik Mitchell**

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**From the Director**

Happy New semester! After our break it was still lovely to have the Thursday, January 3 snow day! Not only was the snow beautiful, but also it gave people the chance to wear their holiday gift sweaters.
During the break, Facilities Management did some painting in the building, and began a long and long-desired project - cleaning out the heating ducts in the Reynolds wing, which may never have been cleaned before!

With the start of the New Year, strategic planning activity resumed. Six task forces have been formed to develop our strategic plan, and 29 members of our staff have been appointed to them. Each task force is organized around a strategic theme: information resources, information literacy, faculty technology development, marketing and outreach, human resources development, and assessment. One member from each of the first five task forces listed will serve on the assessment task force. I have given each group its charge, and asked each to report to me monthly on their progress until the written report is completed at the end of June. It would be much more fun to do a strategic plan with lots of new funding to support new initiatives, and it would be a lot easier too, but our assumption is that few new resources will be made available to us in the next few years. As the groups get underway, we will make every effort to keep you informed and to give you the opportunity to make suggestions or comments. For your information, here are the members of each group:

- **Information resources** - Jill, Sharon, Craig, Ellen G., Erik, Scott and Carolyn;
- **Information literacy** - Ellen D., Carol, Elisabeth, Mary H., Bobbie and Roz;
- **Faculty Technology Development** - Susan, Giz, Elise, Angela, Mary R., Bill;
- **Marketing and Outreach** - Rhoda, Linda E, Mary Lib, Cristina, Megan;
- **Optimizing Human Resources** - Debbie, Wanda, Peter, Linda S. and Elen;
- **Assessment** - Erik, Elisabeth, Elise, Debbie, and Linda E.

- Rhoda Channing

(At Least) One Satisfied Customer

As you might expect, student reaction to paying for their print jobs has been overwhelmingly negative. However, last Tuesday I encountered a patron who thrilled with the new system. He's a regular library user from the Winston-Salem community who previously had to pay $0.10/page in cash at the Reference Desk. Now, using his copy card, he only has to pay five cents. Prices have been slashed in half! - Carol Cramer

The Book Corner

**Secret Knowledge: Rediscovering Lost Techniques of the Great Masters** by David Hockney

David Hockney is a well-known contemporary artist. After a visit to an exhibition of drawings by the French artist, Ingres, at the National Gallery in London, Hockney became curious. How could this artist have so accurately and convincingly created these portraits? Secret Knowledge is the result of Hockney's research. He has discovered that since the early 1400's, artists have used various lens and mirrors to help them create their paintings by projecting an actual image onto the canvas. These projection devices, the camera lucida and camera obscura, were the means used to represent accurately the subject an artist wanted to paint. The artists Hockney says used these devices are a litany of art history icons: Vermeer, Caravaggio, Jan van Eyck, Velazquez, Leonardo, Raphael and Durer. Some notable non-optics users Hockney mentions are Michelangelo, Rembrandt and Rubens, who used an approach to painting refered to by Hockney as "eyeballing." This book is great reading for anyone interested in art technique. Hockney's
book is divided into three parts: (1) Visual Evidence, (2) Textual Evidence and (3) Correspondence. Apparently, this book has really shaken up the art world - Shake it up, Baby! - Craig Fansler
LibQUAL+ is a user assessment project in which the Z. Smith Reynolds Library will be participating this semester. I'll be presenting more information about the project to our staff over the next few weeks. In the meantime, this article, submitted to LAMA (Library Administration and Management Association), will introduce you to the basics of LibQUAL+.

Report on LAMA/MAES Guest Presentation at ALA Midwinter 2002

On Sunday, January 20, 2002, the LAMA Measurement, Assessment and Evaluation Section (MAES) hosted an informational session about the LibQUAL+ project. Colleen Cook, Executive Associate Dean and Wright Professor of Library Science at Texas A & M University, Bruce Thompson, Professor and Distinguished Research Scholar at Texas A & M University, and Martha Kyrillidou, Senior Program Officer for Statistics and Measurement at the Association of Research Libraries (ARL), described the LibQUAL+ project, its background, evolvement over the past 3 years, and anticipated outcomes.

LibQUAL+ is a research and development project designed to define and measure library service quality, while creating useful quality assessment tools that libraries can use in planning. It is sponsored by ARL in conjunction with Texas A & M University. Funding comes from a FIPSE grant (Fund for the Improvement of Post-Secondary Education), from ARL, Texas A & M, and participant fees. LibQUAL+ is a web-based survey instrument that measures library users' perceptions of service quality against their minimum acceptable expectations and their desired expectations of library services. It grew out of the SERVQUAL instrument that uses the "gap analysis" methodology to measure quality in companies like retail chains, auto insurers and computer manufacturers.

The original survey questions used in LibQUAL were formulated following interviews with users who identified factors that indicate to them a high quality library. The Spring 2000 instrument surveyed users in 12 libraries with 41 questions in 5 major categories. The Spring 2001 survey went to 43 participating libraries and included 51 questions. The Spring 2002 survey has been refined to 25 items in 4 dimensions: service affect, library as place, personal control and information access. 171 libraries are participating the Spring 2002 LibQUAL+ project, including research, university, college, and community college libraries, as well as the New York Public Library and the Smithsonian Libraries.

Once the data is collected through LibQUAL+, the questions become, "What does all this data say? How can it be analyzed and interpreted?” Two interpretive frameworks are used to analyze the scores: zone of tolerance and score norms. The zone of tolerance framework provides for analyzing the "perceived quality of service" scores against the "minimally acceptable service" and "desired quality of service." A score norms framework interprets observed scores (i.e., 1 - 9) by converting them to norms for the individual library users (e.g., faculty), the institutions (e.g., ARL libraries only), or both.
As a total market survey, LibQUAL+ questions are at a general level, and responses do not yield minute
details for the local level. It is, however, a very good device for soliciting user feedback that can lead the
way for further investigation. LibQUAL+ is only one of many "listening methods," available to libraries
interested in determining user satisfaction. It is recommended that at least 3 assessment methods be
used. For example, the LibQUAL+ results may lead to focus groups or other assessment approaches that
can gather more detailed information about specific areas of concern identified by the gap analysis. In
addition to pointing to general levels of user satisfaction with services, LibQUAL+ provides information for
peer comparisons and can point to possible best practices.

Detailed information about LibQUAL+ is available on the LibQUAL web site at and at http://www.coe.
tamu.edu/~bthompson. In addition, the forthcoming second volume, 2002 of portal contains four key
articles about LibQUAL+, including an examination of any correlation between satisfaction scores and
library expenditures (hint: no significant correlation). - Debbie Lambert

From the Director

After ALA midwinter I am really excited about the upcoming ACRL national conference in Charlotte in
Spring of 2003. You may not know how far in advance decisions must be made about venues, speakers,
etc., or how much effort goes into planning the programs and raising funds to sponsor refreshments, buy
booths, get non-librarians to appear, and more. Although I cannot yet divulge the names of the
individually being considered as keynoters, I can say they will be worth hearing! Also, there will be a
concerted effort to have programming for paraprofessionals, which I do not remember being part of ACRL
meetings in the past. There may be a preconference for paraprofessionals, and/or a program for them. I
am again co-chairing the roundtables committee, and will be soliciting proposals from all types of
academic libraries, including community colleges, and the HBCUs. The only drawback to a national
meeting in Charlotte is, frankly, Charlotte! That is, where would people like to go on tours? What will be
of enough interest to academic librarians? Fortunately, I am NOT on the local arrangements committee!
I'd be glad to pass your suggestions on!

I will have the added responsibility of organizing a 1 1/2 day meeting following ACRL for the University
Libraries Group, formed a few years ago by Jim Mullins, then at Villanova. All twenty members were at
the meeting in New Orleans, and the major issues for us will be fundraising and LibQual+ (sharing results
and doing cross-comparisons). We are not members of the Association of Research Libraries, but I was
encouraged to look at their new standards for membership to see if we qualified. Alas, although we are
closer, our Carnegie classification isn't the right one. The University of Louisville is their newest member. -
Rhoda Channing

The Book Corner

Some of you may think I spend my leisure time curled up with a good database, but I actually enjoy real
books. I also love looking at maps, so give me a good geography book and you can keep me quiet for a
while. Recently two of ZSR's geography titles grabbed my attention.

The New Historical Atlas of Religion in America, by Edwin Gaustad and Philip Barlow (Ref G1201.E4
N4 2001) was a must-read for me, since it also tied in my interests in religion and history. There are
hundreds of maps, most of them depicting the numbers and relative strength of various groups for
different periods in our history. There is of necessity an emphasis on Christians, but Jews, Muslims, Sikhs,
and others are also covered. For the non-believer, there is also coverage of individual and organized Freethinkers and Atheists, as well as a discussion of how the level of religious adherence has changed over the years. This book is interesting to read cover-to-cover, but can be browsed as well.

Gaustad and Barlow included a chapter on religious place names - for example "Lemhi" indicates Mormon influence. I was hoping for more of the same when I picked up Place Names: How They Define the World - and More, by Richard Randall (Stacks G105.R36 2001). As it happens, the focus of this work is how place names are standardized by the U.S. Government, the UN, and foreign organizations. For me this was a disappointment. Place Names does contain lots of useful information, but the delivery is fairly dry and there weren't any maps. I recommend it if your research project requires it, but for pleasure reading I'd pass. - Carol Cramer
Copy Cards

Beginning February 15th, the Circulation Department will no longer lend cards for use with photocopiers, microtext reader/printers or the new pay-for-print system. In the past, students have borrowed these cards from Circulation to use instead of their id cards (which may have been lost, spindled or mutilated). With the implementation of pay-for-print, demand for these cards has been on a sharp increase. Making copies with these cards has always been more expensive: $.10 vs. $.08 or $.05. Students, and others, may purchase a copy card for $2 and then add money to the card to make copies. In a short time, they will have paid for the card and then can enjoy cheaper copies and prints! - Mary Horton

Jill at Gale

For its Annual Sales Meeting, January 7th through 10th in Ypsilanti Michigan, the Gale Group brought its Sales and Marketing staff together for staff training and development. In addition to studies of market trends and new product development, they looked at how libraries select and use their materials. For this effort they invited some of their customers to speak to them about libraries and the communities they serve. I was invited to join a panel of 5 librarians to speak to the Gale Group on Thursday, January 10th. The topic was collection development and how our libraries select materials when multiple formats are available.

The five librarians present included Collection Development Librarians from Spokane Public Library, the University of Montana, Wake Forest University, a Michigan high school, and a private business reference library. Although all five libraries had individual problems relating to their specific types of missions, patrons, and needs, all shared concerns for the combination of dwindling budgets and increased patron expectations for expansion of the virtual collections. Every one of the librarians present pointed out that no new budget lines had been funded for the expensive proliferation of electronic resources, that book and print serials budgets were tapped for the electronic materials, and basic traditional collections were taking serious hits. Questions and answers concluded the program.

It was a very lively experience for me to visit with a whole universe of Gale’s representatives. If I go to a library meeting, I can expect a lot of engaging people - some outgoing and some who are initially reserved until they have worked out a psychic comfort zone for interaction. I can expect to walk down a corridor or across a room without generating a lot more than polite accommodation or acknowledgement, a friendly greeting here and there, and even a certain public solitude. I can expect, if I choose to participate, lots of discussion and interaction, shared laughter and plans.

Vendor meetings are different. It is where the Myers-Briggs E takes over. Energy and the outreach of
personable extroverts fill the space. There are no strangers. While I sat by the fire in the lobby a few minutes after I arrived in the hotel, a woman I had never seen before joined us. In less than a minute we were engaged in a conversation that ranged from the intensity of the Gale Conference to what place a library’s mission statement really has in the collection building and library-purchasing environment. Elevators were moving forums of people who could time a two-floor, three-floor or five-floor conversation to coincide exactly with the whish of the door. On one of my three-floor trips, a woman figured out my likes in one floor’s worth of ride. By the second floor she directed me to spend an afternoon at the Detroit Institute of Art, and at the third floor whish, I walked out with road directions settling behind my ears. No little islands in the elevator. And I really did enjoy the DIA!

For an evening's entertainment, a casino party was the order of the day. Energy ratcheted up by measurable decibels while the business world at play exploded into a hoorah of bids, big and little wins, full-dervish dancing, Black Jack, and the race of the roulette wheel. Camaraderie was the rule of the moment and there was always room for one more.

After my brief presentation, I was greeted cheerfully by every person I passed when I left the room. There was not an invisible corner to be found - but there were lots of compliments and people who took the time to say they liked what they heard. With this lively group of people participation is not a choice, it is the nature of the world. From what I saw, knowledge of the products is the foundation of trade, but improvisation to meet the moment fuels the dynamic of the vendor's response to the ever-shifting customer base.

I enjoyed meeting the people with whom I usually work from a distance. I'm glad they are looking seriously into the functions and needs of libraries. I think I will, from now on, have a much better understanding of the vendor's point of view. And I think now they had better watch themselves a little closer at the negotiating table. - Jill Carraway

Year of the Horse Celebration

On Saturday, February 2, we celebrated the third annual Chinese New Year Festival at the Theater lobby on campus. The program was made possible by the Ethics and Leadership grant administered by Associate Provost, Samuel Gladding.

With help from Scott Adair and some students, the lobby was decorated with lanterns, spring couplets, paper fish, pretend firecrackers and lucky signs all beaming with red and gold, the lucky colors. There were many tables with activities highlighting various aspects of Chinese culture. Participants could get a festival passport with a sticker film picture. Many adults were disappointed that they didn't get to have one made. It got rave reviews. At the calligraphy table, one could get his/her name translated into Chinese. Making paper lanterns and horse and molding a clay panda attracted young and old alike. Many tried their hands on the abacus. We also provided some traditional costumes for people to try on. The food catered by Szechwan Palace got a good review.

Twice at the Festival, people could watch the Lion Dance, a traditional dance during the Chinese New Year celebration to expel evil spirits. The Chinese yo-yo by sophomore David Lan drew a lot of applause. His martial arts performance was always energetic and exciting. The little girls in red performed a delightful dance, which was a favorite of many. Several masters from the Golden Flower Tai Chi Center came and gave a demonstration on Tai Chi. Unfortunately, the Mahjong demonstration didn't draw as many people as I had expected. Most of the players were the lion dancers killing time.

The Festival drew close to 400 people. Dr. Lorain Stewart in Education made it a requirement for one of
her classes. Students and volunteers from the community helped with activities, including our own Ann, Julia and Scott. Julia was instrumental in making the passport and paper horse a reality. She reported that several school teachers came and asked for the pattern for the horse to make in their classes. She said that there were some that came last year too.

Overall, it was a successful event and we had great publicity - WXII had a 30-second clip on the evening news and Winston-Salem Journal did a nice write-up the next day. You can don your favorite red outfit on the 12th to celebrate the official starting day of the Year of the Horse. - Cristina Yu

Conference Reports

Most of my time at ALA Midwinter was spent at the business meetings of the Government Documents Roundtable (GODORT), where I served as secretary. I won't bore you with the bureaucratic details, but GODORT business was accomplished! GODORT traditionally sponsors a Saturday morning program at Midwinter and Annual. This year, we tried a different format with a variety of speakers. I thought that one of the speakers would be of interest to Gaz readers. Patrice McDermit, of the ALA Washington Office, spoke about the "scrubbing" of government websites and the general clamping down on government information since 9/11. Ms. McDermit made the point that government information is being removed from websites for a variety of reasons:

1. well-intentioned government staffers are removing information that might be useful to terrorists (some of this information probably should be considered sensitive and taken down - at least it's worth review);
2. some 'chicken-littles' are crying 'take everything off-line;'
3. and some who are demanding that information be taken off-line actually have hidden agendas.

For example, many regulatory agencies were the first to take information down; on the surface it seemed that they were just being patriotic, but scratch the surface and you find powerful industry forces who have been trying to suppress this information for years - the information regarding the local nuclear power plant is no longer available to a terrorist but it is also no longer available to citizens or environmental action groups. So, the question comes, who watches the watchers? Answer, GODORT, ALA and other watchdog groups. Check out the OMBWatch website for a list of government information removed from the web since 9/11. On the other hand, there is no evidence that the White House has directed agencies to take down information from the web, much of the information has subsequently been reposted and depository libraries have only received one call to destroy a document as a result of 9/11 - a USGS CD-ROM on water quality (we never had this title in our collection). I also attended a RUSA-MOUSS panel discussion entitled "Evaluation of User and Reference Services" and the LAMA-SASS Circulation/Access Services Discussion Group; unfortunately, I have no noteworthy information to report from either meeting. Otherwise, New Orleans was fun and the food was fabulous! - Mary Horton
Readings and Reviews: the Life of an Author

Isabel Zuber's schedule of readings from her new novel, Salt, will begin here in Winston-Salem at Barnes & Noble on Sunday, March 3, at 4 p.m. The book has already arrived at ZSR, and has received glowing praise in that core book selection tool, Publisher's Weekly (February 11 issue). Describing the novel as "beautifully conceived and gracefully executed," the reviewer notes the well-researched domestic details of life in a small North Carolina town around the turn of the last century, but emphasizes the emotional richness created by the "lyric cadences of Zuber's prose and her tender evocation of the landscape and atmosphere of her native region." I also was struck by the poignant nuances of a woman's inner life, as portrayed in the novel's main character, Anna Maud Stockton Bayley. Most interestingly, the novel has already been compared to the works of a couple of Scandinavian women authors, Sigrid Undset's Kristin Lavransdatter (noted by Lee Smith), and Marianne Fredricksson's Hanna's Daughters, both of which also explore women's emotional lives and the psychological legacies that play out in successive generations.

Salt also received "Recommended" status in the February 1 issue of Library Journal. Congratulations, Isabel! - Ellen Daugman

Digging Deacons

Tunnel Map (90K)

Now children, back in the 70's, you could check out from Reserves, which used to be in the Zoo, (renovated and renamed Late Night Study), a Xerox labeled "Tourism 451, Tunnel Authority Underground WFU Guidebook." The introduction reveals that the Wake Forest Tunnel System had its beginnings in 1951 when ground was broken for the new campus. The system was developed to carry steam to heat new buildings, but now "has recently become one of Wake's most popular tourist attractions." The guide promotes tunneling as a "convenient escape from the pressures of surface life." Cautioning that tunneling is not officially sanctioned, the guide suggests the best entry into the tunnels is from the library first level (then Government Documents) leading to a major hub identified on the map as Penn Station (q.v.) Tunnelers were directed to wear boots, take a flashlight, carry a coat hanger and to avoid the night watch with routes and times posted. While not on a par with Livingstone at the head of the Nile or Scott at the Pole, the high heat, pitted pavement, low pipes and threat of discovery added a sense of adventure and alternate high to hazardous substances generally available at the time. I recognize the names of two students who signed out this precious document in 1975. Patron privacy prohibits my releasing them!!!! If you wish to inspect this treasure, see me in my office.
From the Director

Later this month I am going to Beirut, Lebanon to assist the library of the American University there. It is my first trip to the Middle East, and I am delighted to have this opportunity. I have found that looking carefully at other libraries and their environments, political and fiscal, can be very enlightening, and I expect to appreciate Reynolds even more when I return!

Ken Zick has just given me a great opportunity, to address the Trustees' Committee on the College on March 21. I am working on a presentation for them which will help them understand what we do, as well as what we aspire to do in our strategic plan. I will be involving some staff in presenting particular aspects of our services, and hope to give the committee a convincing picture of the resources we need to continue our forward momentum.

Another way of thinking

Anyone who takes the time to visit the websites for strategic plans at other universities knows that most are addressing similar issues, but in very different ways. One of the frameworks provided by The Planning Edge, a consulting firm used by the university, is "Critical Success Factors." This is briefly defined as those relatively few items that an organization must "nail" in order to succeed. If we were trying to identify those, first would have to be finding the desired book on the shelf. After that it is up for discussion! More information about this approach will be sent to the task forces working on the Strategic Plan. - Rhoda Channing

Staff Development in March and April

Please mark your calendars for events in March and April. For a complete list of activities please refer to our web page.

Contact Angela Wilson if you have questions, suggestions, and to sign up for the events. Staff Development needs you!
March

3/7/2002
Time - TBA
Art at WFU

3/8/2002
1:00pm
Johnson Room
Heart Healthy - Healthy Heart screening

3/12/2002
10:00am
Room 204
Microsoft Excel

3/13/2002
10:00am
Room 204
Intro. To Dreamweaver

April

4/12/2002
SOLINET - Information Literacy

TBA
Tree Identification

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News from the Special Collections Team

I was invited by the Divinity School's Associate Dean for Vocational Development to join a panel discussion for Divinity's first year students. I joined 6 local ministers, pastoral counselors, chaplain supervisors, and social workers to discuss my call to ministry and my vocational identity. Thirty first year students, many in second careers, entered into lively dialogue with us regarding our choices, our passions for work, and our choices for daily living.

The Divinity School is moving into the second stage of the accreditation process. I will be meeting with the consultant to the Divinity School for accreditation regarding library issues and later in March with the field representative from the American Theological Schools team for accreditation. Upon graduating the first year class of students this May, the Divinity School will be in line for full accreditation by 2004.

The Special Collections Team's search for a University Archivist has ended, at least for one year. I am pleased to announce that Lisa Persinger will assume responsibility for activities in the University Archives. Lisa, as Archives Librarian in Special Collections, will interact with faculty, administrators, and students on behalf of our team for Archives. We will subsequently post an advertisement for a cataloger for the monograph and manuscript collections in Archives. This new staff person will report to and assist Megan in cataloging needs.

The Special Collections Team is currently undergoing work on our recently awarded LSTA NC-ECHO (Exploring Cultural History Online) grant. This spring will bring a major emphasis on digitizing the manuscripts and related materials for the Samuel and Sally Wait collection. Lisa has traveled to New Bern, North Carolina, to examine records at First Baptist, New Bern, pertaining to the early history and ministry of Samuel Wait. Lisa will join Elise in Tallahassee, Florida, in March for advanced training in EAD (Encoded Archival Description) in order to make a finding aid a viable portion of the Wait web page. Elise Anderson received training in ORACLE to further facilitate work on digitizing manuscript collections, including the Wait papers. - Sharon Snow
The Library Gazette is a newsletter printed by and for the staff of the Z. Smith Reynolds Library.

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Administrative Council Report

From the Director
Pay for Print Project Update

Gilding Downtown Marker
Dressed is Best!

Administrative Council Report

The Administrative Council met on March 6th. Attending were Wanda, Susan S., Sharon, Mary H., Angela, Debbie, Rhoda, and Elen K.

In lieu of copyright concerns and a conversation with Parks Welch, Rhoda proposed that the three Wake Forest libraries host another discussion on copyright. It was suggested that Laura Gasaway come back and discuss the current state of copyright issues in the academic library. Laura Gasaway was here in 1998 and made a presentation titled "Copyright in a Digital World." This may be a possible staff development project.

Mary reported that the Reynolda House staff members now have circulation privileges. Paid staff members will be eligible for this program; however, docents will not have these privileges. Susan mentioned that if these staff members were in the HR database it would make the circulation process easier because their names would automatically be in the circ module. Elen suggested that Reynolda House staff come for library orientation.

Debbie discussed the building issues. The work will be done within the next month or so. Starting March 18th, workers will begin working on the all night study rooms. Asbestos abatement, ceiling work, and new lighting are just a few of the projects that will take place. Status reports on the progress of the renovations will be given to Rhoda and Debbie in writing on a weekly basis.

Debbie also reported on the budget concerns and the fact that we will need to be more careful in money allocations for this fiscal year. In addition, Rhoda stated that there would be a cap on individual travel expenses for conferences this year. Reasonable limits will be applied.

Rhoda congratulates everyone on surviving the performance appraisal process. Debbie began a discussion on how this process could be improved upon next year. Among the main issues was the concern over the rating scale and it was proposed that administration and department heads come to a consensus on the standards for grading. Some other issues discussed were safety issues, goals and objectives, and additional performance factors. We discussed the possibility of making the performance appraisal process a topic of discussion at one or more of the regular staff meetings. Department heads were asked to gather questions and concerns and send them to Debbie. Debbie will compile the list and send it to Ralph Pedersen in Human Resources. This issue will be discussed in the next administrative council meeting.

Susan got a sneak peek at the new thinkpads. The thinkpads are bigger and heavier but the library probably will not get many of them.
If there are any issues that you wish for me to bring before the council at the next meeting, please let me know. - Angela Wilson

From the Director

I have just returned from a week of "vacation" during which, along with David Kohl, recently retired Dean of the University of Cincinnati Libraries, I acted as an external reviewer (consultant) to the libraries at the American University of Beirut, probably the strongest and most influential university in the region. You can see its website at Http://www.aub.edu.lb. I learned a lot, some of it unexpected! Did you know that the numbers (1,2,3,4,5,6,7,8,9,0) that we think of as Arabic are not? They are Persian! While there I got to visit Byblos - what could be more appropriate for a librarian? From a description on the web, "Byblos is the site of the multi-layered ruins of one of the most ancient cities of Lebanon, inhabited since Neolithic times and closely tied to the legends and history of the Mediterranean region for many thousands of years. Byblos is directly associated with the history of the diffusion of the Phoenician alphabet." I had to ask for an extra week to prepare performance evaluations for my "direct reports," because of my absence, but an extra week's time allowed for more thought. I think it would be better to stagger performance appraisals, either with hire date or birthday, so they wouldn't all come due at the same time.

When I visit the Blackboard site for our Strategic Plan, I am pleased to see that work is progressing on all fronts. I hope many of you have seen the document on Critical Success Factors that the university is using in planning. It should help you to frame your task force's outcomes, and we will try to craft a vision statement and a values statement to add to our mission statement, goals and objectives. - Rhoda Channing

Pay For Print Project Update

The Pharos Uniprint pay for print system has now been in production since the start of the spring semester. Print release stations are located in Reference and the ITC lab. Thanks to the efforts of Erik Mitchell and other tech team members, we were able to program the system to allow undergraduates 50 free pages per semester and graduate students 250 free pages per semester. In addition, the system does not charge when printing from the online catalog.

We now have usage statistics for both January and February. These statistics show a dramatic drop in printing with only a small drop in lab usage. Below is a table comparing the first two months of 2001 with the first two months of 2002.

### ITC Printing Stats for Jan '02 compared to Jan '01

<table>
<thead>
<tr>
<th>Date</th>
<th>Pages Printed</th>
<th>Logins to Lab Computers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-01</td>
<td>43,848</td>
<td>5,634</td>
</tr>
<tr>
<td>Jan-02</td>
<td>12,540</td>
<td>4,247</td>
</tr>
</tbody>
</table>

71.4% Decrease 24.7% Decrease
ITC Printing Stats for Feb '02 compared to Feb '01

<table>
<thead>
<tr>
<th>Date</th>
<th>Pages Printed</th>
<th>Logins to Lab Computers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb-01</td>
<td>84,026</td>
<td>10,301</td>
</tr>
<tr>
<td>Feb-02</td>
<td>28,844</td>
<td>8,828</td>
</tr>
<tr>
<td></td>
<td>64.6% Decrease</td>
<td>14.3% Decrease</td>
</tr>
</tbody>
</table>

Thanks to everyone at ZSR who has helped to make this a successful project. We are now recouping some of our printing costs and saving trees in the process! - Giz Womack

Gilding Downtown Marker

A few years ago, I was part of the Civil Rights Symposium that united sit-in participants from Wake Forest and Winston-Salem State universities who were arrested in 1960. As a part of the symposium, we erected a marker downtown to mark the spot where these sit-ins began. Shortly after the symposium, the marker was removed for construction of a new office building. During the removal of the marker, it was damaged. Prior to the re-dedication ceremony, Susan Faust and I went to the marker and gilded the damaged letters. This was my first experience in gilding, but I managed to get the job done from a nearby cherry picker bucket. Last week, the marker was re-dedicated in a ceremony that both university leaders Hearn and Martin attended. The marker is located permanently at 4th and Liberty. - Craig Fansler
News from the Assistant Director: Dressed is Best!

Sometimes the postings on the various library-related listservs beg to be shared. A recent thread addressed the issue of dress codes for library staff and student assistants. Some of the rules are current; some reflect dress codes from the not too distant past. Thought you’d enjoy these anonymous excerpts!

"Must be clothed is about the extent of our dress code!"

"Clean, neat (i.e., pressed if necessary) and decent."

"Shoes must be clean and in good repair and worn by all categories of staff."

"We live in a casual city, in a casual area and there have been no problems ……except once, when some prisoners on work-related assignments were installing new furniture." (Hmmmmm, were they wearing orange jumpsuits or black and white stripes?)

"Clothing must be freshly laundered. No hats during working hours. No face jewelry. Jeans with tattered seams of edges are not acceptable. All tops must cover the waistline area - tank tops and low-cut clothing are inappropriate." (I’m happy to comply with this one!)

"Male professionals have been expected to wear a tie and jacket, while females have been allowed much more leeway." (That old double standard again!)

"Please dress in day street wear. This automatically eliminates pajamas and bathing suits."

"Jacket and tie for men, professional dress for women and pantyhose at all times. No corduroy, no denim, no sandals or toeless shoes, no t-shirts." (Can you imagine their interview process?)

"All other staff should wear an appropriate combination of the following: Men - shirt, slacks, sweater, dressy sweatshirt; Women - dress, blouse, skirt, slacks, sweater, dressy sweatshirt." (Can you be more specific, please?)

"Extremes of clothing, accessories and/or body decorations are not permitted for any category of staff. This includes but is not limited to hats; flip flops; moccasins; dirty, torn and poorly mended or ill-fitting clothing; clothing or body art bearing suggestive, abusive, vulgar, offensive, controversial or provocative illustrations; clothing bearing tobacco, drug, or alcohol advertisements; halter tops, tank tops, tube tops, strapless tops. Good personal hygiene is imperative for proper grooming." (Guess that covers it all!)

...... Thanks for denying me opportunity to develop a dress code for ZSR!! - Debbie Lambert
Trip to the Duke Center for Instructional Technology

In an effort to gather information for the ZSR Strategic Planning Project, members of the Faculty Technology Development committee met with staff from the Duke University Center for Instructional Technology at the Perkins Library last Monday to discuss Duke’s approach to faculty technology development.

It was a previous connection to WFU that gave us the idea for a visit. Randy Riddle, the former Academic Computing Specialist for Art is now part of Duke’s CIT staff and helped us arrange the visit.

We began our day with a general discussion with Randy regarding IT at Duke. Unlike WFU, they have a distributed computing, with various schools and departments having their own IT departments. We then discussed the role of the CIT and whom it serves. Next we met with Lynne O’Brien, the CIT Director. Lynne offered us many insights regarding the startup process and funding issues that the CIT has faced. We also discussed issues regarding the marketing of such a program to faculty.

Interestingly, the CIT manages Blackboard at Duke. They had many questions for us regarding how we administer and support Blackboard at WFU. It was very helpful for both schools to share experiences regarding the Blackboard Course Management System.

The CIT treated us to a nice lunch and we continued our discussions in an informal environment. Later, Mary Reeves met with the Perkins Library e-reserves staff to compare their e-reserve process to ours and we took some pictures of "The Perk," the coffee shop in the Perkins Library.

All in all it was a very productive trip and we were back before 4pm! We gathered some great information that should help our committee with its charge and we cultivated some great contacts for Blackboard! -
Congratulations to...

**R. Craig Fansler**

having satisfactorily completed the program of instruction in the area of Computer Graphics

is hereby awarded this certificate of completion on this 15th day of December, 2001

Guilford Technical Community College

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**From the Director**

There is a lot to share with you this week. The ASERL Directors had a very productive meeting in Williamsburg. The Directors at the University of Virginia and Duke University shared some of their ideas and experiences in fundraising, which I will convey to our university advancement people. Most of the libraries in ASERL have a Development person on staff, and that does make a big difference! The initiatives for virtual reference and combined storage are moving ahead with subcommittees, as are continuing education and other initiatives. Some members of the Kudzu group (not including us) have signed a contract with Lanter, a delivery company like FedEx, to facilitate ILL. Another North Carolina library, UNC-G, was admitted to ASERL! I think North Carolina has the most members, with UNC-Chapel Hill, Charlotte and Greensboro, NC State, East Carolina, Wake Forest and Duke. Unfortunately, we are the only Kudzu member in the state.

On Thursday afternoon, unfortunately at the same time as the Staff meeting, the Committee for the College of the Board of Trustees met in the Wilson wing. Thanks to the very good job of Bill Burger in filming and editing snippets of interviews with several students, and the great demonstration of our electronic resources on the topic of "Economics and Higher Education" done by Elizabeth Leonard, I think the Trustees stayed interested throughout. I used the occasion to discuss the outline of the strategic plan and was able to use props provided by Sharon Snow to show our successes in preservation and our need for more! The faculty member on this Trustee committee is Jim Kuzmanovich, who certainly knows and uses the library. K. Wayne Smith, Chair of the Committee, is also a staunch supporter of libraries. - Rhoda Channing

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**News from the Assistant Director**

I have been appointed to the Professional Development Committee, a standing committee of the Association of College and Research Libraries (ACRL).

**LibQUAL+™**

The Z. Smith Reynolds Library launches LibQUAL+™ on March 25, 2002. As one of 169 participants in the Spring 2002 program, Wake Forest University's Z. Smith Reynolds Library will implement the measurement tool, analyze results, identify service strengths and areas needing improvement, and utilize the information in its strategic planning process to ensure that services are closely aligned with user
expectations. In addition, LibQUAL+™ results will enable comparison of service quality with peer institutions, development of benchmarks, and understanding of best practices across institutions. Erik Mitchell has been instrumental in designing the bulk online mailing process, properly formatting the invitation letter, and running the programs to obtain a random sample of students to receive the survey. Susan Smith provided her talent to format and post the FAQ sheet to the library web page. I am serving as project manager for this assessment effort, which is sponsored by the Association of Research Libraries. For more details about the LibQUAL+™ project, please visit the ZSR LibQUAL+™ FAQ web site or the LibQUAL+™ home page. And, REMINDER, if you haven't yet completed the survey, please take 10 minutes and respond. Your participation is very important! The survey will be available throughout April, but the sooner you respond, the earlier we'll be finished. Thanks! - Debbie Lambert

Your Input is Needed!

The Optimizing Human Resources Task Force is reviewing the effectiveness of Teams and Team Leaders. We would like to have your input. Please take a moment and tell us what you think is working and what is not. You may use the attached word document sent via lib-l. Typing your answers on this form allows you to remain completely anonymous. Be as brief as you like. Place your comments in the HRTF box in the Staff Lounge by April 1st. Your support is greatly appreciated. - Wanda Brown

Staff Promotion

I am pleased to announce that Kaeley McMahan has been promoted to the Library Assistant III -- Stacks/Saturday position in Circulation. Kaeley will begin her new duties the first week of April. - Mary Horton

Conference Reports: The Blackboard User Conference 2002

Roz and I were fortunate to have the opportunity to attend the 2002 Blackboard Users Conference in Phoenix Arizona last week. Two members of Information Systems, Kristie Covey and Rich Ray complemented our delegation from Wake Forest. Together we worked diligently to learn more about Blackboard's new products and their new pricing. Blackboard now offers three distinct product lines in addition to its basic course management system. There is a Learning System, which takes the current course management system to a new level with new features like building blocks. Building blocks allow both schools and other vendors to integrate applications into the Blackboard framework through supported APIs and protocols. There is also a Community Portal piece (similar in purpose to our WIN) and a Transaction System that can handle one-card systems and e-commerce.

Among the session we attended was an opening general session address by Mark Walsh, the chief technology advisor for the Democratic National Committee. His presentation on the recent Internet boom and bust was both engaging and insightful. Sessions focusing on Blackboard ranged from best practices sessions, to information on the new Building Blocks program, to a product strategy session where we finally got a clear picture of the Blackboard product line and some of the new features slated for Blackboard Release 6.
In addition to learning more about Blackboard, we learned a great deal from other schools using Blackboard. During the course of the conference we talked with Blackboard users from Duke University, Chapel Hill, and even the Winston-Salem Forsyth County school system.

Finally, since we were in Phoenix and Rosalind is such a Frank Lloyd Wright fan, we had to make a pilgrimage to Taliesin West, Frank Lloyd Wright's winter studio and school. During our visit we participated in a desert walk where we learned about the terrain, flora and fauna of the Sonoran desert and how it affected Frank Lloyd Wright's work. For a moment I was concerned we wouldn't get Rosalind back on the plane! - Giz Womack
Administrative Council Report

The Administrative Council met on March 20th. Attending: Susan S., Wanda, Sharon, Mary H., Angela, Debbie, Rhoda, and Elen K.

Rhoda reported on the meeting of ASERL directors, which took place in Williamsburg. The ASERL directors discussed many issues, including fundraising efforts for various ASERL libraries, interlibrary loan issues (KUDZU and LANTER), and virtual reference. They also discussed cooperative storage and information literacy.

Debbie reported that LibQUAL+ participation is going well for the library staff test group.

On April 26, 2002, ALA will have the national town hall meeting on recruitment. This will be a satellite broadcast and Debbie suggests that our library host this satellite meeting in Tribble Hall. She also suggested that we invite libraries in the area. Debbie will work with the staff development committee to coordinate the event.

Mary H. brought the issue of the library calendar committee to the council and it was decided that the calendar decision making process remain the same. Mary will make the calendar for the year and will consult with those who were previously on the committee before the final calendar is posted. She will also present the proposed calendar to Admin. Council before the calendar is made available to the public.

There was also the issue of document delivery for the circulation department. Only a few faculty members participate in this document delivery service; however those that participate abuse the service. Rhoda commented that even though we have patrons that abuse the service, we will not discontinue document delivery, but we will try to expand it.

Communications among the task force teams was discussed. We discussed avenues, in addition toCourseinfo, to keep task force teams informed of what other teams are doing. Among the suggestions: posting minutes on the bulletin board in the staff lounge and/or task force leaders making presentations at monthly staff meetings. - Angela Wilson
Changes in Reserves

Due to the success of electronic reserves, photocopy usage has dramatically decreased over the past year. In light of this trend, it has become necessary to look for ways of revising the Reserve Collection. To explore possible avenues of change, I recently traveled to two nearby schools to compare our policies and guidelines.

As Giz Womack reported in the last Gazette, Susan Smith and I met with Jennifer Estes, the Perkins Library Reserve Supervisor at Duke. I also went with Scott Adair to meet with Cathy Griffith, the Reserves Manager at UNG-G.

From what I observed in these visits, I will soon be incorporating new procedures into the Reserve Collection. - Mary Reeves

From the Director

The Faculty Advisory Committee to the Library met on April 2 at 8 am. Despite the early hour, attendance was good. Bill Kerr of the Physics Department was elected Chair for 2002-03. I reviewed the budget and presented the outline of the Strategic Plan. The members were concerned about the budget, and discussed how best to support increases next year. Several members, including the student member, reported getting and filling out the LibQual+ online survey.

On April 3, I was the facilitator of the NCICU Library Directors at Salem College's Fine Arts Center. We had four sessions, and I learned something at each one. The first, on the impact of learner-centered education on libraries led to discussion of various changes that have been observed, for example, an increase in demand for group study space, and improved opportunities for librarians to involve themselves in the development of learning skills by students. The second, on staff development, led to discussion of interesting and opposing philosophies. After lunch we discussed the role of the library in campus information strategies and our last topic was performance measures. At lunch, Hope Williams prepared us for the possibility of state budget cuts to the amounts provided to support North Carolina students who go to private colleges. She did not hold out much hope for a stronger economy any time soon because of the permanent loss of jobs in textiles and furnishings.

I don't recall a time when we have had so many simultaneous professional vacancies. The good news is that there are many good applicants, but the drain on search committees is heavy. Be extra kind to anyone serving on one! - Rhoda Channing

Problem List

The Technical Services Team would like for you to join us as we salute Chris Burris, for his meticulous, outstanding work recently performed in Voyager. Voyager uses a problem list to identify items that may need to be claimed; in the case of periodicals, these are individual issues. When the project began, there were almost 6000 back issues on the problem list dating back to problems encountered with our early migration from Dynix to Endeavor. This presented quite a problem for serials claiming in Endeavor. It was virtually nonexistent. The items on the list had to be examined, resolved and removed to allow for daily and timely posting to the list by Endeavor of current titles not received on schedule. In order to remove them, these issues had to be reassigned to the claims list, received in the system, or removed from future
check-in.
After a brief test run, a procedure was in place. A segment of the problem list- 75 issues at a time- was printed each day. Working with these sections, each issue was examined and handled one at a time. Moreover, each title was unique in its solution. Sometimes the problem issue could be received immediately, while other situations called for an entire publication pattern to be redone. Once this segment was finished, the process would repeat for the next day.

The project began early March after a Serials/Techie meeting with Chris, Erik, Laura, Linda S., Mary and myself. It was finally completed Tuesday, April 2. From this point, any issue that appears on the problem list will be current, and will be reviewed daily. Chris deserves a "high five" for a job well done! Laura, Erik and Mary deserve praise for their understanding, support and system work. - Wanda Brown

Hemingway, Good Rum and a Fine Cigar

One thing I have learned from running my own business is you often have to make doors open for you, or at the very least let them know you are willing to walk through if invited. Such was recently the case when I accompanied Dr. Candyce Leonard, four WFU Divinity School Grad students, and Stan Hastey, Executive Director of the Alliance of Baptists, into the arms of the Cuban Revolution. And while the physical fighting has long ended, the Cuban people I encountered were struggling towards a very questionable future.

As one of my Multimedia Lab repeat patrons, Dr. Leonard frequents the lab to take advantage of both Dazzle and the scanning stations. It was during one of those visits back in January that she told me of her upcoming trip to Cuba. As part of the Divinity School graduate program, she was leading a group of students who were enrolled in class MS 590: Mission Experience in Cuba. She spoke of how this would be a life altering experience and of her past experiences in traveling to this island and alternative culture. I simply pointed out the obvious - it would be a shame if this trip wasn't documented, and I was just the man for the job!

Typical Havana Side Street (Larger 426K)
So, from March 9-18, I was quite busy, recording nearly 2000 film and digital images, hours of video footage and interviews, and the raw material it takes to produce QuickTime Virtual Reality tours of several key religious learning facilities in Havana and Matanzas. It was busy busy busy, and humid humid humid! I spent nearly $100.00 in bottled water alone! But, what an experience! All you have heard about the cazillion old 50s model American cars is true. They are everywhere and many in good shape. When a car breaks down, they make their own parts. The ocean water is truly Caribbean in color, dazzling blue or blue-green. The architecture is gorgeous. Even in a deep state of physical decay, the buildings are works of art. And the people are warm and for the most case happy to welcome visitors from the U.S. to their island.

The struggle is obvious. As mentioned, the buildings are largely in decay. The average income is $10.00 per person per month. They grocery shop once per month and are often left to their wits on how to find the funds to survive. A waiter, bartender, or maid makes more on tips from tourists than a doctor makes on salary - and there in lies the rub. Capitalism is alive and flourishing in Cuba, but it wears a veiled disguise. In a land where you make $10.00 per month and laundry detergent costs $3.00 per box, it is a tough life. And there is an abundance of beggars. Oddly, the US dollar is the accepted currency of tourists (the Cubans have their own currency as well - the peso - not used by foreigners.)

But the people have adapted and are a proud and very patriotic people. And when they speak of the Castro-led Revolution of the late 1950s, it isn't called just the Revolution, rather the Triumphant Revolution. It was quite an education to learn that their current life is a vast improvement over the one lived under the overthrown and former U.S.-supported leader, Batista. The visit certainly inspired me to learn more about this tiny country and our past and present history with it.

There is so much to tell about this amazing island and her people, much too much to write about in a Gaz article. In the not too distant future, I will be offering a Power Point presentation and talk of my adventures to which all are welcome. Details will be posted on lib-l. I hope to see you there. - Bill Burger
News from the Special Collections Team

Maya Angelou signed a deed of gift recently officially presenting to Special Collections all personal papers and manuscripts relating to her film, television, and theatre performances and productions. The collection is significant in that Angelou's talents beyond poetry and autobiography are available for examination and research. The collection boasts film scripts, original unpublished play manuscripts, directorial debut notes, movie stills from the 1970's and 80's, and a collection of unpublished essays. Dr. Angelou informed me last Friday at her first book signing for A Song Flung Up to Heaven, the sixth and final installment of her autobiographical series, that the Library will receive more papers this fall pertaining to her next movie directorial project.

The Special Collections Team is making steady headway on our grant funded Samuel and Sally Wait digitization project. Lisa has completed encoding the finding aid for web display and search options. Megan has cataloged the finding aid as well as printed and published materials relating to the Wait papers. Divinity School student Mark Tolliver has thoroughly edited and revised the finding aid. With the assistance of Elise Anderson, Erik Mitchell and Susan Smith as well as students Mark and Bob Numbers, we hope to have the web site available for public viewing in early summer. The funding, provided by a grant with 100% support from federal LSTA funds administered by North Carolina's Department of Cultural Resources, promotes access to North Carolina's cultural history and heritage. Our winning proposal focused on the tri-fold significance of the Wait collection: early and defining history of Wake Forest College, history of North Carolina Baptists, and social history of the early 19th century depicted in letters between a wife/mother and her itinerant preacher husband.

Julia continues to field deftly queries and requests from Baptists across the land. Last fall at the Baptist State Convention, Julia and I attended a booth promoting the Baptist Historical Collection. We explained our purpose, the new configuration in staff, and goals and projects for the future of the collection. I travel this week to the semi-annual meeting of the Historical Committee. I will meet with twelve Baptists from across the state to provide a clear picture of the team's diligence in service and the University's faithful and continued benevolence in supplying funding. - Sharon Snow

SOLINET Workshop According to Bobbie

On Friday, April 12, I attended a SOLINET workshop on "Information Literacy: The Shape of Future Instruction." The workshop was held here at ZSR, and 16 people attended. Most of the participants were ZSR staff, but the workshop did attract other librarians from Lees-McRae College, UNC Greensboro, WFU School of Medicine, Lenoir-Rhyne College, and Gardner-Webb University.
Our workshop leader, Sharon Mader from the University of New Orleans, did an excellent job of presenting the information. Although it was a lot of information to absorb in one day, Sharon did a very good job of keeping the workshop moving with small group and large group activities. At the beginning of the workshop, she showed us a very snappy video entitled e-literate. The Pacific Bell/UCLA Initiative for 21st Century Literacies commissioned the production of this 15-minute educational video. The video would be an excellent resource to include in an information literacy course.

During the workshop, we explored some of the literature dealing with information literacy. We investigated ways that we could move from traditional bibliographic instruction to information literacy and looked at some of the characteristics of the "best practices" in information literacy programs. Sharon provided excellent handouts and a very good bibliography for further reading that will serve as a good resource as we plan to integrate information literacy into our library instructional program here at ZSR. - Bobbie Collins

From the Director

Many years ago, while I was at the University of Kentucky, we participated in an ARL mega-self-study called "MRAP" which as I recall stood for Management Review Analysis Project, or something similar. I recall that as we took part in the study (which lasted at least one and a half years), and well before the results were put into our final report, we began to make organizational changes. I am seeing some similar activities in connection with our strategic plan. Rather than wait for a fully fleshed-out document, which has been endorsed at the Reynolda cabinet level, enterprising librarians are moving forward to investigate issues and implement changes. This is very exciting, and suggests that just the process of addressing strategic issues in an open way leads quickly to results! We cannot afford to focus so narrowly on the work this minute that we neglect to think about our purposes and strategic directions. I'm glad to see all this initiative from the Task Forces.

It was a pleasure to be able to share good news at the staff meeting! Wanda made a good suggestion, which I will take to heart in future: keep staff development activities and staff meetings separate from one another. Staff meetings are required of all staff but staff development activities are usually optional, and when the distinction gets fuzzy, attendance at staff meetings is less than it could be. Speaking of meetings, with all the candidates for four positions coming to campus over the next few months, I urge you to make every effort to attend their presentations! Not only is it a benefit to you, in hearing what they present, but also it is vital to the search committees to have lots of feedback from you to help guide them. So thanks in advance! - Rhoda Channing
The Administrative Council met on April 17th. Attending: Jill, Susan S., Wanda, Scott, Angela, Debbie, Rhoda, and Elen K.

Scott opened the discussion on possibly automating the Military Science and Education Libraries. Problems that could be encountered by doing this project include technical support, overdues, and training for their staff. One benefit would be improved statistics on the usage in the two libraries. It was agreed to hold off on the automation project. The discussion will be continued at a later date.

Debbie passed out a list of budget items that were approved and disapproved for fiscal year 2003. She also discussed the LIBQUAL+ process and commented on the fact that we had a great response rate and good representation from students, faculty, and staff.

The video and DVD collections will be moved from the ITC to the cage behind circulation. This is to make room for the growth in ITC, and since more faculty are putting more A/V material on reserve, it is more logical for the collection to be here. No date has been set for when the project will begin. Susan suggests that a group be formed to discuss the logistics of this project.

Elen suggested that comp time be awarded to those who volunteer to help at the commencement open house reception. Rhoda approved and announced this at the staff meeting.

Elen also wanted to find out how more library staff could be included in WFU academic committees. We are represented on a few committees such as the Committee on Lower Division Advising and certain task forces but there are others that we need to be involved in. Rhoda agrees and proposes that library staff representatives need to be on the curriculum and first year seminar committees. Rhoda will speak to the dean about this.

There was also concern over the poor quality of student ID cards. Elen commented that since we have the PHAROS system, it is vital that better cards be provided for student use. Rhoda will follow up with Scott about this issue.

Rhoda updated the council on the status of the searches for the vacant positions. Telephone interviews are taking place for the Serials Cataloger and Special Collections Cataloger positions. The Collection Development Librarian and the Special Collections I Librarian search team committees have been appointed and are in the process of meeting. - Angela Wilson
North Carolina Preservation Consortium - Craig

I was recently elected to the Board of the North Carolina Preservation Consortium. The NCPC is a nonprofit organization dedicated to the preservation of materials in libraries, archives and museums across the state. The NCPC also conducts training programs on care of collections, environmental control and disaster preparedness. I'm looking forward to this involvement and hope to bring any expertise I can back to the ZSR. - Craig Fansler

North Carolina Preservation Consortium - Lisa

On May 18th I attended the NC Preservation Consortium's Annual Conference in Charlotte. The topic for this year's conference was "Audio Heritage Preservation: The Preservation of Recorded Sound in Folklore, Music, and Oral History Collections." The participants were some of the best I've seen at any conference and included Seth Winner from the Rodgers and Hammerstein Archives for Recorded Sound, Alan Lewis from NARA, and Michael Taft from the Library of Congress. We have a considerable collection of audio recording in the archives from an array of campus events, including interviews from WFDD, tapes from the Albritton Lecture Series, lp's of old time gospel music, 1950s Dictaphone recordings of sermons (try finding a machine to play these), memorial services at Wake Chapel, oral histories, ...the list goes on and on. Many of the speakers had unique, "homemade" approaches to preservation simply out of necessity. Some of the more interesting approaches ranged from cleaning 78 records using photo flow and ivory liquid, to building a tape recorder with three heads on it to flatten out the sides of the warped reel to reel. - Lisa Persinger

The Eleventh Annual North Carolina Serials Conference

The William and Ida Friday Center, Chapel Hill, NC
April 11-12, 2002

The theme for the eleventh North Carolina Serials Conference was "Marriage, Serials Style: Maintaining the Harmony Between Libraries and Information Providers." Representatives from different vendors, publishers, and libraries met to discuss the issues that are essential to maintain a successful relationship between all three parties. Each of these entities has the same goal: to provide the most current and relevant information to the end user. The fact is that serials are changing, have changed, and will continue to change. A library's role is changing as well, as it assists its users to adjust in this period of, as one speaker calls it, "transition and transformation."

I attended sessions that addressed some of the issues that face serials. In "Lean Times," two public libraries in Cumberland County had a joint presentation about how they dealt with their serial titles due to reduced funding by the state. "Family Dynamics: The Blended Family" addressed the challenge of electronic serials alongside their print counterparts. "Evaluating Electronic Journals" told how one library made its transition from "information provider to license operation" and everything that went along with it (licensing agreements and usage statistics, to name a few). Panelists from vendors, publishers, and libraries participated in discussions about doing business in an environment that is moving away from the model of print journals. There were also breakout sessions where academic, public and special libraries
could talk amongst themselves.

The harmony among these three entities remains in balance when all parties remain in communication, stay flexible, and keep the information flowing. Serials are, have been, and will be changing; this is certain. All parties must be aware of this and be ready to roll with the waves. - Christian Burris

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VUGM - Linda E.

It has been my perception in the past that we were using our automated library system more fully than most other libraries. At VUGM, I discovered that this is still true in some cases and not in others. One frustrating experience was the feeling that many problems in Acquisitions were more workflow issues than actual problems and there were no sessions that compared workflows and demonstrated solutions. The "meatiest" sessions were the most crowded and there was never enough time for questions in those sessions.

The president of Endeavor, Jane Burke, give the first presentation and although there was much techno babble in her speech, it was impressive to know that the development staff have increased by 50% since 2001 and their number of unresolved incidents is down to a mere 2%. As always there was sotto voce grumbling in the customer base that this perception was a statistical jury rig for purposes of public display. Development is apparently attempting to provide solutions for managing library materials to both the traditional Voyager customers and to the Digital Library customers that Endeavor sees as the future, so all those new people will be very busy.

The development people wanted the attendees at VUGM 2002 to know that their focus will be productivity and that they recognize that quality is a pre-requisite for a productive library. There was a tone of apology in their admission that they had released buggy software in 2000. The 2001.1 Release has been a long time in the works in an effort to have a better-tested product for their growing number of Voyager customers. Endeavor is planning to finish a long list of circ and acq problems and make public access more flexible in its next releases. As always, the enhancement committees were encouraged to work really hard to come up with the most important additions and changes.

There are so few of what Jane Burke called viable automated library systems left now that there is apparently criticism that they have all become parasites and are just stealing each other's customers. Endeavor is planning to meet libraries' expanding needs with innovative searching methods they call federated search (portals), linking and handling metadata in a better way. None of this really became any clearer to me during my sessions, but I expect that Susan and Erik (as the tech people) attended sessions that explored, defined and clarified all those terms.

The Customer service people at Endeavor have completely redesigned SupportWeb and made Knowledgebase more searchable. By the time this issue of the Gaz is published, library staff should be able to access the new SupportWeb and Knowledgebase. Since there are now 955 total libraries using the Endeavor products and 189 are just now in implementation, it is my hope that customer service staff will be growing rapidly in numbers as well. It is my impression from meeting people in my sessions that many of these new "libraries" are actually consortia.

My first two sessions on Friday were Special Interests Groups for both Acquisitions and for Cataloging. The Task Force and the Enhancement committees for acquisitions dominated the Acq meeting but dissatisfied catalogers held the floor in the Circulation SIG meeting. Our previous Serial Cataloger, Dan Sweeney, was the Endeavor staff member in the Acquisitions SIG and he answered questions about the bindery component, which will be in the Acquisitions module. Phase One is being designed to do the work...
that our ABLE system (provided by Southeastern bindery) and the other bindery programs do now. Dan says they are not "there" yet with Phase One. Alan Keely from the PCL library attended a pre-conference session on Wednesday that talked about the bindery component (in a more "pie in the sky" mode) and he asked Dan questions that led most of us to believe that the bindery addition will be considerably more work than the way we (and PCL) do it now.

There was not even an Endeavor staff member in the Cataloging SIG and I left the meeting with a feeling that most catalogers feel Endeavor is not interested in "fixing" the problems they feel are the backbone of the entire database (authority control issues, spine labels, what they call granular global exchange and indexing of certain MARC fields.) Other sessions I attended at VUGM were with people who had creatively found solutions to many of these problems. Notable among them is Gary Strawn from Northwestern University who offers a free download of a BatchCat program on his website. His session on Thursday afternoon was entitled "Batch Heading Changes Another Way" and was enjoyable even to a person like me who was pretty clueless. Mr. Strawn was a delightful presenter.

I also attended sessions on Electronic Reserves workflow (including copyright information,) label printing (using Smart Label,) fiscal period close, cataloging workflow, and Harrassowitz and EDI for Acq/Cat processing. It was all a great experience and I hope to have an opportunity to attend VUGM conferences in the future. - Linda Early

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VUGM - Christian

Chicago, IL
April 25-27, 2002

Over 950 representatives attended the annual Voyager Users Group Meeting (VUGM) held in Chicago. Endeavor was anxious to tout its new innovations, but there were other developments that were just as noteworthy.

The big news is that the 2001.2 release of the Voyager software package will be coming later this year. There were no complete overhauls scheduled for this release, but there are several new features including single client logins, security enhancements within the circulation module, and new bindery capabilities. Also, for the first time, a handout of the known bug fixes for this release was included in each conference registration packet. A list of these changes is available on Endeavor’s SupportWeb site.

The presentations covered a wide range of topics. Among these were:

- using Voyager tables for report writing
- TDNet, eZconnect and simultaneous searching
- Voyager and Peoplesoft
- local customization of the Voyager OPAC Interface (presented by our own Susan Smith and Erik Mitchell)
- using Voyager's prediction system to predict the trickiest publications

I also attended the Serials Interest Group meeting. This was an opportunity for anyone who has used Voyager for serials processing to meet and exchange ideas. I attended this meeting last year and I noticed two large differences. First, there were very few representatives from Endeavor present. Last year, several people from Endeavor attended this meeting and I felt that this prevented honest discussion. However, there were several people from the serials and acquisitions enhancement groups present. Many people said that they should have been more visible last year, and it was good to see them
taking notes and interacting with the group.

VUGM this year had a different feel than the last. Endeavor has begun to consider its customer base differently. There are many more long-time customers than there are new sites. Training procedures are being reworked, documentation is more defined, and there seems to be a greater willingness to encourage information sharing. There was also another first: a session called Endeavor Q & A where anyone could ask Endeavor representatives- including Endeavor President Jane Burke- anything. It was well attended and filled with many insightful questions and answers.

So the next time someone has an enhancement idea for Voyager, be sure to log in to SupportWeb and make your wishes known. Hopefully someone from Endeavor will be listening! - Christian Burris

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**VUGM - Susan**

The annual Voyager Users Group Meeting (VUGM) took place from April 25-27 in Chicago. This year the library sent Erik Mitchell, Linda Early and Chris Burris, and me to represent us. You'll hear reports from each of us, so this one will focus on the highlights of my trip.
I had two main assignments at VUGM this year. Erik and I gave a presentation on "Using JavaScript and CSS to Enhance WebVoyage." We described our efforts to customize the catalog interface to provide some increased functionality and ease of management. Erik showed all of his scripting solutions for the stack guide, the help screens and the dynamic link creator that builds a static link to pages. The session had over 160 attendees and was very well received. People were very impressed with how we were able to simplify the management of display elements and get around Voyager formatting limitations (through Cascading Style Sheets) and use JavaScripting to make the interface more interactive and helpful to patrons.

My second duty at the conference was to serve as the committee chair of the Image Server Enhancement Subcommittee. These committees were formed to identify the shortcomings of the different modules in Voyager and to prioritize functionality problems so that they can be addressed in future upgrades. As you may or may not realize, although we own Image Server here, we really don't use it because it is not as "user friendly" as we might like. But I had joined the committee back when I was still naïve and hopeful that we could utilize the module, so I did my duty and attended all the sessions dealing with Image Server. I found we are not alone in our dissatisfaction with the product, plus there is a general feeling that it will soon be forgotten all together since Endeavor is pushing ENCompass.

Now a few words about other sessions I attended. I went to two presentations about the System Administration module to learn about enhancements coming with 2001.1 as well as to get some tips on things that trip folks up in the current version. I normally keep my hands off of SysAdmin and leave it to Erik, but it's one of my goals this year to become more proficient with Voyager. Besides, since spring is in the air and the golf links call to him, there may actually be a real need for me to fill in some time!

I attended a presentation by a colleague whose site is the first to get LinkFinder up and running. She took us through all the steps necessary to get this installed on our system. It is used in conjunction with Citation Server, which we own already. LinkFinder extends the functionality of Citation Server's SimulSearch (which uses Z39.50 to allow you to search databases like FirstSearch through the catalog interface and identify which results we have holdings for). With LinkFinder, once you get your results list, you can link directly to the full text of articles from vendors with whom we have subscriptions. At this point, there are over 400 vendors that Endeavor has licensed (JSTOR being the most recent). Erik and I plan to start exploring this in the next month or so and see whether it might be useful, at least in the short term, until we decide on a journal access solution.

The final session I'd like to tell you about is one where a library used Citation Server to make a digital collection available. Southern Methodist University's library used Citation Server to index and display their collection of World War II government publications. The most interesting part of the presentation was seeing the lengths they went to hack Voyager files (and MARC records) to obtain a customized look for the presentation on the web site. If you go to the site, you would never suspect it is a Voyager database (we all know there are severe limitations to how you can tweak the display of information in WebVoyage). It's worth taking a look at: http://worldwar2.smu.edu. Although I was most impressed with their innovative approach, I would hesitate to mimic it because it is so non-standard that there would have to be future difficulties when it becomes time to migrate it to another system (or a newer version of Voyager). But they started on it a few years ago when there weren't as many alternative approaches and were successful making Voyager bend to their specific needs. Kudos to them for that!

Along the way at the conference, we managed to enjoy some of what Chicago has to offer. We saw two plays, went to a Jazz club, visited the Art Institute, and attended a magnificent showing of Dale Chihuly's glass artwork at the Garfield Park Conservatory. Erik always manages to make sure you maximize your exposure to whatever culture is available in a conference city! - Susan Smith
Recently, I made a quick trip to the Spring Depository Library Council held in Mobile, AL. As usual, gathering 100+ documents librarians in one spot makes for interesting conversation and lively debate. Here are a few tidbits that I thought might be of general interest. President Bush has nominated Bruce R. James, former CEO of Barclays Law Publishers, to replace Mike DiMario as the new Public Printer. Mr. James is definitely the printing industry's choice and has little or no experience with the depository library program. Still, he appeared interested in learning about the program in the brief meetings he has had with GPO and Depository Library Council.

GPO is dealing with the issues surrounding the withdrawal of public information since 9/11. Only one tangible item (a USGS CD-ROM on water supply) has been removed from the program; however, web-based information is disappearing all the time. It is hard for GPO staff and depository librarians to tell whether web information takedown is a result of security concerns or other reasons. In the past GPO would automatically update their PURLs (persistent uniform resource locator) to redirect users from the agency website to a digital archive copy of the information stored on GPO's own server, but now they check with the agency first to determine the reason for the takedown.

Speaking of a digital archive copy, GPO is still working with OCLC to develop a Web Documents Digital Archive. The progress is slower than had been hoped. Phase I, developing tools for the creation of preservation metadata (using CORC interface), is about to wrap up; Phase II, testing of the harvest capability and archiving, should begin in July.

GPO is also working to develop a geographically separate mirror site for GPO ACCESS and other servers. Although this had been a request of the depository library community for a few years, GPO has been able to make progress on this front since receiving funds from Congress for "emergency preparedness" after 9/11.

GPO is also making progress on selecting an integrated library system (ILS). After all these years, GPO may finally have a catalog (of any description - card, online, etc.)! Hopefully, this will reduce the number of cataloging and classification problems that depository libraries have had to deal with over the years since the GPO catalogers haven't had a shelflist to consult for prior editions, etc.

As a side note, the recently conducted Biennial Survey showed that the largest number of depositories (28%) have the III Millennium system, with Endeavor's Voyager coming in second (13%) and the ever popular "other" coming in third (11%). Also from the Biennial Survey: the 1300 depository libraries across the country served 9,500,000 people last year - not counting the users of GPO ACCESS.

GPO is working on a new marketing campaign, "U.S. Government Information: Make the Connection at Federal Depository Libraries." We should begin to see posters, radio and TV public service ads, screen savers, bookmarks, etc. in the near future.

On a more personal note, this was my first trip to Mobile and I would recommend the city to other travelers. The highlight of my siteseeing was a trip to Bellengrath Gardens, one of the top 5 gardens in the country. Unfortunately, the azaleas and other flowers were past their prime in mid-April, but it was still possible to see why the Bellengrath home and gardens have been featured on A&E's America's Castles. - Mary Horton
From the Director

Eleventh Annual North Carolina Serials Conference

Book Corner

On Monday, May 13, the college faculty approved, without comment, a new course called LIB 100, Accessing Information in the 21st Century! This one credit course marks a major milestone for the library, and I want to thank all those who worked on the syllabus and prepared a convincing case for the course! It will be offered beginning in the spring semester of 2003, and I hope we will be able to offer at least 5 sections of 15 students each term thereafter. Certainly, in terms of our emerging Strategic Plan, the course supports our theme of Information Literacy.

On Thursday and Friday, the 9th and 10th, I was in Chicago at the meeting of the University Libraries Group. A surprising number of the 20 or so libraries represented are adding space or renovating their libraries, and quite a few operate their own storage facilities. Two of the administrators at the Center for Research Libraries talked about their recent initiatives, but they are clearly still uninterested in consortial pricing for membership. We might find a benefit to investigating an associate membership, as they have been building strong research collections in Area Studies. With our new Area Studies programs in Slavic and Eastern European Studies and Latin American Studies, CRL might offer more support than we can with our existing collections. They are also moving into digital archiving. At our last ULG meeting we shared our personal salary information, anonymously. This time we shared the % of raises for the staff in the last two years and for next year. The range was 0% to 16% (Baylor), and we will soon get the average (which will be well below Baylor, I assure you!) Collections budgets also ranged from no increase to inflation! With so many private universities, the range is somewhat surprising.

Some of you will recognize the name of Denise Troll, who wrote the article that we used in our Strategic Planning Retreat. Denise is at Carnegie-Mellon, which is one of the ULG members. She will be chairing a committee to identify meaningful outcomes measures for the group, and I am appointing Debbie Lambert to this committee. Also of interest was a discussion of LVIS (pronounced "Elvis"), Libraries Very Interested in Sharing, an ILL free borrowing and lending consortium. After much discussion, there was little interest in LVIS from most of the ULG Libraries, but there was considerable interest in promoting ILL among the group's members. - Rhoda Channing

The Eleventh Annual North Carolina Serials Conference

The central theme of the 2002 NC Serials conference dealt with maintaining the harmony between libraries and information providers. Roles of the publishers, librarians, and vendors are more vital in today's technology economy. The opening address discussed how our economy has changed from an industrial to an information economy. Some of the notable format changes are from print to e-journals,
ownership to open access, journals to on-line databases, dated materials to current, and stand-alone resources to linked. Of course, there are the traditional and functional uses of information sources such as the Physicians Desk Reference, National Semiconductor, and the Legal Publisher. Our users have changed as well. They fall into two categories: text heads, who are users that consult reference manuals; and next heads, who prefer to work their way through the system and learn as they go.

Bobby Wynn of Fayetteville State University and Jerry Thrasher of the Cumberland County Public Library offered strategies and ideas for coping with budget crunches in the second workshop of the day. Fayetteville State University suffered its first major cut-back in the year 2000, while Cumberland County Public Library is in its third year of budget cuts due to decisions made by the state. Because of the reduced funding, Fayetteville State University decided that their immediate objective was to devise a deselecting plan. It was based on several factors including the convenience to the user, the number of titles duplicated in full text (e.g. paper, microfilm, and electronic access), the identification of core titles for each curriculum, and the development of a plan for archiving concerns. In addition, a Serials Ratings Instrument was provided to each department that contained the journal title, its price, whether it was peer reviewed or referred or not, and a rating scale which ranked the journal on its importance. With the deselecting plan in hand, a formal request was issued to present the plan for each department at staff meetings. It was concluded that there is no easy way to deal with every aspect of the cutbacks, but there are ways to ease the transition.

Glenda Hubbard of Appalachian State University closed the conference with a discussion on developing effective communication skills. One of the more common mistakes has been when we get "niceology" confused with direct communication. Being nice sometimes leads to confusion about the actual problems. Always be accurate in the information you are giving and requesting. Never use labels in connection with people it puts them on the defensive. Always outline specific problems and be direct and assertive in your communication with vendors. Communicating respect should be a preference with both parties.

Overall, the conference was very informative and enlightening. It emphasized again how taking a proactive approach while dealing with some of the negative aspects of the job (i.e. budget cuts) can help to soften their impact. - Linda Sykes

**The Book Corner**

One day when I was working at the Reference Desk I noticed the book Speeches of the American Presidents on the new Reference book shelf. From time to time, we have students who are tracking down a speech for a class and resources like this one come in handy. This second edition includes more than 200 major speeches. It begins with George Washington, who was elected in 1788, and concludes with George W. Bush, who was elected in 2000.

For each president, there is a brief discussion of the person's career. The editors have also included some interesting facts about each president. For example, they note that "Washington was not an accomplished public speaker. Although he always read from a prepared text, he was often tongue-tied" (p. 3).

To aid the reader in using these speeches, the editors have prefaced each speech with a brief description of the date, place, and circumstances of its composition and delivery. John F. Kennedy's "Putting a Man on the Moon" speech was delivered on May 25, 1961, more than one month after Soviet cosmonaut Yuri Gagarin became the first human to orbit earth. Kennedy had dreamed of putting a man in space before his election and during his speech, he proposed an ambitious goal for the U.S. when he stated: "...I believe that this nation should commit itself to achieving the goal, before this decade is out, of landing a man on the moon and returning him safely to the earth" (p. 696).
Taken together, these speeches constitute a rich and fascinating glimpse into our country's history. These speeches give us an opportunity to look at the economic and social conditions of a certain era of history. In some cases, certain things have changed for the better. On August 6, 1912 Theodore Roosevelt pointed out deplorable working conditions in his "A Confession of Faith" speech when he said: "We hold that the seven-day working week is abnormal, and we hold that one day of rest in seven should be provided by law."

While some labor conditions have definitely improved over the years, certain things in our history appear not to have changed very much at all. On October 8, 1974, Gerald Ford delivered his "Whip Inflation Now" speech. Ten days before this speech, Ford had urged the American people to make a list of 10 ways to fight inflation and save energy and to send him a copy. During his speech, he encouraged everyone to drive at least 5% fewer miles. According to Ford, if we all did this we could save "...250,000 barrels of foreign oil per day" (p. 819). He further recommended that we could do even better than 5% by carpooling, taking the bus, riding bikes, or just plain walking.

If you are interested in reading some of the presidential speeches in this volume, come to Reference and look for Ref J81 C88 2001. - Bobbie Collins

Books to Beijing

Some of you may know that I will be in Beijing, China for fall, 2002. As I was pondering options, I thought I would visit some elementary schools, since my children will be partially enrolled in the school system. I present and discuss a variety of topics on Chinese culture, such as calligraphy, abacus, Chinese New Year at my children's school, and I love it. There is a lot of interest in both China and Taiwan (where I came from) to learn English and to learn about United States. There is intense enthusiasm particularly in Beijing, due to the upcoming Olympics in 2008. They are tearing down houses, planting trees and grass seeds, among other things.

I figured the best way to illustrate my points in sharing American culture with them is through books. That was when I decided to approach Associate Provost Sam Gladding and Senior Vice President Edwin Wilson for funding. They are very supportive in my endeavor. The stipends allow me to purchase books and tapes to be donated to schools there. I have been searching Ingram for materials on subjects ranging from Thanksgiving, Halloween, Christmas, Hanukah, Ramadan, Passover, Kwanzaa to simple counting, alphabet books.

Thanks to help from many people to get this project under way. Linda Early and Charles Bombeld have been busy with ordering and clearing, Prentice with accounting, and Ann Bailey with packing suggestions. The gift bookplate printed in both English and Chinese by Frances Reaves' office is great. Here is a copy of it.
My kids are very excited about being my assistants at those visits. We already talked about bringing some Halloween costumes and hair dye! - Cristina Yu

News from the Special Collections Team

On Saturday, May 18th, the New Bern Sun-Journal will run a complete article with photos on the Samuel Wait digitization project. Martha Reedy, the reporter, is including photos of portraits, artifacts and ephemera. The Greensboro News & Record will publish an article in late May. Journalist Margaret Banks will visit the team in order to understand firsthand the expanse and magnitude of the project.

I am working on one of nine university-wide committees to analyze and evaluate accreditation standards for the School of Divinity. Sharon's committee is responsible for
1. Library & Information Resources 2. Student Recruitment, Admission Services and Placement and 3. Institutional Integrity (interdisciplinary activities).

The Association of Theological Schools will send a team of representatives for a site visit in March 2003. The readiness study beginning now will continue until February 2003. The last site visit in March 2002 by an ATS representative indicated the School is in good standing for the readiness study to begin. A self-study will proceed following the successful completion of the readiness study. - Sharon Snow
From the Director

I'm getting a new perspective from my temporary office in the reference department, and I am trying out the kneeling chair that we got for Sherry Durren. It may improve my posture! A temporary move in the past would have meant loading lots of boxes and files. Now it is me and my Thinkpad. Have laptop, will travel.

Debbie was wise enough to go to ALA and avoid the mess, but I chose not to go. For those of you who have never been to an ALA annual meeting, let me describe it:

- it is always held in a major urban location
- there are anywhere from 15-18 thousand librarians
- there are thousands of programs and meetings, held in venues all over the major city
- all the divisions have their most interesting programs at the same times
- most of the best programs, except for the pre-conferences, are held on Saturday and Sunday
- librarians count on chowing down at vendor receptions to avoid having to buy meals
- Gale provides free bus service from all the regular conference hotels to the conference "center" so that if your hotel is not on the same bus route as your destination hotel, you wait for the bus, ride back the conference center, and get on another bus. But, hey, it's free!
- Some law of physics decrees that no two consecutive ALA meetings you want to go to are in the same hotel.

Now there are some positive aspects to ALA:

- You will meet every librarian you have ever worked with in your entire life. At one ALA, I was approached by a librarian who said "I heard all about you from your mother." She was the branch librarian in the library my mother went to in Queens!
- There is something for everyone. You can go to sessions on storytelling, genre fiction, exhibits (with lots of posters for your child's room), vendor demos, or thoughtful keynote speeches, panels, poster sessions that allow you to ask lots of questions, etc.
- It is easy to get involved. For both personal and professional development, if you are willing to commit, you will be tapped for committees. Major benefit to the library? Networking!
- ALA organizes interesting tours, and even the bus rides out to the sites can be worthwhile as you strike up a conversation with your seatmate.
On the whole, I prefer ACRL conferences, where I am not beguiled by all the children's books, romance and mystery authors autographing their works, and where the smaller venues and smaller crowds reduce the conflicts and hassles of getting around. - Rhoda Channing

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**News from the Special Collections Team**

The Grolier Club's current exhibition "To Set the Darkness Echoing: Irish Literature of the Second Half of the Twentieth Century" is on display in New York City until July 27, 2002. Included in this exhibition is one of Special Collections' manuscript books from the Dolmen Press Archives. Liam Miller, founder & publisher of the Dolmen Press, established a stronghold in Ireland for poetry and fine press publications. One of Miller's Dolmen press ledger books securing the manuscripts from Thomas Kinsella, John Montague, and other prominent Irish poets is on display alongside items from libraries throughout the U. S. and beyond.

We are pleased to announce that Jennifer Roper will be joining the Special Collections Team on August 6, 2002, in the position of Special Collections Cataloger. Jennifer is currently Head of Monographic Cataloging at North Carolina State University. Jennifer received her M.L.I.S. from UNC-Chapel Hill and her B.A. degree in History from the University of California - Santa Barbara. - Sharon Snow

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**NCICU**

I attended the annual meeting of the NCICU Purchasing committee which was held in the Frank Family Science Center of Guilford College, May 16 and 17, 2002. Our meeting room was the new planetarium there. Power Point slides beamed on the bottom of the curved dome were impressively huge! Thursday afternoon was dedicated to vendor presentations by representatives from Alibis and Ingram Library Services. There was also a demonstration of Corporate Accounts at Amazon.Com.. The emphasis of the presentations was on the increasing attention trade and out-of-print vendors are placing on developing services to attract the library market. Discounts, fast service, electronic ordering, rush orders, and invoicing for the academic customer were among the topics of these presentations. These vendors are offering services that supplement basic approval plans - and in some instances replace them. Some of the new and developing services look to be very useful for parts of the materials selection process here at ZSR and will be presented at Bibbers meeting in the early fall.

Friday sessions included vendor presentations by EBSCO, ISI Web of Science, and ProQuest. The EBSCO topic was Academic Search Premier as a developing resource for libraries to consider as a possible route for the consolidation of print and electronic resources. ISI Representatives explained the Web of Knowledge products including the Citation Indexes. The Proquest session highlighted Historical Newspapers Online which now offers full-text electronic access to the New York Times, Washington Post, Christian Science Monitor and Wall Street Journal. Proquest announced its mission to provide a digital archive for its entire collection of 7000 newspapers.

Of special interest for library staff members is the Central Carolina Community College distance education program for the Associate Degree in Library and Information Technology. The entire two-year program is offered online. Many libraries in North Carolina, North America, and even abroad use this program for staff development training. I brought information back and will give it to Debbie Lambert for consideration. You may also see it at [http://www.centralcarolina.org/](http://www.centralcarolina.org/). Follow the links by choosing Distance Education in the list on the left side of the screen, then choose curriculum programs, and finally choose the drop down box for Media Technologies and you will find the link to the library program.
The group discussed the relationship of NCICU with NC Live, the current economic situation and its possible impact on the fate of NC Live. NCICU will maintain close contact with the NC Live Resource Advisory Committee to keep it informed of our interests.

I am the chair of the group for the coming year. The 2003 meeting of the NCICU Purchasing Committee will include serial purchasing and microform acquisitions on the agenda. This meeting is scheduled for April 1 and May 30, 2003 at Wake Forest University. - Jill Carraway

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**Web Accessibility Workshop**

Recently, I attended a Solinet sponsored workshop titled, "Untangling Your Website: Web Accessibility." The class dealt with analyzing and planning for the design/redesign of websites while keeping in mind the barriers and limitations people may have in accessing and navigating the internet.

Our small class of five was taught by Solinet's talented Training and Technical Support Coordinator, Jennifer Link. There are color deficiency issues (color blindness) running through several members of her family and as such, she takes a keen interest in accessibility issues. I too have relatives with serious vision limitations, and as such, was immediately absorbed in her presentation.

The day's agenda was divided into five parts:

1. Introduction to the Assistive Technology Act of 1998, which basically requires public access sites to be user friendly to those with disabilities
2. Introduction to Accessibility
3. People with Barriers to Access
4. Hardware and Software
5. Designing Accessible Websites

Through a series of exercises, we tested various websites for their navigability without a mouse (keyboard only) and with the graphics function turned off. We also examined whether sites took advantage of the "alt attributes" feature. This is the text that is often displayed when a viewer places a mouse over a graphic or image. And finally, using web tools such as Bobby Accessibility Validator, Wave Accessibility Validator, and Vischeck, we ran websites through their evaluator software for disabilities access.

When conceptualizing and building our websites, we need to provide provisions for those who may be:

- Blind or color blind
- Mobility impaired - spinal cord injuries, multiple sclerosis, etc
- Cognitive impairments - Alzheimer's, Down's syndrome, head injury
- Seizure disorders
- Hard of hearing/deaf
- Technological impairments - dial up connection, old browser, lack of plug-ins, slow speed PC, graphics off in browser

While the Library website faired quite well, there were several design issues we might do well to review. These include insuring alternate content is added, setting up identifying headers for tables and columns, taking color conveyed information and representing their message in another way, and providing
This workshop was quite an eye-opener. We tend to think in limitations such as those that directly affect us, forgetting or neglecting the needs of millions of others who are impaired to some extent in their mobility, dexterity, site and sound. Not only did this workshop remind me to appreciate the gift given me of good physical and emotional health, but it was an excellent introduction to the concept that we need to put forth an added effort to provide the tools in web site design which allow those with all kinds of disabilities to learn from and navigate through our digital world. - Bill Burger

Policy for Use of Library Classroom #476

The Reference Department recently updated two policies. These policies are included in the Gazette for further comment from library staff before they take effect. Please send your comments on these policies to Bobbie Collins.

The Z. Smith Reynolds Library encourages and promotes the use of its facilities by providing Library Classroom #476 which can be used for library instruction, audiovisual presentations, and for other purposes as defined below. The Library Classroom is located on the fourth level of the Wilson Wing and currently provides seating for 40 individuals.

The Library Classroom is used primarily for library instructional sessions that are scheduled by librarians in the Reference Department of the Z. Smith Reynolds Library and for staff meetings of the Reference Department. This room may be scheduled for other uses as long as it does not interfere with these primary uses. Other appropriate uses of this room include: professional library seminars and workshops and library committee and staff meetings.

Scheduling of the Library Classroom is the responsibility of the Coordinator of Library Instruction. Requests can be made by contacting the Reference Department (758-5475) at least three weeks in advance of the scheduled event. If a workshop will last more than one day, permission to use the room must be obtained from the Head of Reference.

The Library reserves the right to restrict access to this room.

The Library Classroom has an overhead projector for library staff use. Staff will need to bring a ThinkPad. The Remote Control to operate the overhead projector in the classroom is at the Reference Desk. It is the responsibility of the person using the overhead projector to turn off the projector and the Remote Control and to return the Remote Control to the Reference Desk.

The staff of the Reference Department is not responsible for setting up or for booking audiovisual equipment and materials that are needed for non-library instructional programs. Moreover, the Reference staff is not responsible for providing any technical assistance in operating the equipment. It is the responsibility of the person requesting the room to make arrangements for the delivery and return of extra overhead projectors and other audiovisual equipment.

Students can use the Library Classroom to plug in their ThinkPads or as a study space. The room is available for student use unless otherwise posted for use by staff for instructional sessions, meetings or workshops. The following restrictions will apply to students using the room:

a. No food, drinks, or cell phones are permitted in the Library Classroom.
b. The overhead projector and Remote Control are not available for student use.
c. Students cannot remain in this room after the library closes (i.e. during late night study hours).

Policy approved 6/02

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**Policy on Library Instruction for Non-University Groups**

The primary responsibility of the library instructional program at the Z. Smith Reynolds Library is to support the curricula and teaching interests of Wake Forest University and to provide instruction for individuals and groups directly affiliated with the University. Whenever possible and as long as it does not conflict with service to our primary users, the Reference Staff will provide tours/instructional classes to the community at large.

Any group requesting a tour or class session must make arrangements with the Coordinator of Library Instruction at least two weeks in advance.

Public and private schools and other community groups will be scheduled during times when the University is not in session (i.e., during spring break) or on Fridays during the regular academic year, when possible. Tours and or class sessions will not be scheduled during exam periods. In the event that a tour/class cannot be scheduled (i.e., exam period), the requester will be invited to schedule the group during the next available block of time. This schedule will be kept at the Reference Desk.

Instructional sessions will be conducted by staff in the Reference Department. Tours will be given by volunteers from all departments of the Library.

Due to the finite nature of the Library's resources, it is necessary, on occasion, to respond to users' needs on a priority basis. Wake Forest students, faculty and staff have first priority when using library materials, computers and/or other equipment located throughout the Library.

The Z. Smith Reynolds Library strives to maintain a quiet atmosphere for study and research for all of its users. Thus, all scheduled groups visiting the Library are asked to respect the rights of others to study in a noise-free environment.

Contact: Bobbie Collins, Coordinator of Library Instruction: 758-4654 or 758-5475

Policy approved 6/02

- Bobbie Collins

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**Books Moving in Ref**

Reference is doing a shifting project this summer. In addition to making room in high-growth areas, we have moved the Gale Literary Criticism Series to the Index Counters. The volumes that were on the Index Counters are being absorbed into the reference stacks. We have also identified some items for Chatham.
As part of this project, Tech Services re-classed 256 volumes of the Dictionary of Literary Biography so that they will file together in PS. Previously each volume received its own call number, which had frequently confused patrons. Thanks go to Carolyn, Catherine, Linda S., Medra, and Wanda for being so willing to do this for us. In addition, Medra has done a flurry of location changes recently as we have tried to get the Reference collection in tip-top shape before the big move. -Carol Cramer

Virtual Reference Update

The State Library's Virtual Reference Work Group has submitted a proposal for a statewide collaborative chat reference service. This proposal has been accepted by the LSTA Advisory Committee.

It's difficult to sum up an 11 page proposal in a paragraph, but I'll try. At least eight libraries will participate. Several of the participants will come from libraries that already offer chat in order to leverage their experience. The chat service will be offered statewide and will rely on NC LIVE as a common base of subscription databases. Each participating library will be responsible for having a trained librarian online during their appointed hours, and we will contract with individual librarians to staff the icky hours from home. Participating libraries will receive free software 'seats' and a low cost way to get their staff trained as chat reference librarians. Their patrons will also benefit from many hours of service (~80-100 hours/week) even though their home library is only giving, say, ten staff hours per week to the service.

At our next meeting (June 25), the Work Group will determine criteria for choosing participating libraries. Participants will begin meeting and training in October. We hope to go live in March 2003.

As LSTA is federally funded, we are not hamstrung by the state's budget woes. However, LSTA will only fund this type of project for a few years, so the precariousness of future funding is high on our minds. (I am the only member of the Work Group who is not a public employee, so you can imagine what the water cooler talk is about at our meetings!)

If you want more information let me know. I can answer questions or send you a copy of the complete proposal. - Carol Cramer

Open House

This year's open house for graduates and their families was well attended. We had a head count of 348. Thanks to everyone who came in on Sunday May 19th to help. - Scott Adair

A Few Closing Words from the New Gazette Editor

Well, this is the first Gazette issue almost entirely edited by yours truly. Many thanks to Ellen Daugman for helping me out on this issue. I just wanted to let you all know that I plan to add some new features to the Gazette as soon as I get the hang of this thing! In the meantime, I encourage you to submit articles to the Gaz. Please submit them as attached word documents as I find this easier to copy and paste them into the Gazette layout. Until next time! - Peter Romanov
ALÁ-Leslie
ALÁ-Mary H.
ALÁ-Roz
Carolyn's Endeavors
ALÁ-Susan

From the Director
Hey, Whatcha Readin'?

Mental Health Care Focus of Debate Workshops

Flick Pick
Congrats to Bill

ALÁ According to Leslie

For a cataloger, one of the most exciting aspects of this year's ALÁ conference was the opportunity to hear how colleagues are exploiting the brave new world beyond MARC format. That's how I found myself sitting in a session fancifully titled "Fish, Fungus, and Photos: Librarians as Metadata Collaborators."

What is metadata? The definition you usually hear is "data about data" (e.g., a catalog record describing a book). Stephanie Haas of the University of Florida offers a refined version: "structured information about an information resource."

The metadata issue (which standard should we use?, etc.) has sparked controversy in the library community for some time, but it's when libraries collaborate with other types of institutions in creating databases that things get really lively. In Florida, Ms. Haas collaborated with zoologists and botanists at the state's natural history museum to create a database that accesses both library bibliographic records and museum specimen records.

Bill Garrison of the Colorado Digital Library Project worked with museums, historical societies, and archives in several western states on a "Western Trails" digitization project; and Nuala A. Bennett of the University of Illinois collaborated with her state's public education system on a project that invites elementary schoolteachers to submit their lesson-plans to a group of libraries and museums, who then digitize relevant source material for those teachers to use in their classrooms.

So what did the "fish and fungus" people in Florida want? Specifically, to be able to look up specimens by scientific name (Carcharodon carcharias), by taxonomic classification (genus, species, etc.), and by very specific locales. Library of Congress subject headings, on the other hand, use common names ("White shark"), make no provision for taxonomy, and often fall short of biologists' standards in their geographical designations. The Florida solution: enhance a Dublin Core record with data from ITIS (Interagency Taxonomy Information System, developed by the EPA and others) to supply the taxonomic access points; FIRS (Federal Information Relay Service, developed by the US Geodynamics Committee) and Hydrologic Unit Codes (they correspond to drainage-basin ecologies) to supplement the geographic data; then develop a matrix to link scientific and common names. What they plan to do next: use GIS (Geographic Information Systems, developed by the Fish and Wildlife Service) to link the data to map displays (click on Tampa Bay on a map of Florida, and it pulls up all the titles relating to Tampa Bay.) A nice demonstration of how a library standard (Dublin Core) can be made to work in concert with multiple other standards to meet a specific community's needs.
In the schoolteachers project, the museums wanted to include interpretive commentary ("Have you ever heard the expression 'Sleep tight'? This bed key [image] was used to tighten the ropes on rope beds..."). The library catalogers, who traditionally take a "hands off" stance on anything that goes beyond straight description, balked - but the schoolteachers agreed that they could definitely use any extra interpretive help they could get. So into the database went a new "Interpretation" field - and the library catalogers, it was discovered, were soon becoming enthusiastic interpreters!

An interesting commonality between the three projects: all chose to use Dublin Core, a library standard (in Colorado, after careful examination of several library and non-library standards; in Florida, by default, when the non-library partners showed little interest in the issue, so the librarians quietly implemented DC).

I have handouts for anyone interested in the "grizzly" (sorry) details.

Given ZSR's small but growing Chinese-language collection, soon to be supplemented with Japanese and Korean literature to support new area-studies programs, I took an opportunity to learn more about the specter that's haunting CJK librarians: Library of Congress' decision to abandon the romanization system they've used for years (Wade-Giles) in favor of the more widely-used Pinyin scheme. Think Peking and Beijing - then think of 825,000 Chinese-language OCLC records that need to be similarly re-written, from top to bottom. A massive conversion project to do just that, in both OCLC and RLIN, is currently underway, and representatives of the major players - LC, UCLA, OCLC and RLG - spoke at ALA. The good news: well over half the OCLC records have been converted to date (look for the 987 field). The bad news: good luck doing authority work, because LC's Asian authority records are also, of course, undergoing revision. Cristina, can we do lunch sometime? - Leslie McCall

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**ALA According to Mary H.**

During the recent ALA conference in Atlanta, I finished serving my term as GODORT (Government Documents Round Table) Secretary. GODORT is working on several tough issues: the continuing issue of providing permanent public access to electronic documents, the "takedown" of information since 9/11, and the recurring attack on GPO as the central printing and distributing agency in the government. The GODORT update featured several interesting speakers, including the provocative Michael Gorman.

Gorman, Dean of Library Services, California State University, Fresno, likened our current situation to the red scare of the 1950's, with the government trying to control information. He called the removal of information already made public "Kafka-esque" and recalled what used to be said of the Soviet Union: "The future is certain, it is the past that keeps changing."

In between GODORT meetings and activities such as printing and making copies in the ALA office, I did try to attend a few other programs. One program was entitled "Libraries and Education in the 21st Century." I thought this would be a program about new ways of teaching and using technology in teaching, but the portion of the program I saw was basically a pep talk on teaching. Sometimes I think the ALA program lacks a "truth in advertising" clause. The next program I went to was about copyright and intellectual property. Again, this program wasn't exactly what I thought it was going to be, but there were several interesting presentations. Mary Case from ARL talked about several initiatives to by-pass the normal publishing channels, including NEAR (the National Electronic Article Repository) and PubMed Central. I also attended a program on learning communities. Nancy Shapiro (University System of Maryland), a leader in the area of learning communities, gave a good presentation on the basics of learning communities. Learning communities group students together in their living situations and coursework. Dr. Shapiro made the argument that creating learning communities on campus is a good way to bring libraries back to the center of campus. Students are learning both in class and outside of class. In fact 80 percent of their time is spent out of class. Librarians are the most accessible academic people on
campus and are there in the "learning moment" when a student is motivated to learn.

Attendance was down for this year's conference, as a result of post 9/11 travel fears and the fact that a number of states, including North Carolina, are suffering through money woes. On the other hand, the unusually mild weather in Atlanta made the conference site very pleasant. - Mary Horton

ALA According to Roz

Rather than bore you with long discussions of yet another trip through ALA, here are the highlights from my perspective:

1. Two excellent sessions on copyright, one sponsored by ACRL, that raised interesting questions about the role libraries should play in the current copyright debate. Should we be policemen, educating our faculty and students about how not to get caught doing something illegal, or should we be on the front lines of the debate, advocating for our users rights to access information? It's an interesting question and one we will be investigating here at ZSR in the near future.
2. A wonderful speech by Michael Moore, author of the bestseller "Stupid White Men." He told the story of how a librarian in New Jersey single handedly saved his book from the shredder when his publisher, Harper Collins, got cold feet after the 9/11 attacks. It was a wonderful story and his respect for librarians was evident as he pledged to fund a scholarship through ALA and to form a committee of published authors to lobby for librarians issues including censorship and equal pay.
3. Tons of fun in the exhibits where I was able to meet with the Copyright Clearance Center folks as well as other vendors. I am always amazed at the variety of goods and services in the Library industry and while the freebies were few and far between, it was an enjoyable experience.
4. Susan and My poster session at the ACRL President's Session was well received and generated a good deal of interest. Our 50 handouts were gone before the session began and all the extra ones we made at the nearby Kinko's disappeared, too. We did realize that everyone in the world knows either Rhoda or Debbie or both. We have a well-connected and well-respected administration here at ZSR!
5. Catching up with old friends, revisiting favorite haunts in Atlanta, and getting free food and drink at the many receptions. Let's face it, this is really what ALA is the best for! - Roz Tedford

Carolyn's Endeavors

June was a very busy month for me. One week, I traveled to Winthrop University in Rock Hill, SC to attend a four-day workshop on cataloging electronic resources. The following week, I traveled down to Atlanta, GA to attend the American Library Association's annual conference.

Nancy Olson is the instructor at the cataloging electronic resources workshop. She is the guru of non-print cataloging in the library world. A Professor at Mankato State University (Minnesota), Ms. Olson cataloged audiovisual and other special materials for 30 years and has written a book (now in its 4th ed.) on the subject.

Some of the topics discussed included CD-ROMs, electronic monographs and serials, videos/DVDs, changes in Chapter 9 of Anglo-American Cataloging Rules 2nd ed. 1998 rev., cataloging terminology and rule interpretations, and subject and genre access. Examples of some cataloging changes are as follows:
● **New GMDs - [general material designation]** - GMDs are normally used to describe an item other than a book and is located in brackets in subfield "h" of the 260 field in a MARC record. The term cartographic material replaces map and globe, and the term electronic resource replaces computer file and interactive multimedia.

● **Field 300 - Physical description field** - The term CD-ROM can now be substituted for computer optical disc.

In the afternoons, workshop participants gathered in small groups and cataloged examples of each format discussed that day. Questions and comments were addressed afterwards.

For me, this was one of the best and most informative workshops I have attended. The workshop specifically addressed my area of expertise, non-print cataloging, and I was able to meet other librarians who are responsible for cataloging the same kinds of nonprint materials like myself.

I also had a wonderful time at my first ALA conference in Atlanta, GA. The sessions that I attended covered a broad range of library topics such as security in libraries, the next wave in technology, and the role of Tech. Services in library digital projects. I loved walking through the exhibits and picking up vendors' freebies. I also went to several vendor receptions and thoroughly enjoyed all the free food, especially Endeavor's and Elsevier's. Another highlight of my trip was a tour of CNN Studios with Debbie and Leslie. Now that I've had my taste of what an ALA conference is like, I hope to attend future ones. - **Carolyn McCallum**

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**Susan's ALA Encounter**

I went to ALA in Atlanta with a few specific purposes. **Roz** and I did a poster presentation which Roz has reported on elsewhere in the Gaz, so I will skip making you read about it a second time! But here is a picture with us and our poster for your viewing pleasure.
One of the topics that I am trying to focus on this year is the usability and accessibility of our web site. To that end, I volunteered to participate in a usability study of the ACRL web site. It was a good experience because it gave me an opportunity to be in the role of the end user. I also attended an interesting presentation on the accessibility of online library resources for users with disabilities. This panel discussion covered research that has been done on this topic. The results are being published in Library Hi Tech: 20 (2) and (4). Issue 2 has gone to press and it can also be accessed electronically through WebVoyage, if you are interested in reading about the various studies. One focused on the accessibility of Voyager. For those of you who author web pages, the single most important thing you can do to improve accessibility of your page is to be sure to include the "ALT" attribute when you use images. This provides a text alternative to the image that a screen reader can interpret for the user.

Finally, as chair of the Endeavor Image Server Enhancement subcommittee, I spent a day meeting with the other chairs (for the other modules), prioritizing desired enhancements so that Endeavor can start to address some of them. I will be interested to see how many of the 24 top requests (culled down from hundreds of incident reports) actually get corrected. - Susan Smith

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**From the Director**

I was happy to see the Annual Report come together, and reflect the contributions made by the library and its staff towards the achievement of the critical success factors identified by the university. It is also gratifying to have our strategic plan taking shape and to begin the next phase: internal discussion and feedback.

The Access Services ice cream social was a wonderful opportunity to remember that this is summertime and we should enjoy it. I was very late getting to the party, having had lunch with a Trustee at his home in western North Carolina. There was, however, more than enough for me to eat!

Enjoy, if you can, the beauties of the season, my favorite, in spite of interior temperatures that call for space heaters or ice packs! - Rhoda Channing

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**Hey, Watcha Readin?**

Last week, I finished reading Stephen Kings's *Everything's Eventual*. I found it to be an interesting collection of short stories. I especially liked the short story, *The Little Sisters of Eluria*, which is about Roland the Gunslinger from the Dark Tower series. If you have enjoyed King's other short story collections, then you should enjoy this collection as well. - Tim Mitchell

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**Mental Health Care Focus of Debate Workshops**

In May, Scott Adair, Bobbie Collins, Elen Knott, Mary Reeves, Mary Lib Slate, and Roz Tedford met with Virginia Bannigan and Ross Smith to plan for the four debate workshops this summer. The first group of Wake Forest Summer Debate Workshops arrived on campus on June 15. Library staff instructed high school debaters on Monday, June 17 on how to find information on this year's topic which is: Resolved: That the United States federal government should substantially increase public health services
for mental health care in the United States. Library staff met with the last group of debaters on Monday, July 8.

Every summer this is a very big production for the public services staff. So I want to take this opportunity to thank library staff who have helped orient debaters to the ZSR Library. Thanks to Carol Cramer, Ellen Daugman, Elen Knott and Angela Wilson who taught several debate classes this summer; thanks to Giz Womack who provided technical assistance in the computer lab; and thanks to Ellen Daugman, Elisabeth Leonard, Mary Lib Slate, Julia Winfrey, and Cristina Yu who gave multiple tours. Also many thanks to Scott Adair and Mary Reeves who taught several debate classes this summer; thanks to Giz Womack who provided technical assistance in the computer lab; and thanks to Ellen Daugman, Elisabeth Leonard, Mary Lib Slate, Julia Winfrey, and Cristina Yu who gave multiple tours. Also many thanks to Scott Adair and Mary Reeves who gave multiple tours. Also many thanks to Scott Adair and Mary Reeves who gave multiple tours. Also many thanks to Scott Adair and Mary Reeves who gave multiple tours.

- Bobbie Collins

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**Flick Pick**

This issue's Review: Mulholland Dr.

David Lynch is back with another confusing yet fascinating film. An aspiring actress crosses paths with a woman suffering from amnesia and things just get stranger from there. Let's just say this is not a film for the entire family. The film stars some relatively unknown with the exception of Justin Theroux. So if you like your films complex and full of absurd situations, this film is it! Find it at the ITC under DVD 1023. - Peter Romanov

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**Congrats to Bill**

Bill Burger won first place in the photography category in the 3rd Annual Employee Juried Art Exhibition. Sponsored by the Visual & Performing Arts Committee, the contest is open to the entire Wake Forest University and Wake Forest Baptist Medical Center community. The show reception was held on July 11th, and will hang in the Spine Gallery in the Reynolds Tower at the Medical Center from July 11th through September.
Steve is Here!
Meet Emily
Welcome Jennifer
From the Director

Steve is Here!

Hi, I'm Steve Kelley, the new Serials Cataloger. I'm thrilled to be here at Wake Forest and look forward to getting to know you all.

I was born and raised in St. Louis, Missouri. Educated there, too, because I received a degree in history with a Russian language minor from Washington University in 1991. After graduation, I followed my older brother's example and got a job at Washington University's library as a serials acquisitions clerk (my brother is still a cataloger there, I guess cataloging runs in the family). After working at W.U. for a year, my wife Mimi and I moved to Chapel Hill, North Carolina, where I planned to go to graduate school in history. I changed my mind and wound up back in libraries, getting a job at UNC-CH and working over five years in an unusual full-time job that had me working in the Cataloging Department in the morning and in Collection Development in the afternoon. I attended library school part-time while employed at UNC and received my degree in December 1998. In November 1999, I started my first professional position as a Serials and Government Documents Cataloger at Ball State University in Muncie, Indiana. Although Mimi and I are both from St. Louis, we knew we wanted to come back to North Carolina and luckily I found a wonderful opportunity here at Wake Forest.

Mimi and I are enthusiastic dog owners and have two dogs, an Australian shepherd named Ewan and a golden retriever named Emma. We are slow, but determined, bicyclists. I love baseball and am a die-hard St. Louis Cardinals fan, which may be a somewhat controversial position to hold here in Braves country, but I look forward to rooting for the Warthogs. I am a music collector and regularly go to concerts. Although I like all sorts of music, I mostly listen to rock, and have a fairly extensive collection of punk/underground/indie rock. I am an avid comic book collector and something of an amateur comics historian. I also love movies and reading.

If I haven't met you yet, please feel free to stop by my desk and say hi. - Steve Kelley

Meet Emily

Hi! My name is Emily Stambaugh. I am the new Collection Development Librarian at the Z. Smith Reynolds Library, and I am very excited to be here!

I look forward to building rich, cohesive collections for our students and faculty. In addition to my duties
Welcome Jennifer

Hello from the frosty Room 605! My name is Jennifer O'Brien Roper, and I am the new Special Collections Cataloger. I've heard of a trial by fire, but a trial by ice is something entirely new - if you're not sure what I'm talking about, come visit my office and escape the summer heat.

I grew up in San Jose, CA. My parents bought a house in 1976 and have not moved since. My brother has managed to spend his adult life living within 15 minutes of that house. I, on the other hand, had to be a little different. I moved 300 miles away to attend the University of California at Santa Barbara. After tasting life outside of the Bay Area I began to wonder what life outside of California was like. My grad school aspirations seemed to dovetail perfectly with this curiosity, and I moved to Chapel Hill in 1994 to attend the UNC-CH School of Information Science.

While in library school I met my now husband, John, and decided to stick around in North Carolina for a while. I spent the last 6 years working at the NCSU Libraries, where I started in a time-limited position assisting with professional recruiting and ended up as the Head of Monographic Cataloging (a position which oversaw Special Collections cataloging as well). Things seemed to be going along smoothly.

Then last fall my husband decided to apply to law school. We both assumed that the result of this plan would be his attending Carolina's law school and my remaining at NC State. Fate, however, had other plans. In the spring the Wake Forest law school offered John a full scholarship...and how could we turn that down? So I set about investigating my employment opportunities in Winston-Salem, and ran across a Special Collections Cataloger position being advertised at Wake Forest. It all seemed meant to be...especially after the Z. Smith Reynolds Library interviewed me and offered me the job!

I had been ready for a change, and I am very happy to land here at Wake Forest. I'm hoping to really help the Special Collections Team move forward with some of our goals, in addition to collaborating with library staff in general.

You may have heard tell of my toys and Disney mug collection. Please come by and check it out. I'm
happy to explain why I collect the specific mugs I do and you'll have a chance to relax and give Mr. Potato Head a new look! - Jennifer Roper

From the Director

It is very satisfying to have three wonderful professional additions to our staff (wish the number were just one higher) ready to greet the students as they return to campus! I have high hopes for all three.

When someone has been in the same job for many years, it can be difficult to envision other ways of behaving, performing, or even seeing what needs to be done to improve. Some of you have been doing the same job for more than ten years, and although the technology has changed, in some ways the job has stayed the same, and it is possible to become complacent. I felt that it was vitally important that I find new ways of engaging the director's job for the next five years. To do that, I immersed myself in the week-long ACRL/Harvard Leadership Institute, designed for top library administrators. It was a week well spent.

The class numbered 95, hardly a size ideal for discussion, yet there was plenty of lively interchange. The instructors were all first-rate, all of them being either current Harvard faculty or former students, except for Maureen Sullivan, the only librarian among them. Class discussions of the readings, including cases, were augmented with small group discussions (at 7:45am!). Each of us prepared a mini-case from our own institution to discuss in the small group. Funny thing - no matter what your individual problem is, you'd never want to have somebody else's problem!

Being back in Boston was a nostalgia trip for me as well. Seeing the sailboats on the river and listening to the street musicians in Harvard Square reminded me of what a beautiful and exciting place it is. It took airport congestion and traffic to snap me out of it!

I expect to be ready to return to the library in early-mid October, after my recovery from surgery. I am confident that the library will continue to thrive in my absence in the hands of our Assistant Director and Team Leaders. You will be able to reach me by phone or email during my home stay.

My thoughts are with Laura Spear as she deals with the loss of her mother and the illness of her daughter, and with the other members of the staff who are currently confronting serious challenges to their health and well-being. I always appreciate this supportive and caring staff most during times of crisis. - Rhoda Channing

My ALA Experience

Since this was my first ALA visit, there is so much that I can talk about, but I won't! I will say that I had a good time learning about the ins and outs of conference happenings and I enjoyed meeting new people. Because I am interested in so many things pertaining to the library world, I was not limited to any specific disciplines or meetings. I attended meetings that covered ILL, staff development, and reference.

The New Members Round Table Orientation discussion is a must for first time ALA goers. This meeting gives first time conference attendees the chance to get familiar with the different divisions of ALA and to meet those who are in charge of these divisions. We even got a special visit from ALA president John Berry. We also got helpful tips such as "where comfortable shoes" and "take the shuttle whenever
possible". Fortunately I already knew to pack my comfy shoes because of advice from ZSR experts! One of my favorite meetings was "You're hired, but how long will you stay", where our very own Wanda Brown was one of the panel speakers. Her speech covered staff retention and issues of hiring in the library. As a recent graduate, it was interesting to see how leaders and administrators approach the issue of staff retention. Wanda did a great job!

I also attended a meeting entitled "More Good Clean Fun" which focused on using games to energize meetings. I was interested in this because of staff development. Librarians introduced games that help people learn while also keeping them energized during meetings. We also learned about ways to break the ice on the issue of diversity and finding common ground in the workplace. I have plenty of handouts if anyone wants one.

On my last day at the conference, I attended a reference panel discussion and an Interlibrary loan session. The ILL session was by far the best one for that day. It was a panel discussion that focused on the collaboration between ILL and acquisitions. Representatives from academic and public libraries presented information on acquisitions and ILL working together to improve the library's collections. In a nutshell, the titles that are most borrowed via ILL are recommended to be purchased and made a permanent part of the library's collection.

I really enjoyed the conference. The exhibit hall was massive; I had to go back 4 times! - Angela Wilson

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Hey, Watcha Readin?

**The Girl with the Pearl Earring**, by Tracy Chevalier, is the absorbing tale of the anonymous subject of the Vermeer painting. This fictional account is told from the perspective of Griet, a young girl who has been hired as a maid in Vermeer's household. As she learns her new duties, and the relationships between the family members, she becomes more intrigued with the work of Vermeer until she eventually becomes a part of it. The historical background and detail that Chevalier includes in the story are as interesting as the story itself. - Kaeley McMahan

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Flick Pick

This issue's pick: **Traffic**

Traffic is a disturbing yet interesting look into the world of the drug trade. This film revolves around four interrelated stories that show all perspectives of drug life through the eyes of law enforcement, drug dealers and drug users. Thanks to the brilliant acting of Michael Douglas and Benecio Del Toro this film sometimes feels like a documentary. This film will really educate you on just how hard it is for the government to win the drug war and the negative impact of drugs on every facet of life.

Find **Traffic** at Circulation: DVD 662. - Peter Romanov

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Deadline for the next Gazette

The deadline for submitting articles for the September 16th issue is Thursday, September 12th at noon.

Contributors to this Issue

Rhoda Channing
Renate Evans
Steve Kelley
Kaeley McMahan
Peter Romanov
Jennifer Roper
Emily Stambaugh
Angela Wilson
Conference Reports: Lisa Conference Experience

Last month I had the great pleasure to attend my first Society of American Archivists Conference, which was held in Birmingham. I went with my former boss and mentor Janis Holder from UNCG, also a first timer. While it was hot as the blazes in Alabama, Birmingham proved to be the perfect backdrop for a gathering of historians. The opening plenary session address was given by the Reverend Fred Shuttlesworth, one of the most important leaders in the history of the Civil Rights and a truly inspirational speaker. The following days were filled with great sessions. I had a hard time narrowing down my selections and I won’t bore you with all of them, but some of my favorites included "Sticky Wickets: The Ethics of Equal Access, Sensitive Content, and Ongoing Relationships," "Go Show It On the Mountain: Using Primary Sources in Teaching" (which I plan to use in our Information Literacy classes) and "I Read The News Today, Oh Boy: Documenting Controversy and Scandal at College and University Archives." A special second plenary session was held regarding 9/11, and three archivists from Trinity Church, Ellis Island and NARA discussed their experiences and the impact it has had on their archives and their daily activities.

Of course no conference would be complete without the tours. I went on a tour of Rickwood Field, the oldest standing baseball stadium in the US and the home to one of the first Negro League baseball teams, the Birmingham Black Barons. The tour included a discussion lead by three former members of the Barons who were gracious enough to answer questions and sign autographs. An outdoor SAA event was held at historic Sloss Furnace, an old steel mill, with hand fans provided by the Birmingham Public Library. Whew! For me, and I suspect most of my colleagues, the highlight of the trip was a reception held at the Civil Rights Institute. If you ever need a reason to visit Birmingham, even in August, look no further. The Institute isn't a museum but a living testament to the history and continuing struggle with race relations in the United States. The emotional impact of the exhibits reminded me of my many visits to the Holocaust Museum in DC.

The conference was an amazing gathering and I appreciated the opportunity to attend it. - Lisa Persinger

Conference Reports: A Word from SOLINET

On August 30, I attended a SOLINET workshop entitled "E-Librarians: Taming Electronic Resources" led by Joan Conger from the University of Georgia. She predicted that within a few years, as much as 75% of our budgets could be spent on electronic resources. If this comes true, then e-resource management will
have to become a larger part of almost everyone's workflow.

Conger promoted the idea of a resolver database for making database and e-journal URLs easier to change. For instance, the current URL for BioOne is http://www.bioone.org. In our current Access database BioOne is record number 4454. With a resolver database we would use a URL like http://resolver.wfu.edu/?id=4454 everywhere -- in Voyager, the public "Find a Database" page, and any web pages that we mount for classes. As the BioOne URL changes over time, we fix the URL in the resolver database and all other places are automatically updated. Cornell is already using a resolver database. You can see what it looks like by going to their main database page. (They also use the resolver for authentication, so you won't be able to actually use any of the databases.) NC LIVE has a similar idea in place, but they are using redirects, which involve a time delay.

Other nuggets of wisdom:

- Databases should be so easy to use that BI time is not wasted teaching the quirks of the interface.
- We should post our model license on the web and tell vendors about it early in the purchase process. We should force the vendors to tweak our license. We shouldn't have to tweak theirs.
- One attendee from a public library said that she will not renew any database with more than a 5% price increase.

The workshop was held at the University City branch of the Public Library of Charlotte and Mecklenburg County. University City is a newly-built-up area of urban sprawl and high traffic. It took us ten minutes to drive across the street for lunch! (We did not dare walk!) In the strip mall where we ate, there was a store with a gigantic sign proclaiming "Se habla espanõl" (sic).

I have training materials if you want a copy for yourself. - Carol Cramer

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From the Director

I can see the charms of telecommuting as I keep up with my email, my committee business and my current awareness from my home office. The plague of the Voyager listserv clogs my mailbox as much at home as in the office, and the same spam reaches me here. Roadrunner makes it less frustrating to check in at least daily, replacing my 26,400 baud connection with one that seems as fast as the Ethernet in the office. After being at home for a few weeks now, I am amazed at how connected I feel!

This week I was appointed as the ACRL representative to the ALA Web Advisory Committee - not a committee for techies, but a group to determine policy issues, like whether advertising should be accepted. I have some other national obligations related to the ACRL Conference in Charlotte and the next two meetings of the University Libraries Group, as well as OCLC Members' Council, but when I return to Reynolds next month, my internal priorities will be: promoting our strategic plan, meeting with faculty and administrators and communicating, as well as moving the cybercafe forward.

Thanks to everyone who has sent cards, email, called, visited, cooked for me or provided flowers or set up my email at home. I look forward to thanking each of you in person by the second week in October! - Rhoda Channing
Gifts to the Library

What should you do if someone contacts you about donating items to the library?

First things first: thank the person for supporting the library! Our libraries receive generous donations from faculty, staff, students and the community in the form of gifts. Donations are a wonderful way in which people can actively express their support for a cultural institution and can feel included in the institution’s success.

Next, call Emily in Collection Development.(ext. 6136, stambaeh@wfu.edu), particularly for large gifts. For smaller gifts, or if someone in Collection Development is not available, direct the donor to Circulation. Circulation and Collection Development will ask the donor to fill out a Gift Transferal Agreement before a gift is accepted.

The Gift Transferal Agreement is an essential part of the gifts process!

This agreement captures information about the donor and the gifts and allows the donor to request an acknowledgement letter or a bookplate for each item. The agreement also informs the donor of our “no strings attached” policy, which in a nutshell, gives the library complete responsibility over the items and the decision to add them to the collection or dispose of them as appropriate. Please do not make any promises to donors about adding items to the collections. We will do our best to add them if they fit within the scope of our collection policies.

Many items that are not added to the collection go to the annual book sale. Wake Forest University students will get first dibs on items that are sent to the book sale, so donors can be reminded that their gifts may still go to future scholars even if they are not selected for the library! This year’s book sale promises to be a very good one!

If you have any questions about gifts, the book sale or the storage facility where items are kept, please contact Emily (ext. 6136).

- Emily Stambaugh

Library Open House and Tours Draw Students to ZSR

On Monday, August 26, one of the all night study rooms became the place for students to stash their very wet umbrellas and rain gear while they toured the ZSR Library. After weeks of extremely dry weather, it was a good thing to finally see it rain. The heavy rain did not dampen the spirits of 127 students who ventured out on a very soggy day to attend the library’s second Open House. Thanks to the following people who gave library tours: Jill Carraway, Carolyn McCallum, Susan Smith, Roz Tedford, Wanda Brown, Chris Burriss, Giz Womack, Prentice Armstrong, Ellen Gardiner, Debbie Lambert, Craig Fansler, Elise Anderson, Mary Lib Slate, Mary Horton, Ellen Daugman, and Elisabeth Leonard. Also thanks to Ann Bailey and Linda Early who helped coordinate the tours.

- Bobbie Collins

Flick Pick

This issue's pick: My Big Fat Greek Wedding
OK - Take 'Sleeping Beauty', mix in some 'Pygmalion' and stir in a little "Guess Who's Coming to Dinner" and, Presto! - you've got a wonderful romantic comedy called "My Big Fat Greek Wedding". The Portokalos family has a daughter, Toula, who is unmarried at 30. This is not good because all good Greek women have one mission - that is "to marry a nice Greek boy and have lots of Greek babies". Toula's father who is a hack Greek wordsmith (all words are derived from a Greek word - even if they're French!) tries everything to get Toula married. When Toula falls in love with Ian - a Xeno (non-Greek) -all seems lost. But not to fear - Ian is baptized in the Greek Orthodox Church and becomes Greek - along with his stiff country club parents. This was one of the funniest, most heartwarming movies I've ever seen. Believe me when I say, you'll never look at a bottle of Windex the same way again. See it....soon! - Craig Fansler

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**News from Jennifer and Craig**

Jennifer O'Brien Roper has accepted an invitation to be on the Descriptive Cataloging for Rare Materials (DCRM) Conference Planning Group. DCRM is the new vision for a suite of rare material cataloging manuals that sprang from discussions about Descriptive Cataloging for Rare Books (companion to AACR2) revisions. The DCRM Conference will bring together key people for concentrated discussion and revision. The Conference will take place next spring on the Yale campus.- **Jennifer Roper**

For the past three years, John Walker, has worked as a volunteer in Preservation. Most of you have met him and have gotten to know this likable gentleman. Last year, John gave Preservation a gift, which was matched by his former employer, Merck. This year, John has again given Preservation a matching gift. Thank you John for thinking of the ZSR Library and Preservation. I hope to use these two gifts to purchase a new piece of equipment for Preservation. - **Craig Fansler**

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**Deadline for the next Gazette**

The deadline for submitting articles for the October 7th issue is Thursday, October 3rd at noon.

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**Contributors to this Issue**

Rhoda Channing  
Bobbie Collins  
Carol Cramer  
Renate Evans  
Craig Fansler  
Lisa Persinger  
Peter Romanov  
Jennifer Roper  
Emily Stambaugh
From the Director

I have been easing back to work and have been caught up in the activities of various campus committees. There has been a lot of progress in the abatement areas, and it is refreshing to have so much new paint. Elisabeth has been keeping me updated concerning the information literacy initiative and I am looking forward to teaching at least one section of my own in the fall of 2003.

This fall our orientation for new faculty will be held on October 14, following the first Faculty meeting of the academic year. I look forward to the opportunity to meet them and to have Elisabeth run through some of our wonderful resources and services.

A thousand thanks to Debbie Lambert for doing such a great job of keeping things moving while I was away! This should be a busy and productive year for the library. - Rhoda Channing

Publication Committee News

The editors of The Old Gold & Black have offered Z. Smith Reynolds Library the opportunity to submit short items for their "Briefly" section (see page 2 of the paper). We invite you to submit 25-50 word items that either remind the Wake Forest community of services that we provide regularly, or announce new services (such as Serial Solutions), special events (workshops, readings, etc.) or honors (grants awarded, books published, etc.).

Submissions to be published should be OK'd by your Team Leader and then electronically sent to Megan Mulder by 5:00pm on Mondays (to be considered for publication in the next week's Old Gold & Black). The Publication Committee will also review and edit (if necessary) these submissions. - Ellen Gardiner

Hey, Whatcha Readin'

Since I read somewhere in the neighborhood of 250 books a year (just envision all that TV time spent with a book,) I am always happy when I find a library book that is a light but superior "read." I read mostly romances, mysteries and science fiction and I have read some real "duds" in my time.
Prospect Street by Emilie Richards (PS3568. I31535 P76 2002) is a romantic suspense that combines elements of grief and personal development with family issues and of course, romance. The depth of the story is really a little surprising when you know that Emilie Richards started out as a better than average writer for Silhouette & Harlequin books. She has written somewhere in the neighborhood of 50 books & short stories since 1983. If you are into sheer escapism, this book probably deals with too many difficult issues for you. Richards has a Master's in Family Counseling and has been married to her minister husband for 32 years, so she has something special to say about relationships.

Prospect Street is still a light read in lots of ways (took me about seven hours of speed reading on Sunday to polish off all 461 pages...) but with complex characters. The back flap of the jacket says "Suspenseful, powerful and thought provoking, Prospect Street artfully explores confine us come tumbling down." - Linda Early

Flick Pick

This issue's review: Waking Life

This 2001 film by Richard Linklater is extremely enjoyable visually and verbally. Linklater and his crew shot the film with real actors and at real locations, but then went back in the editing room and animated everyone and everything. The outcome is really incredible. The story revolves around one character who finds himself listening in on other people's conversations, but not really sure if he is dreaming all of this or actually awake. Pretty much all of the conversations are thought provoking and extremely intelligent. Ethan Hawke makes a brief appearance as well.

Waking Life is a subtle movie with no action scenes, but the soundtrack and fascinating conversation make it a pleasant viewing experience. Find it at Circulation under DVD 1101. - Peter Romanov

Notable Documents

The "2001 Notable Government Documents List" (Library Journal, May 15, 2002) made it to my desk recently and I am pleased to say that once again we have a number of notable titles in our collection. Be sure to check these out (annotations from LJ)! - Mary Horton

American Women: A Library of Congress Guide for the Study of Women's History and Culture in the United States

"Designed to introduce researchers to the opportunities for discovering American women's history and culture" at LC. "Covers materials such as textual resources, films, sound recordings, prints and photographs, and other audio and visual material." LC 2.8: W 84
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<th>Title</th>
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<td>Climate Change Impacts on the United States, the Potential Consequences of Climate Variability and Change: Overview</td>
<td>&quot;A valuable overview of climate variability and change, rich with illustrations and photos, this is broken down by U.S. region and sector, such as agriculture, water, human health, coastal area, and forests. It also covers ecosystems in the future.&quot;</td>
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<td>History of the United States Capitol: A Chronicle of Design, Construction, and Politics</td>
<td>&quot;The illustrations alone make this volume worth the price. Many . . . have never been published. This work chronicles the architectural evolution of the U.S. Capitol building and puts each development into historical or political context.&quot; Also online: <a href="http://purl.access.gpo.gov/GPO/LPS17380">http://purl.access.gpo.gov/GPO/LPS17380</a></td>
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<td>Mapping Census 2000: The Geography of U. S. Diversity</td>
<td>&quot;The many maps beautifully depict the total population of the United States by race, ethnicity, gender, and age&quot; and show the &quot;synthesis of the basic patterns and changes in U.S. population distribution in the last decade.&quot; Also online: <a href="http://purl.access.gpo.gov/GPO/LPS15452">http://purl.access.gpo.gov/GPO/LPS15452</a></td>
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<td>Our Mission and Our Moment: Speeches Since the Attacks of September 11</td>
<td>&quot;This in-house collection may be the only official version of [Bush's] oration for&quot; the week following the attacks. &quot;These 15 speeches begin with the President's radio address to the nation on the afternoon of September 11 and ends with his radio address of December 11, 2001. Included are his speeches to the joint session of Congress on September 20, 2001 and his address to the UN General Assembly on November 10, 2001.&quot; &quot;Basic guidance for citizens who wish to exercise their right to request federal agency records and information under&quot; FOIA. &quot;This is a simple compilation of the most frequently asked questions fielded by the Federal Consumer Information Center. The guide is clear, concise, and written in non-bureaucratic language.&quot; Also online: <a href="http://purl.access.gpo.gov/GPO/LPS10150">http://purl.access.gpo.gov/GPO/LPS10150</a></td>
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<td>Your Right to Federal Records: Questions and Answers on the Freedom of Information Act and the Privacy Act</td>
<td>&quot;Basic guidance for citizens who wish to exercise their right to request federal agency records and information under&quot; FOIA. &quot;This is a simple compilation of the most frequently asked questions fielded by the Federal Consumer Information Center. The guide is clear, concise, and written in non-bureaucratic language.&quot; Also online: <a href="http://purl.access.gpo.gov/GPO/LPS10150">http://purl.access.gpo.gov/GPO/LPS10150</a></td>
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Deadline for the next Gazette

The deadline for submitting articles for the October 28th issue is Thursday, October 24th at 4pm.

Contributors to this Issue
Rhoda Channing
Linda Early
Renate Evans
Ellen Gardiner
Mary Horton
Peter Romanov
Library Gazette

October 28, 2002 | Vol. 14, No. 16

Administrative Council Report

Team Announcements
From the Director
4th Annual Tech Team Retreat
Faculty Training a Success!

ZSR Rocks the WFDD Fall Fundraiser
Workshop News
Biking Across NC
Remember Travis?

Administrative Council Report

The Administrative Council met on October 16th. Attending: Jill, Susan S., Wanda, Mary H., Elisabeth, Megan, Angela, Debbie, and Rhoda.

Rhoda opened the meeting with an announcement that our library has been nominated for the ACRL Excellence in Academic Libraries Award. This award is given to one community college, one college, and one university every year. Rhoda is in the process of composing a list that accentuates our noteworthy accomplishments and services that set us apart from other institutions. She asked that all departments help her in this task by pointing out at least 3-5 distinguishing characteristics of our library that she may not have mentioned. Ideas and suggestions need to be given to Rhoda by Dec. 6.

Rhoda also passed out the Employee Recognition Survey, which is an inventory that measures the importance and frequency of non-monetary recognition that staff receive from their managers. She commented very highly on the survey and encouraged all team leaders to evaluate and review the survey before it is distributed to the staff. She will pass out the survey to staff members in a month or so. Team leaders are also encouraged to do informal surveys of this nature on a regular basis.

The ACRL conference will be held on April 10-13, 2003 in Charlotte. Rhoda wants to make sure that as many staff (professional and non-professional) as possible, attend the conference. She suggested that we rent a van and take day trips. Since the conference is in Charlotte it will be more convenient and it will cut down on the number of people driving. She will let us know when she sees the day registration option on the online registration form.

All team leaders were asked to think about the budgeting items for this upcoming fiscal year as well as review current budget items. Financial and accounting services will probably be asking for contingency budgets since we may be looking at a possible 5% cut in the budget for the next fiscal year. Debbie will schedule a time to discuss the current budget items with team leaders and department heads in the coming weeks.

CyberCafe coming soon! Rhoda announced that the Java City 4 Cybercafe might be in operation as early as January. The old 24 hour computing room in the back of the 24 hour study room will be its home. Some furniture will have to be shifted and some renovation will take place. It will be run by ARAMARK and there will be a variety of beverages and snacks on the menu. Rhoda will provide more information on this later. - Angela Wilson
Team Announcements

Jill is happy to announce that she and Emily are working on many projects and they are making a lot of progress. One project entails working on a grant for international studies. Mary reminded us about the USA Patriot Act Teleconference which will be held on Dec. 11. Several area libraries were invited and we will extend the invitation to faculty and staff on the Reynolda campus. Elisabeth reported that progress on the virtual reference project and information literacy course is moving along and will soon be a regular part of reference activity. She reported that our temporary worker Richard is working on the shifting project and is lending a hand in many other areas. She also talked about new faculty orientation and mentioned that she and Rhoda were pleased with the feedback but attendance could have been better. Susan updated us on three potential dates for the Voyager upgrade. She also let us know that Encompass representatives will be coming to demo a live implementation of the product on Nov. 6th. Megan will be the team leader for special collections at least until June. She reports that the monographs backlog is shrinking and she encourages people to come and see the Samuel Wait collection. Megan also reminded us to write articles for the Old Gold and Black. Wanda has been doing a lot of presenting for conferences sponsored by ALA, SELA, and other organizations. She informed us that bindery money is dwindling at a fast pace. She has also been working with her staff on their goals and objectives for the next Annual Performance Review. Debbie has been working on the University Libraries Group (ULG) to review and enhance metrics and statistics reporting measures for universities. She has also been working on the LIBQUAL+ results and plans to come up with a more efficient measuring system that specifically applies to issues at our library. The preliminary LIBQUAL+ results that came back are generic and not very detailed. Rhoda reported on her upcoming OCLC meeting and her work on the CyberCafe. She also announced that the Howler yearbook photographers would be here to take pictures at next month's staff meeting.

If there are any issues that you wish for me to bring before the Council at the next meeting, please let me know. - Angela Wilson

From the Director

My first trip to OCLC Members' Council was an opportunity to focus attention on issues ranging from possible roles for OCLC in staff development to the roles of OCLC in the world outside the U.S. I met librarians from Canada, Mexico, France, South Africa and the Netherlands. (We were careful to refer to Elsevier only as the E-company so as to avoid hurting his feelings!) Much of the thrust of OCLC strategy is to enhance Worldcat to be Unicode compliant and able to handle multiple languages and alphabets as well as languages that go right to left or don't use alphabets. Realizing that nobody can afford to recatalog large collections to a current standard, they are working on ways to be able to incorporate non-standard records without harming the database. One of the things that is happening would allow a German language speaker, for example, to search through German subject headings, even if the item found was in another language. There is a lot of international authority control work taking place as well. The author "Chekov" is spelled differently in different European countries, and this will permit nationals of one country to look for him under the local spelling and be linked to all the other records for the same author. What appears in our catalogs as the "Vietnamese conflict, 1961-1975," in Vietnam's libraries is the "American War." Which is why we need authority control!

John Burger, Program Manager of ASERL, spent an hour with a small group of staff to share current information of ASERL and SOLINET initiatives. Ongoing projects include virtual reference, database licensing, courier service and cooperative storage. The ASERL Directors will meet on November 13 in Atlanta.
As **Wanda Brown** will tell you, I have been pushing hard for a reduction in spending on binding, especially focused on those journals to which we get reliable electronic access. At the OCLC event, I spoke to a librarian from Penn State who has a lovely solution! They shrink wrap these journals into volumes and send them to storage that way! Actually, for those they get immediately in digital form, they do not even put them on the current periodical shelves!

Last, I must brag a little, so skip this part if you can't stand it! My daughter has just been named "Teacher of the Year" by the New York State TESOL (stands for Teachers of English to Speakers of Other Languages) organization! - **Rhoda Channing**

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**4th Annual Tech Team Retreat**

It's hard to believe that the Tech Team just held its 4th annual retreat at Fancy Gap. We've been going enough years now that we've established traditions. One of those traditions is to play Trivial Pursuit in front of a huge fire built by **Erik**. We broke out a new version this time and the battle was tough. But the Tech ladies managed to eke out the win for the second year running. We feasted once again on **Roz**'s famous lasagna and **Bill**'s omelets.
Meals are a real team effort with one person planning each meal, providing the ingredients and supervising the production. Everyone else plays a supporting role, chopping veggies, setting the table, doing the dishes, or fixing the beverages. It's fun to see us working as a team in the kitchen as well as we do in the library (No, that doesn't mean we're volunteering to organize all the parties next year!).

This year, we discussed many topics during our business portion of the retreat:

We reviewed last year's projects and updated our project page on the Web. Updating this list provides us with a chance to review what we have accomplished during the past year and look forward to what projects are pending in the upcoming year.

We also talked about the logistics associated with an upcoming change in the management of the student computer lab. Starting next semester, Tim will be in charge of the maintenance of the computers and building the software load that will be on the machines. ITC students, under Giz's direction, will continue to provide on-the-spot support to students who encounter problems with the computers or printing from Pharos. We feel this will streamline things since Tim is the expert on hardware maintenance and is already responsible for building custom software loads for the library staff computers and the OPACs. We hope this will help free up Giz to increase his training classes to students and faculty.

Up until now, there has been no formal policy to address the use of the student computer lab and Room 204 by outside groups. We agreed that a formal room use policy is long overdue so that we know what to expect and exactly what is required to prepare the rooms for a particular class being held. Giz and Tim are working to create a draft policy and we plan to have the policy in place by the spring semester.

Other topics of discussion included the need to apply for grants to get the library's digitization initiative moving forward, the forthcoming upgrade to Voyager and the investigation into EnCompass, and finally, the ever-popular topic of next year's capital budget.

We also managed some outdoor team building with one group hiking the Cumberland Knob trail and another (guess who) biking the Blue Ridge Parkway and the New River Trail.

We all reflected on how quickly the past years have flown by and how much we appreciate working on such a fine team (no egos in this group, right?). - Susan Smith

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**Faculty Training a Success!**

Thanks to the move of the video collection, the ITC has been able to focus this fall on increasing our faculty technology development program. So far the first annual ZSR Faculty Training series has been a huge success. Not including our Blackboard classes we have conducted eight faculty training classes and done two brown bag sessions for the Teaching and Learning Center since August. We have one more training class and one more brown bag to go before exam week. A total of 124 people have attended these sessions (some duplications, of course) and the evaluations we have received have been extremely positive. We are clearly meeting a need on campus and it has been great fun getting to meet it! We will be scheduling more training classes for the holiday intersession and should have a Spring schedule of classes ready in the next month or so. Thanks to all at ZSR who have helped with and attended these classes! - Roz Tedford
ZSR Rocks the WFDD Fall Fundraiser

On Monday October 21st, a team of faithful volunteers worked the 4:30pm-7:00pm shift at the WFDD Fall Fundraiser. This has become a twice per year tradition at ZSR. (A tradition started by Peter Romanov and Patrick Ferrell, who will be volunteering during the day on Friday October 25th.)

This is always a fun and festive occasion, and this fall's event was no exception. We had an ample supply of noisemakers and toys to occupy our time between taking calls from WFDD listeners, and we had a wonderful dinner supplied by La Carreta!

We raised over $3500 during our shift and we signed up to do it again on Monday March 31st! So mark your calendars if you want to join the team! A big thanks to all those who pitched in, our team included Debbie Lambert, Susan Smith, Rosalind Tedford, Erik Mitchell, Emily Stambaugh, Chris Burris, Steve Kelley, and two members of Information Systems, Tim Covey and Ron Smith! - Giz Womack

Workshop News

Lisa and I attended the "Archival Cataloging as a component of Description" workshop sponsored by the Society of American Archivists on October 7-8 on the Virginia Tech campus in Blacksburg, VA. The workshop was perfect for us to attend as a team, because it was designed to be useful for either those who understand archival organization or those who understand cataloging. We learned about the challenges of describing archival materials in the MARC format, and gained experience creating records from finding aids. The workshop was an invigorating experience, which has inspired us to move ahead with making our processed manuscript and archive collections accessible to the public via Voyager and OCLC! - Jennifer Roper

Biking Across NC

Susan and Erik spent the week of October 5th enjoying the back roads of North Carolina by bike. The ride, which began in Statesville, NC and ended in New Bern, NC seven days later, covered 400 miles, included 10,000 feet of climbs and over 5 inches of rain. Our trip was an organized event called Cycle North Carolina which is sponsored by the North Carolina Amateur Sports Association and is held in October every year (since 1999). This year Cycle NC saw nearly 1000 cyclists and the rainiest conditions yet. Previous trips have included a two week "Murphy to Manteo" trip and a route from Mt Airy to Elizabeth City.

This year's trip included several Revolutionary and Civil War parks, the NC Transportation History Museum, Seagrove Pottery, the NC Covered Bridges, and the Uwharrie and Croatan National Forests. Every day, we traveled to a new city and camped in a park, fairground, or YMCA. Each city offered its own flavor of entertainment, food, and hospitality. Cycle NC offered shuttles into downtown areas and provided music and, in wet counties, libation.
Our first day of riding was a tiring 73 miles long. It included the NC Transportation History Museum and the Daniel Boone Cave (pictured right). The cave, while not very large, did have a nice view of the Yadkin River. The Daniel Boone Cave rest stop was the first of many visits Erik and Susan made to the REI bike technicians for technical support. In addition to providing bike support, REI sponsored sag wagons to pick up tired riders and broken bikes along the route.

Both Susan and I felt that the most enjoyable town to visit was Sanford. This may be because it was one of the few towns that we enjoyed without rain. In addition to this, Sanford also had a very active downtown and, of course, had a nice venue for music and beer. Susan and I also took the time during our travels through Buies Creek to stop at Campbell University to tour their library and enjoy their Cafeteria dining facilities.

By far the least pleasant day was day three in Asheboro. As the rain set in both Susan and I questioned the reasoning behind camping and biking in the rain. A number of our cycling companions agreed as the numbers of tents dwindled as the rain continued throughout the week. As we traveled to Dunn and Kinston Hurricane Kyle stayed with us alternating between downpours and drizzles.

The one service that made the rain tolerable was "Bubbas Pampered Pedalers." By far, the best investment of the week, our own personal camping concierge, Bubba, provided tents, air mattresses, chairs, and baggage service for the week. Every day we rode into camp to find our tent setup and folding chair placed just next to the cooler (another pampering benefit). Unlike the poor souls who had to setup in the almost daily drizzles and downpours, the pampered peddler bunch had time to take a warm shower and climb into their dry tents.

Among the number of new experiences that week were the shower trucks that we used to keep clean. The trucks are designed to be used in fire fighting situations to help fire fighters get cleaned up. The truck featured individual stalls and hot water! The only downside was the communal sink that allowed the biker next to you do his laundry while you brushed your teeth.

Both Susan and I were impressed with the wide variety and shapes of our cycling companions. While the group from the 82nd Airborne tended to be out in front, everyone seemed to be taking it easy and enjoying the ride. - Erik Mitchell

Remember Travis?

Former staff member Travis Manning is now a married man and a father! Travis and his wife live in Boston They have a daughter and are expecting a second child. Travis also has a 9 year old stepson! This is hard to fathom for those of us who recall him as a college freshman!
The deadline for submitting articles for the November 11th issue is Thursday, November 7th at 4pm.

Contributors to this Issue

Rhoda Channing
Erik Mitchell
Jennifer Roper
Peter Romanov
Susan Smith
Roz Tedford
Angela Wilson
Giz Womack
Conference Reports
Roz's CCUMC Report
ITC and Susan Visit Duke

The Federal Depository Library Conference (FDLP)/Fall Depository Library Council (DLC) Meeting was especially good this year. The conference started off with an unprecedented event: Senator Mark Dayton (D-Minnesota), the chairman of the Joint Committee on Printing (JCP), was the featured speaker in the opening plenary session. Senator Dayton talked about several of the issues facing the GPO and emphasized the importance of informing the public about the government's business.

Superintendent of Documents Fran Buckley then provided an overview of the new FDLP marketing program. The program includes radio spots, posters, flyers, bookmarks, etc. I have ordered some of the printed materials, so you should see them around the library shortly. Mr. Buckley also pointed out that while some sensitive material has been withdrawn from the web since 9/11, agencies do not seem to be decreasing their web publications. Too, much of the information initially withdrawn is slowly reappearing.

I attended a number of great breakout sessions, covering reference topics, depository processing and agency updates. In the reference area, I attended a session on documents virtual reference and a session on using government documents for genealogical research. I am glad to report that we are at the same pace, or slightly ahead, of the libraries included on the panel for virtual reference. One library is providing reference chat, but only from 10-2, Monday-Wednesday-Friday. The session on genealogical research was very useful; not only because genealogical research is a hobby of mine but also because I recently met with a First Year Seminar class to talk about genealogical research. Now I can really pep up the web page I created for the class. As far as depository processing goes, I attended a good session on Documents Data Miner 2 (a great database for processing documents). I also attended a session that covered adding URLs to older catalog records. In terms of agency updates, I saw a good presentation on HazardMaps.gov and Science.gov (check them out!), a demonstration of the software being provided with the Census 2000 CD's and DVD's, a description of products offered by the Cataloging Distribution Service of the Library of Congress, and an overview of the Energy Department's Office of Scientific and Technical Information's web page.

In a class all by itself was "U.S. Congressional Serial Set and History: Publishing the Serial Set." For those of you not familiar with the Serial Set, this publication was intended to be the "recorded history of legislation" but became the record of "community memory" of the United States. It is interesting to consider the fact that there was debate between those who felt that the public should be informed and those who felt that "information is dangerous" (Benjamin Franklin) even at the beginning of the nation. Of course, the "public" at that time meant the elite few who voted and the congressmen who appropriated money for various programs, not the masses.

In all, it was a good conference that gave me a lot to think about - and a lot of handouts too! - Mary Horton
Roz's CCUMC Report

On October 24th to 28th I attended the annual conference of the Consortium of College and University Media Centers (CCUMC) in Wichita Kansas. While Wichita is no New Orleans (the site of last year's conference), I found this conference to be one of the best I have ever attended. The relatively small number of attendees (roughly 200) and the targeted sessions really make for a wonderful networking and professional development experience. I made contacts at universities as close as Elon and as far away as Western New Mexico University that I know will prove profitable in the years to come.

Perhaps the best session I attended was the Copyright update given each year by Jeff Clark of James Madison University. Jeff made a great presentation about recent and pending Copyright legislation that really explained how the suits will affect, or not affect, the education scene. I took copious notes and will update my copyright web site and presentations to reflect the knowledge gained.

I also attended a session on DVD technology and got great recommendations from colleagues about the best model DVD burners, an item we are researching for purchase for the Multimedia lab. A session on the formation of the Kansas Blackboard User Group (K-BUG) gave me great ideas for one of my current projects - working with Rollins University in Florida to form a SouthEast Blackboard User Group, I'm even going to suggest SEA-BUG for a name.

Wichita was gray and damp, but we had a wonderful tour of Wichita State University, the host of the Conference and much to my delight, their school of Education is housed in a Frank Lloyd Wright Building. Now I can cross that off my list of FLW buildings to see. We also had a fabulous reception and dinner at the Wichita Exploratorium, a hands-on science museum and Planatarium. We got to fly flight simulators, see a tornado form, dig for fossils and watch an amazing interactive show in the planetarium where, using control pads in the chair arms, we got to control the direction the movie took. It was truly a delight.

Next year the conference is closer to home - Charleston, SC -- and I have offered to help the host, The University of South Carolina in conference planning. I'm hoping more of us can attend next year. - Roz Tedford

ITC and Susan Visit Duke

On Wednesday, October 30th, Duke University's Center for Instructional Technology hosted the first ever North Carolina Instructional Technology Meeting, and Giz, Bill, Roz and Susan all attended. It was a wonderful meeting with representatives from Duke, NC State, Chapel Hill, UNC-Greensboro and East Carolina University. We began the day with brief introductions of each university, how we are organized around instructional technology support, who we report to and successes and challenges. We then had break-out sessions on Non-CMS course tools, interaction with libraries and other campus groups, evaluation and assessment and user training and support. After lunch we had a second set of break-out session on streaming media, Blackboard support, instructional design and project planning and accessibility issues. We tried to spread ourselves out among the sessions to get the most out of the day, but Giz and I both attended the Blackboard session as it is what we will be spending most of November and December working with.

I think I can speak for all four of us when I say it was an extremely useful and productive day. We not
only got to meet colleagues from other institutions (many of which we have already been in contact with on specific issues), but we got to share policies, ask questions and realize that we aren't so alone in what we are doing for our faculty. In some ways WFU is lucky - we know we won't have to lay off people if the General Assembly doesn't pass the budget, but we were a bit envious of other institutions with larger staffs and fancy facilities!

The entire group decided that meeting was something we wanted to do on a regular basis, so Rhoda has generously agreed to let ZSR be host to the next meeting in late April or early May. We look forward to broadening Wake Forest's involvement in this group and think it will prove invaluable as a means of networking, communication and information sharing! - Roz Tedford

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**From the Director**

Many exciting things are happening hereabouts! We are beginning to consider some major enhancements to our automated access to information, ones that will take us forward toward the elusive goal of one-stop-shopping for information. Progress is being made toward designing the new information literacy course, under the leadership of Elisabeth Leonard. New ideas for increasing the effective use of Blackboard, and the bibliographic management software EndNote have surfaced and are being developed, with an enthusiastic response from the faculty who have heard about them. Plans for the cybercafé are moving along. I have completed the rough draft for the ACRL award application and have already had useful feedback with additional information to insert.

The Library Advisory Committee is meeting to consider issues of importance, budget, binding, and more, and is always a good opportunity for hearing from faculty. I plan to share with them some of the information in the LibQual+ survey. Much information will be shared with you, but the data have not been analyzed as yet. - Rhoda Channing

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**Microtext Information**

We now have the ability to digitize microfilm and microfiche documents! With the addition of a digital Minolta scanner, a computer and some hard work by Erik and Tim, patrons can now e-mail pages of microtext to themselves, rather than printing. We have user-friendly software that allows patrons to scan the image, do some basic image manipulation (exposure, etc.) and send the file to their e-mail address as a tiff document. Please stop by and see the new set-up in action! - Mary Horton

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**Special Collections Team News**

I would like to thank everyone for their kind and caring expressions of concern and support for me throughout my surgery and subsequent therapy. Next week I will have completed seven weeks of daily radiation treatments. Fortunately, I do not have to undergo chemotherapy treatments. I anticipate a celebratory recuperation at Emerald Isle for a few days of shore breezes and sea scenes!!

I also especially want to thank Megan Mulder for willingness, at my request and Rhoda's approval, to assume the role as team leader until June 30, 2003.
On the home front, watch for the December issue of the journal *Our State*. Special Collections will be featured in an article showcasing the Samuel and Sarah Wait digitization project. - *Sharon Snow*

### Deadline for the next Gazette

The deadline for submitting articles for the November 24th issue is Thursday, November 21st at 4pm.

### Contributors to this Issue

- Rhoda Channing
- Renate Evans
- Mary Horton
- Peter Romanov
- Sharon Snow
- Roz Tedford

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NCLA Documents Section Workshop

The focus of the fall NCLA Documents Section workshop was North Carolina information. Jan Reagan, Head of the Documents Branch at the State Library, addressed the challenges facing the North Carolina Depository Program. Sadly, these challenges mirror the ones faced at the federal level: agency non-compliance with the law requiring distribution, the transition from paper to electronic, the effort to identify and provide access to "born digital" documents, and the need to address permanent access. On a brighter note, there is a three-year statewide project underway to study these issues and develop a plan to meet these challenges. As an aside, Jan's presentation was enlivened by cartoons from a cartoonist new to me: Randy Glasbergen. Check out his website at http://www.glasbergen.com!

The other presentation that might be of general interest was the presentation on LINC (Log Into North Carolina), a product of the NC State Data Center. LINC bills itself as "the most valuable Web resource for NC statistical data," and it is a nifty site, containing over 1200 data series (some dating back to the 1960's) and data projections from 1960 to 2030. Much of this data is not census data, although the main LINC page does include a link to a useful North Carolina census lookup page. Users are able to select a number of data variables at a desired geographic level and then produce a custom report. Alternately, users can access preformatted reports. Check out this great resource at http://linc.state.nc.us/.

Finally, for those of you who have used Census data in the past and who may use the 2000 Census in the future for data collection. The Census Bureau has changed the definition of Metropolitan Statistical Areas (MSAs) and added two additional terms: MeSAs (metropolitan statistical areas, but not analogous to MSAs from past reports) and MiSAs (micropolitan statistical areas). So, be careful when doing data comparisons and check the glossary! - Mary Horton

Roz at TLC in Pittsburgh

Wake Forest is a member of a Nine-University consortium called The Learning Technology Consortium (LTC) that meets twice a year to discuss what's going on in the areas of educational technology and faculty development. Dr. Dave Brown has been the WFU Representative for the last 6 years, but with his impending retirement, he has passed the torch to me. I attended my first TLC meeting last Spring in Delaware and have just returned from the Fall meeting at The University of Pittsburgh. Representatives from all nine universities were present: University of Delaware, Notre Dame, Indiana University, Virginia...
Tech, Wake Forest, UNC, University of Georgia and University of Florida. After getting a campus update from each school, we discussed Plagiarism detection programs, the status of CMS systems, Learning Objects, Classroom Design, Accessibility issues and made plans to submit some presentations for Educause next fall. In addition we had a tour of the University of Pittsburgh's medical simulation lab and had a wonderful meal high above the city. The University of Pittsburgh is dominated by The Cathedral of Learning, a 40-story gothic tower holding classrooms, offices and, on the 40th floor, the board room where we met. I stayed an extra day and met my sister for a day trip to the Laurel Highlands of Pennsylvania to see Frank Lloyd Wright's houses Fallingwater and Kentuck Knob. Both spectacular! Wake Forest will play host to the Learning Technology Consortium in April and I hope to involve some of the ZSR staff in the activities. - Roz Tedford

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**ITC Unveils New Logo**

![ITC Logo](image)

Bill Burger has designed for the ITC a logo that we have incorporated into our web page and will be adding to the training fliers and brochures we send out. Thanks Bill! - Roz Tedford

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**From the Director**

This seems like the appropriate time of year to offer thanks and to acknowledge all the many things that go towards making my job more satisfying. I would not attempt to put all the aspects of your contributions in order, or even to catalog them exhaustively, but here they are: the quick offer of assistance whenever I need it, the candid discussions of work related issues, the support of teammates for each other during hard times, the eagerness to share information, the pride in accomplishment that has led to so much more accomplishment, creativity used effectively, our wonderful volunteer, mail services like no other on campus, a responsive and caring cleaning crew, a security officer revered rather than feared, staff who are great in a crisis, whether a leak, fire alarm, or mold and mildew, technological expertise, a sense of fun.
I could say something specific about each and every one of you, but it would make for a long issue! Before the end of 2002, I intend to meet with each of you and get to express my appreciation. When I first arrived, in 1989, I met with every staff member, and it helped me to get a sense of this place and its values. Of the current staff, only about 25% were here then. So much has changed, yet the values have survived. Have a great Thanksgiving holiday! - Rhoda Channing

Administrative Council News

The Administrative Council met on November 20th. Attending: Mary H., Lisa (standing in for Megan), Rhoda, Emily (standing in for Jill), Susan, Elisabeth (acting as Elen), Debbie and Scott (standing in for Angela).

The meeting opened with a discussion on binding. The Information Resources Task Force has recently submitted, at Rhoda's request, a proposal to save on binding costs. The proposal and other factors of binding expenses were discussed, and Wanda noted that we are going to run out of binding money early again this year. The task force's proposal included a recommendation that a committee be formed to institute changes, including selection of journals that can be stored at Chatham without being bound. Rhoda asked Wanda to come up with a list of people to serve on the new binding committee.

Debbie reported on the ongoing negotiations with IKON for some new photocopiers. It appears that we may soon be getting five new machines, one of which may be a color copier. She also noted that we are getting two new typewriters to replace the wretched ones we now have for patrons to fill out forms, address envelopes, etc.

The decision making process about having a cyber café in the library is still ongoing.

Susan presented new policies for reserving rooms 254 (ITC Desktop Lab), 260 (Screening Room) and 204 (Electronic Classroom). Once finalized, these will be made available. Expect to give appreciable advanced notice in the future when reserving these rooms.

Debbie noted that the time to submit capital budget item requests is drawing near and passed out a form for this purpose. All computer requests are to be made through Susan.

Debbie also presented a list of capital budget items from this year, and the council decided which of these to use the remaining allotted $41,600 for. The most visible improvements coming our way will be some new public area furniture and new carpeting. Expect Room 203 (All Night Study Room) to get a makeover.

There's likely to be a lot of activity in the building over the Xmas break. Asbestos abatement will be taking place in Documents and Current Periodicals. Also, there is painting scheduled for the back exterior wall of the Reynolds building. As this is likely to require scaffolding, we may also be able to get the burned out bulbs in the Atrium replaced. While we were on the topic of light, Rhoda noted that, over the break, we will also be trying out lamps for the tables in the Atrium.

The search for a new science librarian continues with nothing encouraging to report.

Wanda brought up the subject of employee performance evaluations. The department heads had expressed a concern that everyone on the staff should be made aware of all official instructions concerning the process. Debbie stated that something official will be organized in the near future.
Rhoda asked that all staff submit a vacation schedule to their team leaders by the end of January. These schedules should include at least 75% of the leave time you expect to take during the 2003 calendar year.

Anyone getting a new computer for next fall should expect a few changes. Netscape Mail will be replaced with Mozilla or Outlook.

Susan informed the Council that the next Voyager upgrade is scheduled for January 9th and 10th. Erik will be setting up a demo for folks wanting to get a preview. - Scott Adair

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Theft Update

As some of you may or may not know, back in October my wallet was stolen. I thought I had lost it at the Miller Center in the weight room and someone had found it and decided "easy money". They used my Debit card and charged over $900.00 from my checking account. I found out this week that I did not lose my wallet but that it was taken from my office here in the library. I got a phone call this week informing me that they had caught a man at UNCC and he had admitted to taking my wallet. I had left my door open while I was in a meeting and he walked in, opened my drawer, and took it. This really surprised me because I had always thought that it had fallen out of my pocket and then was found and used. Since then I keep my wallet on me and lock my door whenever I leave my office. I am passing on this information because I find it more disturbing that the person simply walked into my office and took my wallet. I wanted to raise your awareness so that you may be more cautious about leaving your personal belongings lying around your office. - Tim Mitchell

Deadline for the next Gazette

The deadline for submitting articles for the December 16th issue is Thursday, December 12th at 4pm.

Contributors to this Issue

Scott Adair
Rhoda Channing
Renate Evans
Mary Horton
Tim Mitchell
Peter Romanov
Roz Tedford
This is the 4th year I've worked with Dr. Jeff Lerner to help his students make exhibits as a final project. This semester, I worked with 17 students in Western Civilizations to 1500 (History 103).

Dr. Lerner and his students met in my office early in the semester to go over exhibit "Do's and Don'ts". I distributed a 2 page handout with ideas, photos and tips. The students were then paired in groups of 2 to decide on a topic with Dr. Lerner. Once a group had their topic approved by Dr. Lerner, they met with me to discuss the best way to turn their topic into an interesting and accurate display that looks professional. Then, its up to them. The students worked primarily in my office, but many did the bulk of the work in their rooms. Over the next 3-4 weeks, they worked together putting their exhibit together. I laid out a grid on my floor so the students had a sample of the exhibit space to organize their work.
From the Director

Do you remember the 20th century, when the Staff Association wrangled for months over the Christmas Party (before it became the Holiday party)? Now we no longer have arguments over where and when to have the party, but we still have the problems of scheduling conflicts with other activities during this busy, busy season. And some of our retirees would prefer we hold the party in the daylight hours for their driving safety. For those of you who came to the party at Bridger Field House, I hope you had a great time. For those who weren't able to come, I hope you will make it next time. Debbie and Kristen did a great job in planning the menu!

There are several exciting initiatives that are keeping me occupied. I am in touch with Al Hill over the installation of vending machines in the future cybercafé, Jewell Interiors has drawn up an inviting plan combining carpet and tile for the all night study and the cybercafé. Susan, Erik, Debbie and I are negotiating with Endeavor over their ENCompass product. (Perhaps we should negotiate those silly capital letters!) Not so exciting, but inevitable is the budget planning process. Some changes are afoot that will have an impact on how Debbie and I fund things for the library. To all of you, I wish you a peaceful and refreshing break. Enjoy! - Rhoda Channing

From the Assistant Director

Snow, nor sleet, nor dark of night....will keep the ZSR emergency weather team from serving our patrons! Three cheers for Elisabeth, Scott, Renate, Erik, Tim and many student assistants who kept the library open and operating on Thursday, December 5th when classes were cancelled. The library was rockin' with students finishing research papers, completing assignments, and studying for exams. We've received sincere thanks for our extra efforts from all corners of the university community.

Current Projects
As we reach the midpoint of FY 2002 - 2003, final plans are being made and orders are being placed to complete our capital budget projects. Over the next few months you can look forward to seeing two-zone lighting in the reference department electronic classroom 476; UV filtering on windows in the reading room and office of university archives/Baptist collection; UV light covers in the archives closed stacks; new microtext cabinets to replace cancelled check cabinets in the microtext department; new carpet in the ITC lobby and in the hallway outside the rare books (bye, bye carpet "worms"); and an array of new public area furniture.

**Budget News FY 2003 - 2004**

We've received our budget guidelines for FY 2003 - 2004. Salary increases are set at 2.0% for faculty and staff. Non-salary operating accounts are held at last year's levels. Team leaders are developing capital budget and computing requests for their teams. The timeline is similar to last year's. Right after the holiday break we'll complete and submit our proposal to Ken Zick. After his review and approval, our final budget requests are due to Financial and Accounting Services no later than January 15, 2003. If you have any budget concerns or requests, be sure to talk with your team leader soon!

**Statistical Reports**

Along with budget preparation, this is the time of year we compile and submit library data to several national organizations including ASERL, ACRL, ALS, IPEDS, NCHEDS, and ATLA.* I rely on many of you to track and report data so that we can complete the reports in a timely and accurate manner. Each year we are faced with changes in data definitions, measurement methodologies, and reporting responsibilities that must be carefully addressed. This tedious work is important, and is being complemented by new measurement, assessment, and evaluation strategies, which provide meaningful information that will lead to performance improvement. Again, let me thank everyone who diligently documents and tracks our resources and services throughout the year.


**Staff News**

Welcome back Elen Knott! After spending the fall semester at Casa Artom in Venice, we're delighted to have Elen back in the reference saddle! Special thanks go to Elisabeth Leonard for her leadership in Team Info during Elen's absence.

**Condolences**

Our hearts go out to Ellen Daugman whose father, Dr. Joseph Peter Daugman, passed away on November 25, 2002 at the age of 94. Dr. Daugman retired from at East Carolina University as professor of foreign languages. - Debbie Lambert
Deadline for the next Gazette

The deadline for submitting articles for the January 10th issue is Thursday, January 8th at 4pm.

Contributors to this Issue

Rhoda Channing
Renate Evans
Craig Fansler
Debbie Lambert
Peter Romanov

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