From the Acting Director

Welcome back! I hope your holidays and winter break were peaceful. We are so fortunate to work in an environment that provides time to take a deep breath, step away for more than a few days, and relax. Our individual circumstances and life events take us on differing journeys, yet the need for rest and respite is universal. You may have shared time with family, dear friends, or new acquaintances. Perhaps you basked in quiet solitude, read a new book, or listened to a new musical composition. You might have been hit with the flu and spent the time recovering. Many enjoyed the natural wonders that surround us, the crystal clear skies, multitude of stars, or stark, exposed winter beach. In whatever manner you ended 2003, whiled away the break, and found refreshment, I wish for you a new year filled with happiness, contentment, optimism and success. Please join me in looking forward to 2004 as a year of opportunities, growth, and peace. - Debbie Lambert

Meet Lauren

My name is Lauren Pressley and I am the new Microtext Assistant. I've met most of you by now and I would like to thank you for making me feel so welcomed!

I grew up and went to college in Raleigh. I first knew I enjoyed being in libraries as a child-- I spent a lot of time volunteering in several Wake county libraries. I graduated from NC State in May of 2003 and hold BA degrees in Philosophy and Communication with a minor in Women and Gender Studies. While at NC State I was a student worker in Interlibrary Loan. I was also very involved with Residence Life, Service Learning, and conference planning. Following graduation I took a month long Greyhound trip around the country and in the end I found myself living in Winston-Salem. I'm happy to call the Triad home, and I am really enjoying ZSR.

I like to spend my Tuesday mornings volunteering as an interviewer with Crisis Control downtown. I prefer music to movies and movies to television. I also enjoy traveling, vegan cooking, pottery, reading, writing, and I'm trying to learn how to knit.

Thanks, again, to everyone for extending such a warm welcome. I am so happy to be part of the ZSR family. - Lauren Pressley
Lunch Bunch Info

The Staff Development Committee is excited to let you know about some upcoming Lunch Bunch discussion topics!

January: Academic Librarian Competencies/Recruitment of Librarians

February: Information Commons

March: Scholarly Communication/Getting Published in the Library Literature

April: Paraprofessional/Professional Partnerships

Look for more topics and events in an upcoming Gaz! - Kaeley McMahan

Fire Alarm Procedures

As a continuing way of updating our library staff on disaster procedures, I’d like to go over our fire alarm procedures.

- When an alarm sounds, designated staff should clear patrons from the floor they are responsible for, and exit the building.
- After exiting the library, please assemble on David Field at least 300’ from the building.
- Enter the library only after the all clear has been given by emergency personnel.
- Obviously, if you know there is a real honest to goodness fire in the library, do not waste time trying to get patrons out of the library-simply exit as quickly as you can.
- If you discover a fire, call 911 (University Police) and notify Circulation (x4931)

- Craig Fansler

Did You Know...

Julia Bradford, the library’s Collections Assistant, has been employed here since 1985? And did you also know....

... she taught fourth and fifth grades for seven years?

... she started out in the position Linda Early has now but moved to Special Collections in 1992 where she has been ever since. She loves showing people how to use our collection, watching their excitement at the discovery of a long lost relative or maybe some long lost tidbit of information about the founding of their church or maybe where the name Demon Deacon came from?

... through the years she has enjoyed camping all up and down the Blue Ridge Parkway, reading, cross-stitch, dabbling in painting and calligraphy, watching Wake basketball, and grandbabies?
... at the end of WWII, her father was sent to Iwo Jima. While there, they weathered a typhoon by taking shelter in a cave where the Japanese were able to hold off the Americans for so long. While in the Pacific, she also lived in Guam in a Quonset hut with only bamboo shades and no glass in the windows.

**Deadline for the next Gazette**

The deadline for submitting articles for the February issue is Wednesday, February 4th at 4 pm.

**Contributors to this Issue**

Julia Bradford  
Renate Evans  
Craig Fansler  
Debbie Lambert  
Kaeley McMahan  
Lauren Pressley  
Peter Romanov
Administrative Council Reports

Let It Snow!

Emily at ALA Midwinter

Publication News from the Technology Team

Did You Know...

Administrative Council Reports

Wednesday, December 17, 2003

Attending: Debbie, Wanda, Susan, Megan, Jill, Elisabeth, Chris

Debbie opened the meeting with a report that the operating budget for the upcoming 2005 fiscal year will be the same as the current fiscal year. Further, in contrast to the $25,000 in capital requests that were approved for the current fiscal year, she believes that only a portion of that figure would be approved for the coming fiscal year. In light of this news, she asked for each team leader to detail the needs for their respective areas. A final report to be delivered to her by Friday, January 16, 2004:

- Technical and Access Services: Wanda would like to see new carpet in Technical Services as well as a renovation of the conference room.
- Technology: Susan would like to replace older laptops used at student workstations, 17 new laptops, 8 new Y-adaptors, a scanner for digital projects, 5 barcode readers, and carpet for the both the computer and multimedia labs in the ITC.
- Collection Development: Jill also would like new carpet for her area, along with a replacement for an A21 laptop and a printer.
- Special Collections: Megan would like to see computer upgrades, a new copier, and fireproof cabinets for the archives.
- Information: Speaking for Mary, Elisabeth would like to see carpeting for Current Periodicals, 14 CD burners for the Reference, a digital microfilm reader/printer for Microtext, and an additional microfilm cabinet.
- Library (general): Items for consideration would be reupholstering furniture in public areas as well as a security system.

An additional agenda item was to establish a set of guidelines for monetary support the library could provide for retirement celebrations. These would be finalized by the council at an upcoming meeting.

Wednesday, January 21, 2004

Attending: Debbie, Wanda, Jill, Mary, Megan, Susan

After calling the meeting to order, Debbie distributed the list of capital item requests for the library. These would be submitted in the budget for the 2005 fiscal year. She added that the final decision about which requests would be pursued during the 2005 fiscal year would come in April, after the trustees have
The next item concerned changes to the printed library calendar. **Wanda** presented copies of two proposed calendars to the group for discussion.

- On the printed calendar for Spring 2004, the start of the first summer session was incorrectly stated as Wednesday, June 2. The session actually begins on Wednesday, May 26. This was not discovered on the initial copies of the calendar, and corrected versions will be distributed as replacements.
- The printed summer session calendar will be changed in three ways. First, both intersession hours and commencement hours for May will be dropped entirely, allowing the calendar to reflect only summertime hours. Next, there is a possibility that the library may close on Friday, July 2 since there will be no classes on that day. Finally, the library will open at 8 a.m. on Monday, August 23, and Tuesday, August 24.

**Wanda** also confirmed the access privileges for remote storage for library staff. They will be given to all Circulation staff, along with **Wanda, Debbie, Megan, Sharon** and **Lisa**.

The next topic was performance evaluations. Debbie reviewed information from HR and determined that current evaluation forms are identical to those from last year. These forms are available online for download by each employee. She also added two other points:

- The structure for the evaluation process will be the same as last year. Department heads will meet individually with each employee first, then with the Administration next, and finally with the employee once more. Team Leaders will sign off on the evaluations of their team members. Debbie will sign all performance evaluations and submit them to HR.
- The Team Leaders will meet with each team to explain the evaluation process and then set a time for this procedure, and they will also follow up with Debbie about the dates that have been selected. Because the deadline for completed evaluations will be at the end of April, Team Leaders will also determine when they will submit their evaluations to Debbie.

**Jill** gave an update on the collection budgets. The reports that will go to each department (about how much money they have left to spend) are ready to be sent. **Debbie** will also include a letter to address the impact of a “flat” library budget on potential spending.

**Debbie** had several news items:

- A meeting with Tricia Richardson will take place on Friday, January 23 to discuss upcoming summer camps and programs. In addition, Debbie plans to finalize a fee schedule for library usage by these groups.
- The Research Advisory Committee (RAC), which is composed of faculty and advises the provost and vice provost for research needs, has established its focus for this year on library support for research. Debbie will meet with the RAC soon for further communication.
- The deadlines for several LSTA grants are quickly approaching, but no additional grant proposals for library projects will be pursued this year.
- Bill Kerr of the Physics Department wrote to **Debbie** about the intention to dismantle their existing library by July 1. The space will be converted to offices while only a small reading area would remain which will hold current journals. Bound journals will likely be sent to remote storage. **Jill, Wanda, Sarah**, and **Kaeley** will meet to discuss a plan for this development.

The floor was opened for committee and team reports:
Susan and Giz have set up a BlackBoard course for all library committee information and will offer BlackBoard training for library staff. Specific access issues will be resolved depending on usage demands.

A new microwave will replace a broken one in the staff lounge. Debbie will also speak with Kristen and Mary Lib about the arrangement for the bulletin board with staff birthdays and Wake Forest announcements.

Mary will have a Team Info meeting on Friday, January 23.

Jill said that collection development reports are expected to go out on Monday, January 26. A meeting of the weeding committee for last week was postponed until a later date. Emily has seen a product that would be electronically manage electronic resources, and she will meet with the Tech Team to address hardware/software needs.

Wanda reported that Tech Services has been helping with the mail while Ann has been recovering from wisdom tooth surgery. The final details on the job description for database maintenance coordinator (Medra’s position) are almost complete. She and Debbie will meet further to discuss ILL. The “add value” machine for Deacon Dollars in Circulation has broken down with no word about the arrival of a replacement. Scott will follow up with Al Hill. The process to recover 77 books from a former student will go to the University Counsel.

An update on the library director search will be given at the staff meeting tomorrow (Thursday, January 22). - Chris Burris

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Let It Snow!

The Emergency Weather Team came to the rescue last week! According to our policy, when students are on campus, the library is open for limited hours, even under inclement weather conditions. Like the administrative decision to cancel classes and close the campus, the determination of library hours during inclement weather conditions is not made lightly. The mission of the library, needs of students, travel conditions, and safety of staff are considered very carefully. The process is imperfect, yes, and personal decisions based on judgment of one’s own safety are respected. Short of requiring someone from each department to live on campus (just kidding!!), we will continue to depend on those of you who volunteer for emergency weather duty. THANK YOU! In addition, many of our student assistants were very responsible; reporting for duty and sacrificing the snowball fights! Their presence is commendable, and I hope you will convey our thanks to them.

Spring Semester?

Was it the snow and ice, or does time really fly when you’re having fun? I can’t believe it’s the beginning of February, and spring semester is well underway! You’ve heard about the upcoming staff transitions, the director search is moving ahead as quickly as possible, and decisions on the fall semester LIB 100 course schedule are being made. “So what’s happening?” is asked of me, and my reply seems to be “Everything”! This response reflects my own present state, as well as yours.

During our last staff meeting we spoke of the challenges of ambiguity, the discomfort of uncertainty and the occasional (?) weariness of over extension. I greatly appreciate your dedication and efforts and share a few words offered to me: BREATHE ...at least once a day! STRETCH ...your muscles and your mind, anywhere, anytime! INDULGE ... in soothing music, restful reading, bubble baths, and cookies! Reward yourself with a few moments each day JUST FOR YOU!


ALA: American Library Association
ACRL: Association of College and Research Libraries
Emily at ALA Midwinter Meeting, San Diego

I attended Collection Development (ALCTS-CMDS) meetings, moderated the Romance Languages Discussion Group (an ACRL/WESS group), and attended the ALCTS “Taming the Electronic Tiger: Effective Management of E-Resources” symposium.

The symposium was very good. There were speakers from Collection Development, Technical Services, Serials Management, as well as Library Systems and Serials vendors including Tim Bucknall (UNCG), Sandy Hurd (Innovative Interfaces), Norm Medeiros (Haverford), Bob Moyneux (NCLIS) and Friedemann Weigel (Harrassowitz). Topics included information industry standards currently in place or under development for electronic resource management, usage statistics for e-resources, the role of automatic library systems in e-resource management and user-centered management. These are the messages that I took away from the presentations:

- Libraries, as consumers of e-resources, need to take a leading role in developing and defining standard business practices and models for managing e-resources. Libraries must not wait for our Automated Library Systems providers to define those practices for us.
- Many libraries are compensating for the inadequacies of ILS systems by developing adhoc systems, spreadsheets and databases to manage e-resources. Libraries should also focus on developing the business/management practices and communicating their requirements to ILS vendors.
- Several ILS vendors have begun designing Electronic Resource Management Systems (ERMS) that will manage contracts, licenses, incident and payment histories, database and package administration, usage statistics, renewals, cost per usage reports, etc. Many of the ILS vendors plan to develop these systems as stand alone packages to reach a wider market than their current customers. Currently, these ILS Vendors are building or have built ERMS systems:
  - Innovative Interfaces (stand alone product available)
  - VTLS (Verify product available, announced at MidWinter 2004)
  - Endeavor and Dynix (no product yet, 18 months+)
  - ExLibris (SFX product, 18 months+)
  - Gold Rush (available, deployed example, an overview in the Charleston Advisor v4 no1 July 2002 )
  - Hermes (an open-source product by Hopkins, Alpha version available)
- Friedeman Weigel (Harrassowitz) reviewed the standards currently in place or under development that may be incorporated into the design of ERMS systems:
  - Digital Library Federation (DLF), Electronic Resource Management Initiative (ERMI)
  - EDItEUR – authors of the European metadata standards for electronic commerce in the book and serials sectors as well as EDI, see Onix (on-line information exchange) for books, Onix for Serials. Also considered in NISO Z39.88 standard. Includes
    - SRN – Serials Release Notification which generated by a publisher; will include the title, item and package record
    - SOH – Serials On-line Holdings
    - SPS – Serial Product Subscription
  - NISO Z39.88 – proposed NISO standard for context sensitive services.
  - LibLicense Model License Agreement – Standard license for e-resources in the U.S. Used by DLF ERMI.
ISO MPEG21 – Rights expression standards for electronic media, see Parts 5 and 6.
Reference: ISO/IEC JTC1/SC29/WG11/N5231

OEBF – Open e-book forum for e-book standards

Open Archives Initiative – for access to static repositories

LOCKSS – for archiving electronic material

Shibboleth – user sign-on and privacy for universities

ISSN – may be revised to convey the concept of a complete work including all versions of the same content; perhaps an access method suffix will be added.

COUNTER – use statistics standards for e-resources

ARL e-metrics

- Emily Stambaugh

Publication News from the Technology Team

The Technology Team is pleased to report that two of its members, Giz Womack and Susan Smith, had chapters published in books recently.

Giz and David Brown (former VP, provost and dean of ICCEL) co-authored a chapter in The Learning Portfolio: Reflective Practice for Improving Student Learning. The purpose of the book is an effort to lodge the concept of learning portfolio development more firmly on the agenda of higher education. Giz and Dr. Brown’s chapter discusses the portfolio development pilot program that took place at Wake Forest University.

Susan participated in a project to produce a book that examines the entire process of creating web-based instruction. The project was spearheaded by Beth Dupuis, well-known for creating the successful TILT interactive library instruction tutorial. She gathered together 14 library/academic instruction practitioners to author individual chapters that cover planning and management, evaluation and assessment, along with design and development. The resulting work is a book that combines theoretical with the practical aspects of producing quality web-based instruction.

Bibliography (MLA Style with thanks to EndNote!)


- Susan Smith

[E-ditor's disclaimer: In the print Gazette, Susan correctly used "hanging indent" as MLA demands. This is virtually impossible to do in CSS, so you won't see that here. If you're one of Susan's LIB100 students, you cannot use this against her! -Carol]
**Did You Know...**

**Bobbie Collins**, the library’s Social Science Reference Librarian, has been employed here since 1990?
And did you also know....

... she is a Volunteer and an Aggie?

... at the tender age of five, she was the East Tennessee area winner in the Miss Sunbeam contest?

...before coming to WFU, she worked at several different libraries: a community college (Walters State); a large state university (Texas A&M); and a mid-size state university (East Carolina)?

...she married a Tarheel, and one summer she and her husband spent three months camping in a pop-up camper visiting many national treasures including the Grand Canyon?

...she loves hiking in the mountains and strolling on the beautiful beaches in North Carolina?

**Deadline for the next Gazette**

The deadline for submitting articles for the March issue is Wednesday, March 3rd at 4 pm.

**Contributors to this Issue**

Chris Burris  
Bobbie Collins  
Renate Evans  
Debbie Lambert  
Peter Romanov  
Susan Smith  
Emily Stambaugh

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**Gazette Home** | **Library Home** | Questions? **Contact Us**
Library Gazette

March 2004 | Vol. 16, No. 3

Administrative Council February 18, 2004
Holocaust Remembrance Photo Exhibit
Sarah at Duke
Reference Librarians Violate Dress Code...

ZSR Library Book Sale
Language Contest
Caught in the Act...
Did You Know...

Administrative Council February 18, 2004

Attending: Debbie, Megan, Wanda, Susan, Mary, Emily, and Craig

Debbie asked for a report from each Team Leader.

Tech Team

Susan reported on Encompass, which they have been working on for a year. LinkFinderPlus has now been moved to Linux server. We’ve been released to regular support, which means we’ve crossed a threshold and now move to a new level using Encompass, where we are a beta test site. Susan also said that after a visit from Jay Dominick from IS, he has convinced IBM to donate 5 new 19” flat screen computers to use as OPAC terminals in the atrium and for the Reserve terminals across from Circulation. Keep your eyes open for these attractive additions. Susan is also working on the NC Echo grant which is due soon.

Team Info

Mary reported they hope to fill the two Reference vacancies right away. LIB 100 is going well and the Reference staff is working hard on this challenging course.

Access/Tech Services

Wanda discussed the Value Add machine, which has been broken for a month, and suggested some sort of backup for this important machine. Debbie will discuss this with Connie Carson and Ken. The Database Management position has been advertised with many responses, and it is hoped this position will be filled soon. Wanda asked that a fee for lost videos be added to Circulation fees. Susan said she would add a $30 fee for this. Wanda said there were inaccuracies in the Human Resources database, and asked that these be addressed. Wanda also mentioned the Library Question board should be updated, which Debbie will do.

Collection Management

Emily reported that Serials Reports are ready to go to the faculty. Emily is working with Kaeley and Sarah on the Physics Library. These materials will either be weeded or sent to Chatham. Emily is working with all the Bibbers to review licenses for Web of Science and other databases. The Offsite Storage
Committee has reported they expect the ZSR Library’s space needs for the next 10 years to be 44,000 linear feet. This is equal to the stack space in all of Wilson, Reynolds 8, and Chatham. This figure will be presented to the University Executive Council. Emily reported the Book Sale will tentatively be held April 5-7.

Special Collections

Megan reported that Sharon has completed her work at the hospital and will be returning to full time status at the library. Megan also reported that Special Collections has a new color copier, which might be networked at some time in the future.

Administration

Debbie reported that on Tuesday, March 2nd the library will be hosting a group of Russian librarians. Debbie said that SOLINET just completed consulting with the library on our Interlibrary Loan activities. SOLINET reviewed workflow, software, responsibilities, and space utilization. They will submit a report within one month. - Craig Fansler

Holocaust Remembrance Photo Exhibit

After several years of waiting, a Holocaust Photography exhibit has been installed on campus in the Benson Student Center. The idea for this exhibit came from Julie Eling ('00), the leader of the campus Jewish Student Organization and Ken Zick back in 2000. That year, the Old Gold and Black accidentally accepted holocaust denial literature (revisionist literature) as an insert. All the inserts were removed prior to OG&B distribution. The campus responded with apologies to the Triad Jewish community. The exhibit idea came from a meeting later that year. By the time we had selected the photos from the U.S. Holocaust Memorial Museum and had them printed and mounted, it was time for graduation, and the campus was empty. Since that time, I’ve been searching for an appropriate site to put the images. Thanks to the cooperation of James Buckley in Benson, the exhibit is now up. As you enter the lower level of Benson, by the Food Court, proceed toward the Pizza Hut and go down the corridor to the left. - Craig Fansler

Sarah at Duke

The Duke Career Center in collaboration with the Duke Alumni Affairs Office recently invited me to speak as a panelist at the Duke Career Week Conference about career opportunities in science librarianship. On January 31st, I traveled to Duke and joined other Duke alumni to speak with undergraduate students. We had an engaging discussion about various career fields, which lasted over an hour, and many students stayed afterwards to ask further questions. I was also encouraged by the stories that were shared by the other panelists, some of whom possessed accomplished careers spanning many years, while others were just starting their careers. Some of the most notable lessons that were shared by the panelists included the values of persistence, enthusiasm, creativity, and humor. One of the panelists, an aspiring stand-up comedian, provided much comic relief during the discussion! Overall, the conference was a delightful experience, and I’m grateful for the opportunity to inform others about career opportunities available in academic librarianship. - Sarah Jeong
Reference Librarians Violate Dress Code While Helping Patrons

Snow and ice may have shut down the library briefly on February 16 and 27, but they could not stop ZSR’s new chat service. ZSR provides chat service on both Monday and Friday mornings. As each storm threatened, we scrambled to arrange our backup plans. (Not all reference librarians have internet access from home, so we have to make changes in our regular schedule.) So far, Elisabeth, Rebecca, Sarah, and myself have each provided “in-house” service. Without providing too much information, I will say I somewhat resembled my 2003 Halloween costume. So what do patrons need to know on chilly days? Information about sunny Florida, of course! - Carol Cramer

ZSR Library Book Sale

It’s that time of year again! The Z. Smith Reynolds Library will hold its annual book sale Monday, April 5th to Wednesday, April 7th. The book sale will be held in the Gerald Johnson Room from 9AM to 5 PM each day. Admission on Monday, April 5th, will be for students, faculty and staff of Wake Forest University only. WFU IDs are required for admission on Monday. The general public is welcome on Tuesday and Wednesday.

All proceeds from the sale will benefit the library.

Librarians and library students, Emily could use your help with the book sale! Reminders and sign-up sheets will be posted on lib-l and in the break room.

Please save paper bags with handles and give them to Emily’s students. Emily’s students will coordinate the temporary storage of those items in the gifts storage room.

We will need student workers from all departments to set up and break down the week before and after the sale, April 1-2 and April 8-9. They will be setting up heavy tables, moving furniture, pulling the books out of storage, setting them up in the Johnson Room and boxing up unsold items at the end of the sale.

This year’s book sale should be lots of fun. If you have any questions or would like to help out during the sale, please contact Emily. - Emily Stambaugh

Language Contest

Are you longing to relax with a good book in the native language of people, to quote Mrs. Gibbs in Wilder’s Our Town – “don’t talk in English and don’t even want to”? A tour through the ZSR stacks yields thousands of books in languages other than English and in alphabets other than the English set most Americans learned in school. A report from voyager run by Tim Mitchell, lists the OCLC-MARC language codes of Reynolds’s holdings and the number of items associated with that code. To that, I added the
name of the **language from the OCLC site**.

Take a look at the list. Can you associate a national identity with each language? Write in the correct name of the country for as many languages as you can –spelling counts. The person or group who best completes the list and is the first to submit it to **Jill** or to **Emily** in Collection Development wins $10.99 in cash. The deadline for submission of entries is Noon, Friday, March 19, 2004.

**Contest rules**

This contest is open to employees of Z. Smith Reynolds Library. See [http://www.wfu.edu/Library/colldev/index.html](http://www.wfu.edu/Library/colldev/index.html) for the list and the official rules.

Submit a copy of the language code list issued from Collection Development either electronically or in paper format, with the correct country name for each language **printed** beside the item count number. Paper entries must be hand delivered directly to either Jill Carraway or Emily Stambaugh. It must be legible and it must be spelled correctly.

If you are doing electronic submission, you may add a column beside the item count column for your answers. All entries must be submitted by Noon, Friday, March 19, 2004. The name of the person or the list of names of the group of persons submitting the entry must be printed on the back of each page submitted. Collection Development Staff and their families and pets are not eligible.

The winning entry will be the one submitted first with the most correct answers. In the case of a tie, the tied entries will entered into a drawing for the prize. One prize of $10.99 will be awarded. Any group winning the award will be responsible for the division of the money amongst its members. The first name on the group list will be acknowledged as the representative of the group and will accept the prize for the members. - **Jill Carraway**

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**Caught in the Act of Caring...**

Have you been caught in the act of caring? The Employee Recognition Committee hopes that you have. The Committee has placed especially marked boxes on the desk in Reference and across from the Circulation desk. These boxes ask anyone who observes a Library employee giving exceptional service or showing a caring attitude toward students, another employee or a visitor, to please complete the "Caught in the Act of Caring" card and to place it in the box. The committee will check the box weekly, decide on the appropriate names and list them in the Gaz with a statement about the recognized employee.

I know we are all caring. I hope we get caught in the act! - **Mary Lib Slate**

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**Did You Know...**

**Prentice Armstrong**, the library’s Accountant, has been employed here since 1992? And did you also know....

...he was an all-conference basketball player in high school?
...served as an officer in the US Navy?

...currently serves as the church choir director at his home church?

...has been married for 18 1/2 years and has 2 daughters?

Deadline for the next Gazette

The deadline for submitting articles for the April issue is Wednesday, March 31st at 4 pm.

Contributors to this Issue

Prentice Armstrong
Jill Carraway
Carol Cramer
Renate Evans
Craig Fansler
Sarah Jeong
Peter Romanov
Mary Lib Slate
Emily Stambaugh
# Library Gazette

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

**April 2004 | Vol. 16, No. 4**

<table>
<thead>
<tr>
<th>ASERL Spring Membership Meeting</th>
<th>NC ECHO Digitization Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Sale Announcement</td>
<td>&quot;Treasures&quot; on Wilson 6</td>
</tr>
<tr>
<td>ASERL Virtual Storage Project</td>
<td>Characteristics of Wake Forest Freshmen Fall 2003</td>
</tr>
<tr>
<td>Emily at Latin American Southeast Regional Libraries Meeting</td>
<td>Did You Know...</td>
</tr>
</tbody>
</table>

## ASERL Spring Membership Meeting

On March 13 – 15, 2004, I attended the spring meeting of the Association of Southeastern Research Libraries in New Orleans. Although Mardi Gras was over, revelry and parades were in abundance to celebrate upcoming St. Patrick’s Day. Of course, New Orleans never needs a reason to *lésez les bon temps roulez*! Representatives from about 40 of the ASERL libraries attended the meeting, which included presentations, discussions, updates, speculation about incoming library directors (UNC Chapel Hill, UNC Greensboro, Wake Forest) and, oh yes, good food! Key topics included the issues on our own agendas here at Wake Forest.

Julia Blixrud of the Association of Research Libraries (ARL), who led a discussion about scholarly communications, electronic publishing, intellectual property rights, licensing, digital repositories, and the SPARC initiative, underscored the challenges and difficult decisions facing academic and research libraries nationally. Julia cited examples of institutional repositories of scholarly documents, open access scholarly journals, and successful Electronic Theses and Dissertations archives. She offered suggestions for library and faculty partnerships to provide open access and to influence pricing models of scholarly journals. Julia referred to the brochure “Create Change,” published by the Association of College and Research Libraries (ACRL) and the Association of Research Libraries (ARL). Our library/faculty liaisons distributed this document to faculty during recent meetings about collection budget allocations. I have extra copies if you’d like your own. You also may access the text at [www.createchange.org](http://www.createchange.org) Julia visits campuses to make presentations about scholarly communications and SPARC. I will be talking with her about a faculty forum on these topics to be planned by our three libraries for fall 2004.

John Burger, executive Director of ASERL, distributed a concise description of the USA PATRIOT, FERPA, and TEACH Acts, including helpful web links. Just briefly, here are some of the implications for libraries (I am liberally quoting John Burger, noted as jeb).

**USA PATRIOT Act:** *(Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001)* "allows anti-terrorism law enforcement official to ... subpoena library records" without probable cause and if served, libraries are forbidden from discussing the subpoenas (jeb).

http://www.epic.org/privacy/terrorism/usapatriot/
http://www.arl.org/info/frn/other/matrix.pdf
http://www.eff.org/Privacy/Surveillance/Terrorism/20011031_eff_usa_patriot_analysis.php

**FERPA Act:** *(Family Education Rights and Privacy Act)*, also known as the Buckley Amendment, regulates...
“who has access to (and who can amend) personal education records, including library records, without written consent from the subject” (jeb).
http://www.bates.edu/FERPA-Overview.xml

**TEACH Act:** *(Technology, Education and Copyright Harmonization Act)* revises Section 110(2) of the U.S. Copyright Act and “allows more types of materials to be disseminated to more types of locations and stored in electronic media without violating copyright laws” (jeb).
http://www.copyright.iupui.edu/teach_summary.htm

The **OCLC 2003 Environmental Scan**, mentioned by a few of our library director candidates, was reviewed by an OCLC staff member. As with all environmental scans, the study examined factors that impact the mission, services and resources of the subject, in this case, OCLC. The **lengthy and detailed report** is available at the OCLC website.

Results of the Survey **Digital Projects in ASERL Libraries** were summarized. Wake is among the 32 (of 42) ASERL libraries participating in this survey. Here are a few observations about library director responses:

- 88% state that digital collections improve library visibility
- 66% state that digital collections increase demand for originals
- 77% state that digital materials are in their collections
- 98% state that their digital materials are or soon will be available online
- 38% state that existing library funds are used to support digital projects
- 22% state that a combination of library funds, institutional funds, government grants and private grants is used to support digital projects

The complete survey will be available at [http://www.aserl.org](http://www.aserl.org) in the near future.

The survey summary led to a discussion of possible **ASERL collaborative digital programs**. Several collections were identified as excellent candidates for collaborative digitization, including Latin American and Cuban American collections. We’ll hear more about the possibilities in the coming months.

Several **private ASERL institutions** (Vanderbilt, Duke, Emory, University of Miami, Tulane, George Mason, and Wake Forest) met with ASERL staff for dinner to discuss our responses to the current **Elsevier** business practices and pricing model. Although facing identical problems, the negotiated contracts have varied from one-year title by title, to one-year continuing titles, to five-year continuing titles. Everyone is anxious to see what happens next year.

I’m sure you can see that the ASERL spring meeting overflowed with information, initiatives, and excitement about services, resources and the future of academic libraries. There is more to report, but I’ll save it for the next Gazette issue! - **Debbie Nolan Lambert**

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**Book Sale Announcement**

The annual book sale is around the corner: **Monday, April 5th to Wednesday, April 7th**, in the Gerald Johnson Room. WFU IDs are required on Monday.

If you haven't already signed up to help, please do so now. The sign up sheet is in the staff lounge.
Please note that a director candidate will be here on Monday, April 5 during the book sale. If you have signed up to work, please be sure to be there.

**Book Sale Schedule**

Wednesday, March 31 – Sign up deadline. Emily needs a final headcount of student helpers and library staff supervisors by today.

**April 1-2** – Setup begins in the Johnson Room.

**April 5-7** – Book sale

**April 8-9** – Breakdown begins.

Questions? Contact Emily (x6136). - Emily Stambaugh

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**ASERL Virtual Storage Project**

Some ASERL members are working on a pilot project to study the overlap of monographs currently housed the member’s off-site shelving facilities. Though our library will not participate initially (we house very few monographs in our off-site facility), I thought you might be interested in an update on the project. The project is in its infancy and grant funding is pending, but preliminary results are expected at the annual meeting of ASERL in November.

Participants are working with OCLC to use the ACAS tool (a collection analysis tool) to compare monograph holdings in off-site shelving. Matching is done based on the OCLC number, and when that doesn’t exist, they match on the title, author, publisher, material type, publication date, ISBN and LCCN, in that order. Once the participants get an idea of the percentage overlap, they may agree to keep a certain number of copies in the various off-site facilities, and then commit to those facilities to a perpetual “no weed” policy. Other non-participating libraries may then rely upon those pioneering “no weed” facilities to compare their collections and make weeding decisions based on their level of comfort. - Emily Stambaugh

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**Emily at Latin American Southeast Regional Libraries Meeting**

The Z. Smith Reynolds Library was formally invited to join the Latin American Southeast Regional Libraries (LASER) group in May, 2003. As our representative to LASER, I went to the annual meeting in March and gave a presentation on improving access to Latin American microfilm. I proposed the creation of an electronic citations-only index to microfilm. The presentation was well received. I will be working with microfilm vendors, catalogers and other Latin American librarians at this year’s SALALM conference to develop a model and proposal for the index.

At SALALM, we will also look at the crisis in electronic access to current issues of European and Latin American newspapers (many newspapers including El Pais, La Vanguardia, Le Monde, and more have implemented subscription access without offering IP access for libraries!) and may develop a joint proposal between news agents and microfilm vendors.

I am also redesigning the [LASER organization’s website](https://www.laser-organization.org). Reference librarians may be interested in the
Newspaper, Video and Microfilm union lists maintained by LASER members. I occasionally refer students and professors to this link. - **Emily Stambaugh**

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**NC ECHO Digitization Institute**

From March 1-5, I had the opportunity to attend the NC ECHO Digitization Institute at the State Library in Raleigh. They were on their games and continually used the glass to their advantage. Their 3-ball was “in fuego” and they impressively contained their opponents in the paint. Two of the instructors were from Duke, and I noticed they had enormous influence over the Refs. Can you tell it’s March?

The institute was very thorough and covered every aspect of launching a digital project: scanning and file naming, legal and copyright issues, metadata and web design. The instructors were very knowledgeable and always encouraged discussion. My fellow participants represented libraries from east to western North Carolina. One afternoon, we had a great tour of the North Carolina State Capitol Building. I’m anxious to start working on a digital project here at ZSR, and hope when it’s launched it’ll be nothing but net! - **Craig Fansler**

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"Treasures" on Wilson 6

**Kaeley**: Craig, one of our students found some moldy books on Wilson 6. Do you want to take a look?

**Craig**: Yes!

Sounds innocent enough, but that’s how the latest small disaster revealed itself. **Craig** and Danielle Fisher (Circulation student who found the moldy books) took a book truck to Wilson 6. There, we discovered a few dozen books on the top shelf of a range. These books were completely disfigured and covered with white, yellow, green and black molds. They looked like they were contaminated by the Ebola virus. Apparently, at some time in the past month, a leak had soaked these books, they warped, formed mold, and dried out again-and no one noticed it. Danielle and Craig took the books down to Circulation and convened a short conference with **Wanda, Kaeley** and **Scott**, and we all had a short “Oh my god” session. We decided all but 6 of the books should be discarded. **Debbie** was contacted, and she asked **Kristen** to contact Facilities to examine the leak on Wilson 6.

For **Judy Byrd Simmons**, it was all in a day’s work. Masked and gloved to reduce her contact with mold, Judy shot through the task of withdrawing 21 damaged books from the collection in less time than it takes to grow a mushroom. Each book was deposited in a waiting trash bag. **Charles Bombeld** hauled the books to the great stacks in the sky and then disinfected and scrubbed the book truck.

Irony never misses a good opportunity to show its twisted bent at ZSR. Our mold fight took place around the same hour that an international announcement stated that forces in Pakistan had cornered a high ranking Al-Qaeda official in rural Pakistan. The books we withdrew were primarily about political and economic development in Pakistan. Degrees of separation are never very far apart for the library.

Fortunately for the collections, **Scott Adair** has already created replacement orders for many of the damaged items. - **Jill Carraway** and **Craig Fansler**
Characteristics of Wake Forest Freshmen Fall 2003

- 45% reported an average high school grade of A or A+.
- The self-reported mean SAT score was 1322.
- 90% indicated Wake's academic reputation as very important in their college choice.
- 93% indicated they had performed volunteer work.
- 86% indicated they had used the internet for research/homework frequently.

- 22% reported probable field of study would be business.
- 18% reported probable field of study would be social science.
- 14% reported probable field of study would be arts and humanities.
- 9% reported probable field of study would be biological sciences.
- 4% reported probable field of study would be physical sciences.

- 16% indicated probable career as physician.
- 11% indicated probable career as lawyer.

(Cooperative Institutional Research Program (CIRP) Freshman Survey, from UCLA; administered during 2003 fall freshmen orientation) - Debbie Nolan Lambert

Did You Know...

Kelly Fetty, the library’s Library Technician III, has been employed here since 1992? And did you also know....

...her Great Aunt drove an ambulance in France during WWI?

...her husband lived just down the street from Ken Kesey and the Merry Pranksters when he was little? One of the Pranksters ("Herman") took to hanging out on their porch, but proved to be harmless. The family dog loved him.

... her sister has dined with Placido Domingo and attended closed rehearsals as his special guest?

...during the invasion of Afghanistan she misdialed a fax number at work and ended up connected to an organization calling itself the International Clearinghouse of the Taliban?

Deadline for the next Gazette

The deadline for submitting articles for the May issue is Wednesday, May 5th at 4 pm.

Contributors to this Issue

Jill Carraway
Renate Evans
Craig Fansler
Kelly Fetty
Debbie Nolan Lambert
Peter Romanov
Emily Stambaugh
The Library Gazette is a newsletter printed by and for the staff of the Z. Smith Reynolds Library.

May 2004 | Vol. 16, No. 5

From the Acting Director
"Chicago EndUser 2004"
"Steve at NC Serials Conference"
"NC Serials Conference: Carol's View"
"EndUser 2004 According to Linda E"
"Rebecca in NYC"
"Erik in Chicago"

Caught in the Act of Caring
"Kudos for Craig"
"What's the Technology Team Been Up to Spring Semester?"
"ThinkPad Training Dates 2004"
"New Network Coming to WFU"
"Anthropology Museum and Archaeology Lab Tour"
"Hsin-yi Lin"
"Did You Know..."

More in the E-Gaz

From the Acting Director

An intense national search resulted in the appointment of Lynn Sutton as director of the Z. Smith Reynolds Library, effective August 1, 2004. Lynn brings experience in medical, research and undergraduate libraries to us, most recently as Associate Director of Libraries at Wayne State University in Detroit, Michigan. Lynn and her husband, Bill Kane, were welcomed by faculty and staff at a reception on April 26, 2004. Lynn is very excited about her appointment and voiced her enthusiasm about working with such a warm, devoted and talented staff. I'm certain we will hear more from Lynn in the coming weeks as she and her family begin transitioning from Michigan to North Carolina. Welcome to the Z. Smith Reynolds Library, Lynn!

I would be remiss to overlook the tremendous effort made by the library director search committee this spring! Our own visions for a new director and library future were entrusted to the deliberations and recommendations of this group. The committee fulfilled its responsibilities with great care, professionalism and faithful cognizance of the Z. Smith Reynolds Library's mission. We are grateful to all of you - Claudia Kairoff (dean's office & English) Michael Hughes (history), Bill Kerr (physics), Mary Foskett (religion), Wanda Brown (technical & access services), Ellen Daugman (reference), Linda Early (technical services), Sharon Snow (special collections), Giz Womack (technology), and Amanda Reynolds (Student). Thank you!

On the road in Atlanta

Awaiting the keynote address of the 2004 National Diversity in Libraries Conference in Atlanta, I feel like I’m on a bus man’s holiday. The venue is the brand new Georgia Tech Hotel and Conference center, which has the latest in conference and guest room technologies. Excellent IT support assisted in configuring the IP address for the Ethernet connection in my room. The in-room desk and chair are comfortably ergonomic. Starbucks is just across the street, ensconced in a bright Barnes & Nobles. This dynamic backdrop sets the stage for what I hope will be energizing presentations and motivating discussions about diversity in libraries – in library collections, patrons, and staffing. The theme, “Diversity in Libraries: Making It Real,” challenges us to make and take opportunities to bring more diversity to the Z. Smith
Reynolds Library. I feel certain that **Wanda** and I will bring home many great ideas!

Are you >80% full?

Our library stacks are! Did you know that within 10 years we will have moved the equivalent of all the stacks in the Wilson Wing and the 8th floor of the Reynolds side into an off-site facility? **Emily Stambaugh** and I gave a presentation about ZSR and off-site shelving needs to Dr. Hearn and his cabinet last week. Thanks to the research and, painstaking calculations of **Emily**, the off-site shelving committee members (**Scott Adair**, **Wanda Brown**, **Erik Mitchell**, **Sarah Jeong**, **Lisa Persinger**, **Carol Cramer**, **Charles Bombeld**, **Debbie Lambert**, **Emily Stambaugh**), and Saylor Breckenridge (faculty member in the politics department), senior university administrators have a better understanding of the critical space limitations of the Z. Smith Reynolds Library. Ken Zick shared the cabinet's positive feedback and will be talking with us further about next steps in determining a plan to meet future shelving needs.

**Continuing Education Kudos!**

Staff members of the Z. Smith Reynolds Library truly live the “learning organization” model. The following people are dedicating a great deal of time and energy to formal continuing education this year:


**Bill Burger**, Multimedia Specialist – working on Master’s in Instructional Technology at Appalachian State University.

**Craig Fansler**, Library Technician – working on Master’s in Library Science at UNCG.

**Linda Early**, Library Assistant – will work toward Master’s in Library Science at UNCG.

**Peter Romanov**, Evening Circulation Supervisor – working on Master’s in Liberal Arts at Wake Forest University.

**Linda Sykes**, Library Technician – working on Bachelor of Science degree at High Point University.

Congratulations and best of luck to all of you. Your commitment to continual development enhances the quality of Z. Smith Reynolds Library and brings added value to our services - Thank you! - **Debbie Lambert**

**Chicago EndUser 2004**

As you may already know **Susan**, **Erik**, **Linda Early**, and I all attended the Annual Endeavor EndUser Meeting in Chicago. It has been four years since my last trip and according to many, attendances were lower then previous years. For me, it was librarians as far as the eyes could see.

This year I decided to take in a few sessions on report and query writing in MS Access. I thought my Access skills may need a bit of polishing and I was interested in seeing if anyone had any new ideas or were using any new tricks. I came away from both sessions with a couple of new ideas but nothing that really knocked me over. It did make me feel good to know that I am not as rusty with Access as I thought.

Another interesting session I attended was one on Serials Print Cancellation. Since **Erik** has put so much time into creating reports to help **Emily** and **Jill** with our own cancellations I was interested to see what another library came up with. While sitting and listening to the presenter I realized that he had had the same frustrations as **Erik** in getting the information that was asked for. As it turned out their report looked very similar to the one **Erik** produced. In fact, **Erik**’s report gave more information so, Kudos to **Erik** for a job well done!

It was standing room only for **Erik** and **Susan**’s presentation “Implementing ENCompass - The Good, The Bad, and The Ugly”. Everyone was interested in the trial and tribulations that we went through in getting ENCompass, LinkFinder Plus, and Serial Solutions up and running. **Erik** and **Susan** both did a great job.
Of course every day was topped off with a trip into Chicago that evening. The first evening Erik and I were one of the few men to share in the musical extravaganza “Menopause - The Musical”. Enough said there! The next evening it was Erik and my revenge as we took Susan to see Sugar Ray at The House of Blues. Be sure to ask Susan about that one! Friday evening was enjoyed by everyone as we got to listen to Herbie Hancock at the Chicago Symphony. Of course along with the fine shows, we all indulged in some great food (and stayed under budget!). - Tim Mitchell

Steve at NC Serials Conference

On April 15th and 16th, I attended the 13th Annual North Carolina Serials Conference in Chapel Hill. There was a panel discussing the impact of electronic resources from the point of view of academic libraries, publishers, and vendors, a session on the way serials are managed at Ohio State University, a presentation explaining continuations (i.e. annual or less frequent, book-like serials) from the point of view of a vendor, and sessions on other topics, but the most interesting session I attended was the opening keynote speech by Donald King, a professor at the School of Information Sciences at the University of Pittsburgh.

King described evaluating the total cost of serials in their print and electronic versions, including all of the costs of processing labor, shelving, storage, binding, photocopying, etc. He found that electronic serials cost less than print serials, when all costs are considered, primarily because print serials have much higher labor costs attached to them. King found that electronic serials cost about one-third what print serials cost on a per-reading basis (that is, the cost of a serial is divided by the number of times articles from the serial are read). His methodology raised some questions (such as whose readings of the articles were being counted, was it just faculty or faculty and students?), but I was interested in the idea of approaching an analysis of cost on a per-reading basis. I also found it interesting that studies with users
show that the most valuable articles for their research are far more likely to be found at the library than in journals from personal collections.

King pointed out that as the size of journals have grown over the years, with more articles per issue, the number of useful articles in relation to price has decreased, as the increasing size had a tendency to increase the price. That is, we’re paying more for journals with more filler, which has increased the cost per useful article. King also discussed the author payment/open access initiatives, which are targeting replacing high circulation journals. King argued that this seems backward, that the open access journals should seek to compete with the low circulation journals which are very expensive to produce on a per-reading basis, and on over-sized journals that are cramped with too many articles, most of which are never used, and which inflate the cost of the serial on a per-reading basis.

In addition to the interesting sessions, it was a nice opportunity to meet fellow serialists from around the state and to catch up with former co-workers from UNC-Chapel Hill. - Steve Kelley

NC Serials Conference: Carol’s view

Although it seems odd that a reference librarian would go to a serials conference, I actually learned a lot. Since serialists have mostly figured out print journals, most of the discussion was about e-journals. I concentrated on issues of workflow and tools that would make handling e-journals easier.

Janet Flowers from UNC-CH spoke on the “Current State of Library Organizations in Dealing with E-Resources.” She polled libraries on how they handle e-resource workflow. Most libraries either consolidate all duties on one person, or have a decentralized approach with individuals from many teams working together on ERs. ZSR probably fits into the decentralized model. Elise and I have ER duties built into our titles and job descriptions, but at least seven other individuals are involved in paying invoices, cataloging items, or maintaining systems like EZProxy and ENCompass. At least one survey library has established a team devoted exclusively to ERs. This is a trend worth watching.

Another trend is the shift of Serials unit workflow from print to electronic journals. Like most libraries, ZSR now collects more titles electronically than in print. In the face of budget challenges, the number of print serials that we can buy continues to decrease, so it makes sense for Tech Services to emphasize e-journals.

An Electronic Resources Management (ERM) system could help us streamline our workflow. (See the February Gaz for Emily’s overview of ERMs.) With an ERM system multiple people could have access to (and could update) data and we could eliminate duplication between Voyager, ENCompass, spreadsheets and Access databases.

Emily, Chris, and I all attended the “Creative Staffing” discussion table where we confirmed how happy we are not to be changing our ILS anytime soon.

Overall it was comforting to hear how many libraries are experiencing (suffering?) the same challenges as us and to get new ideas that we can try at ZSR!
- Carol Cramer

EndUser 2004 according to Linda E

The buzz word this year must be “granular” which I always thought meant small grains or particles or a rough surface. Maybe it still does mean that, but the Endeavor world appears to have picked the word up for its own purposes. It was a word I heard from all the Endeavor staff that spoke at the General Session
on Friday. Two of the sessions I attended also used the word more than once and I still don’t understand what it means to them.

Unfortunately, several things left me with the same feeling of confusion. I tried to attend sessions that would give me some understanding about several modules. I attended too many sessions on Unicode®. I do understand why Endeavor will soon be bringing up Voyager with Unicode®. There are lots of diacritical markings that have frustrated us because they interfere with searching. Most notable is the umlaut in a German title. Unicode® will make searching in other “scripts” (notably Russian and Asian language) possible. One of the sessions I attended gave some practical advice on what happens during a Unicode® conversion and some strategies for “tidying” data in preparation for the conversion. The world is definitely getting smaller and most libraries serve diverse populations with many needs for which we haven’t always planned.

The sessions I attended were Inventory Stories, Ledger Editing AFTER Implementation, Trials and Tribulations of the ILL Module, Harvesting the Purchase Request, and Integrating Off-Campus Shelving Systems with Voyager. Many librarians have either written their own programs to use with Voyager or adopted the use of freeware to do new things in Voyager. I attended one session on MARCEdit, which is a program used to edit large numbers of pre-existing bib records at one time. One intriguing session was using an expensive program called Cognos Powerplay to create statistical reports instead of using Access.

The session entitled, Harvesting the Purchase Request, which seemed to me to be a little scary because it involves ordering without encumbering funds, was on a “product” developed by Cornell University Library. They apparently accept records from all vendors in a shared file on a server and parcel them out to bibliographers electronically. The bibliographers (no faculty are part of their process) return them electronically through an automated sorting process for uploading into acquisitions. Purchase orders are sent back out to vendors electronically. Bib records that become line items on purchase orders are encrypted vendor records that can be invoiced using EDI invoicing for monographs. The presenter freely admitted that the disadvantage of their program (OTSL-CUL) is that many funds are spent out very early in the year because there is no money attached to orders because they don’t know the cost of an item until it is invoiced.

It was a great opportunity and I left with my head crammed chock full of information. It was also fun to spend time with Susan, Erik and Tim. On Wednesday before the conference started, we toured the Chicago Historical Museum and then we went to see “Menopause: the musical.” It was really a scream for me and I am grateful to the others for indulging me. I found out that my metal knees work fine. It was my feet that gave out. - Linda Early

Rebecca in NYC

I recently attended the 32nd Annual ARLIS/NA (Art Libraries Society of North America) Conference in New York City. I believe the Society received the most applicants ever for an annual conference, over 800! ARLIS/NA was formed in 1972, after a small group at the annual ALA conference in Chicago decided that art librarians needed to form a separate group to discuss their unique characteristics and network with others working in similar library environments (ARLIS/UK had been around for a few years already).

ARLIS/NA is composed mostly of art and architecture librarians working in several different types of libraries in the U.S. and Canada, largely: academic (branch or main libraries), museum, art and design school, and public. There are members working in other sites, too, such as in architectural firms. While some of ARLIS’ members do work with visual resources (slides, and increasingly, digital images), there is a separate professional organization for visual resources professionals (formerly, “slide curators”), the VRA (Visual Resources Association). Certainly, many of our concerns are similar and overlap.
The annual conference includes panel discussions on various topics (such as, “Instructing Diverse Learners: Information Literacy Competency in the Arts), and often includes sessions that relate to the host city, such as “The Tall Office Building Reconsidered: the 21st-Century Skyscraper,” held this year. There are also business meetings for the regional chapters around the country, for Society sections, such as the Reference and Information Services Section, and for round tables (e.g., the Management Issues Round Table). This year, there was also an open forum on diversity in the Society, and the lack of it. Highlights for me this year were a walking tour of Harlem, a session on Jewish Arts and Patronage, and a talk given by the artists Christo and Jeanne-Claude (who have finally gotten permission to install “The Gates,” in Central Park next February). See http://christojeanneclaude.net/tg.html for more information on this project.

- Rebecca Kranz

Erik in Chicago

Susan, Linda, Tim and Erik recently traveled to Chicago for EndUser 2004, the annual Endeavor Users Group Meeting. This year’s conference highlighted a number of new product releases and Endeavor developments.

Everyone wanted to hear more about the next Voyager upgrade; the Unicode release. The primary purpose of this release will be to make the Voyager system 100% Unicode compliant. The release also offers a number of new features and bug fixes in Voyager modules, including significant changes to Callslip, Serials prediction patterns, and the Circulation Module. In order to see the new features in the release handbook, drop me an email for a copy or visit Supportweb.

As you might expect, the Encompass and LinkFinder Plus products continue to grow. A large number of presentations focused on specific implementations and new features of these products. Schools had gone a number of different ways in the implementation of these products, from turnkey solutions to wholly outsourced custom interfaces. Despite the different uses, everyone seemed to be grappling with the same concerns regarding usability and user education. The next release, (Encompass 3.5) promises lots of new features and we are excited about getting this new system in production for the fall semester. We will be integrating some of the new enhanced search & display features with some ideas that we picked up during EndUser as we develop the 3.5 interface. Expect to see a test interface to ResearchExpress soon!

The buzz in the opening presentation was not about Voyager or Encompass, but about Endeavor’s plan to develop an Electronic Resource Management System. The ERMS concept was recently discussed in another Gazette article by Emily. Specifications are still sketchy but typically follow the guidelines put forward by the Digital Library Federation. You can visit http://www.library.cornell.edu/cts/elicensestudy/home.html for more information on this subject.

In addition to the long days of sessions and breaks peppered with high calorie foods, we made some good contacts & conversations with other Voyager customers. We also managed to find a few things to entertain us during the evening trips into Chicago. Although the Sugar Ray concert was definitely Susan’s favorite event, I know we all enjoyed visiting the Chicago Historical Society and Chinatown. - Erik

NC Serials Conference: Christian

The theme for the Thirteenth Annual North Carolina Serials Conference was Opening Pandora’s Box: Managing the Chaos of Serials Resources. The keynote address, delivered by Professor Donald King of the University of Pittsburgh, presented five questions about the topic of the “The Future of Scholarly
Journals and the Important Role of Libraries in this Future”. However, these questions were relevant to every workshop and session that followed, so I will include each question along with an aspect of the conference that expanded on it.

*What do print and electronic journals actually cost?* Professor King described this not just in monetary terms, but also the collections, resources, and activities that the library engages in regularly. More than that, human resources must also be considered. During a round table discussion about creative staffing issues, the question came into play as the concern of how to manage new electronic resources with existing staff was raised. Another concurrent session, which updated developments for support staff, introduced the trend of revising job descriptions to account for increased computer skills.

*What use are library use metrics?* These statistics, as defined by Professor King, can determine the cost of use-related activities and provide a basis for decision-making in terms of collection development. Statistics and raw data can also go farther, as alluded to by David Goldsmith of NCSU in his presentation “Envision a Solution to the Online Serials Management Mess”. A new international standard- similar to EDIFACT, which allows for the electronic data interchange of serial information- is under development as a new method for transferring more sophisticated information. Joshua Winant of YBP Library Services also contributed to this in his presentation “Demystifying Continuations”, since tracking serials is one aspect of the overall process for gathering statistics in libraries.

*Why did library subscription prices increase so much?* Professor King cited several factors for this including inflation, the size of a journal, a decrease in personal subscriptions, the decline of author fees, the size of publisher portfolios, and market power/performance. In a panel presentation called “The Impact of E-Resources”, two speakers provided additional factors. Deb Knox of W.T. Cox Subscriptions said that publishers have taken the approach to deal directly with customers rather allowing traditional subscription agents to act as liaisons, especially in terms electronic resources. The elimination of a median agency removes costs that a publisher would not immediately recover. Mike Phillips of Wiley Interscience added that publishers have had to refocus their direction toward customer needs now more than ever, since customers were “faceless” until site licenses were developed.

*Are big deals good deals?* For this question, Professor King honed in upon the subsidies that exist in the publishing world. That is, some articles within a journal can pay for other articles; some journals pay in part for other journals, and so on. Moreover, publishers rely upon the classic economic model of price vs. demand. Suzanne BeDell of ProQuest Information and Learning, another panelist for “The Impact of E-Resources”, commented on the gradual shift by publishers in the electronic era away from administration and toward negotiation. Also, as demonstrated against publishers like Elsevier, more libraries are just saying “no” to the big deal without their involvement in its contents.

*Is open access a good idea?* Professor King framed his last question in terms of the issues of copyright and ownership between authors and publishers. These issues have led many groups, notably the scientific community, to offer access to scholarly information by other means such as coalition-produced journals and library-sponsored digital repositories. The immediate advantage would be lower costs and guaranteed access, while the disadvantage would be ongoing support and access payments. Julia Bixlurud of SPARC (one of the leaders of the open access initiative) said in her closing address “Open Access or Opening a Can of Worms” that libraries may explore the option of becoming digital repositories for scholarly data. The efforts of open access will take the form of articles, entire journals, or both.

Overall, the Serials Conference did not bring any clear answers but provided several directions toward those answers. Electronic resources are here to stay, and libraries, agents, and publishers all have a role to play in their management and development. Hopefully, the chaos will not overwhelm each partner in their respective efforts. - Christian Burris
The Employee Recognition Committee began a project this year to highlight individuals who gave service that was more than expected. Many patrons have not noted that we specifically ask for ZSR staff to be recognized. Because we may not have been clear on our objective, we would like to mention student assistants Josh Edwards, Paul Depoian, Anna Sherman, Allison Haughey, and Autumn Cook from Reference and Ashley Charter from Circulation. Esther Blanks, a temporary employee in Reference, also provided help for an alumni's daughter. Please give these students a word of thanks for going the extra mile.

A prospective student to Wake Forest also left a note. He wrote of an “older lady with glasses” in the sundry who offered to pay for his meal when he did not have the right amount of money to buy his breakfast. His comment was “I hope that her kindness is representative of the rest of the school.”

Maybe these boxes, placed in Reference and in front of the Circulation desk, will give us a clearer insight into the caring acts that go on everyday here in the library and on campus. Keep up the good work. - Mary Lib Slate

Kudos for Craig

Craig Fansler has gone above and beyond in his service to the ZSR Library and to its patrons. A parent wrote, “Mr. Fansler made my day when he helped me locate a computer monitor for my failing laptop.” Others in the library had given a quick response of no help, but Craig went the extra mile to accommodate this patron. Where others had failed, Craig provided excellent service.

Congratulations, Craig. You were truly “Caught in the Act of Caring”.

What’s the Technology Team Been Up To Spring Semester???

It’s hard to believe that the spring 2004 semester is over already; some of us on the Tech Team were just finally settling in to a routine! Seriously, the team stayed very busy with many different projects taking place over the past few months.

Teaching the LIB100 Information Literacy class occupied a good chunk of time and effort for a few of the team members. Erik and Susan opted for teaching a class in the first half of the semester (so as not to interfere with biking season :-)). Roz and Giz got more than they originally bargained for; instead of assisting with one class each, they ended up team teaching together for two classes during the second half of the semester (due to Elisabeth’s departure). Do you all know any other duo that could take on 37 students for seven weeks and live to tell the tale?

Once again, Tim and Elise are representing the library on the University standard load build team. They have been very busy installing library-specific programs and configurations onto next year’s laptop and testing to make sure they work correctly. If you want a sneak peek at next year’s model R51, stop and see them (hint, it’s black).

Elise has added statistics information for more than 20 additional databases this spring and with the assistance of her student worker, Tracy Burnett, has begun to transfer statistics data to Access. Once the data is in Access, it will be possible to create reports that allow for more sophisticated analyses.

Erik and Susan, along with several others in the library, have been working on migrating
ResearchExpress and our digital collections from the remote Solaris server to our local Linux server. As part of this, we are beta testing the new platform for Endeavor. This involves testing the functionality of all the various features in the system. As we discover each bug or problem Erik creates an incident report which the Endeavor beta team investigates, then fixes or places on a bug list. The process is proceeding smoothly and we hope to have the new system live in another month or so.

**Bill Burger** developed and presented two new classes to faculty recently on using audio and video in XP. He has been coordinating an effort to give away the now empty mobile shelving in ITC to other institutions. Finally, he has been working on updating the library virtual tour to show the new Rhoda Channing Reading Room and cyber café. Look for the new modules shortly!

Although student and faculty ThinkPad orientation doesn’t take place until the summer, **Roz** and **Giz** have been hard at work making plans for the process to go as smoothly as always. Teams have been assigned, rooms secured and the training script has been started.

In February, **Susan** worked with Special Collections to write an LSTA grant proposal to have our print finding aids converted to EAD (Encoded Archival Description). We will hear if the grant is approved next month.

Webmasters **Roz**, **Giz** and **Susan** formed a working group, headed by **Megan Mulder**, to offer suggestions about the organization of the library website. We are expecting the group’s feedback shortly and will embark on a major redesign of our site this summer. - **Susan Smith**

**ThinkPad Training Dates 2004**

As so many ZSR staff are involved in ThinkPad training projects over the summer, Roz thought she would post the full list of the dates as she knows them now. Roz said we will be decreasing training time for the new student orientation by 15 minutes this year and hopes that by next year, when training will be on a Saturday, that the ThinkPad Orientation training will be down to two 90 minute sessions. All this and other information is available in the ThinkPad Orientation 2004 Blackboard course that has been set up for all trainers.

**Faculty Exchange and Training (IS Building 262):**

June 29th – July 1 (turn in 29th and 30th, training 30th and 1st)
July 13th – 16th (turn in 13th, 14th and 15th; training 14th, 15th and 16th)
July 27th – 30th (turn in 27th, 28th, 29th; training 28th, 29th, 30th)
August 10th – 13th (turn in 10th, 11th and 12th; training 11th, 12th and 13th)

**Football Player Distribution and Training (IS Building 225)**

Tuesday, August 10th 8am – noon (followed by Foreign Lang. Placement testing in the afternoon)

**New Student Training (Various Locations TBD)**

Friday, August 20th 8:30am – 10:30am and 11am – 1pm

**Grad Students (R40s and R51s) (Greene Hall 145 and 162 tentatively)**
Monday August 23rd 2pm – 4pm

Still to be determined:

New Faculty (assumed we will do new faculty on Tuesday, August 24th 8am – noon)

Summer ThinkPad Training Meetings (Library 204):

Tuesday July 27th 3pm – 4pm
Tuesday August 3rd 3pm – 4pm
Tuesday August 10th 3pm – 4pm
Tuesday August 17th 3pm – 4pm

New Network Coming to WFU

On Wednesday, April 28th, Jay Dominick, CIO and Lee Norris and Danny Kemp, also of IS came to ZSR to discuss the plans for upgrading the University’s network. The “Next Generation Network” or NGN as it is being called, will both increase the connectivity rates we see in our offices and offer wireless connectivity throughout campus.

On June 10th, IS will be in the library removing our old network hardware and replacing it with new hardware. They will not need access to any offices at this time, they will be working in Network closets only. There may be some network interruptions that day and we will send reminders out ahead of time. Once this new hardware is in place, the network connections we have in our offices will go from 10Mb per second to 100 Mb per second. All ZSR staff should see an increase in speed as we conduct our business over the campus network and over the Internet.

During the remainder of the summer, wireless access points will be installed throughout ZSR, eventually providing 100% wireless coverage throughout the building. All staff will keep their wired network connections in their offices, but students with wireless cards (all undergraduates by August 2004) will be able to connect to the network from anywhere in the Library. There is still no word on graduate students. Some will have wireless and some will not, most likely.

Staff getting the new R51 machines will have wireless access built in, and some wireless cards will be purchased for older model machines.

Other benefits of the new network will be the ability to access networked resources from home (printers, web pages, etc.), less interconnectivity between buildings so what happens elsewhere on campus will have less effect on ZSR (and vice versa), the addition of a spam-flagging system on email that will tag messages as suspected spam and allow us to filter them into a folder.

If you have questions about the new network or other issues, please contact the Tech Team!! - Roz Tedford

Anthropology Museum and Archaeology Lab Tour

On Tuesday, May 4, Sarah Jeong, Rebecca Kranz, Lauren Pressley and I attended the tour of the Anthropology Museum and Archaeology Lab. Beverlye Hancock is the Curator and she showed us around the various displays in the Museum. The Museum was started in 1963 and moved to several places before
finally settling into its present location in 1986. Through purchases and donations the Museum has built a
collection that concentrates on materials from non-western culture. While the displays feature mostly
older artifacts, Hancock said that they try to incorporate photographs and modern items to illustrate the
life of these cultures today. Beyond the displays, the Museum has a significant outreach into local schools
and community organizations. Their education coordinator prepares programs for about 15,000 students
per year.

Behind the Anthropology Museum, in a large metal shed, is the Archaeology Lab. Dr. Paul Thacker and
Ken Robinson showed us the various parts of the lab with the disclaimer that their disorganization is a
librarians’ nightmare! Over two million artifacts are stacked in more than 30,000 boxes on a maze of
shelving. Many of these artifacts are the result of their work as contract archaeologists in North Carolina,
South Carolina and Virginia. Whenever highways or large public works projects are started, there must be
an environmental and archaeological study conducted to make sure that important historical sites are not
destroyed. Each item must be processed and reports written and submitted to the proper governmental
agency. In addition to the contract work, each of the archaeologists has long-term projects. Dr. Thacker
works in Portugal every summer and they also take students to Puerto Rico and Central and South
America. Half of the Lab also houses skeletal remains, which are used by medical students for studying
anatomy and forensics.

We were all impressed by the work that is being done at both the Anthropology Museum and the
Archaeology Lab. We were also struck by some similar issues that we are all facing, such as space
shortages, keeping pace with technology and educating patrons on the variety of services and resources
that we have to offer. I would encourage everyone to visit these great campus resources and spread the
word! - Kaeley McMahen

Hsin-yi Lin

This past semester, I supervised a student doing a practicum at the Reynolds Library as part of her
graduate studies in the Department of Library and Information Studies at The University of North Carolina-
Greensboro. Although she wanted to intern in the Reference Department, her real passion is for
cataloging, and luckily, she got to spend three hours each Tuesday and Friday down in Technical Services,
working with Carolyn and Leslie. She ultimately got to try her hand at original cataloging of Chinese-
language books in the library. Hsin-yi is from Taiwan, and studied library science as an undergraduate as
well, working in her university library while a student.

While at Wake Forest, Hsin-yi met with many of you, getting some exposure to various parts of the library
and learning a bit about what different librarians do from day to day. She also got to sit in on Roz and
Giz’s LIB 100 class on Tuesdays, to get a sense of many of the things students are taught nowadays in an
information literacy course in the library. Although time-consuming to show Hsin-yi the ropes and make
sure she had interesting projects to work on, the experience was quite rewarding and beneficial for me to
try out my supervisory skills. I just received an e-mail from Hsin-yi, indicating that she had secured a
summer internship at the Library of Congress!
Thanks to you all of you who graciously showed Hsin-yi the ropes, and I encourage all of you to mentor a
library school student in the future. -Rebecca Kranz

Did You Know...

Christian Burris, the library’s Serials Unit Coordinator, has been employed here since 1994? And did you
also know....

...he has one sister that shares the same birth year but they're not twins?
...he has been associated with Wake Forest since June of 1989, thanks to a part-time summer job?

...has the autographs of several stars of television sci-fi, including George Takei, Nichelle Nichols, and James Doohan?

...had perfect attendance in high school except for one day?

More in the E-Gaz

Photos from the Easter Bunny’s visit to ZSR and the NC Serials Conference can be found online: http://www.wfu.edu/Library/gazette/photos.

Deadline for the next Gazette

The deadline for submitting articles for the May issue is Wednesday, May 26th at 4 pm.

Contributors to this Issue

Christian Burris
Carol Cramer
Linda Early
Renate Evans
Steve Kelley
Rebecca Kranz
Debbie Lambert
Peter Romanov
Mary Lib Slate
Kaeley McMahan
Erik Mitchell
Tim Mitchell
Susan Smith
Roz Tedford

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

**June 2004 | Vol. 16, No. 6**

**Administrative Council Minutes**

**Welcome Emily**

**Internationalization and Localization**

**Summer Olympic Challenge**

**Snow Directs Practicum**

**Two Librarians and the Wake Forest Excellence Triathlon**

**Using Film Across the Curriculum**

**Update from Special Collections**

**Race for the Cure**

**Congrats to Sarah**

**Graduation Reception**

**Did You Know...**

**Adminstrative Council Minutes**

**Wednesday, April 21, 2004**

Attending: Debbie, Scott (for Wanda), Mary H., Megan, Susan, Christian

First topic was the capital budget for the 2004 fiscal year. At Ken’s recommendation, the remainder of the money has been spent to purchase an automatic defibrillator unit for the library. It will likely be placed near Circulation, and Debbie (along with two others) will be trained on how to operate it. More information will be given at a future staff meeting.

Debbie then addressed the issue of the summer camps. No participants from any athletic camps will have library access, particularly to e-mail or computers. If there are any problems with this, Debbie should be informed immediately. Participants of the Debate Camp, Duke TIP program, and the NC Writers Group, however, will be charged a use fee of $5 per person as part of their registration. Debate Camp students and staff will have ID cards that will be issued by the Deacon OneCard office for printing only—no borrowing privileges will be allowed. Also, debate staff will need to either obtain or renew their cards will Al Hill at the Deacon Card office. Participants of the Duke TIP and NC Writers Group programs will receive temporary cards that have limited borrowing privileges as well as access for printing. Vending cards for photocopying will be available at Circulation for $2.25 each and can be renewed at the machine next to the Circulation Desk.

The annual report was the next item on the agenda. Debbie would like to have an even more abbreviated version of the report for this year, and Mary agreed to assemble it. Statistics in the report will be taken from July 1, 2003 through June 30, 2004; they will be added to the report at the last moment before it is submitted to President Hearn in early July. Some of the data included will be the number of volumes, number of journals, number of librarians, number of support staff, and the major activities and accomplishments of each Team. Mary will prepare the draft and send it for Debbie for final approval.

Debbie added that the performance evaluations are on her desk awaiting her signature. After she has signed them, they will go on to HR.

Mary reported about the LibQual survey next, saying that it has been a success. Almost 625 surveys have been completed, and the majority of them have positive opinions about the library. Mary
capture the free text comments into a spreadsheet and e-mail them to both Admin Council and the survey working group. The next step will be to compare these results to those from the previous survey and then use both for planning in the coming year.

Debbie presented the results of the ILL review of procedures and workflow. The review was conducted by two SoliNet consultants along with Julia W., Cristina, and Wanda. Based on the review, ILL workflow will change on all levels in order to streamline and improve precision. Most of the day-to-day work would be done by student assistants, while staff would do the higher level work. Finally, the ILLiad software program will be introduced for lending and borrowing.

The topic of off-site shelving was next. Debbie and Emily will be presenting to the University Council on Monday, April 26 about the options for remote shelving and their implications. The options that will be addressed are to continue leasing with Data Chambers, to send materials to the facility at Duke University, and to build a new facility locally. They will also suggest that a consultant should be brought in to study each option and collect information for a future presentation.

Susan followed with information about coming changes to the information technology policy for the university. In accordance with a new federal law, every university department will have to form a policy to safeguard personal information in a more secure fashion; that is, a records management policy. This would include student records, social security numbers, and sensitive financial information. IS will coordinate a series of workshops to assist each area with this project in a few weeks.

At this point, the meeting focused on individual Team reports.

Mary presented news from Team Info:

- Job advertisements for vacancies in Reference are expected to go out soon. To make up for the shortfall, the possibility of hiring graduate students from UNCG to fill in at the Reference Desk has been suggested.
- During the summer, no Reference librarians will be working at the Reference Desk after 5:00 p.m. during the week or all day on weekends.

Speaking for Wanda, Scott reported for the Technical/Access Services Team:

- The calendar for the fall semester was submitted and approved.
- A request to reclassify the Periodicals Room by call number rather than subject was approved. A working group will be formed to handle this project.
- After a policy clarification, all permanent part-time staff will receive borrowing privileges. A policy for ARAMARK staff will be established after a phone conversation with Connie Carson.
- The database maintenance position should be filled by the beginning of June.
- Circulation asked for a separate machine, located away from the Circulation Desk that would only check in books. The request was approved, and both a computer and printer would be found shortly.
- Renate will receive a new desk; her old desk will become the book check-in station.
- After receiving several comments, the possibility of moving the Browsing Collection will be discussed at an upcoming Team meeting.

Megan presented the report for the Special Collections Team:

- Archives has attempted to return several personal materials to the Graduate School Office. The new records management policy for the university may be used as leverage on this matter.
- The new color copier is available for faculty, staff and students while Special Collections is open.
Color copies are $1.50 per page, while black and white copies are ten cents per page.

Susan reported on the activities of the Technology Team:

- Beta testing of the new ENCompass (Research Express) interface is continuing; the live version should be available within 1.5 months.
- Jay Dominic will speak about the new campus network in Room 204 on Wednesday, April 28, at 3:00 pm.

Christian reported on the staff:

- The staff is excited and relieved that the search for a new director has ended.

Wednesday, May 19, 2004

Attending: Debbie, Wanda, Jill, Mary H., Megan, Susan, Christian

The meeting opened at 3:05 p.m. with an update from Mary about the annual report. Team Leaders had until Friday, May 28 to submit their respective narrative summaries, accomplishments, and challenges. The statistics that will be included in the report would also be used outside of the library, both on and off campus. As noted in previous Administrative Council meetings, the statistics will be the last portion of information added to the report in order to reflect the most current data.

Several students have signed up to work in the library for the summer. If any departments need any student assistants, they should contact Linda Sykes.

Debbie distributed several copies of the report OCLC Environmental Scan: Pattern Recognition to the Team Leaders. This report had been referenced by several candidates for library director, including Lynn Sutton. An additional copy will be added to the collection.

There will be no more supplies purchases for the remainder of the 2004 fiscal year. Current needs will have to be met by the contents of the supply cabinets; any new orders will be temporarily held and placed after July 1.

The last asbestos abatement for the library will be for the Baptist Collection/University Archives section of Special Collections. It has been scheduled to begin the first week of June. (New information on this project: There is no asbestos in those ceilings. The project will entail removal of the false ceiling, re-fitting of the conduit and pipes, electrical rewiring, the installation of new lighting, and renovating the plaster ceiling. It will occur after July 1st. A specific date has not been set.)

Search committees for three open positions in Reference have been formed. Continuing with established precedent, each committee will be composed of staff from across all library Teams and one faculty representative. Also, Debbie will serve on each committee. The (tentative) members of each search committee are:

- Head of Reference: Mary Horton (chair), Bobbie, Linda Sykes, Susan, Craig, Kelly, Earl Smith (faculty representative)
- Business/Economics: Carol (chair), Emily, Erik, Prentice, Lauren, Betsy Hoppe (faculty representative)
- Arts: Jill (chair), Sarah, Steve, Elise, Mary Reeves, Bernadine Barnes (faculty representative)
At this point, the meeting focused on individual Team reports.

**Jill** presented a report on Collection Development:

- Reviews of current serials have begun with Collection Development, bibliographers, and academic departments.
  - Another round of cuts for serials is expected after these reviews.
  - At Debbie’s suggestion, communications during this process will include face-to-face meetings in addition to e-mail and telephone calls.
- The new Department of East Asian Languages and Cultures will have specific collection needs, and these may lead to changes in the overall collection policy. **Jill, Emily, Wanda** and **Cristina** visited members of the Curriculum in Asian Studies at UNC Chapel Hill to exchange information about building a successful collection.

**Wanda** presented a report for Technical and Access Services:

- A suggestion was made to change the time of staff meetings to mornings rather than afternoons. This led to discussion within Admin Council to reevaluate the library-wide meetings as a whole. As a result, a staff meeting may be called to discuss the future of staff meetings.
- A question about patrons not affiliated with Wake Forest who request materials from off-site storage was raised. This will be explored at a future date once plans for off-site storage have been completed. Until then, these patrons may continue to request off-site materials unless there is abuse.
- **Debbie** will follow-up on the incident of the student who borrowed over 70 books and then withdrew from the university without returning them.
- Bound volumes from the Physics Library will be shelved temporarily in Technical Services until they can be moved to a permanent location.
- Waits Raulerson will start June 7 as database maintenance coordinator.
- The move of ILL into an area of the ITC has not been finalized.

**Susan** reported on the Technology Team:

- The shelving has been cleared from Bill’s office in the ITC.
- Computers will be needed for the reference librarians once they have been hired.
- The beta test on the latest version of ENCompass (Research Express) has been completed. It should be live within a few weeks.
- Nine new wireless cards have been purchased for the library.

**Megan** spoke for Special Collections:

- A decision about an LSTA grant should be reached soon.
- **Megan** will be moving temporarily into the Baptist Collection/ University Archives section to work with **Julia B**.

**Mary** reported on the activities of Team Info:

- Effective immediately, **Mary** is the acting head of Reference.
- The project to reorganize the Periodicals Room by LC call number- with **Wanda** as project leader- will begin over the summer. Planning will occur during the summer, while the actual moving and re-shelving will take place during the December 2004 – January 2005 break.

- *Christian Burris*
Internationalization and Localization

In response to several questions about languages and how our catalog and other systems handle records in other languages, here are some interesting resources.

"Internationalization" and “localization” are fields within Information Science and Computer Science that deal with creating, disseminating and accessing information in various languages and within various cultural contexts. These fields are gaining attention and importance at WFU in various ways.

- WFU recently approved a new major in East Asian Languages and Cultures. Emily, Jill and Cristina are currently assessing the new department’s needs for information, particularly in vernacular, and what that will mean for the library.
- Certificates in Interpretation and Translation (including courses in language engineering)
- Linguistics at WFU offers a course in Language Engineering: Localization & Terminology (Lin. 383)
- The Library holds print items and electronic content in many languages. Items are collected to serve students in the various language departments and also to satisfy the increasing demand for international information in all disciplines.

For the library to provide access to electronic information created in other languages (particularly other alphabets and with non-Roman character sets) or that describes resources in other languages (e.g., catalog records, digital collection metadata) there are many IS related issues that must be considered. A major consideration is the Character Set or Sets that each system will support at the server and client level. Another consideration is the hardware required to enable internationalized systems, including international keyboards and computer processors.

Our ILS system will soon become Unicode compliant. That is, Endeavor will implement the necessary changes to the ILS to support the Character Set “Unicode” which handles more characters than just the Roman alphabet. This, and a possible conversion of our catalog records for some titles we hold in vernacular, will result in better searches on our catalog and other systems for information in other languages.

To learn more about International character sets, Unicode, what it takes to make information systems truly capable of handling other languages, Endeavor’s efforts and what libraries currently do to access Arabic, Chinese, Hebrew and other vernacular information in their catalogs, look at these sites:

W3C Internationalization Activity
Unicode homepage
Endeavor Press Release on Unicode
Oracle.com search on Internationalization (Endeavor runs on an Oracle database)
Description of the transliteration of Chinese characters to a Romanized alphabet
UNC page on languages and the library

- Emily Stambaugh

Snow Directs Practicum
Sharon Snow is directing a 90-hours practicum for Deborah Snyder, Coordinator in the University’s Teaching and Learning Center. Deborah is a student in the M.L.I.S. degree program at UNC-Greensboro with an expected graduation date of December 2004. For her practicum, Deborah is working on manuscripts and archives description and arrangement within Special Collections. Deborah’s work includes processing a collection of the Woman’s Missionary Union (WMU) of the Baptist State Convention of North Carolina. The collection consists of correspondence, manuscripts, photos, scrapbooks, and pamphlets as well as artifacts pertaining to the life of women serving as missionaries in Asia, Africa, and South and Central America during the first half of the 20th century. A complete inventory of the collection will be available at the end of the practicum in June. - Sharon Snow

Using Film Across the Curriculum

Recently, Mary Dalton and I gave a presentation for the Teaching and Learning Center entitled, “Using Film Across the Curriculum.” I thought you might enjoy learning a few tidbits about our film collection that I provided at the presentation.

- Over 8,000 media items are available to the Wake Forest community.
- These resources include the following:
  - 2,094 DVDs
  - 5,733 VHS
  - 894 LDs
  - 424 Miscellaneous items including CDs and Audio Tapes
- In 2003, the following were checked out: 13,822 DVDs, 7,637 VHS, 287 LDs, 147 Audio Tapes and 28 CDs.
- Foreign Films are an essential part of the collection. The ZSR library holds 1,300 foreign films in multiple languages.

Stop by the circulation desk for the latest on DVD, but if you would like to check out a new film, I recommend, Monsieur Ibrahim. I enjoyed this movie more than any film I’ve seen in a long time. It’s currently playing at the Carousel in Greensboro. - Mary Reeves

Race for the Cure

What a beautiful day it turned out to be for the 2004 Komen NC Triad Race for the Cure. Erik, Craig & Rebecca did the 5K run and Linda S., Tim, Mary H., Sharon, Maggie & I did the one mile walk in Rhoda’s memory on May 8th. Team Rhoda will be credited with over $600 in donations to help support breast cancer research! Thanks to all who supported us in so many ways. - Linda Early

Graduation Reception

On Sunday, May 16th, we held our annual Graduation Reception. Our head count this year was 190. Many thanks to Mary Lib, Wanda, Mary R., Renate, Lauren and Tim for volunteering!
Welcome Emily

Greetings! My name is Emily Kader, and I am the new part-time assistant in Interlibrary Loan. I have just received my Master’s degree in English from Wake Forest and am so glad that I can continue to call Wake home. As I have spent so much of the past two years in the library, I thought it would be an ideal place to come and work. Many of you may also already know me from my student position in Periodicals, and I am looking forward to getting to know the rest of the staff over the next year or so.

I grew up in Boone and went to college at UNC-Asheville where I received my Bachelor’s degree in Literature and Language. While I love all types of literature, Irish women’s writing is my specialty, and over the next year I will be applying to Ph.D. programs in that field. I am so happy to be a part of the ZSR Library in the mean time. Thanks to everyone for being so kind and welcoming over the past few weeks. - Emily Kader

Summer Olympic Challenge

Beginning June 2nd, a team of library staff will compete to keep the coveted Reynolda Cup at ZSR Library for another year. That's right, it’s time for the second annual Summer Olympic Challenge, sponsored by Campus Recreation. Some of you may recall that last year the library fielded two teams for the inaugural year of this campus wide competition – with the ZSR Zingers eventually winning the overall summer honors and bringing the prized Reynolda Cup to ZSR.

The competition is back this year, redesigned to be a little simpler for both the participants and the officials. With team size being expanded to 7 members this year, the library is only sponsoring one team, with some returning competitors and some fresh faces. The ZSR Zephyrs are comprised of Prentice Armstrong (Technical Services), Wanda Brown (Technical Services), Craig Fansler (Special Collections), Steve Kelley (Technical Services), Erik Mitchell (Tech Team), Jennifer Roper (Special Collections) and Susan Smith (Tech Team).

Throughout the months of June and July these fearless competitors will earn points for the team through daily exercise as well as weekly competitions. The weekly competitions feature such variety of sport as archery, ping-pong, the predicted mile, and basketball free throw shooting. Everyone on the team is ready to liven up the relatively slow summer months with some exciting cross-campus competition. Stay tuned for results as the summer moves on! - Jennifer Roper

Two Librarians and the Wake Forest Excellence Triathlon
On May 22, Erik Mitchell and Susan Smith participated in their first triathlon, held here on campus. The triathlon was a “sprint”, meaning that the three events (swimming, biking and running) are shorter distances than you would see in an Olympic competition. For this one, the swim was 300 yards, the biking 10.7 miles and the run was a 5 k. For people starting out in the sport, a sprint is the perfect way to go. It provides a good challenge but is very doable with a bit of training.

Erik did tremendously (and has been training seriously for quite awhile). He is in one of the most competitive age brackets and still came in 27th out of over 300 competitors. He was 7th in his age group. Erik’s time was just 19 seconds over an hour.

Susan figured out that a woman who doesn’t have NAA (natural athletic ability) can still compete if she waits until she reaches an old enough age where not many other women compete. She was proud to win a silver medal in her age group with a time of 1 hour, 19 minutes. She did manage to end up in the top half of the 300+ competitors also.

Both Erik and Susan had a fabulous time in the competition. The day was picture perfect and the triathlon was for a good cause. In its seventh year, and sponsored by the Women’s Health Center of Excellence at Wake Forest University Baptist Medical Center, the proceeds from the triathlon support domestic violence prevention programs. - Susan Smith
Update from Special Collections

Thanks to everyone who joined the Special Collections team in bidding farewell to Lisa last week. Her energy and enthusiasm will be sorely missed! But we’re sure she will have great success in her future undertakings.

With the Archivist position vacant, our team has decided to take the opportunity to do a careful review of our procedures, workflow, and job descriptions. After a few months of self-study, followed by consultation with Debbie and Lynn, we’ll hope to start searching for Lisa’s replacement in the fall. In the meantime, the members of the Special Collections team will have rather fluid job descriptions, as we work to fill in the gaps and ensure that there is no disruption of services for Archives patrons.

Sharon will resume her duties as Team Leader in July and will, as she always has, oversee the administration and policy making for the NC Baptist Historical Collection and the University Archives.

Fortunately, Julia B. will still be here to provide help and guidance for users the Archives and Baptist Historical Collection. Julia will also be spending part of her time this summer in Rare Books, providing reference service and doing some copy cataloging.

In June, Megan will move into Lisa’s old office on Reynolds 6 east. She’ll remain there for the next few months, working on the (likely) grant-funded digitization project and providing reference service for Archives and Baptist.

Jennifer is still here and will remain with us for another year. If you haven’t seen Jennifer lately, it’s because she’s been sequestered in the central stacks, working on getting the very large (200+ boxes) Dolmen Press manuscript collection processed and cataloged. She will also be working on the digitization project during the next FY.

Finally, we are very happy to welcome Craig to the Special Collections team this spring. He will continue to oversee exhibits, disaster preparedness, and preservation procedures for the general collection. But he’ll also be doing more preservation and conservation work for Special Collections materials, providing reference service in Special Collections, and will be involved in our digitization projects... and probably many other things, as we find ways to make use of his many talents! - Megan Mulder

Congrats to Sarah

Sarah Jeong has accepted the role of Co-chair of the Science and Technology Information Discussion Group in the Science and Technology Section (STS) of the Association of College and Research Libraries.

Did You Know...

Roz Tedford, the library’s Information Technology Center Manager, has been employed here since 1994? And did you also know....
...she once had an audience with the Pope?

... dreams of living in a Frank Lloyd Wright designed home?

...she was named for the heroine in Shakespeare's "As You Like It?"

...she has Ian McKellan's Autograph from before he was Gandalf?

**Deadline for the next Gazette**

The deadline for submitting articles for the July issue is Wednesday, July 7th at 4 pm.

**Contributors to this Issue**

Christian Burris
Linda Early
Renate Evans
Sarah Jeong
Emily Kader
Mary Reeves
Peter Romanov
Jennifer Roper
Susan Smith
Sharon Snow
Emily Stambaugh
Roz Tedford
Administrative Council Minutes

Debbie opened the meeting with a report about the search committees. Lynn wants to be present for the on-site interviews, so Debbie will coordinate each scheduled visit accordingly.

The results of the LibQUAL survey were distributed next. There were 608 total responses from the Reynolda campus, with most coming from undergraduate students and faculty. Based on the survey, the library scored well in terms of study space and staff service. Conversely, results from faculty and graduate students said that the library could improve in both the areas of electronic access and the amount of print and electronic materials currently available.

(LibQUAL indicated that the results are typical among the schools who participated in the survey.) Mary Horton will convene a group to analyze the results in mid-July; the report from this group will be shared with many groups across campus. For example, Mark Welker, Associate Provost for Research, will receive a copy of this report.

Debbie gave an update about off site storage. When Debbie and Emily gave a presentation to the Executive Council of the university about the concerns of off site storage several weeks ago, approval was given to move forward on the project. Since that time, the immediate goals of the project are secure funding and a location (either renovating an existing structure or building new). The Off Site Storage Committee has also made several decisions about the immediate concerns about collection capacity. Mobile shelving from the dismantled Physics Library will be moved down to Wilson 1; conversely, some parts of the existing shelving on Wilson 1 will be redistributed to other parts of the library. The move of additional materials to off site storage will slow down, except for materials related to JSTOR, Project Muse, and the Physics Library. A pilot project to shrink-wrap recent Physics journals will begin after the beginning of the next fiscal year.

The meeting then turned to Team Reports:

Special Collections - Megan reported that the LSTA grant was approved.

Systems - Susan had the following items:
The installation of the next generation campus network was almost complete.
New equipment can be purchased for Special Collections, thanks to the LSTA grant.
The next version of ENCompass - now based locally on a Linux server - is set to go live on Thursday, June 17. A demonstration will take place at an upcoming staff meeting.

**Info** - **Mary** had the following items:

- Reference will be down to four librarians after June 30, and staffing will be intermittent with upcoming vacation schedules.
- **Laura** will be out for three weeks in July.
- Debate Camp begins Tuesday, July 6, while the NC State Reading Program will begin Thursday, July 8

**Technical/Access Services** - **Wanda** had the following items:

- Two collaborative projects will begin soon: one to reclassify the Baptist Collection from Dewey to LC, and the other with Government Documents to add materials that have never been added to Voyager.
- **Waits** will be working at the Reference Desk temporarily and will also lead the project to reorganize the Periodicals Room.
- Wanda asked if a student working in ILL could pick up additional hours, and Debbie said that she would check the budget. In addition, Debbie said that there are students available for work if any department needed more.

**Collection Development** - **Jill** had the following items:

- The serials reduction process continues, and the inclusion of usage figures has been very helpful. The final list of cuts will be ready by the middle of August.
- The Anthropology Department has decided to close down its library; as a result, the items that had been shelved there will be removed. The items will be checked against the online catalog and will either be absorbed into the collection or weeded for the book sale. **Waits** will also assist in this project.

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**University Senate Update**

My four year term on the University Senate ends this summer. I’ve enjoyed serving the past four years and have learned a great deal about the University and its operations during my tenure.

While I’ll be leaving the University Senate, I have been asked to serve as a member of the new Ad-Hoc Committee on Reynolda Campus Staff Issues. This new committee was formed as a response to requests by staff senators for more staff representation on the Senate. In lieu of adding more staff representation, (an arduous process at best!) this ad-hoc committee will serve as an advisory body established for the purpose of examining relevant issues identified by University staff. After discussion, this committee will make specific recommendations to the Senate for their consideration. Thus, the Committee will act as a conduit for communications between the staff and the University’s administration regarding general staff issues ranging from benefits to salary concerns. It should be noted this committee will not function as a
The Committee on Staff Issues is composed of staff employees and may include members who are not members of the Senate but who nevertheless can represent staff on these issues. The Committee Chair is appointed by the President of the University Senate and will report to the President of the University Senate. Please contact me with any Reynolda campus staff issues that you would like taken to this new committee.

Lastly, the University Senate held its sixth and final meeting of the 2003-2004 year in the Annenberg Forum of Carswell Hall. Apr 30, 2004. After ascertaining that a quorum was present, Don Frey directed the Senate’s attention to the two items on the agenda: A resolution calling for faculty representation on the search committee for President Hearn’s replacement, and a resolution calling for the Administration to develop a plan for salary-dependent health care premiums.

The first resolution from the Senate Executive Committee, as amended, was as follows:

whereas President Hearn has announced his retirement;
whereas the search for a new President is among the most important tasks now facing Wake Forest University;
and whereas best practices for presidential searches mandate integral faculty participation;

Be it resolved that the University Senate strongly urges the Trustees of the University to include active faculty from the college and professional schools, elected by their peers, as full members of the committee that will conduct the search for a new president;
Be it further resolved that faculty membership on an ancillary or advisory committee is an inadequate substitute for full membership on the search committee;
And be it further resolved that the final candidates produced by the search should be interviewed by the Senate’s Senior University Appointment’s Committee with its advice tendered to the trustees.

The resolution was unanimously approved. The second resolution from the Senate Ad-Hoc Health Care Committee, as amended, was as follows:

whereas rising health insurance premiums have made insurance less affordable to the lower-paid employees of Wake Forest University – Reynolda Campus;
and whereas the Senate Health Care Committee has studied this issue and found widespread support for salary-dependent insurance premiums;

Be it resolved:

1. that the Senate asks the Administration to develop for community consideration a plan for salary-dependent health premiums;
2. that part of this planning process investigating the pros and cons of offering employees the option of different levels of coverage;
3. and that the Senate urges the University to increase its contributions to premiums for lower-paid employees.

This resolution was passed as well. - Giz Womack

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Tech Services Team Moonlights in Reference
When the Wilson Wing lacked Voyager connectivity on June 15, the Tech Services Team stayed busy by working on a shelflist-based inventory of the Reference collection. In that one day, they covered at least as much territory as Reference staff and students had over several months! Besides identifying missing books, they also conscientiously flagged several dozen miscellaneous problems – including some that will go back to Tech Services for resolution. Thanks to Charles Bombeld, Kelly Fetty, Waits Raulerson, Judy Simmons and student Carrie Ann Platt for participating. Thanks also go to Wanda for being eager to lend out her staff for a day. Waits will also be serving at the Reference desk several hours a week. He’ll be answering patron questions, processing new reference books, and trying to wean us off of a paper shelflist. - Carol Cramer

Keeping Count

Patrick, Kaeley, and other student assistants have completed the first “automated” inventory of the Library’s general collection, and they finished several months ahead of our original projection of two years. Congratulations go to Patrick for leading this Herculean effort. A second inventory has already begun. – Scott Adair

Steve at NASIG Conference

I was quite excited to attend the 2004 NASIG (North American Serials Interest Group) Conference in Milwaukee, Wisconsin, after missing last year’s conference in Portland. The NASIG Conference, which ran from June 17th to 20th this year, is the big serials conference in the U.S. and it’s always a great educational experience and a lot of fun. Some of the key things I learned include the fact that the ISSN Network is reviewing possible changes to the assignment and structure of ISSNs (International Standard Serial Numbers). Currently, a separate ISSN is assigned to each physical form of a serial title (i.e. paper or electronic), and a new number is assigned each time the title changes. The problem is there can be a time lag between the issuance of a new title or new physical form and the assignment of a new ISSN, and most link resolvers and serials management tools work from the ISSN. If the ISSN is unreliable, the link resolvers won’t work correctly. Some of the changes being considered by the ISSN Network include allowing serial titles to have more than one ISSN, and having one ISSN be a “master” ISSN for the title as a whole, with another ISSN identifying the physical form. Or, one ISSN may be given for all physical forms. Or, a longer identifier which includes a “key” ISSN for the title as a whole may be assigned to each physical form of a title.

I could not detect that any one solution was favored over the others, but it was reassuring that the issue was being addressed since ISSNs are becoming more important to various serials access and management tools.

Other topics included electronic serials management systems, which are being developed by all the major ILS vendors. These systems allow for tracking of licensing terms, management of access rights, single point updating of information (including URLs), etc. Endeavor’s system is expected to be available early next year. Another session I attended discussed the feasibility of using subscription agents to handle the licensing and acquisition of electronic journals. As the so-called “Big Deals” continue to take hits in the market place, it’s expected that big publishers and vendors will be offering more and more small packages in the near future, while smaller publishers and vendors will be entering the e-journal field for the first time. That means that library staff may have to deal with negotiating dozens if not hundreds of license agreements for e-journal packages as small as 4 or 5 titles. The time involved in working with that
number of contracts will probably be crippling to most library staff, which may cause libraries to turn to subscription agents to handle these negotiations, much in the same way that subscription agents began providing libraries with acquisition services for print titles years ago.

Another interesting bit I picked up was the fact that the powers that be in the cataloging world are working on a complete re-vamp of the Anglo-American Cataloging Rules which give them, among other things, a more international basis. There are so many changes in the works that it is being referred to as AACR3. Also, according to someone who works at the Library of Congress, LC is looking for “efficiencies” and “ways to economize” (i.e. corners that can be cut), which include finding other sources for cataloging copy. So, in the near future the mere fact that a record is from the Library of Congress may not be a guarantee that it is compliant with AACR2 or is in English or meets other domestic cataloging standards. - Steve Kelley

New Films of Interest

There have been some exciting new additions to our media collection suggested by members of the Theatre and Dance department. Many of these new works focus on the field of dance. The following titles are recommended by Assistant Professor Diann Sichel:

- Dancing (VHS 5634): An eight part series looking at the history of Dance from its origins through today.
- American Dance Festival Series: Additions to this series highlight the cutting edge world of dance. Check out: Dancing on the Edge (VHS 5657) and Trisha Brown (VHS 5618)
- Everything is Dancing (VHS 5651): Explores photographer Barbara Morgan’s delight in movement and dance as important subjects in her work.
- 53 Bytes in a Movement (VHS 5673): Presents a partnership between modern dance and technology focusing on the work of British choreographer Wayne McGregor.

You may find the above recommendations in our collection or if you’d like to search the catalog follow these easy steps: Begin at the library catalog. Click on Guided Keyword. Type “Dance” in the first box. In box below, type “videorecording.” Click on Search. Items will be listed chronologically. The same steps may be followed by typing “Theatre” in the first box. Step to it!

In the spirit of the new film Baadasssss!, I thought you would like to know that the library has received last year’s rerelease of Sweet Sweetback’s Baadasssss Song (dvd 1595) and the dvd Baadasssss Cinema: A Bold Look at 70’s Blaxploitation Films (dvd 1593). - Mary Reeves

Race for the Cure Photos

Last month you read about "Team Rhoda" in the annual Race for the Cure. Here are some photos from that experience.
Mary Lib worked at the UNCG volunteer booth. From left to right: Maggie, Mary Lib, Sharon, and Sherry Edwards.

Sharon walks in memory of Rhoda, Kasey and Aunt Jewel.
Rather than have you play "Where's Waldo?", here's a closeup of Sharon in the survivors group shot. The larger photo shows the whole group.

Team Rhoda. From left to right: **Sharon**, Maggie, **Linda E.**, Mary H., Tim, **Linda S.**, Erik, Rebecca
Did You Know...

Giz Womack, the library’s Information Technology Center Specialist III, has been employed here since 1994? And did you also know he....

... has a tattoo?

... curated a collection of Western American Art for six months in 1990?

... once had enough hair for a ponytail?

... drove across country twice, to the Calgary Stampede in 1983 and to Seattle in 1990?

Deadline for the next Gazette

The deadline for submitting articles for the August issue is Wednesday, August 4th at 4 pm.

Contributors to this Issue

Scott Adair
Christian Burris
Carol Cramer
Renate Evans
Steve Kelley
Mary Reeves
Peter Romanov
Sharon Snow
Giz Womack

Gazette Home | Library Home | Questions? Contact Us.
Library Gazette

August 2004 | Vol. 16, No. 8

Library Welcomes New Director Lynn Sutton
Who is Waits Raulerson?
New Equipment in Preservation
Wireless Returns to ZSR Library (At Last!)

Library Welcomes New Director Lynn Sutton

Greetings! I am delighted to be here (at last) as your new Director. I have talked with many of you on my interviews and visits, but I haven't had a chance to speak with everyone personally, so here is a bit of biographical info:

I was born in Detroit, Michigan, and spent nearly all of my life in the greater metropolitan Detroit area. I graduated from the University of Michigan (go Blue!) with an undergraduate degree in Classical Greek, and since there wasn't much of a job market for Greek majors, I stayed in Ann Arbor another year and got my library degree.
The first ten years of my career were spent in hospital libraries. My first job was a tiny, one-room hospital library in south Chicago. It was a great deal of fun, and it was there that I learned how to be a librarian and the importance of good customer service. (When you sit all day in the same room with your customers, you had better give good service!) But when a job opened up in Detroit, I moved back home and became the Corporate Director of Libraries (less impressive than it sounds) for Detroit-Macomb Hospital Corp. In the meantime, I got married and had a baby (Elizabeth). At the time, my dream job was to be the Director of Harper Hospital library, so when the Director announced her retirement a year in advance, I timed the conception of my son Alexander so that he was born in time for me to apply and get the job (my first and greatest accomplishment in strategic planning)! Unfortunately, soon after my arrival, Harper downsized from 900 to 600 beds and our library staff was downsized accordingly. I kept my job but it lost its luster, so I soon moved on and made the transition to academic libraries by taking the position of Director of the Science and Engineering Library at Wayne State University. I had my third child (Derek) several years after beginning at Wayne.

Wayne is a wonderful university in a much different way than Wake Forest. It sometimes bogs down in its own bureaucracy, but it is a big, brawling, public research institution with a deeply held urban teaching and service mission. I can't imagine a more diverse place, with large populations of African-American and Arab-American students, many of whom are the first in their families to obtain a hard-earned college degree. Nearly all students have full or part-time jobs to finance their education and there is also a graduate population of 12,000 students who attend classes mainly at night. It is important to understand Wayne State, if you want to understand me and my values.
After seven years at the Science and Engineering Library, I had the unique opportunity to plan, build and direct the brand-new Undergraduate Library at Wayne. The theme of the UGL was "a library like no other," and it truly was (and is) a different kind of library. Students are free to talk out loud, eat, drink and be merry (alright, within reason) in a collaborative learning environment. After five years of leading the UGL, I became Associate Dean of the entire library system (five major libraries, Media Services, graduate school of Library and Information Science, freshman course UGE 1000). I began doctoral work at Wayne in Education Leadership and Policy Studies in 2000 and plan to receive my Ph.D. this coming academic year. My research is in the area of intellectual freedom, specifically studying the effects of Internet filtering on high school students in school media centers.

On a personal note, as you know I have three handsome children. Elizabeth and Alexander will both be students at the University of Michigan next fall and Derek will be a freshman at West Forsyth. My husband Bill works for Allbris, an Internet bookseller specializing in out-of-print and hard-to-find materials (hint, hint, to all you bibliophiles out there). He is fortunate to work out of a home office, with a territory of the eastern half of the United States. We have two faithful dogs, Trixie (Australian shepherd mix) and Elmo (White Shepherd/Lab mix). As a family, we are interested in sports of most kinds though each of us have our favorites: Michigan football for me; Pittsburgh Steelers, Pirates and Penguins for Bill; Red Wings and Pistons for everyone; soccer for the boys.

As for the rest of my family, some find it interesting to note that my ex-husband (father of three Sutton kids) is also relocating to the Winston-Salem area to remain close to Derek. We have a friendly relationship and in fact, Derek alternates his time equally between us, one week with me and Bill and one week with his dad. My mom is still in Michigan and is now pining for her grandchildren. My brother, Lary Sorensen, is an ex-major league pitcher, playing 10 seasons with teams like Milwaukee, St. Louis, Cleveland, Oakland, Chicago Cubs, etc. Look him up - his claim to fame is to have pitched 3 innings in the 1978 All-Star game and struck out Pete Rose.

When asked what I do in my spare time, I say that I don't have spare time, at least until my dissertation is finished. When that great day comes, I will return to puttering in the garden (our new house is on 2 1/2 beautifully landscaped acres) and biking (but I'm a Michigan girl, not used to hills). Bill and I are looking forward to exploring North Carolina - places we haven't been like Asheville and Wilmington and our eternal favorites: Duck and Beaufort. (If you have any favorite destinations to recommend, please let me know!)

This bio probably comes under the category of TMI (too much information) but you can't say I didn't warn you! I am so looking forward to my new life here - in every way. Sometime this fall, we hope to invite you to our home to get acquainted in a more personal way. Thank you for the great honor of allowing me to be your Director. - Lynn Sutton

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**Who is Waits Raulerson?**

Hello, my name is Waits Raulerson, and I am the new Database Maintenance Coordinator in Technical Services. And yes, Waits is a family name; in fact, it’s my mother’s maiden name. My full name is William Waits Raulerson, but my parents didn’t want to call me William or any of its associated nicknames.

I grew up in Stockbridge, GA, a small town near the Atlanta airport. I recall when there were no traffic lights in town; now, however, it’s a prime example of suburbia hell. My parents have since relocated to St. Simons Island, GA, so I consider that my home, even though most of my relatives still live in the Atlanta area. St. Simons is a barrier island about half-way between Savannah and Jacksonville, FL.
Though it perhaps will be disturbing to ACC enthusiasts, I am proud to report that I am an SEC-man. I’m a life-long Georgia fan: my father graduated from UGa, and I grew up making the trek to Athens for football and basketball games. I have an undergraduate degree in Math and English from Vanderbilt and an MA in English from the University of Alabama. I worked on a PhD in English at the University of Florida, but I left the university as A.B.D.

I met my partner, Christian, while we were both in graduate school at UF. Once he finished his PhD in English, we moved to Auburn, AL for him to take an adjunct position at Auburn University (yes, my 5th affiliation with an SEC school!). While we were there, I taught a couple of classes, attempted to work on my dissertation for a while, but eventually settled into a nice job in the Cataloging Department at the RBD Library. Though I was involved in many catalog maintenance projects, my primary duties were the maintenance of their print and electronic serials records.

My fondest memory of the Auburn library is the summer I spent helping lead the complete reorganization of its collections from subject-based floors to a strict A-Z arrangement. We moved approximately 2.2 million volumes over the course of 3 ½ months.

Christian and I moved to Greensboro in July 2003 for him to start another graduate program—this time, in Applied Economics at UNC-G. (There really are few tenure-line positions in English, and after spending 4 years on the job market, we finally decided it was time for him to move on.) Once he finishes, it’ll be time for me to go to school full-time—just don’t ask me in what field yet!

As I mentioned earlier, I am a huge college sports fan, so I spend many weekends in the fall and spring attending football, basketball, and baseball games with my parents and friends throughout the southeast. I also spend a good deal of time running and swimming, and recently, I’ve attempted to start a strength-training regimen—but I’d still rather be doing cardio work.

It’s a real pleasure to be working in a good library with such pleasant co-workers! Thanks for making me feel so welcomed! - Waits Raulerson

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**New Equipment in Preservation**

Martin Yale 7000E...don’t you love the way that slides off your tongue? I’ve been repeating those words a lot lately. Just a few weeks ago, I received this commercial paper cutter in Preservation. It will trim up to 1 ½“ of paper material and is quite exciting to look at, sort of like the Porsche 912E of trimmers. I purchased the Martin Yale 7000E with a gift from former Preservation volunteer, John Walker. Please come by any time for a demo.

A few years ago, Hugh Brown, of the Wake Forest Facilities staff, built a press for Special Collections. This press, built from an oak door salvaged from the campus, has been relocated into Preservation. This press will enhance my ability to repair and conserve large items from our collection. - Craig Fansler

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**Wireless Returns to ZSR Library (At Last!)**

Our Next Generation Network has just had the “final touches” put on it with the installation of wireless access points throughout the library. Final testing is taking place the week of August 2, but the wireless
Most of the public areas of the library will be served solely via the wireless network. Patrons with wireless capabilities will be able to get connection speeds of up to 54 Mbps. Students now have network access in places previously unwired - for example, the 24 hour study rooms and the atrium. We have retained wired connections in each staff office because the wired network can provide 100 Mbps data transfer speeds.

We will be soliciting feedback from our patrons about the quality of their wireless computing experience in the library. By the start of classes, patrons will be directed to the ITC desk to report any service problems (slow connectivity, no service available). We will feed that information to Information Systems so that any necessary adjustments can be made.

One service that will not be available that we offered with the previous wireless system is the loan of network cards to patrons. The process of configuring a computer to work with the new network cards is more complex this time around and is better left to the Help Desk. Patrons who do not have a wireless card should be directed to Rooms 204 and 476 (when not in use), or to one of the wired connections in the Reference Department. - Susan Smith

Message from the Director

I welcome the opportunity to greet you for the first time in the Gaz as your Director. I mentioned during my interview that I discovered the Gaz early on during the search process and became quite addicted to reading it. I could tell that the library staff was close-knit, smart, warm-hearted, funny, and loved a good party!

I am looking forward to working with each and every one of you. I have great respect for the University and for your role in it. You have done a marvelous job in positioning the library to be the first place faculty, staff and students turn to for information. As I watch preparations underway for the new term, from Thinkpad training to new faculty orientation to open houses, I can see that the library is integral to academic life at Wake.

On a personal note, thank you for making me and my family feel so welcome in our new community. I know that we will come to love it here as much as you all do. Thank you for giving us the opportunity. - Lynn Sutton

Well-Done Burger

Bill Burger formally completed his requirements for an MA in Educational Technology from Appalachian State - the diploma’s in the mail! As of mid-August, he will begin studies at NC State, in pursuit of a Doctor of Education (Ed.D.) in Adult Education, with a Specialization in Training and Development.

Did You Know...
Craig Fansler, the library’s Library Technician II, has been employed here since 1994? And did you also know...

...he sold health foods from a push cart in New York City?

...worked 3 summers in Girl Scout camps?

...lived in Italy for 2 years?

...served dinner to Skip Prosser?

**Deadline for the next Gazette**

The deadline for submitting articles for the September issue is Wednesday, September 1st at 4 pm.

**Contributors to this Issue**

- Bill Burger
- Renate Evans
- Craig Fansler
- Waits Raulerson
- Peter Romanov
- Susan Smith
- Lynn Sutton

[Gazette Home] | [Library Home] | Questions? [Contact Us]
The Library Gazette is a newsletter printed by and for the staff of the Z. Smith Reynolds Library.

**September 2004 | Vol. 16, No. 9**

**From the Director**

One month into the job and I can still say I am delighted to be here! It was very gratifying to see the involvement of so many library staff in the annual back-to-school activities. From Thinkpad Training to the Parent Open House to Campus Information Day to the Library Tours, it is evident that the ZSR staff is vitally involved in the life of the university and its students. Thanks to everyone who participated.

I am almost midway into my meetings with library staff. While the format has varied, from large teams to small groups to individual meetings, the pride and enthusiasm in working here has been most consistent. It is helping me gain perspective on the entire scope of library operations to have you tell me about and show me your work. I look forward to seeing everyone on the staff before I am finished.

On September 1, I can no longer say I am the newest member of the staff. **Mary Scanlon** will begin that day as Reference Librarian for Business and Economics. She comes to us from Ohio (another Northerner!) and brings valuable knowledge and experience in the business field. I am confident that she will be welcomed and warmly and graciously as I was in my first days here. Welcome **Mary**!

August was awesome; I am looking forward to a scintillating September...

- Lynn Sutton

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**Administrative Council Minutes**

**Wednesday, August 18, 2004**

Attending: **Lynn, Debbie, Wanda, Jill, Mary, Susan, Sharon, Christian, Emily**

**Lynn** opened her first Administrative Council meeting with a welcome to everyone. She added that she was looking forward to working with the Team Leaders and continuing the existing traditions of the library. Also, she wants to look toward the future and see new directions for where the library can go. The Team Leaders would be essential in terms of information and communication not only from their respective areas from her office as well. She is using the online calendar to set up meetings with committees, groups, and staff.
The first item on the agenda was a report on the Recurring Resources Project. As a guest to the meeting, Emily presented the recommendations of the working group that was formed to investigate the management of recurring resources for the library. Recurring resources include items in various serial formats, such as periodicals and electronic resources. During the last group meeting, several issues were identified for further analysis before action plans and decision-making strategies can be developed. Smaller groups will review topics, determine the scope for each topic, and present their scope statements at the October 1st meeting of the large group. At the upcoming staff meeting, Lynn will introduce the general issues and Emily will summarize the work of the group.

ZSR Committee Appointments for 2004-2005 were the next topic. Debbie distributed a tentative list of all committees and their members, including any changes that had been suggested by Team Leaders. Debbie asked for suggestions regarding the composition of the committees, and the following details emerged:

- Committee members will serve for a three year term.
- Each committee member must serve for one year before becoming chair.
- Committee chairs are appointed by either the Director or Assistant Director.
- Recommendations from Team Leaders are encouraged.

Debbie will take all of these items and prepare a new committee roster.

Capital Budget Projects were the next items for discussion. As a reminder, Debbie passed out copies of capital budget to show the items that were approved for the current fiscal year. Among these items were: laptops for lead trainers, USB “Y” adapters, laptops to replace the aging A20s, fireproof file cabinet for Microtext, a microfilm cabinet, a new desk for Emily, CD burners, a digital scanner for the LSTA grant project, a high speed scanner for ILL, barcode scanners, an inkjet printer for Collection Development, and carpet for both Technical Services and the 24 hour study room next to the Johnson Room. Carpeting in Technical Services will take place in either May or June of 2005 after the end of the spring semester. Additionally, the shelf list will be dismantled and will not return when the carpet is installed. Debbie asked that teams begin to develop their capital requests for FY 2006. They will be reviewed by Admin Council in November or December.

Changes to the Library Calendars were introduced by Wanda.

- The Spring Semester 2005 Calendar will experiment with a change in the hours for the Library Reception/Book Return: it will be from 3 p.m. until 5 p.m. on Sunday, May 15. Circulation will keep a tally of all library visitors to determine whether the change should become permanent.
- The library will be open for the Martin Luther King, Jr. Holiday and Good Friday, with the public services areas covered by a reduced staff. At Lynn’s suggestion, Circulation will monitor the number of patrons in the library to determine whether or not the library should remain open on holidays when the rest of the university is closed.
- The Winter Holiday break for the University (December 20-24, 2004) will also be observed for the library. As a result, there will be no split work weeks for staff during the winter break. Also, the University will be closed for New Year’s Day on Friday, December 31, 2004 rather than Monday, January 3, 2005. Because the Library Calendar was printed before this change was known, corrected versions of the calendar will be distributed.

Susan gave a brief report about external wireless cards for staff with older ThinkPads. With the wireless network for the library in place, a proposal was made to purchase additional wireless cards for the Team Leaders as well as for any additional staff who may need them. The proposal was approved to buy five additional wireless cards: three for Team Leaders, two as loaners for staff needs. Requests for additional cards must be justified before they are purchased.
An update concerning shelving and the fire marshal was given by Wanda and Lynn. On the latest visit, the fire marshal said that the books in several areas of the Reynolds Wing were too close to the ceiling and would have to be moved. Scott calculated that approximately 100,000 books would have to be moved if the guidelines are enforced. This problem will lend support to the request for off-site storage. Lynn discussed the problem with Ken Zick who indicated that he would be negotiating the issue from the administrative level. In the meantime, however, no decision can be expected between six months and one year. Debbie will schedule a walk-through with Scott Frazier (of Facilities Management), Lynn, Wanda, and Scott Adair.

Debbie described a new report on hours worked by student assistants. Kristen will distribute a monthly report to Team Leaders indicating the hours that students have worked. The Team Leaders will share these reports with their student assistant supervisors. This report should make it easier to reconcile any discrepancies on student hours.

The upcoming staff meeting will be Tuesday, August 24 at 3 p.m. Lynn plans to include a brief summary of this meeting, a report from the Recurring Resources Working Group, and announcements. Lynn will also talk about her philosophy as library director, along with her expectations for and the roles that Team Leaders will play. Also, staff will be asked to suggest the format and content of future staff meetings.

Due to the length of today’s meeting, a second meeting will be held to finish the remaining agenda items. It will be Tuesday, August 31 at 10 a.m. The meeting was then adjourned.

Tuesday, August 31, 2004

Attending: Lynn, Debbie, Wanda, Jill, Mary, Susan, Sharon, Christian

Lynn welcomed everyone for coming to this 10 a.m. meeting and quickly moved to the day’s agenda.

The first portion of the meeting devoted to safety and security issues.

- Debbie gave an update about the fire marshal’s visit. After the walk-through with Scott Frazier last week, there were several issues that came up for the next “pre-official” inspection by the fire marshal in the next few weeks. (The official visit will take place in about six months.) These issues are matters of compliance with the fire code such as ceiling clearances, multiplug adapters, power supplies (extension cords), and blocked corridors and exits. Debbie added that personal space heaters are still allowed as long as they are electric powered, UL listed, and include an automatic shut-off in case they are knocked over accidentally.
- Lynn had an update about remote storage. Two possibilities are developing for a future decision: an existing building that may be purchased by the university in two months, and a parking lot that the university owns on the north side of Winston-Salem. Additional details and information will be forthcoming.
- Debbie announced that the Automatic External Defibrillator (AED) will be installed tomorrow (Wednesday, September 1) on the staircase wall in front of Circulation. George McBride has already been trained on operating it, and Jill, Wanda, Peter, Scott, Renate, Sharon, Mary Scanlon, and Debbie will also be trained. Other staff may volunteer to be trained as well. Two one-hour training sessions (one for morning, one for the afternoon) will be scheduled shortly. CPR training may also be offered at a later date.
- Sharon relayed an idea from Craig about fire extinguisher training for all staff. This training will be included at the next staff meeting.
- Because of the issue with corridor access, Debbie indicated that copy machines may have to be moved from the hallway in front of Circulation as well as other areas of the building. The possibility of a central location is being considered. Wanda added that Circulation was interested in acquiring the copier currently in front of Rare; it may be moved to Circulation depending on its
Lynn distributed copies of the ZSR Brochure that was prepared by the Marketing Committee and assembled by Craig. Complimenting its design, she remarked that she would like to see it updated once a year. Information about the wireless network will be added to the first edition along with a welcome statement from the director. Lynn asked for the Team Leaders to review the brochure before Friday and give Craig any corrections. It will be printed next week with an initial run between 1,000-2,000 copies.

The next portion of the meeting dealt with technology issues.

- **Lynn** was ready to go with ILLIAD, a software package designed for use in ILL. Susan, Erik, and Debbie will meet to work out pricing for the package and associated hardware needs. Erik, Tim, Wanda and Cristina will coordinate implementation once everything is in place.
- As a member of the Latin American Studies Group, Emily was interested in hosting several web pages for the group on the library’s website for two years. The pages will be hosted on a trial basis and a content disclaimer will be added. In case similar requests are made later, this service will be permitted for library-related sites only.
- Because of an incident in the ITC computer lab, Access Services has asked for guidelines about what is proper computer usage. The policy used by Reference will be the model for other areas of the library, with several revisions made in its wording.
- With new CD burners arriving in Reference soon, there was a suggestion to sell blank CDs to students who need to save information. These CDs will be kept at Circulation and sold for $1 apiece.
- IS would like to make a presentation on safe computing issues for library staff. It will take place during the next staff meeting on Thursday, September 16 at 3:30 p.m. Attendance will be required from all staff.
- **Susan** had a brief update about the NC Echo grant. Megan and Sharon have received training from the SAA to comply with EAD standards. APEX, group partners on the grant, will assign a project manager to work with ZSR staff to plan the project to convert print finding aids into EAD.

The agenda then moved into personnel issues.

- **Debbie** asked everyone to review the ZSR Committee Appointments one last time. After several changes, the final committee rosters were approved. (Debbie has included the complete list in this issue of the Gazette.) Committee changes since the last Admin Council meeting were:
  - The New Employee Orientation and Staff Development Committees have been combined.
  - The Inventory Committee has been dissolved, as its charge has been completed.
- **Jill** reported that the Arts Reference Librarian Search Committee will bring three candidates to campus for interviews. These will occur Tuesday, September 21, Wednesday, September 22, and Thursday, September 23. Presentations will be at 10 a.m. each day.
- **Sharon** announced that Catherine McDowell from North Carolina State will be interning in Special Collections on Tuesdays and Thursdays during the fall semester. She will be working with Sharon on several unprocessed collections and authority control for finding aids.

**Mary** announced three SOLINET workshops that would be coming to ZSR this fall:

- Friday, October 22: “How to Be a Facilitator”, Room 476
- Thursday, October 28: “Disaster Preparedness”, Room 204
- Monday, November 1: “Create Effective Print Media with No Talent, Money, or Time”, Room 476

At this point, **Lynn** asked for Team Leader reports:

- **Jill** said that Collection Development was working on the serials review list, the recurring
resources working group, and budget planning.

- **Wanda** said that Technical Services was working toward eliminating the shelf list as well as call number conversion projects in Government Documents and Microtext. Access Services was working on patron load issues with **Erik**.
- **Susan** commented on the Tech Team’s work on the upcoming ILLIAD implementation, **Erik** and **Steve** working on a union list of serial holdings for OCLC, CD burners arriving for Reference, distribution of the last ThinkPads, NC Echo grant work, and ongoing training by **Roz** and **Giz**.
- **Sharon** reported on behalf of Special Collections for its preliminary work for the NC Echo Grant, the Dewey conversion project with Technical Services, anticipation to fill the vacant position, and bibliographic instruction at the Divinity School.
- **Mary** covered projects by Team Info: bibliographic instruction, LIB 100, **Mary Scanlon’s** arrival on September 1st, and the upcoming Arts Reference librarian candidates.
- **Christian** reported that there was positive feedback from the staff meeting.
- **Debbie** distributed a status report of the 2005 Capital Budget. She also reminded Team Leaders that several work-study students were available for departments to hire; there is a waiting list of about 20 work-study students and about 45 non work-study students.

The next meeting of Admin Council was scheduled for Wednesday, September 15 at 10 a.m. Following this decision, today’s meeting was adjourned.

- **Christian Burris**

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**Open House Draws Students to ZSR**

The beginning of the fall semester is a busy time for students. This year we had over 120 students who took time from their already full schedules to tour the library. As part of the library’s Open House activities on Tuesday, August 24, library tours were offered from 1-3 p.m. Thanks to the following staff who volunteered to help with the tours: **Elise Anderson**, **Prentice Armstrong**, **Wanda Brown**, **Chris Burris**, **Ellen Daugman**, **Linda Early**, **Craig Fansler**, **Mary Horton**, **Erik Mitchell**, **Tim Mitchell**, **Carolyn McCallum**, **Kaeley McMahen**, **Lauren Pressley**, **Waits Raulerson**, **Mary Lib Slate**, **Susan Smith**, **Laura Spear**, **Emily Stambaugh**, **Roz Tedford**, and **Giz Womack**. Also thanks to **Ann Bailey** and **Linda Ziglar** who helped to direct traffic in the library’s lobby during the Open House. - **Bobbie Collins**

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**Groopman Review**

Last month I was invited, along with other WFU faculty & staff, to contribute a brief review of a favorite book to Beth Tedford, our campus bookstore trade book manager. Having recently completed *The Anatomy of Hope: How People Prevail in the Face of Illness* (Random House, 2004) by Jerome Groopman, M.D., I was glad to recommend and review the book. The bookstore then ordered copies of the recommended title for sale as well as for display in the bookstore window along with the review.

Groopman’s Anatomy of Hope is an authentic and well-written narrative of stories and vignettes of patients and their caregivers searching for hope through suffering. Groopman, a medical oncologist, provides clear and powerful insights within the context of a spiritual, emotional, & biological framework. Groopman’s understanding is informed by his own prolonged personal experience of illness as well as being a witness to the strong and commanding presence of hope in the lives of his patients, colleagues, and friends.
Anatomy of Hope is on sale and on display during the month of September at the campus bookstore. The Library also owns a copy of the book. - Sharon Snow

Did You Know...

Doris Jones, the library's Library Technician I, has been employed here since 1995? And did you also know....

...she is blessed with a wonderful husband and two beautiful kids and two handsome grandsons?

...she loves to work in her garden?

...has worked with the Girl Scouts for over 20 years?

was freshman Homecoming Queen at Booker T. Washington High School in Clarkton, North Carolina?

Capital Budget FY2005

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<tr>
<th>Item</th>
<th>Requested $$</th>
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Personal laser printer 600 125 Pending

Renovations
Carpet - technical services 9000 9000 To be ordered for May installation
Carpet - 24 hour study room 7000 7000 To be ordered for December installation

Z. Smith Reynolds Library Committees July 2004 - June 2005

<table>
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<tr>
<th>Information Resources Committees</th>
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<tr>
<td><strong>Copyright</strong></td>
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<td>Bill Burger 2004</td>
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<td>Carol Cramer 2004</td>
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<tr>
<td>Mary Reeves 2002</td>
</tr>
<tr>
<td>Laura Spear 2002</td>
</tr>
<tr>
<td>Roz Tedford (Chair) 2002</td>
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<tr>
<td>Cristina Yu 2003</td>
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Off Site Storage

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<tr>
<th>Recurring Resources</th>
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<td>Scott Adair 2002</td>
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<td>Charles Bombeld 2003</td>
<td>Chris Burris 2003</td>
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<tr>
<td>Sarah Jeong 2002</td>
<td>Jill Carraway 2003</td>
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<td>Carol Cramer 2003</td>
</tr>
<tr>
<td>Erik Mitchell 2002</td>
<td>Steve Kelley 2003</td>
</tr>
<tr>
<td>Mary Scanlon 2004</td>
<td>Erik Mitchell 2003</td>
</tr>
<tr>
<td>Sharon Snow 2004</td>
<td>Susan Smith 2003</td>
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<tr>
<td>Emily Stambaugh (Chair) 2002</td>
<td>Laura Spear 2003</td>
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Administrative Committees

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<thead>
<tr>
<th>Administrative Council</th>
<th>Department Heads</th>
<th>Emergency Weather Team</th>
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<tbody>
<tr>
<td>Wanda Brown</td>
<td>Scott Adair (Chair) (Public Services Areas Only)</td>
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<tr>
<td>Chris Burris</td>
<td>Wanda Brown</td>
<td>Scott Adair</td>
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<td>Jill Carraway</td>
<td>Jill Carraway</td>
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<td>Erik Mitchell or Susan Smith</td>
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<td>Debbie Nolan Lambert</td>
<td>Erik Mitchell</td>
<td>Debbie Nolan Lambert</td>
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<tr>
<td>Susan Smith</td>
<td>Sharon Snow</td>
<td>Someone from Reference dept.</td>
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<tr>
<td>Sharon Snow</td>
<td>Roz Tedford</td>
<td>Backup person from Reference</td>
</tr>
<tr>
<td>Lynn Sutton</td>
<td>Cristina Yu</td>
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**Staff Association**

- **Steve Kelly (President)**
- **Lauren Pressley (VP/Pres.E.)**
- **Jennifer Roper (Secretary)**
- **Sarah Jeong (Treasurer)**

**Kitchen**

- **Ann Bailey**
- **Doris Jones**

### Human Resources Committees

<table>
<thead>
<tr>
<th>Employee Recognition</th>
<th>Staff Development &amp; Orientation</th>
<th>Holiday Party</th>
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<tbody>
<tr>
<td>Kristen Morgan</td>
<td>2004 Linda Early (Chair)</td>
<td>2003 Carolyn McCallum 2004</td>
</tr>
<tr>
<td>Waits Raulerson</td>
<td>2004 Renate Evans</td>
<td>2004 Roz Tedford 2004</td>
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<tr>
<td>Susan Smith</td>
<td>2004 Doris Jones</td>
<td>2004</td>
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<tr>
<td>Someone from Access Services</td>
<td>Steve Kelley</td>
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<td>Kaeley McMahan</td>
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<td></td>
<td>Tim Mitchell</td>
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<td>Lauren Pressley</td>
<td>2004</td>
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<td>Mary Lib Slate</td>
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### Marketing & Outreach Committees

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<th>Exhibits</th>
<th>Web Development</th>
<th>Marketing &amp; Publications</th>
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<td>2002 Bill Burger</td>
<td>2002 Elise Anderson</td>
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<tr>
<td>Craig Fansler (Chair)</td>
<td>2002 Carol Cramer</td>
<td>2002 Wanda Brown</td>
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<tr>
<td>Carolyn McCallum</td>
<td>2004 Mary Horton</td>
<td>2002 Ellen Daugman</td>
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<tr>
<td>Mary Reeves</td>
<td>2004 Carolyn McCallum</td>
<td>2002 Renate Evans</td>
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<tr>
<td>Julia Winfrey</td>
<td>2004 Kaeley McMahan</td>
<td>2004 Craig Fansler</td>
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<tr>
<td>Arts Librarian</td>
<td>2004 Erik Mitchell</td>
<td>2002 Lauren Pressley</td>
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<td>2003 Peter Romanov</td>
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<td>2002 Jennifer Roper</td>
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<td>2002 Susan Smith (Chair)</td>
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<td>2004 Emily Stambaugh</td>
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<td>2003 Mary Lib Slate</td>
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<td></td>
<td></td>
<td>2002 Roz Tedford</td>
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<tr>
<td></td>
<td></td>
<td>2002 Sharon Snow (Chair)</td>
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<tr>
<td></td>
<td></td>
<td>2002 Giz Womack</td>
</tr>
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<td></td>
<td></td>
<td>2002</td>
</tr>
</tbody>
</table>
Deadline for the next Gazette

The deadline for submitting articles for the October issue is Wednesday, September 29th at 4 pm.

Contributors to this Issue

Christian Burris
Bobbie Collins
Renate Evans
Doris Jones
Debbie Lambert
Peter Romanov
Sharon Snow
Lynn Sutton
From the Director

At the Staff meeting on September 16, I asked those in attendance to submit their thoughts on staff meetings. Pink cards were provided for input on “things I like about staff meetings” and green cards were provided for input on “things I DON’T like about staff meetings.” The response was very strong: 32 pink and 24 green cards were submitted. Several people said that they appreciated this method of submitting input because not everyone likes to stand up and talk in large group meetings.

It is difficult to try to generalize from the input provided because suggestions were all across the board and frequently contradicted each other. For example, one person liked to have the Director lead the meeting, but another person preferred to have staff lead the meeting. However, some general themes emerged that I will try to incorporate into planning for future meetings:

Common LIKES about staff meetings:

- Sharing of information (meaningful information, not repetition of what has already been announced)
- Opportunity to ask questions (and get straight answers)
- Presentations from other campus units (only if they are of interest to everyone)
- Opportunity to see all staff together (builds community)
- Duration of one hour or less (attention wanes after that)

And the universal favorite of all staff:

- FOOD! (lots of it!)

Common DISLIKES about staff meetings:

- Late afternoon time slot (7 people mentioned this, and it’s a toughie. Since we have afternoon staff who start at 4:00, it is hard to think of another time when everyone has the opportunity to participate. I would be happy to hear creative ideas on this.)
- Dominance by the same people talking at every meeting
- Topics too focused to hold everyone’s interest
- Not enough FOOD!
At our October meeting, I will ask people to submit ideas (on blue cards?) for presentations that would be of interest to everyone. If anyone has an idea for October can’t wait, let me know! - Lynn Sutton

Notes from the Associate Director

Committee News

During the past few weeks, 10 of our 12 library committees have met to discuss charges and responsibilities for FY 2005. A few committees have been combined this year to enhance collaboration on similar projects. Many people have moved on to new committee assignments, and several committees have new chairs. Based on brainstorming and conversations, I’m confident this year will be very productive for all the library committees. You will begin to see articles about committee plans and activities in each issue of the Gazette, another strategy for enhancing communication within the library. In addition, committee members have been asked to write Gazette articles about current topics and best practices in academic libraries and higher education relevant to their committees. The Gazette will become another venue for staff development!

Automated External Defibrillation (AED) Program

An Automated External Defibrillator has been placed in the library, across from the circulation desk. This machine is one of about 12 on campus and the library is now part of the Wake Forest University AED Program. The Program operates under the direction and guidance of Cecil Price, M.D. of WFU Student Health Services and it is coordinated with the Forsyth County Emergency Medical Service.

The objective of the AED Programs is to improve the likelihood of survival from sudden cardiac arrest by rendering emergency treatment using an AED.

The AED is a self-contained unit that utilizes voice commands to direct the user through the defibrillation process. Once in place on the patient, the equipment automatically detects the need for an electrical change. It is impossible to activate the charge if it is not needed. Anyone can use this device. Training is not essential, however 12 people on the library staff received training (Scott Adair, Wanda Brown, Chris Burriss, Renate Evans, Craig Fansler, Debbie Nolan Lambert, Peter Romanov, Mary Scanlon, Sharon Snow, Laura Spear, Lynn Sutton, and Giz Womack.) If you wish to learn more about the use of the AED, let me know.

An alarm sounds when the AED cabinet is opened. This alarm will alert people in the area of an emergency. The key used to turn off the alarm is located at the circulation desk with other alarm keys.

The AED operation manual is kept in Scott Adair’s office in the circulation department. If you would like to include a demonstration of the AED in one of our staff meetings, let me know.

Brief Outline of Procedures for Health Emergencies

For all health emergencies:

Ensure the scene is secure and the patient is away from potential hazards. CALL 911.
For some health emergencies:

If patient is unresponsive, check breathing.
If no adequate breathing, open airway. Give 2 slow breaths.

If no signs of circulation, start chest compressions Initiate use of AED.

Transfer care of patient to WFU First Responders or Forsyth County EMS responders when they arrive.

Human Resources News

Once again we’re in the midst of an active recruitment season! We’re delighted that Kaeley McMahan is joining the reference department as our new Reference Librarian – Arts, as of October 25, 2004. Congratulations, Kaeley! Kaeley’s appointment creates a vacancy in the Access Services Team. Her Library Assistant III-Stacks position is being reviewed for possible revision prior to advertising. Recruitment has started for our Archives Librarian, vacated by Lisa Persinger. Julia Winfrey has accepted a position at another university, and we will begin to recruit for a new Library Assistant II – Document Delivery very shortly. The search for Head of Reference and Information Literacy was closed, and the position was refocused to Information Literacy Librarian. We hope to fill this position by the end of October.

Thanks go to members of the Reference Librarian - Arts search committee for their hard work: Jill Carraway, chair, Elise Anderson, Steve Kelley, Sarah Jeong, Mary Reeves, Bernadine Barnes, and Debbie Nolan Lambert - Debbie Nolan Lambert

Committee Notes

The Disaster Committee has met with Debbie. Our primary goal this year will be having the frozen books from the October, 2003 disaster delivered to the library. Once here, we’ll dry them out by fanning pages in the Johnson Room over the holiday break. After the holiday, we’ll return these materials to remote storage. Craig will schedule a new employee orientation sometime in October to discuss disaster procedures and show staff the location of disaster materials stored in different areas of the library. The Disaster Committee is also trying to schedule Scott Frazier to demonstrate fire extinguisher use some time soon. A good thing that will happen soon is weather-stripping on the Reynolds 8 doors in the stack areas. This area has been prone to mold in the past.

The Exhibits Committee is planning on working to place an exhibit in the Johnson Room this year. Presently, there is nothing in those cases. The committee is also planning on researching traveling exhibits for the library, and possibly contacting professors of First Year Seminars to put in exhibits in the library. Keep your eyes open! - Craig Fansler

North Carolina Preservation Consortium Conference

On Friday, September 10th, Sharon and I traveled to The North Carolina Museum of History in Raleigh
for the NCPC Conference entitled: “Battling the Bloom: Mold in Archives, Libraries and Museums”.

There were three nationally known speakers on the subject of mold who covered almost every aspect of this field, leaving few fuzzy edges. Solinet Field Service Officer, Elizabeth Ferguson, spoke on "Mold: Managing an Invasion", and defined mold as a fungus that grows on decaying organic matter. Mold needs water to grow, so obviously, the drier your library, the better chance you have of avoiding the 'fuzzies'. During seasonal temperature fluctuations, a gradual change is best for stack areas. Elizabeth suggested that you should develop a close relationship with your building manager, because most mold outbreaks are caused by either a disaster or building maintenance.

Hilary Kaplan, Archives Conservator for the National Archives and Records Administration, spoke on “Mould Mitigation” (she spells it with a “u” in the middle). Kaplan described the ingredients for mold growth: moisture, oxygen, nutrients (this could be simple dust on a book), stagnant air, and temperatures. She said all mold should be treated as potentially harmful, and surprisingly said that there are no current standards for cleaning mould. Kaplan also stated the health effects of mould are not well understood, but that repeated exposures could sensitize someone who wasn’t sensitive. Kaplan recommended environmental controls as the way to combat mold outbreaks. She mentioned both organic and HEPA (High Efficiency Particulate Air) filters on the HVAC system, as well as an active library cleaning program to control dust (food for mould) and humidity controls as good environmental controls.

Glenn Ruzicka, Director of Conservation at the Conservation Center for Art and Historic Artifacts in Philadelphia then spoke on “Mold Remediation”. Ruzicka said there is a 100% chance of mold damage to collections. The combination of cool, moist air from the air conditioning system, as well as, proximity to windows is a primary cause of a good mold-growth environment. Dust and dirt present conditions for mold growth too, because they are mold’s food source. He said that drying was the most effective deterrent to mold growth. Ruzicka recommended a 70% isopropyl alcohol/30% water solution for cleaning moldy materials. He also recommended cleaning the stacks and floors with a detergent. He did not recommend bleach or Lysol.

These were all excellent speakers who delivered some good information for us to use here at ZSR. Our last mold outbreak was in that dark year, 1995, and I’m hopeful this information will keep our stacks fuzzy-less into the future. - Craig Fansler

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Training and Development: Where Do We Go From Here?

On September 17th, I attended a meeting sponsored by the International Society for Performance Improvement, in Raleigh. Their speaker was Dr. Tony O’Driscoll. Dr. O’Driscoll is the Lead Learning Strategist with IBM’s Center for Advanced Learning. His topic of the evening was, Challenging Conventional Wisdom: Charting a New Course for Learning and Performance in the Digital Enterprise.

It is evident we are no longer a country whose key products are those which were the typical money-makers of the industrial revolution. Global competition and innovations in technology have led us to steadily evolve from a nation of labor workers (brawn) to one of knowledge workers (brain.) Workers can no longer afford to be managed and trained as an old-school bureaucracy. Ex labor-driven industries - through technological innovation - must become learning organizations.

Learning, in essence, is being open to new ways of doing things and innovation is the key to innovative learning. The trick is not to increase the efficiency of what is currently being done poorly. If the lesson content is poorly designed, and technology is applied to that poor lesson plan, you have not improved the quality of the lesson. You have simply added technology – ineffectively.
In order to create a true learning organization, O’Driscoll suggests that collaboration and the flow of ideas throughout the entire labor pool is essential. Peer-to-peer networks should allow any connected individual to be able to seek and find answers from any peer tied to that knowledge network. And, information and training should be easily accessible to staff and faculty when they need it, from where they work. We need to be capable of bringing the training to those who want/need it.

O’Driscoll states that today’s workers get 80% of their knowledge ‘informally’ through Google. Why? It provides a source of information immediately. We have become a workforce that has become accustomed to ‘just-in-time’ learning. We seek out only the information we need, only when we need it. If our organization does not supply us with timely training, we go to Google. However, searching Google can take substantial time. Plus, the information we receive may be flawed (enter Information Literacy.) We must be educated consumers of information, and be capable of recognizing when information may be sketchy or biased. 60% of performance failure can be blamed on learners using the wrong tools & resources, and failing to have access to the proper data.

So how does this translate into Training & Development for the library? According to O’Driscoll, training needs to be readily available, and more than likely in the form of e-solutions. When one considers the model on which WFU markets itself, this is a substantially radical philosophical departure. However, when new technology presents itself, I believe we owe it to ourselves to examine what this technology can do, reflect on the pros and the cons. Then, apply, thrive, and grow as best as we know how. - Bill Burger

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**Marketing & Publications Committee News**

The Marketing & Publications Committee will be seeking your input for unique & innovative ways to market the Library’s services & collections. We are targeting 3 primary audiences:

1. faculty
2. students
3. the external community.

The members of the committee are: Elise Anderson, Wanda Brown, Ellen Daugman, Renate Evans, Craig Fansler, Lauren Pressley, Mary Reeves, Peter Romanov, Mary Scanlon, Mary Lib Slate, and Sharon Snow, Chair. We will be happy to receive your ideas for broadening the scope of events held in the Library while we devise ways to appropriately advertise and enhance. - Sharon Snow

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**Special Collections Intern**

Catherine (Cat) McDowell is working as an intern in Special Collections for the fall semester. Cat is working 150 hours in order to complete requirements for the degree Master of Arts in Public History from NC State University. She hopes to graduate in December 2004 or May 2005.

Cat received her undergraduate degree in history from Duke University in 2000. She worked as a student assistant in the Rare Books, Manuscripts, & Special Collections Library at Duke as an undergraduate and as an intern in the same department during her graduate work at NCSU.

Cat is currently working in Rare Books on the collection of Brigadier General Evelyn Foote. She is
arranging and describing the collection and preparing the finding aid for encoding. Upon completion of the Foote papers, she will continue work on two unprocessed manuscript collections in Archives.

Cat & her husband live in Kernersville; her husband is a resident at WFU Baptist Medical Center in anesthesiology. - Sharon Snow

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**Ran with the Deacs**

Friday afternoon Sept. 24th, Linda Early, Waits Raulerson, Craig Fansler & his son-in-law, Tom, and Lynn Sutton & her husband Bill all ran/walked with the Deacs to raise money for the Brian Piccolo Cancer Fund. It was a beautiful day for runners and walkers alike but that fun walk got longer and longer as we turned each new twist of the cross country trail. Those runners (Craig, Tom, Bill and Waits) just couldn't resist ribbing Lynn and I as they passed us on whatever lap they were on. It was my stated goal to come in dead last, so if meeting your goal makes a person a winner, I was! Thanks to those who participated with their money, too. - Linda Early

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**...The Old Ball Game**

It’s the time of year all baseball fans live for: THE WORLD SERIES. Here is a list of films from our collection to get you in the spirit!

- Legendary Boys of Summer DVD 2481
- Cobb DVD 2430
- Dream Team DVD 1826
- Little Big League DVD 2479
- The Rookie DVD 1299
- 61* DVD 2436
- The Bingo Long Traveling All-Stars And Motor Kings DVD 1150
- Eight Men Out DVD 2443
- The Jackie Robinson Story DVD 1244
- The Natural DVD 1235
- Rookie of the Year DVD 2473
- The Sandlot DVD 1125
- Field of Dreams DVD 958
- A League of Their Own DVD 1901
- Soul of the Game DVD 2478
- Major League DVD 2176
- Bull Durham DVD 2554
- Pride of the Yankees VHS 878
- Bang the Drum Slowly VHS 1371/A

By the way, Julie Andrews will be hosting a six-part PBS Documentary entitled “Broadway: The American Musical”, Oct. 19-21st. I will also be ordering this documentary when it is released in case you miss the series. - Mary Reeves
Did You Know...

Mary Horton, the library’s Information Services Team Leader and Head of Government Information & Microtext Department, has been employed here since 1995? And did you also know....

...she attended game 3 of the 1995 World Series -- the only series the Atlanta Braves have won in their consecutive division title streak?

...she attended the first game at the "Dean Dome" (UNC)?

... her piano teacher said that she had the worst hand-eye coordination she had ever seen?

...her first job was bottle-inspector at Durham Coca-Cola bottling company. She was never once late for the start of the production line -- 6:30 am?

Contributors to this Issue

Bill Burger
Linda Early
Renate Evans
Craig Fansler
Mary Horton
Debbie Lambert
Mary Reeves
Peter Romanov
Sharon Snow
Lynn Sutton

Deadline for the next Gazette

The deadline for submitting articles for the November issue is Wednesday, November 3rd at 4 pm.

Gazette Home | Library Home | Questions? Contact Us.
From the Director

Emily at LASA2004 Conference
Roz at CCUMC
2nd Annual Blackboard Southeast Users Group Conference

Disaster Preparedness Workshop
Interlibrary Loan Personnel Addition
Did You Know...
Halloween Party Photos

From the Director

Shortly after I arrived at Wake Forest, I learned of a proposal to change the arrangement of journals in the Current Periodicals Reading Room from a departmental subject system to shelving by Library of Congress classification. The benefit to this change would be that both current and bound volumes would be shelved according to the same system. Faculty and students had not yet been consulted on this proposal, so I sent an email to all faculty, inviting comment. Boxes were placed in the Current Periodicals Reading Room to collect input from onsite users. Input was also solicited from library staff. Responses were received from 63 users, with approximately 65% favoring the current arrangement, 32% favoring the proposed change, and 3% with no preference. After a thorough discussion on proposed changes to the Current Periodicals Reading Room, I have decided that it is best to leave the arrangement as it is.

It was very useful to have this discussion with faculty and students. I met many faculty members through this process (if only by email). Several library bibliographers used this opportunity to talk to faculty about the library and its collections and services. Most of all, it got people thinking about the value they place on having current periodical literature available to them and made them examine their own personal research habits.

Many library staff members expressed cogent, logical arguments in favor of the Library of Congress arrangement. It may even be true that using the LC classification would be more convenient for some staff work. My own personal preference is an alphabetical arrangement of journal titles (going back to my days as a medical librarian). But the overriding factor in my decision to leave the arrangement as it is was that the people who used the Current Periodicals room the most were strongly in favor of the current arrangement. Too often, we, as library staff members, are tempted to make decisions that are logical to us but are out of sync with user preferences. This appears to me to be the case here.

Almost all agree it takes a bit of effort to learn the Current Periodicals arrangement, but once learned, it is particularly suited to browsing within a field. Some who preferred shelving by Library of Congress classification offered good suggestions for improving the current departmental arrangement, if that were the final decision. These suggestions, such as posting improved maps and charts on the walls, will be implemented.

I'd like to thank everyone who offered input on this topic. We all learned a lot from the discussion. - Lynn Sutton
Emily at LASA2004 Conference

I gave a presentation at Latin American Studies Association annual conference entitled “Professor-Librarian Collaboration in Instructional Design for Latin American Studies Courses”. The panel title was “Grappling with the Google-ization of Research and Area Studies”. In my talk, I shared examples of course syllabi and the bibliographic instruction sessions I’ve offered for those courses. Several of us introduced the concept of Information Literacy (our audience included faculty, vendors, non-profit organizations, graduate students and librarians), and I made a plug for LASA and her sister library science organization, the Seminar on the Acquisition of Latin American Library Materials (SALALM), to refine the ACRL Information Literacy Standards to meet the needs of researchers in international and area studies, similar to the way the STM group in ALA refined the standards for the sciences.

Two of my colleagues presented some interesting preliminary data on a survey they did of several hundred undergraduates and graduates in Latin American Studies, which at this point, seem to show

1. that students are quite unaware of the major databases in their field (HAPI, HLAS, LAPTOC and LARP),
2. most rely on Google (unsurprising), and curiously,
3. some 40% of students actually search in non-English languages (e.g., Spanish and Portuguese).

The editor of Latin American Research Review invited us to publish our findings, which we may do shortly.

Unfortunately, my panel was scheduled at the same time as Juan Guzman’s featured presentation, or I would have gone to that. Juan Guzman is the judge who has worked so hard to prosecute Pinochet. I did get a chance to go to a featured session on the UNDP’s recent report on Democracy in Latin America. I have added the report to our collections (“ La Democracia en América Latina : hacia una democracia de ciudadanas y ciudadanos”, OCLC: 55127256 ). The vice president of Bolivia, a finance minister from Chile (?), representatives from the UN and several professors commented on the process of democratization and the challenges to be confronted in the future.

I also learned about new e-resources being developed in Latin America and elsewhere in the Scholarly Research and Resources Section panels. Among them are RedALyC open-access social science journals, SciELO Scientific Electronic Library Online and CLACSO (Consejo Latinoamericano de Ciencias Sociales, - social sciences). I hope to take a look at these in more detail to see if it makes sense to add them to our A-Z list. HLAS representatives were also there to get feedback from librarians about their product and possible improvements.

In the panel of “Principle editors of major Latin American Studies journals,” I found it very interesting to listen to their debate about switching to electronic formats. Most editors were unaware of Open Access as a publishing option, many were still very concerned about putting things “out there” electronically, others had already made the switch to dual formats or to electronic-only, and most admitted that their boards did not talk about journal prices on a regular basis.

Las Vegas, what can I say? Not my cup of tea. - Emily Stambaugh

Roz at CCUMC

From October 28th to November 1st I attended the annual conference of the Consortium of College and University Media Centers. This is a diverse organization that works with issues related to copyright,
faculty training and development, educational technology and classroom support. Members range from librarians, to faculty to support folks. I always find it a rich source of valuable copyright information as it relates to libraries and universities as well as a great resource for faculty training and development ideas. There is a growing interest among the conference members in Information Literacy, so I had many questions about my new position and will be following up with several schools about our Info Lit program.

I was part of a general session for the entire conference on copyright issues. My presentation, on educating students and faculty on copyright issues, was accompanied by presentations on issues for media centers and a report on the recent developments on copyright law. As most of the folks at the conference deal with copyright in their day-to-day tasks, the presentation was well attended (over 100 people) and well received.

I attended other great sessions on Blackboard support, Library/IT mergers and getting students involved in helping faculty. By far the most interesting sessions I attended, however, were on creating collaborative learning environments. I saw examples from the University of Kansas and others of spaces in libraries that use flexible seating, study and technology arrangements to provide students with spaces for collaboration. With our new wireless network in the library, perhaps looking into creating some of these collaboration spaces could be the next step.

During the course of the conference we got a boat trip on the Ohio River and got to tour terrific new facilities at the University of Cincinnati and Cincinnati State (both conference hosts). Cincinnati State has just built an amazing high-tech facility for the Midwest Culinary Institute: Cameras in the kitchens, lecture halls with plasma screens and even an ice sculpting lab. An evening dining in a restaurant that was formerly the Rookwood Pottery, rounded out a wonderful experience.

I cycled off the Editorial Board of the College and University Media Review, CCUMC’s peer-reviewed journal, but have agreed to help with writing a Copyright Matters article for another of the consortium’s publications. I will also be joining the Government Regulations committee this Spring and may have opened my mouth and volunteered to help establish a new service for the conference where job seekers could be matched with institutions with job openings. All in all it was a great conference, and I am already looking forward to the next one! - Roz Tedford

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**2nd Annual Blackboard Southeast Users Group Conference**

In September, Roz and I had the opportunity to attend the 2nd Annual Blackboard Southeast Users Group Conference, hosted by the Duke University CIT and held at the Millennium Hotel near Duke’s campus.

This users group conference began out of a desire to have a smaller venue for Blackboard users to share issues and experiences in an environment not sponsored by Blackboard. While there is much to be gained and shared at the national conferences sponsored by Blackboard, many users have found that smaller, informal, regional conferences have value as well.

Rollins College in Winter Park, Florida sponsored the first Blackboard Southeast Users Group Conference in 2003, and Duke rose to the challenge and sponsored the 2004 event. Roz agreed to serve on the Vendor Committee, and I agreed to serve on the Program Committee. Amy Campbell, the Senior Academic Technology Consultant at Duke’s CIT chaired the event.

In addition to serving on the planning committee for the event, Roz and I were both presenters. I led a program on “Creating a Blackboard Course and User Deletion Policy” and Roz led a program on “
Blackboard for More than Courses: Examples from Two Institutions” with Roger Gant and Patty Brown from Elon University.

There were well over 175 attendees present and over 40 programs in five different tracks that included Supporting Users, Best Practices, Faculty Showcases, Extending Blackboard, and System Administration and Planning. The conference began with a welcome banquet on Thursday, September 23rd, and presentations and user roundtables were held on Friday and Saturday.

The conference was perfect for sharing Blackboard information with other institutions in the region. Now we are waiting to see who will host the event next year! - Giz Womack

Disaster Preparedness Workshop

On Thursday, October 27th, I attended a Solinet workshop on Disaster Preparedness here at Wake Forest. There were 8 attendees from Campbell University, the National Oceanic and Atmospheric Administration, N.C. State, and the CITT Centers for Health Research. Julie Arnott, Manager of Solinet Preservation Services led the workshop. It was a lot to cover in one day, but Julie managed to hit all the bases: disaster protection, recovery, planning and security; fire detection; mold issues; and a hands on session. At one point, I brought in the ZSR Disaster Plan, and was pretty happy that Julie thought our plan was super. I am grateful that we’ve had so much ‘practice’ with disasters because the experience has forced us to better prepare ourselves. - Craig Fansler

Interlibrary Loan Personnel Addition

Greetings! My name is Katie Nash and I am currently working in the Interlibrary Loan Office. I currently hold another position with the Greensboro Historical Museum Archives in Greensboro, NC. I received my MLIS from University of North Carolina at Greensboro in August of 2004. It was difficult to find a full time job due to the poor economy and job market. In turn, I think I am discovering my passion in libraries, the world of Archives. I hope to stay in Archives whether it is in a museum setting or a library setting, possibly another type of setting as well.

I am enjoying my employment here at WFU. The Interlibrary Loan staff is wonderful and a pleasure to work with. My fiancé Anders worked in Reference here at ZSR Library. He and I both live in Greensboro, and have two wonderful cats. I look forward to staying at WFU as long as the staff needs my skills. I look forward to meeting many of you in the future. - Katie Nash

Did You Know...

Susan Smith, the library’s Technology Team Leader has been employed here since 1996? And did you also know....

...her first teaching job was as a Water Safety Instructor?
...her first career was 20 years in the home center (a la Lowe's) industry managing a large retail store?

...she was a child bride (married to Ron for 33 years because she claims no one else will have her)?

...she’s pedaled over 8500 miles on her bicycle since May 2002?

**Halloween Photos...**

...are here.

**Deadline for the next Gazette**

The deadline for submitting articles for the December issue is Wednesday, December 1st at 4 pm.

**Contributors to this Issue**

Renate Evans
Craig Fansler
Katie Nash
Peter Romanov
Susan Smith
Emily Stambaugh
Lynn Sutton
Roz Tedford
Giz Womack

**Gazette Home | Library Home | Questions? Contact Us.**
For this month’s column, I thought I would share with you the thoughts and impressions I had during the Charleston Conference, which I attended on November 3-5 with Emily Stambaugh and Jill Carraway. From my previous life, where oversight of collection management was among my many responsibilities as Associate Dean, I knew this conference to be a great place to find out what is going on in collection development and acquisitions, and it did not disappoint. I will let Emily and Jill report on the specific sessions and workshops that we attended.

So often when I travel on business, I find the greatest value is in getting away from the day-to-day work and instead focusing on the bigger picture that somehow becomes much clearer from a distance. Thus, I filled the margins of my notepad with ideas about re-structuring our collection development program (i.e. from bibliographers to liaisons), about presenting our need for additional funding in the materials budget, and about the library’s evolving role in the future of scholarly communications.

I will share with you two “nuggets” that I picked up, the first from an article I read on the car ride down to Charleston. It is by Edward Ayers, writing in the current issue of EDUCAUSE Review an article entitled “The academic culture & the IT culture: Their effect on teaching and scholarship,”

Librarians have been the real heroes of the digital revolution in higher education. They are the ones who have seen the farthest, done the most, accepted the hardest challenges, and demonstrated most clearly the benefits of digital information. In the process, they have turned their own field upside down and have revolutionized their professional training. It is testimony to their success that we take their achievement – and their information management systems – for granted.

The second nugget is from Robert Martin, Director of the Institute for Museum and Library Services. Paraphrasing, he said

Libraries (and museums) are not just about providing access to information, but rather, they are about creating spaces, intellectual, virtual and physical spaces, which enable and encourage the transfer of information to knowledge.

What a delightful mental image and how much deeper it moves us into the academic process.
And finally, I need to say that my overall experience at the conference confirmed the impression I’ve been forming since I first came to the university – that we need to move Wake Forest closer to the leading edge of electronic resources. There are so many new ways to meet the information needs of our users that we have not yet investigated, either through lack of funds or lack of initiative. E-journals, e-reference works, institutional repositories, and wonderful new products like the audio Classical Music Library being offered by Alexander Street Press are just a few examples. Part of the discovery process that we will undertake in visiting each academic department in the next few months will be to explore with the faculty the need and desirability of incorporating electronic resources into their areas of the collection. I can’t wait to begin! - **Lynn Sutton**

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**Jil in Charleston**

Charleston in November can be close to paradise: hot clear sunny days where harbors, bridges, and city bustle merge with cobblestones, horse drawn carriages, the old city market, palmettos and Rainbow Row in the ongoing history of this venerable town.

The 24th Charleston Library Conference for Acquisitions and Collection Development was situated in the historic district in the century old Francis Marion Hotel. **Lynn Sutton, Emily Stambaugh, and Jill Carraway** spent 3 days, Nov. 3, 4 & 5 participating in conference activities that included open sessions, plenary speakers, a vendor showcase, lively lunch discussions, and workshops and many presentations on topics of current interest to librarians, publishers, and vendors interested in the dynamics of library collections.

One of the hot topics at the conference this year was the issue of Open Access. Even the definition of the term was called into question as everyone debated the problems associated with changes in publishing models represented by the development of open web access to scholarly information. Many hope Open Access will de-emphasize the power of commercial publishers to control the prices and even the content of academic publications. The debates included discussions of the viability of having authors pay the costs of publishing their own research, of library responsibility for helping provide access and archives for some part of the process, stability, peer review, formats, role of commercial publishers, and the requirements for building an infrastructure that will allow for viable standards in the market.

Statistics for assessing every part of a library’s operations was the focus of a workshop I attended at a Pre-conference session. We worried our way through the intricacies of deciding why we wanted certain statistical information and how we should gather and use it to assess the success of our libraries in meeting patron needs.

A fascinating new topic is seeping into the academic curriculum. Book Studies is the interdisciplinary exploration of the role of the physical book in cultural and social history. Changes based on the presence of books in the world are part of the cultural discourse and are fair targets for studies of such diverse interests as rare books in films, lists of books read by people at various periods in history and the effects of those books on the course of events. Subject headings and LC Classifications are now studied and developed to support Book Studies. In view of the overwhelming growth and presence of electronic resources, it is refreshing to see the stable presence of the book as a valuable format and a location of special study.

A stroll on the Battery, a warm pecan praline, new contacts, new ideas and pounds of printed literature spelled the end to the Charleston Conference. - **Jill Carraway**
Waits in Charlotte

On Thursday, Nov. 11, I attended three sessions: the first was an overview of OCLC Connexion for Cataloging; the second, an investigation of “the Mystery of Full-text Databases”; the third, a discussion of freely available electronic journals.

OCLC Connexion for Cataloging

Rose Davis from Western Kentucky University provided a basic introduction to the Client and Browser versions of Connexion—focusing primarily on initial configuration and performing basic searches. Because there was no live internet connection available in the convention hall, we were not able to see a full-fledged demonstration; therefore, I cannot comment on Connexion’s usability with respect to, say, CatME. To be honest, based on what I observed from Davis’s presentation, both versions of Connexion seem to suffer from my primary complaint about CatME; namely, as Windows-based products, they are much more mouse- and click-intensive than Passport. Seeing that Passport will disappear in Spring 2005, however, I guess it’s time to start migrating to something….

The Mystery of Full-text Databases

The second session featured Donald Doak from EBSCO and Nancy Kopans from JSTOR. By far, this was the most interesting session which I attended. After providing a logical, if somewhat tendentious, defense of the benefits of aggregators (convenient indexing and abstracting, ability to track references, high-quality PDFs, etc.), Donald Doak outlined four situations which tend to make content within the aggregators seem unstable.

- First, there are the relatively benign “natural” cessations: titles change, merge, or cease. He acknowledged that aggregators could do a better job of tracking these changes and alerting users to them.
- Second, there are “unnatural” cessations: publishers may decide to pull their full-text licenses from aggregators in the attempt to “cash-in” on the electronic format themselves; or publishers may change and decide to cease an on-going license for full-text content. Either case may lead to an awkward situation where back files may exist in a particular aggregator, but no current or future volumes of a title may be available in that aggregator. (This is known in the industry, euphemistically, as an “indefinite embargo.”)
- Third, there is the most “unnatural” of all cessations: titles may disappear completely with no evidence that they *ever* had been in the aggregator at all. Sometimes this is a function of court rulings; more often, it’s a situation where the publisher alters or rescinds agreements with the aggregator.
- And fourth, some aggregators’ title lists are misleading, if not downright false.

Perhaps the most significant aspect of Doak’s talk was to strongly encourage libraries to be cognizant of the dangers of dropping print subscriptions in favor coverage within various aggregators.

Nancy Kopans, part of the legal team at JSTOR, provided a fascinating history of three legal cases which are continuing to alter the landscape of electronic journals and aggregators. All three of the cases center around what constitutes a “revision” under Section 201c of the Copyright Act. In short, if an electronic version of a text—usually a magazine or journal—provides access to the content in a manner which resembles or approximates the process of reading a print journal (like microfilm does), then it can be considered a legal revision and thereby *not* an infringement of copyright. In reality, this means that the reader must be able to page-forward and page-back not only through the article itself, but to the whole articles which appear before and the whole articles which appear after the article in question. However, if an article is disaggregated from the whole issue in which it originally appeared, this constitutes a re-
publication which violates the original copyright of the article. As Kopans suggested, these issues are far from settled, but she (and JSTOR) are pleased with the court decisions as they have been handed down thus far.

**Serials in the Library: Two Pieces of the Puzzle**

If the Mystery of Databases session was the most interesting; this session was the most informative because it provided many examples of freely available electronic journals.

Tim Bucknall from UNC-Greensboro carefully described the difference between “open-access” journals and “freely available” journals. “Open access” refers to a specific situation in which authors have voluntarily given up their copyrights for whatever reasons, and this content appears in specified journals which only publish authors who have voluntarily relinquished their copyrights. The Directory of Open-Access Journals provides a list of about 1100-1200 true Open-Access journals. Bucknall, however, focused his energies giving examples of many journals which fall into the other category—freely available titles. And he discounted several myths about such “free” journals—namely, that they must be “low quality” journals if they are indeed “free.” His full presentation can be located at http://library.uncg.edu/presentation/freejournalsncla. It is fascinating all the quality journals he has uncovered which are “freely” available on the web.

Alan May, from the University of Alabama, provided information he has compiled regarding freely available literary journals from around the globe. His list was constructed based on his familiarity with these literary journals garnered while working on an MFA in poetry writing at Alabama.

On Friday, I attended two sessions: the first was a panel which discussed cataloging practices at several North Carolina academic libraries; the second, an information session on UNC-G’s pay-per-view system.

**One Record or Many?**

Panelists: Mary Jane Conger and Kathy Crowe from UNC-G; Sue Ann Cody from UNC-Wilmington, and Patti Easley from UNC-Charlotte. Conger and Crowe reported that UNC-G employs a single-record approach for their serials, regardless of format (print, electronic, and microform); likewise, they use a single-record approach for their monographs and e-books, including NetLibrary books. Cody reported that UNC-W is part of a consortium with UNC-Pembroke and Fayetteville State which uses a III e-journals holdings updating system to report serial holdings among the three libraries on a single record. And Easley reports that UNC-Charlotte uses a single-record approach for print and electronic serials and for some monographs, but uses separate records for microforms and NetLibrary books. Universally, the panelists cited “ease of use for patrons” as the primary reason for employing the single-record approach.

**Pay-Per-View: How to Provide Access to Journals You Don’t Subscribe To**

Beth Bernhardt described in much detail UNC-G’s approach to providing access to articles from journal titles not accessible in the Jackson Library (either in print or through an aggregator or e-journal package). They don’t use pay-per-view as a means of providing access to journals which should be part of their core collection; instead, they attempt to provide access to titles on the fringe or borders of research areas within the university community. In the process, they sometimes identify titles which should be part of their core collection.

Including the 2004 Wiley titles but not including the Ovid titles in her statistics, Bernhardt reported that UNC-G spent $44,189.40 on individual articles in 2003. If the library had subscribed to the titles from which the articles came, it would have cost the library $393,551.30.
Beyond the obvious cost savings, this system relieved some of the burden on the ILL department, and it provided valuable collection development information in that it gave a clear indication of titles which were worth a print and/or electronic subscription. - Waits Raulerson

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**Brief Update about Statistics for Electronic Products**

At this time, Reynolds Library makes roughly 219 databases available through its Find a Database page. I say “roughly” because some products can be described as a database or an ejournal aggregator, such as JSTOR. If an ejournal aggregator has a search interface that allows a user to search the entire collection and provides stats at the database level then I’ve included it in the database category. ZSR is currently getting usage data for 142 of those databases, or 65% of the total. While the goal is to get use data for as many electronic products as possible, it’s unlikely that ZSR will ever get 100% coverage for stats for various reasons. Good usage data is rarely available for those electronic products that are provided free of charge. The same is often true for those that are provided by universities, such as Anthropological Index Online. Finally, in a few cases, ZSR provides links to a sub-database inside a larger database, and the vendor provides usage data for the larger unit only. Quotations, American Marketplace, and Capital Sources are 3 of 7 such sub-databases whose use data are incorporated into the data provided for LexisNexis Academic.

Statistics for two databases have been added since September: Oxford Dictionary of National Biography, and Knovel ChemEssentials. Statistics for two ejournal providers have also been added in this time: Project Muse journals and Science Direct journals. Previously, only database-level usage data was available, but now data is available for 527 ejournals through Science Direct and 253 ejournals through Project Muse. - Elise Anderson

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**Fund Reports Automated**

Reporting to all involved people on the state of their fund expenditures has heretofore been a labor intensive process for Collection Development. The last paper report went out on letterhead stationery in hand addressed envelopes in 2000. The first system generated fund analysis reports were developed by Erik and Jill in September, 2001. Those reports were a combination of system generated information and some hand inserted entry. They were the first reports to reach faculty by e-mail.

The reports evolution continues. Emily, Erik and Prentice collaborated to streamline the fund reports. Today, the much-anticipated report is fully automated. The names of the Library Faculty Representatives, Department Chairs, and Library Liasons are pulled into the reports from a liason’s database and are used to generate e-mail addresses for every document. Financial information feeds into the formatted page from the Acquisitions module. In the final step, Prentice reviews the reports for accuracy before he sends them out with the flick of a finger.

The fund reports are designed to provide information quarterly to the global network of people on this campus who take part in ordering library materials. For Collection Development this project represents a significant consolidation of labor in the guise of one regular report. Congratulations to the terrific trio of Emily, Erik, and Prentice for its implementation. - Jill Carraway
The Learning Technology Consortium

On Thursday November 11, Rosalind and I attended the Learning Technology Consortium held in Chapel Hill at UNC-CH. The Learning Technology Consortium began in 1998. University of Pittsburgh Vice Provost, Robert Pack, formed a partnership of institutions with similar instructional goals, strong technology and faculty support programs, as well as an interest in collaboration in the area of teaching and learning with technology.

The nine members of the consortium are the University of Maryland, Notre Dame University, University of Delaware, University of Florida, University of Georgia, University of Pittsburgh, University of North Carolina at Chapel Hill, Virginia Tech University, and Wake Forest University.

The day’s agenda began with 15 minute reports from each member school, mixed in with presentations from various UNC-CH departments. There were several common issues and concerns brought up by many of the schools. These issues ranged from how to deal with students downloading music on college campuses to how to ensure course management systems like Blackboard are being used effectively in teaching. Everyone was interested in Duke’s iPod program, and we saw some excellent examples of creative learning spaces at a variety of schools including Emory’s new Cox computing lab and the University of Georgia’s new computing center.

The day ended with a tour of the UNC-CH response center (help desk) and a group dinner at The Top of the Hill restaurant.

The conference was an excellent chance to learn more about the various technology issues other schools are facing. For more information on the Learning Technology Consortium (LTC), check out their website - Giz Womack

NCPC Book Repair Workshop

On Wednesday, November 17th, I assisted in a basic book repair workshop held in the Benson Center and sponsored by the NC Preservation Consortium. The workshop was led by Matt Johnson, a conservator from the Etherington Conservation Center in Greensboro, one of the premier centers in the country for treatment of books, prints, and paintings. The participants came from libraries all over North Carolina and included Duke Medical Center Library, High Point, Lexington, Wilkes, and Harnett County Public, Gaston College, and Library School students from UNCG and UNC.
Matt covered the basics of book and paper history and structure in the first hour. We then began working on books supplied by Emily Stambaugh from our gift room—thanks Emily! Pages were torn and repaired using rice starch paste and heat set tissue. We also covered tipping in torn out pages, interior hinge repair, and spine repairs of different types. NCPC sponsors 2-3 workshops of this type a year across North Carolina. I hope ZSR can host the intermediate workshop that follows this one some time next spring. This was a good opportunity for librarians across the state to see our campus and library, as well as a great learning experience. - Craig Fansler

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**Fire Extinguisher Hands-On Training**

On Monday, November 1st, eighteen library staff journeyed to a field near Polo Dorm for a little hot action. Led by University Safety Officer, Scott Frazier, this event was to give staff a chance to experience putting out a fire with a fire extinguisher. The local engine company was there with three firemen to light a pan of water and diesel fuel for us to extinguish. After a short orientation by Scott and the captain of the fire company, the action began. Everyone wore a heavy fireman’s coat and was accompanied to the flames by a fireman. Wanda Brown stepped up first and in short order had the blaze put out. Many others followed in what was an unexpectedly fun and educational experience. - Craig Fansler
Spring Presentation

Lauren Pressley will be giving a presentation focusing on supervising younger workers drawing on communication practices, student development theory, and servant leadership. The presentation will be at the 2005 Library Support Staff Enrichment Workshop for Eastern North Carolina. The workshop will be held in March at Joyner Library, East Carolina University.

Return of the Frozen Books
In October, 2003, a water main broke in the Data Chambers warehouse, our remote storage location. The water didn’t cause enormous damage, but it did get a portion of the materials damp. The Disaster Team and many library staff responded that day and were able to salvage everything. Most of the materials were not wet. A small number of the books were slightly damp, and I was able to dry them in the new remote storage location on Old Lexington Road that same week. About 100 items were, we felt, too damp and likely to mold.

These were transported to B&M Storage, a freezer plant in Winston-Salem. After a year, we decided to bring these back to the library to dry over the holiday break. On Tuesday, November 30th, a large pallet with the books was delivered to the library loading dock. Thanks to the help of several library staff, the books were left to dry in the Johnson Room. Many thanks to Leslie McCall, Jennifer Roper, Bobbie Collins, Tim Mitchell, Waits Raulerson, Charles Bombeld and Terrell (a Circulation student) for their help. The books will be returned to remote storage after the holidays. - Craig Fansler
Massage Therapy at ZSR

What an incredibly WONDERFUL experience it was to have the five Massage Therapy students here on Monday, November 15th. Everyone on our staff who was willing and able to take advantage of the chair massage thought it was a truly marvelous 15 minutes. Some of us even came back for a second or third treatment. Now everyone wants to know how we can convince the program at Forsyth Tech to bring the students back again.
Maybe next time, we can provide lunch for the students, and we will be better about providing snacks and plentiful water as well. This year’s Staff Development Committee is just learning about the ways we should treat our program presenters.

We had several student assistants who had the opportunity to be part of this staff development activity, and the Therapeutic Massage students made ours into believers in the effective use of massage. It was interesting that none of our participating students had ever had a massage, and many of our staff members were novices, too.

Special thanks goes to Doris Jones who spent a lot of time communicating by phone and email with the Director of the program at Forsyth Tech and making this happen for the Library. Thanks to Cristina Yu for the pictures that she took.

Don’t forget our next Staff Development activity: Dr. Ed Wilson’s “History of Wake Forest” lunch time talk on Thursday the 9th of Dec. in room 204 from 12-1. - Linda Early

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**Did You Know...**

**Debbie Lambert**, the library’s Associate Director, has been employed here since 1997? And did you also know....

...when she was very young she wanted to be a missionary?

...she’s a direct descendant of Roger Williams, the founder of "The State of Rhode Island and Providence Plantations" who had been expelled from the Massachusetts Bay Colony because his religious beliefs were "too liberal"? See: [http://www.rogerwilliams.org/biography.htm](http://www.rogerwilliams.org/biography.htm) and [http://www.rilin.state.ri.us/studteaguide/RhodeIslandHistory/chapt2.html](http://www.rilin.state.ri.us/studteaguide/RhodeIslandHistory/chapt2.html)

...she used to ride a motorcycle and crew on a racing sailboat?

...a few of her favorite things.....hydrangeas, lilacs, Cape Cod National Seashore, lacrosse, puppies, coffee ice cream, piano, saxophone, fiddle and harp (listening - not playing!), good books and a nice cup of tea with 2 cubes of sugar?
Deadline for the next Gazette

The deadline for submitting articles for the January issue is Wednesday, January 12th at 4 pm.

Contributors to this Issue

Elise Anderson
Jill Carraway
Linda Early
Renate Evans
Craig Fansler
Debbie Lambert
Lauren Pressley
Waits Raulerson
Peter Romanov
Lynn Sutton
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