

THE *News from the Syracuse University Library* library

C O N N E C T I O N

**FROM THE ASSOCIATE
UNIVERSITY LIBRARIAN**

New Library Digital Services

This fall the Library will initiate a new Digital Imaging Services Center, which will join the existing Geographic Information Systems Laboratory in firmly establishing the Library's commitment to digital as well as print services. Next spring the Library will inaugurate a numeric data service as well.

Academic libraries have traditionally maintained large research collections that are primarily paper-based. Such collections continue to be the center of activity in most libraries. However, since the early 1990s academic libraries have added to their repertoire powerful new information processing tools, including geographic information systems (GIS), statistical data and electronic

text processing software, and image management programs, not to mention electronic journals and e-books. The more that researchers in various disciplines learn to integrate digital tools into their work, the more they will need and expect related resources and services. Clearly, research libraries must now operate as hybrid entities, providing both traditional research collections and the new information processing tools, along with the requisite services to support their use.

Within the next two years, SU Library users will enjoy technology-based tools and

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Preserving the Library Balance

Research libraries such as ours have been undergoing a sea change that shows no sign of diminishing. The information revolution hit scholarship and libraries a decade sooner than the rest of Western society. Scholarship is increasingly communicated electronically—no news to you. It is increasingly being created electronically as well, which places further obligations on libraries, even as we continue to purchase books and journals in print.

People come and go, and scholarly directions come and go. Research libraries, however, are in the business of the long term. We aim to provide for tomorrow's scholars as well as today's. We get information for use this year, but we must do what we can to ensure its availability in ten years—and in 200. In this we differ from the public libraries, which turn over their collections to match changing tastes.

SU holds close to three million volumes of books and journals for present and future use. We continue to buy books and journals in print format because this remains the way

that most information is made available, particularly in certain disciplines and by many foreign sources. Print-based scholarship and publishing will continue throughout our professional lifetimes. We will continue to acquire print, and we will maintain and preserve what we already have.

Our library, like all research libraries, must carefully strive to balance the print and digital needs of our users, and we must do so with funds that are diminishing relative to rising costs. Seeking balance in this context can stimulate legitimate debate as our constituents urge their interests. We in the Library aim to achieve the best possible proportion between print and electronic formats and services as we satisfy the needs of our various clienteles. In this issue you will find two articles on our balancing act: one (above) on our new digital services; and another, on our special collections (p. 6).

—Peter S. Graham
University Librarian



Segment of a digitized map:
Green Lakes State Park, near the SU campus
(U.S. Geological Survey, 1973; revised 1993)

Using Geographic Information Systems (GIS)

GIS offers a way to relate spatial and tabular data, such as maps and census information. Faculty and students can use GIS, for example, to support business decision making (such as site selection analysis) or to determine whether the consumer market in a selected geographic area is capable of sustaining a new product or commercial service. Descriptive data and user-defined criteria are combined to help answer questions. For example, in the case of site selection for a ski resort, criteria such as proximity to existing tourist attractions, hotels, restaurants, suitable mountainous terrain, and access to major transportation choices (interstate highways, train stations, or airports) may be used. The same study can determine whether a viable skiing market exists by adding criteria to define the maximum acceptable level of competition within a specified distance from the proposed site, or the minimum consumer demand necessary in a selected geographic region or specified population demographic to sustain a new ski resort.

Researchers in the health sciences use GIS to track the occurrence of infectious diseases or to determine the geographic distribution of health care professionals. They also find GIS a powerful tool in studying healthcare utilization across user-defined geographic areas and among various population groups. Using GIS, programs that make health professionals available to underserved areas are better equipped to send these professionals where they are most needed. Sociologists and others investigating social problems find GIS a useful tool for studying relationships between poverty and crime by geographic region, for studying the growth of population and its relationship to educational resources and attainment for various social groups in a region over time.

Scholars have also used GIS to show the spread of printing in the 15th century, to map neural activity in a chimpanzee's brain, and to show population shifts over time in rural regions. GIS is truly a multi-disciplinary tool.

services comparable to those offered by leading academic research libraries across the country. Programs providing GIS, imaging, electronic text, and data support are well established in respected university libraries such as those at Michigan, Virginia, Stanford, Berkeley, and Cornell. The SU Library now has the opportunity to learn from the experiences of institutions that have already implemented successful digital service programs.

The Library plans to launch, in September 2003, the pilot phase of a new Digital Imaging Services Center that will complement and encompass the existing GIS Lab, which began digital service in the Maps and Government Information Department in May 2001. Managed by librarian John Olson, the GIS Lab supports faculty and student research projects that involve spatial analysis and thematic mapping (see sidebar, left). It provides convenient access to hardware and software, assistance with identifying and acquiring spatial data files, and instruction through on-site lectures and class sessions. GIS enables researchers to assemble, analyze, and graphically present a variety of geographically linked information. A consortium comprised of the Library, SU academic departments, and the SUNY College of Environmental Science and Forestry pays for the expensive annual site license, which assures access to all.

THE NEW DIGITAL IMAGING SERVICES CENTER

Led by librarian Suzanne Preate, the Digital Imaging Services Center will digitize images and text for faculty and student research projects, and for Library projects as well. When fully developed, the center will produce image files that support such applications as electronic drawing tools, standards-based archival and repository work, and in-process management of large collections of images for faculty and other University users. An important part of the service will be guiding users in creating metadata, the descriptive information that will allow these large collections to be organized, located, and preserved.

The introduction of imaging services will support a wide variety of faculty and student research (see sidebars, p. 3). Whether using such Library services as electronic reserves, SU-supported courseware packages (such as WebCT or Blackboard), or direct sharing of information via e-mail or faculty web pages, users in graphics-intensive areas require efficient access to high quality digital images. The Library must be

prepared to provide access to—and to support the production of—graphical materials in digital format. As part of that process, we must work diligently with the University community to ensure the protections of fair use and copyright.

NUMERIC DATA SERVICES ON THE HORIZON

A numeric data service will be introduced in 2004. Like GIS, data services (sometimes narrowly promoted as “social sciences data services”) use socio-economic data, such as census statistics and educational data, to support analysis of issues for decision making. Data also serve researchers in the sciences, who employ statistical data to perform spatial analysis of climates, terrain, water resources, wildlife, disease migration patterns, and other topics.

Many organizations, institutions, and governmental agencies create numeric data for use in the non-profit research sector. SUL owns, or provides access to, thousands of data files covering demographic, economic, financial, and atmospheric information. For example, the Inter-University Consortium for Political and Social Research (ICPSR) produces frequently-cited public opinion survey data and annual social trends data. Several companies specialize in the analysis and publication of data describing financial markets, corporate and industry performance, consumer behavior, and other topics. The largest volume of important statistical data comes from the federal and state governments and from international organizations, such as the United Nations and its agencies.

IMPORTANCE OF DIGITAL SERVICES TO SU

The combination of numeric data, GIS, and imaging services, along with the Library's vast collection of digital and printed source materials and the support of information professionals, will give faculty and students unprecedented power to carry out their research. Research projects may be supported by one service, or by some combination of services, depending upon the desired outcomes and necessary resources. Both statistical data and spatial data can be used in projects involving GIS. Digital imaging is also synergistic with GIS and numeric data services. For example, images can be integrated into complex projects that link digital maps to photography, statistical data, and other digital source material (see sidebar, p. 3, lower right).

The University's 2001 Academic Plan, A Strategic Partnership for Innovative Research and Education (A-SPIRE), emphasizes the importance of information technology (IT) as an education-enhancing tool. Initiative Two, Strategy 5 is to "Increase the exposure of all students to information technology throughout the curriculum."²¹ The plan promotes the integration of IT into undergraduate programs so that students will be prepared to exploit technology tools routinely and innovatively in the course of seeking information and learning. Also driving the implementation of new services is the Library's strategic goal of bringing relevant technologies to its users as the "central place for digital resources and consultation."²² Our development of digital services reflects our recognition of the growing role of new technologies in meeting the evolving needs, skills, and expectations of all Library users.

THE PROCESS OF DEVELOPING NEW SERVICES

The Library's ongoing partnership with Computing and Media Services will be an asset in the development of new digital services. CMS, which provides computing and application services to the entire University community, will extend the Library's technical expertise and help with hardware and software evaluation and acquisition. The partnership will be critical in meeting anticipated user and Library needs for server management, information and software security, and large capacity storage for a wide variety of project needs. The implementation and anticipated growth of the new technology-based services will increase demand on limited Library technological resources and expertise. Library collaboration with CMS is likely to grow even stronger in the coming years as both operations strive to serve their shared constituencies.

The development of new digital services will have organizational implications within the Library. Existing services must be reconfigured to maximize user benefit while minimizing redundant work. The Library will need to identify opportunities and efficiencies within its limited human, technological, and budgetary resources. New skills, protocols, and relationships must be introduced. Though long-term development and sustainability of digital services will require additional external support, a great deal can be accomplished

by establishing strategic priorities and by using existing talent and other resources to the fullest extents.

The Library is committed to developing digital services based on the needs of the SU community. Initial discussions with faculty have been highly positive, and the potential demand for imaging appears to be enormous. Faculties in several departments have expressed the need to create digital information, as well as to organize and share it with others. Graduate students and other researchers, often frustrated by the difficulty of identifying and obtaining primary data files from among the vast range of content producers (government, private industry, and individual researchers), look forward to having convenient access to supporting tools in the Library.

The identification of information and the necessary tools for using it are now basic functions that define the academic library. To identify and acquire digital resources and deliver them to users most effectively, it will be necessary to adopt metadata and standards for scanning resolution, color depth, and file organization. Adoption of such standards by the Library and users will ensure the accessibility and persistence of digital content for researchers now and into the future. To ensure that digital services

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Using Digital Imaging Services

In the fine arts, users will have the ability to transform graphical resources into digital formats, allowing for easier sharing of images for classroom and project purposes. Students investigating the development of an artist's career can efficiently bring together images and descriptive analyses for presentation or publication. Faculty will have greater support in their efforts to digitize photography or art images for classroom presentation.

Architects will be able to digitize schematic drawings, photography, and other graphical resources to increase the accessibility of these for research and teaching, or to develop digital libraries devoted to a central theme, style, or architect. Large, fragile architectural drawings and celluloid slides of architectural graphics are other candidates for digitization. Such images can be shared over the Internet, an increasingly important mode of faculty-student communication and information transfer.

Using Digital Services Synergistically

A historian interested in the influence of a lake on the development of an American city can begin her project with a collection of photographs, maps, and notes describing the region and its features. After consulting with Library staff, the historian may discover that spatial data needed for drawing the political boundaries and physical features of the target region are not available for the years needed. She can have the printed source material digitized in the Digital Imaging Services Center for use in a relational database. Digital map images can then be geo-referenced (linked to fixed coordinates on the Earth) in the GIS Lab, so that any information associated with them is specific to exact location. The initial printed map is now a dynamic spatial image, capable of being enhanced with layers of additional information (e.g., municipal boundaries, water features, and roads). Points (fixed locations on the image) can then be added for each important location indicated on the map image, along with other relevant features of the area (schools, government buildings, commercial centers, etc). These points are themselves active—linkable to images, text, or tables that describe a specific feature. The researcher can also consult the Library's numeric data specialist to acquire and add tables to the project's relational database that offer socio-demographic and economic information about the region. The historian can then query the database to produce thematic maps, depicting variables such as population, income, locations of schools and shopping centers, roads, and occurrence of crime. Using the Library's combined digital services, the historian can analyze relationships among these variables.



Preliminary sketch for a private residence, from the Library's Marcel Breuer Papers. Notice evidence of human handling, especially in the upper left quadrant. Many documents of this kind are never identified for scholarly use because they are lost in voluminous paper files of similar materials. Now, through digitization, they can be shared and preserved.

remain relevant to users' changing needs, we will include questions about them in our ongoing assessment program (read about the LibQual survey on page 5).

MANAGING AND SUSTAINING DIGITAL SERVICES

The new services must be integrated with existing services, and this will require increased cross-departmental collaboration within the Library. The envisioned suite of digital services at SUL will be managed as components of a new Library unit designed to coordinate and develop digital services. The unit will be part of the Access and Digital Services Division, where it will benefit from having operational links to other electronic services and resources. Where appropriate, digital services will have physical and operational proximity to relevant library collections. For example, the GIS Lab and the data service program will have a relationship with the Maps and Government Information Department because of the latter's spatial and statistical content.

Development of digital services at SUL will require outreach to the University community and direct engagement with potential users. During the remainder of 2003 and into 2004 we will periodically invite

interested faculty to discuss how technology-based services can best be adopted in support of academic research and student projects. The Library has already learned from its users that technology tools are not always preferable or appropriate in research and teaching. SU Library intends to balance new digital services with its enduring role as steward of research collections and provider of essential research services in all formats.

—Denise Stephens
Associate University Librarian
for Public Services

NOTES

¹ Syracuse University, A Strategic Partnership for Innovative Research and Education (A-SPIRE): An Academic Plan for Syracuse University, April 2001, 8. <http://acadplan.syr.edu/acadplan418.pdf>

² Syracuse University Library, Goal 2.3: Digital Services, in Targets for Transformation: A Strategic Plan for the Syracuse University Library, 2000-2005, 2000 (rev. 2002), 19. <http://libwww.syr.edu/information/strategicplan/>

SU Library Users Speak: Overview of LibQUAL+ Survey Results



During three weeks in late April and early May, Syracuse University faculty, students, and staff participated in a national survey designed to measure user perceptions of library service. The survey, known as LibQUAL+™, is sponsored by the Association of Research Libraries (ARL). It was administered at more than 300 (primarily academic) libraries in North America. The data are still being analyzed, but we can provide some initial findings. Data resulting from the survey will reflect perceptions of library service performance across all participating institutions, as well as specific findings for our own library. For the Syracuse University Library, use of the LibQUAL+ survey represents the beginning of an ongoing assessment process to learn from users how best to serve their information needs.

The survey invites users to identify the minimum acceptable level of service, the desired (or highest) level of service, and the level of service they actually perceive for a range of library activities. The mean (average) distance between desired and minimum service quality defines the tolerance zone within which service quality should fall. The question for SUL and other libraries is this: How close are we to meeting the desired level of services as defined by our users?

MEASURES OF SERVICE QUALITY

LibQUAL+ uses a standard set of questions that ask respondents to indicate their minimum, desired, and perceived levels of library service in four areas: "Affect of Service" (the human aspect of service interactions); "Library as Place" (the adequacy of physical public spaces in the library); "Personal Control" (the ease with which users can independently navigate and carry out their research tasks); and "Access to Information" (comprehensiveness, organization, accessibility, and ease of acquiring information). Results of the three previous LibQUAL+ surveys (in which SU did not participate) have consistently demonstrated users' desires for personal control and access to information in their engagement with libraries. Of somewhat lesser importance to users are the "Affect of Service" and "Library as Place" areas.

PARTICIPATION IN THE SURVEY

A random sampling of SU's population yielded 302 completed surveys. The responses of four user groups (undergradu-

ates, graduates, faculty, and non-library staff) were compiled for the 44 questions that constitute the entire survey. Library staff members were also invited to participate, though the responses from this group were not included in the aggregate SU figures. In addition, an optional comment section allowed respondents to share their general thoughts about SU Library services. Faculty comprised the largest group of respondents (35%), followed by graduate students (26%), undergraduate students (18%), non-Library staff (13%), and Library staff (8%). The low participation by undergraduates, as compared to their institutional representation (more than 70% of the total student population, excluding law students), may be due to the difficulty of reaching them via e-mail. Most of them use e-mail services provided by non-SU entities.

Conversely, faculty participation was robust and their input should play a prominent role in shaping the Library's understanding of user needs. During the coming year, we will use other methods, including focus group discussions, to learn more about the information-seeking behaviors and service expectations of Library users.

AN INITIAL GLANCE AT SUL LIBQUAL+ RESULTS

In-depth analysis of SUL's survey results began in late summer 2003. In the fall, the Library will provide a detailed report on the findings and begin to plan appropriate actions to address identified areas of concern. The following is intended only as a brief summary of first impressions of survey results. Much more analysis is necessary to report on all user groups. While perceptions vary among the respondent groups, a preliminary review of aggregate SU results in each of the four areas yields the following observations:

Affect of Services. Generally, users identify their interactions with service staff as friendly, and they perceive staff as willing to expend effort to assist with information needs. Some areas warranting additional analysis are user perceptions of service reliability and staff expertise.

Library as Place. The physical library (including all locations) is perceived as adequate. However, there is some concern about aesthetic conditions and the suitability of Library facilities for quiet study. Analysis of the data should produce more detail about perceptions of specific Library locations.

Access to Information. Generally, the respondents perceive the breadth and depth of information resources as adequate. However, expectations among user groups and academic disciplines vary substantially, and detailed analysis may reveal widely disparate perceptions. The accessibility of information in electronic format is perceived as problematic, as well as the efficacy of bibliographic tools.

Personal Control. Users perceive their ability to independently perform research tasks in the Library as marginal. Ease of navigation, accessibility of collections, physical organization of materials, and the effectiveness of finding aids may be areas that warrant improvement. It will be necessary to learn more from users about their information seeking behaviors and preferences, generally.

SUL will make a concerted effort to understand the above results through further data analysis and user feedback, and to address users' concerns. The Library accepts its responsibility to perform this important work.

NEXT STEPS

SUL will fully analyze survey results in the coming months and will report its findings to the University community late in 2003. The Library will seek additional user feedback where necessary to clarify issues. We will act without delay where advisable and will establish priorities in addressing more complex program issues. In addition, SUL will actively seek input from the University community to identify strategies and resources necessary to address issues that are beyond the Library's ability to resolve independently. In two years the Library will participate in the 2005 LibQUAL+ survey, giving us a chance to see how changes have affected the perceptions of our clientele. We intend to work for continuous improvement.

—Denise Stephens
Associate University Librarian
for Public Services



LibQUAL+™

Research Libraries and the Syracuse Commitment to Special Collections

RESEARCH LIBRARIES MAINTAIN SPECIAL COLLECTIONS BECAUSE OF THE VITAL ROLE THEY PLAY IN SCHOLARLY RESEARCH.

This basic fact is underscored in "Research Libraries and the Commitment to Special Collections," a statement (see p. 8) endorsed earlier this year by the Association of Research Libraries (ARL). Special collections are often beginning points for academic labors that culminate in the transmission of historical and cultural knowledge through books and articles, lectures and presentations, and documentaries and exhibitions. This is because special collections are, by definition as well as by the strivings of their curators, organized assemblages of "primary sources."

THE PRIMACY OF PRIMARY SOURCES

We owe the customary distinction between primary and secondary sources to historians. Primary sources are documents and other artifacts that originate in, or result from, historical events and the lives of individuals wrapped up in them. For a military

historian, these might include a general's report of casualties, a letter from a soldier to his wife, or even a musket ball embedded in the side of a building. Primary sources provide or even embody direct evidence of what happened; they constitute the "facts" in the case. Secondary sources, by contrast, represent retrospective attempts to reconstruct and interpret "what happened." They are the histories historians write.

The distinction blurs, however, as one steps out of this traditional, and somewhat narrow, frame of historical thinking to take a more critical approach to sources. Consider, for example, Francesco Guicciardini's *History of Italy*. Composed in the first half of the 16th century, it superseded earlier humanist historiographies in its usage and evaluation of multiple sources. Its lines of argument were putatively based not just on prior secondary works, but also on unpublished documents that the aristocratic Florentine politician and military leader had stashed away in his personal archives.

Soon after its first appearance in print in 1561 (20 years after the author's death), Guicciardini's *History of Italy* was recog-

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nized as the most authoritative and reliable contemporary account of the events it narrated. It gained status as a “primary source” in its own right, especially because later readers did not have access to the original documents that Guicciardini’s heirs continued to hold in private. That situation prevailed well into the 19th century, when German historian Leopold von Ranke launched his reputation with a hammering attack on what he regarded as Guicciardini’s faulty and disorganized manner of using sources. Ranke claimed that in many cases passages were simply lifted from other chroniclers and bolstered with invented speeches, basing these charges largely upon a comparative analysis of Guicciardini’s narrative with that of other secondary writers. Where there was disagreement, he faulted Guicciardini.

(Incidentally, von Ranke’s personal library of some 20,000 volumes was purchased by Syracuse University in 1887. It is a cornerstone of our rare book collection and is a primary source for the investigation of Ranke’s own development as a historian.)

More than a century later, and long after Ranke’s achievements in promoting his “scientific” approach to history had suffered their own reproof, the scrupulousness of Guicciardini’s work was vindicated by the efforts of his masterful biographer, Roberto Ridolfi. Exhibiting still greater passion for archival research than the Saxon critic, Ridolfi persuaded Count Paolo Guicciardini to allow him to help arrange his ancestor’s papers and produce an inventory. In conjunction with this activity, Ridolfi published previously unknown writings of Guicciardini and important studies on the History of Italy that examined, for the first time, the original sources on which it was based and defended its accuracy.

Depending on approach, a “secondary” source always bears the potential of becoming “primary.” This is the stance of special collections departments, and what distinguishes and justifies their existence in library and academic environments. In addition to primary sources in the traditional sense of original and unique documentary evidence, special collections gather and preserve textual and other types of cultural artifacts. While these can be derivative, they nevertheless may yield valuable insights when studied critically. Even seemingly insignificant products such as dime novels can

expose important societal viewpoints and literary practices when collected comprehensively and examined comparatively. The publication runs and corporate archives of the Street & Smith firm, which are held by Syracuse University Library, provide a good example.

SUL AND THE ARL STATEMENT ON SPECIAL COLLECTIONS

An expanded notion of “primary sources” helps us to better appreciate the intended scope and impact of the ARL statement on special collections. The statement’s opening premise, “Scholarly research depends ultimately on the availability of primary sources,” is followed by the affirmation that “commitment to primary sources” marks “an enduring contribution by research libraries to scholarship and learning.” Recognizing the central role that special collections play in gathering, preserving, and providing access to primary sources, the statement asserts that they “represent not only the heart of an ARL library’s mission, but one of the critical identifiers of a research library.” In other words, the claim to being a research library depends in large measure on doing what it takes to maintain distinguished and accessible special collections.

A member of ARL since the organization’s first major expansion in 1962, SUL has never been among the largest or most-highly ranked research libraries in this county. In the annual ARL rankings, it currently floats within the lower third in size, budget, and personnel. Nevertheless, with more than 100,000 rare printed works and 1,200 manuscript and archival collections, SUL possesses more extensive and important special collections than many of its larger peers, contributing significantly to its standing as a research library on the national scene.

The ARL statement makes clear that maintaining special collections carries significant obligations and responsibilities. Accordingly, it outlines several norms directed toward library and institutional administrators, from providing reliable funding for the support, staffing, and preservation of special collections, to housing them in secure, environmentally sound facilities, and creating functional, welcoming spaces for their use. The statement also addresses the opportunities and challenges posed by the emerging digital environment in relation to

special collections, including making information about all special collections visible online within a reasonable period of time; working collaboratively with appropriate partners to design the most effective, standards-based digitization projects; and exploring the issues, implications, and promises inherent in acquiring primary materials that are “born digital.”

Two years ago, ARL created a Task Force on Special Collections composed of 17 leaders in the field. The Task Force is making plans to enhance access to special collections, particularly those that are “backlogged” or otherwise “hidden” to researchers because they have not been ade-

quately cataloged or cataloged at all. All special collections have such backlogs; the key lies in finding common solutions to shared problems.

By the time this issue of *The Library Connection* appears, three SUL senior staff will have just returned from “Exposing Hidden Collections,” a two-day working conference organized by the ARL Task Force on Special Collections and hosted at the Library of Congress. They include University Librarian and task force member Peter Graham, associate University librarian for Information Management Services William Garrison, and Special Collections Research Center director Christian Dupont.

ARL Statement: Research Libraries and the Commitment to Special Collections

Scholarly research depends ultimately on the availability of primary sources. Research libraries preserve and provide such primary resources as part of their fundamental mission. Manuscripts or printed books or other artifacts or objects “born digital” are tangible marks of prior cultures, literary growth and development, and turning points in history. They are the means by which scholars document, investigate, and interpret all our histories and cultures.

Members of the Association of Research Libraries (ARL), like other research libraries in this country and internationally, embrace the complex set of obligations imposed by our mission to provide primary resources. We collect, organize, maintain, and preserve these primary research materials to meet the needs of our parent institutions and, like them, to serve the needs of national and international scholarship. We view our commitment to primary resources as a critical component of our institutional mission and as an enduring contribution by research libraries to scholarship and learning.

As ARL libraries carry out these important functions, our special collections play a critical role. While many of our general collections are remarkable in their comprehensiveness or age, our

special collections tend to the unique. They comprise manuscripts and archival collections unduplicated elsewhere and one-of-a-kind or rarely held books. They also include items precious through their rarity, monetary value, or their association with important figures or institutions in history, culture, politics, sciences, or the arts.

Special collections extend beyond paper to other formats of cultural significance, for example photographs, moving pictures, architectural drawings, and digital archives. Special collections are also significant for their focused assemblages of published materials so comprehensive as to constitute unparalleled opportunities for scholarship. The development, preservation, support, stewardship, and dissemination of major special collections thus becomes both a characteristic of the true research library, and an obligation assumed by all members of the Association of Research Libraries. Special collections represent not only the heart of an ARL library’s mission, but one of the critical identifiers of a research library.

Accordingly, in maintaining special collections members of the Association of Research Libraries should:

Provide reliable funding for the support, staffing, and preservation of special collections;

Build special collections in keeping with institutional collection development policies, existing strengths, and regional or national commitments, and enter a new collection area only if there is a firm

commitment to develop the collection and make it accessible to users;

In communications, characterize special collections as fundamental to the mission of the Library;

Make information about all special collections visible online within a reasonable time period, following established guidelines for what constitutes adequate access;

House special collections in secure, environmentally sound space;

Provide functional, welcoming space for the use of these collections;

Include special collections in overall strategic planning and library development;

Work collaboratively with appropriate partners to build collections in emerging areas of scholarly interest, to enhance access to special collections, and to design the most effective, standards-based digitization projects;

Explore the issues, implications, and promise inherent in acquiring primary materials that are “born digital”;

Inform University administrators, boards of trustees, legislators, and other members of the community about the obligations and responsibilities an institution assumes when it undertakes the stewardship of special collections of international importance.

Prepared by the ARL Task Force on
Special Collections
December 17, 2002
Endorsed by the ARL Board of Directors
February 6, 2003

"DEPENDING ON APPROACH, A 'SECONDARY' SOURCE ALWAYS BEARS THE POTENTIAL OF BECOMING 'PRIMARY.'"

The conference focused on organizing efforts at a national level to improve access to unprocessed or underprocessed primary source materials. These efforts will likely include the conducting of new types of collection surveys, the planning of large-scale cooperative processing projects, and the pursuit of major grants and other types of funding to support these initiatives.

The rare book and archival communities are presently revising cataloging guidelines to incorporate approaches designed to speed processing without sacrifice of rigorous standardized methodologies. The Library will take advantage of the new procedures when they become available. In the meantime, SUL initiatives are underway in other areas to address the norms and goals articulated by the ARL Task Force.

Earlier this year, the department of special collections was formally renamed the Special Collections Research Center for Students, Faculty, and the Scholarly Community to make its mission more apparent to its constituencies. The center's director serves on the Library's senior administrative committee to ensure that special collections perspectives and needs are represented in all Library management decisions. Discussions have been opened with Risk Management and the Office of Design and Construction to assess and improve security and environmental conditions for special collections storage, service,

and exhibit areas. Grants are being sought to increase visibility and access to collections through digitization projects. A major grant proposal was recently submitted to the National Endowment for the Humanities to digitize the periodicals in the Oneida Community collection. (NEH previously funded a comprehensive microfilming project of the Street & Smith archives and publications.) And this is just the beginning.

From the vantage of the scholarly community, the special collections initiatives that will be undertaken nationally and here at SUL cannot come soon enough. Scholarly research does indeed depend on the availability of primary resources, and what is lacking in one discipline cannot be made up by abundance in any other. Moreover, as Guicciardini's legacy reminds us, research and the progress of historical knowledge are not served well by the sequestering of unpublished documents in insufficiently inventoried and inaccessible archives for the course of centuries.

—Christian Dupont
Director, Special Collections
Research Center for Students, Faculty, and
the Scholarly Community

Note: More information about the ARL Task Force on Special Collections and its activities is available on the ARL web site: www.arl.org/collect/spcoll/.

Special Collections Research Center

RECENT ACQUISITIONS

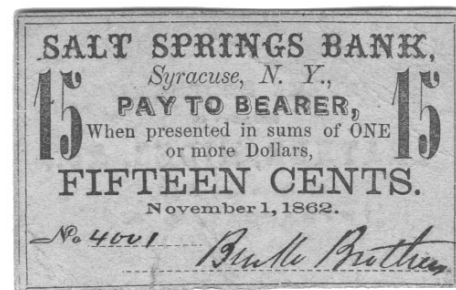
In-kind donations from generous individuals and purchases made through special gifts and endowed funds continually add to the growing collections of primary source materials managed by the Special Collections Research Center. Following are a few acquisitions highlights from the past six months.

OATES UPDATED

The latest accession to the papers of author, critic, and Syracuse alumna Joyce Carol Oates '60 was received in June. The new acquisition mainly covers her work during the past five years, but also includes family materials, such as correspondence, photographs, and scrapbooks. Copies and translations of her recent publications are likewise represented together with periodical contributions, reviews, screenplays of her novels and plays, videos of performances, audiocassettes of lectures, and a collection of poetry broadsides.

LOCAL MONEY

Numismatist Gordon L. Harris donated his collection of private bank notes and scrip issued by Syracuse merchants during the 19th century. When federal currency was scarce during economic depressions and war years, banks cooperated with merchants to produce small denominations of local currency to enable them to continue trans-



This 15-cent note was used by Burke Brothers Leather Tanning in downtown Syracuse as scrip during the Civil War.

acting business. Harris is author of the definitive catalog *New York State Scrip and Private Issue Notes*.

SINGULAR EDITION

The first and apparently only issue of the periodical *Sacco and Vanzetti Dawn* was purchased by the Library Associates endowment. It is not known to exist in any other collection. Over the past six months, the Library Associates endowment has also made possible the acquisition of a half dozen other rare works and examples of fine printing.

DOCUMENTING TERROR

Perhaps the world's most comprehensive collection of original newspaper issues documenting the terrorist attacks of September 11, 2001 was acquired from the Society of News Design (SND) through the mediation of Newhouse professor Marshall Matlock. Matlock serves as coordinator for the annual SND competition, which solicits more than 13,000 entries from editorial offices around the world. Entries are normally discarded after the winners are photographed for the competition catalog. Sensing their potential research value, Matlock saved all of the several hundred entries to the special "Attack on America" category from the 23rd annual competition.

PIONEERING FACSIMILE ACQUIRED

Cave Luther, manager of FoodWorks in Menschel Hall, made a gift of a prized volume from the estate of his late uncle, Frederic Luther: the first photographic facsimile of a medieval manuscript. Produced in London in 1860, the volume is splendidly bound in full calf leather by London bookbinder Marseille Middleton Holloway.



Detail from the Ben Shahn mosaic, "The Passion of Sacco and Vanzetti," on the east wall of Huntington Beard Crouse Hall. Photo courtesy of the Syracuse University Art Collection

To learn about other recent acquisitions or how you can make a gift to the Special Collections Research Center, please contact the center's director, Christian Dupont, at 315-443-9759 or cydupont@syr.edu. He will also be pleased to tell you about the benefits of becoming a member of Library Associates, an organization of friends and supporters of the center.



From the Society for News Design "Attack on America" collection: *Detroit Free Press, Extra*, Tuesday, September 11, 2001

Science and Technology Library Acquisitions

Here are a selection of important books, databases, and e-journals that are new to the Science and Technology collections. All of these resources are searchable on the Library's online catalog.

KNOVEL ANSWERS FOR SCIENCE AND ENGINEERING™

This online interactive book collection includes more than 500 full-text science and engineering reference titles from major publishers. Fifteen to twenty titles are added monthly. Many of the books are enhanced with features, such as interactive tables that allow the user to customize data as in a spreadsheet application. Certain books feature interactive graph digitizers, equation plotters, and graph plotters that allow the user to input data, make calculations, plot points on a graph, save, and print. Searches can be conducted across the entire collection or within broad subject categories (e.g., "adhesives," "chemistry and chemical engineering," "food science," "metals and metallurgy," or "semiconductors and electronics").

AMERICAN CHEMICAL SOCIETY WEB EDITIONS AND JOURNAL ARCHIVES

All content appearing in the 42 journals published by the American Chemical Society (ACS) is now available to the Syracuse University research community. This spring, the SU Library joined with a consortium of academic libraries to license access to the Web Editions versions of the ACS journals. In addition, the Library licensed access to all back issues through the ACS Journal Archives. The two e-journal packages offer users not only greater convenience in accessing material, but they add new access to 14 titles (to which the Library did not previously subscribe), and they fill in gaps among the Library's older print holdings. In total, the packages offer access to more than 500,000 articles from more than 11,000 issues, dating back as far as 1879. All articles are available in PDF format as exact facsimiles of the original print publications.

ROYAL SOCIETY OF CHEMISTRY SPECIALIST PERIODICAL REPORTS

In spring 2003 the Library subscribed to the online version of eight titles in the Royal Society of Chemistry Specialist Periodical Reports series. Compiled by teams of leading authorities, the series provides regular, critical, in-depth accounts of progress in major areas of chemical research. Its constituent publications include both annual and biennial reports. Volumes published since 1998 are available electronically, with chapters made available online in advance of publication in the corresponding print volume.

2002 JOURNAL CITATION REPORTS ON CD-ROM

The Science and Technology Library recently acquired the 2002 Journal Citation Reports (JCR). It is kept on permanent reserve in the Science and Technology Library, and a valid SU I.D. card is needed to borrow it. JCR is a unique multidisciplinary database with quantifiable statistical data that provides a systematic, objective way to determine the relative importance of journals within their subject categories. The Science Edition of the JCR covers about 5,000 leading international science journals drawn for the ISI Science Citation Index database, covering topics from aerospace engineering to zoology. The JCR provides three forms of citation analysis data: journal impact factor, immediacy index, and citation half-life. With these measures, authors are able to identify journals in which to publish, confirm the status of journals in which they have published, and identify journals relevant to their research.

TREATISE ON GEOCHEMISTRY: AN ESSENTIAL REFERENCE WORK FROM ELSEVIER SCIENCE

This 10-volume set provides comprehensive coverage of the full range of disciplines and topics in the field of geochemistry.

—Susan S. Berteaux

Head, Science and Technology Library

American Film Scripts Online

RECENT ACQUISITION

American Film Scripts Online, a new resource published by Alexander Street Press, is now available through the Syracuse University Library. When complete, this full-text searchable database will contain over 1,000 scripts and more than 100,000 scenes portraying life as envisioned by motion pictures produced from the beginning of the 20th century to the present. The current edition contains 135 scripts by 201 writers. Included in this first collection are *Backdraft* (1991), *Bullitt* (1968), *Daughters of the Dust* (1991), *Double Indemnity* (1944), *The Great Train Robbery* (1903), *It Happened One Night* (1934), *Meet John Doe* (1941), *Ocean's Eleven* (2001), *Rebel Without A Cause* (1955), *Se7en* (1995), *Sunset Blvd.* (1950), *Urban Cowboy* (1980), and three versions of *A Star Is Born* (1937, 1954, and 1976).

In selecting the scripts to be included, the publisher used the following criteria:

- The film or screenplay won a major award.
- The film was critically acclaimed.
- The screenplay has historical or sociological significance.

The publisher also gave preference to feature films that fit within pre-selected genres (e.g., film noir) or types (e.g., silent movies of the 1920s) and to films for which actual shooting scripts were available.

The database search engine allows both simple and advanced searches. Categories that

can be searched include script title, year released, genre, writer, producer, actor(s), director(s), and subject headings. Biographical data is provided on individuals, and there are links to the Internet Movie Database.

The texts are fully searchable, allowing the researcher to look for the occurrence of specific words. For example, someone interested in food in American films could do a text search on the word "hamburger." This word will then be located within the context of the scene where it appears. One can even check the frequency of a word's occurrence by year, writer, or title. This search capability should make the database of value not only to film scholars, but to other scholars and researchers as well. For example, a sociologist might view scenes of domestic violence from the 1980s or a cultural historian might examine interior scenes from urban settings in the 1950s.

This resource will continue to grow over the next few years and will include a substantial number of screenplay facsimiles. The next release, planned for this fall, will more than double the size of the database. Access for Syracuse University faculty, students, and staff is provided on the Library's database page. Search by title or subject category of film, or visit <http://libwww.syr.edu/research/database/index.html>.

—Randy Bond
Fine Arts Librarian

Need Help Using The Library?

Ask Us—With LibChat

SYRACUSE UNIVERSITY LIBRARY offers a variety of ways for users to ask for assistance. The latest addition to these choices is LibChat, an online service that allows a user to "converse" directly with a librarian by means of interactive software. The librarian can even show web pages to the user in making a response. The user then has the option of receiving a full transcript of the session, including all URLs and other shared information. LibChat is available to current Syracuse University students, faculty, and staff, as well as to individuals who have questions about the University or the Library and its collections.

To ask a question using LibChat, click on the icon, which appears on several of the Syracuse University Library web pages. (The starting point for the Library's web page is libwww.syr.edu.) Users will be prompted to complete a follow-up survey at the end of each session—feedback and comments are welcome! Please check the Reference Services web page for LibChat hours:

libwww.syr.edu/information/reference.html.

Other reference options include the following:

In-person reference. When in the Library, feel free to visit a librarian at one of our reference desks. The main desk at E.S. Bird Library is located to your left as you enter the main floor. A complete listing of locations is available at libwww.syr.edu/information/reference.html.

Telephone reference. The main number for the E.S. Bird Library Reference Desk is 443-4083. A complete listing of numbers is available at libwww.syr.edu/information/reference.html.

E-mail reference. Click on the icon to use the web form. You may also send questions to libref@syr.edu or to one of the specialized reference accounts listed at libwww.syr.edu/information/reference.html.

Whichever method you choose—please ask us.

—Tasha Cooper
Reference Librarian

Library Hires Four New Leaders

THIS PAST YEAR, THE LIBRARY HIRED A NEW ASSOCIATE UNIVERSITY LIBRARIAN AND THREE DEPARTMENT HEADS, ALL OF WHOM ARE VIGOROUSLY CONTRIBUTING TO THE LIBRARY'S PROGRESS.



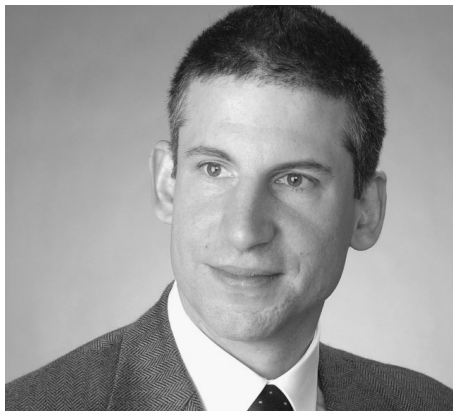
WILLIAM GARRISON, associate University librarian (AUL) for Information Management Services (formerly known as Technical Services), joined the staff in December 2002. Garrison has a national reputation for his work in developing new standards for cataloging in both print and digital environments. He is, in addition, a teacher and manager, with responsibility for the behind-the-scenes functions that give users access to library materials, such as cataloging, acquisitions, and database management.

Garrison has degrees in Latin and German, as well as an M.L.S. Before coming to SU, he held various cataloging positions at Northwestern University and at the University of Colorado at Boulder. He has conducted training seminars throughout the United States and overseas on behalf of the Library of Congress and the International Program for Cooperative Cataloging. He has also published articles concerning e-books, digitization, metadata, and cooperative cataloging.



SUSAN BERTEAUX became head of the Science and Technology Library in December 2002. She brings with her extensive experience in providing and managing services in the sciences and engineering. These include digital services, such as electronic course reserves and web-based "articles-on-demand" systems; outreach services to faculty and researchers; and instruction in the use of library and information resources.

Berteaux, who holds an M.Sc. degree in library science, previously worked at the Scripps Oceanography Library at the University of California, San Diego and, before that, at the Woods Hole Oceanographic Institution Research Library in Woods Hole, Massachusetts. Her published work concerns library management, user education, outreach, library services, and staff training. Berteaux is currently serving as president of the International Association of Aquatic and Marine Science Libraries and Information Centers (IAMSLIC).



CHRISTIAN DUPONT was appointed in January 2003 as director of the Special Collections Research Center (formerly Department of Special Collections), which holds some 100,000 rare books and 1,200

manuscript collections. He is responsible for collection development and preservation, donor relations, public services, exhibitions, and digital initiatives related to the Library's most valuable holdings.

Dupont holds a doctorate in theology, as well as an M.I.S. degree. He comes to SU from the University of Notre Dame, where he worked in special collections, most recently as curator. A scholar who has published on such subjects as the history of Christianity, Dante collecting, and library history, Dupont understands the value of digital initiatives. His projects include the development of a full-text electronic database of some 1,500 early Italian vernacular texts.



HARRIET SONNE DE TORRENS became head of the Library's Department of Fine Arts in March 2003. She previously held a variety of library positions at the University of Toronto over the course of the past ten years. She has also served as arts administrator for an art gallery, a dance and theater company, and a directors guild. A medievalist, she recently completed her doctorate in art history at the University of Copenhagen, Denmark.

Sonne de Torrens has been working with her staff on self-assessment and restructuring, automation of slide processing (in preparation for future Library digital initiatives), and the building of collaborative relationships with faculty in music, the arts, design, media studies, and architecture. The department's internal assessment of current procedures and workloads has resulted in a consolidation of tasks, a shift of some staff responsibilities, and minor restructuring. These initiatives are designed to increase the department's productivity and ability to achieve long-range goals.

Library Selectors and Subject Specialists

The following librarians serve as liaisons to academic departments, building library collections and providing library user education and other services to support Syracuse University's teaching and research mission. They welcome suggestions for acquisitions, comments about the Library's collections, or questions about access to materials not in the Syracuse University Library. Members of the Syracuse University community may also contact Peter McDonald, associate University librarian for Collection Development (apmcdona@syr.edu or x2573), with questions, comments, or suggestions regarding the Syracuse University Library collections. For questions about gifts to the Library, contact Nancy Cohen (njcohen@syr.edu or x5531). Note: The phone numbers listed below are Syracuse University campus extensions. When calling from off campus, dial 315-443-[extension].

SUBJECTS

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African American Studies	Bonnie Ryan	x4674	bcryan@syr.edu
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American Literature	Wendy Bousfield	x9520	wbbousfi@syr.edu
Anthropology	Bonnie Ryan	x4674	bcryan@syr.edu
Architecture	Barbara Opar	x2905	baopar@syr.edu
Art	Randy Bond	x3539	ribond@syr.edu
Art, Applied and Decorative	Randy Bond	x3539	ribond@syr.edu
Asian Studies	Gurnek Singh	x4677	gxsingh@syr.edu
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Latin American Studies	Robert Cleary	x2989	rmcleary@syr.edu

THE LIBRARY CONNECTION

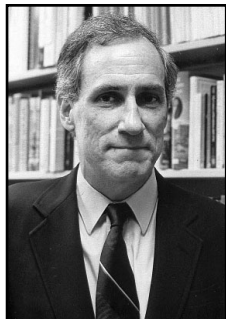
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FORMATS

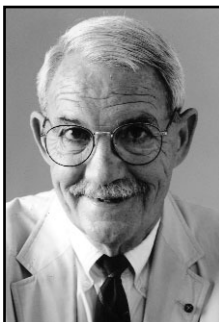
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Recordings, Spoken Word	George Abbott	x2438	glabbott@syr.edu
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Slides	Harriet Sonne de Torrens	x5332	hsonneto@syr.edu
Video	George Abbott	x2438	glabbott@syr.edu

History of the Book Programs For This Fall

Robert Darnton, a leading authority on the history of books and censorship, opened the History of the Book series on September 11, 2003 with a lecture, "Mlle. Bonafon and the Private Life of Louis XV: What the Butler Saw and What the Public Read in 18th-Century France." Co-sponsored by the history department, Darnton's presentation concerned "the history of reading as well as the seditious literature that circulated under the cloak."



The series continues on Thursday, October 16, 2003 when Robert Hollander presents "Justice & Poetry: Dante's Book of the Dead" in the 1916 Room of E.S. Bird Library. Hollander is professor emeritus of European literature at Princeton University. Jean Hollander, award-winning poet and director of the Annual Writers' Conferences at the College of New Jersey, will accompany her husband on the trip, and plans are also underway for them to do a reading from their joint translation of Dante's *Inferno* and *Purgatorio*.



The Library Connection, published in the spring and fall, provides the University community with information about collections, services, and activities of the Syracuse University Library. The newsletter is supported in part by the Syracuse University Library Associates.

Paul Bertalan, President

Peter S. Graham, Executive Director and University Librarian

Edited by Mary Beth Hinton. Designed by Michael McGrath.

Send comments or requests related to The Library Connection to Terry Belzak at

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Also contact Terry Belzak if you wish to be added to our mailing list or to receive information about Library Associates.

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