

# THE Library

News from the Syracuse University Library

C O N N E C T I O N

## FROM THE UNIVERSITY LIBRARIAN

## What Is a Library?

### BOOKS, BUILDINGS— AND PEOPLE

What is a library? In common conversation we often mean a place (“I’ll meet you at the library”). But why do we go there? To use the books. Though “books” have come to mean a great deal more than that, it’s still the favorite term for most of us.

But if a building full of books is a library, then a library is only a warehouse. The books and our digital services have to be made available for users, and that’s where the people come in. The human element is our most important asset; it is our staff who allow us to discern reader needs and to provide for them. In addition, it is only through our staff that we can build the campus-wide partnerships and collaborations that let

us deliver resources and services at the time and place they are needed.

In other *Connection* articles we’ve talked about the collection, and you’ll soon hear much more about those needs. We’ve also talked about the building. Though the planned expansion may take a while, we’ll soon tell you about that again as well. In this issue we want to tell you about our fine staff, in part because there have been many changes.

Staff in libraries are of several dif-

ferent kinds. Almost all our staff are motivated, at least in part, by some sense of service, for it’s no secret that there are more lucrative jobs out there. Because there are differing conditions of employment, we speak of our bargaining unit staff, our administrative-supervisory-clerical staff, and our librarians. We also speak broadly of our public services and technical services staff. The people in each group do essential jobs and there are stars among all of them.

### THE FRONT LINE AND THE BACK OFFICES

The public services staff are our front-line people, those with whom readers and users are most likely to come into contact. The reference staff are in several areas, including fine arts, science, and general reference. They all assist readers in finding, identifying, and evaluating information, and they educate users in information and technical skills.

The Circulation Department manages shelving and works with readers to check books in and out. Our Reserves Department works directly with faculty and students to assure print and electronic information availability on short-term loan. Since our SUMMIT system manages checkout, overdues, recalls, shelf locations, and online availability, these staff require technical ability well beyond using date-stamps or pencils.

Interlibrary loan is now heavily automated as well, allowing service to be greatly improved. Staff in the special collections departments are deeply knowledgeable about our important manuscript, rare book, and audio collections, and the Media Department provides assistance with videos, microfilm resources, and computerized multimedia.

Specialized staff provide selection and resource skills in their areas of knowledge. Most of our public service librarians not only work at the desk but are responsible for



Clockwise from left, a mix of long-termers and newcomers on our staff: Frank Forward; Natasha Cooper; Charles Harvey; Maryjane Poulin; George Abbott; Wendy Bousfield

book, journal, and database selection in specific subject areas, such as political science or geology. They also act as liaisons for particular departments and disciplines. The list in this and every issue of the *Connection* allows readers to be in touch with the experts in their area of interest.

Our front-line people can't do it all alone; they and our readers are supported by staff providing specialized and often highly technical services to assure that readers can find what they need. Acquisitions staff obtain the selectors' chosen materials. As a purchasing operation, it is more complicated than most, since there is little repetition or quantity ordering; thousands of orders per year are placed for distinct items that will never be ordered again. Catalogers assign the items to the shelves and construct records and headings that allow readers to find and distinguish the catalog's items. Our Serials Department staff catalog the constantly changing titles of journals and claim missing

issues, and now are providing access to e-journals. All of these tasks are done with the aid of complex online systems that have been developed during the past 25 years.

Staff in the Preservation Department work to ensure that our materials will be here in future years, both by ensuring proper binding and by repairing damaged books. Our systems people work to guarantee our network infrastructure, our desktop systems, and of course SUMMIT, our keystone library information system. And we have an administrative staff to work with personnel, budget, supply, building, and security, as well as the overall management.

## STAFFING THE HYBRID LIBRARY

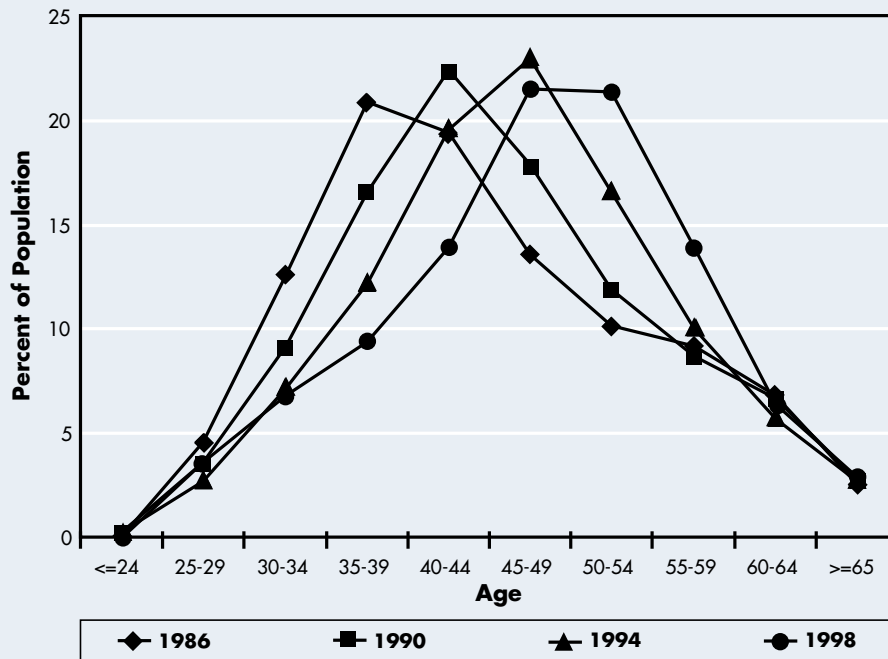
Everyone knows that libraries now deal with much more than the printed word. Today we speak of the "hybrid library," a library that perform must work both with the continuing world of print and the expanding world of digital information. We firmly expect the printed word to remain important for decades, although it is also evident that digital technology is changing the way scholars work.

In this hybrid environment there is little evidence of financial savings from technology. Usually, it is quite the reverse; the evidence is seldom stronger than in staffing. Research libraries must have skilled people who can create and disseminate information in the digital environment. We cannot, however, discard the print skills that remain essential in so many disciplines. Finding good people with all these skills is increasingly difficult and expensive.

In our library, technology has already required the addition of specialized positions. The Media Department has assisted users with digitizing and desktop-publishing for several years. Our new staff in the Reference Department all possess technical skills. But we can't just add technology to the repertoire; we need to transform position definitions and add new positions. Two years ago we hired a specialist in Geographic Information Systems (GIS) for our Maps and Government Information Department. Our Strategic Plan (see page 8—the Strategic Plan article) calls for hiring a senior information technology leader.

Both the Strategic Plan (available at <http://libwww.syr.edu/information/strategicplan/index.html>) and our building plans describe the University's need for a library that provides the further specialized skills

**Age of ARL Librarians, 1986 to 1998**



Courtesy of the Association of Research Libraries

**IT IS ONLY THROUGH OUR STAFF THAT WE CAN BUILD THE CAMPUS-WIDE PARTNERSHIPS AND COLLABORATIONS THAT LET US DELIVER RESOURCES AND SERVICES AT THE TIME AND PLACE THEY ARE NEEDED.**

that faculty and students require. Visual imaging is increasingly important not only in fine arts but in the sciences. Digitization and the creation of “born-digital” publications require knowledge of markup standards, image techniques, and compression ratios. Knowledge is needed on campus to advise and assist with large-data manipulation, digital publishing, intellectual property management, electronic text analysis, and digital archiving. The library is a logical place to provide such an “information commons” to obviate the expense and duplication of schools and individuals each providing such skills on their own. This is directly analogous to the commonly shared books and journals that libraries have provided in the past.

### **CHANGING DEMOGRAPHICS**

The need of libraries for a wider range of skills is one way in which librarianship as a professional career is changing. The University’s own School of Information Studies (IST) well exemplifies the breadth of library and information disciplines. Fewer than 20 percent of its graduates obtain traditional library degrees, though we’re pleased to note that this still constitutes one of the largest library schools in the United States.

The school also exemplifies one of librarianship’s problems: information careers outside of libraries tend to pay much better. To dedicate oneself to library work requires a commitment to public service that not everyone can afford; we need to make it affordable.

The existing national librarian cohort is aging rapidly (see chart). Apparently, fewer young people are entering the profession. And, as noted above, libraries need more skills and capabilities than ever before. Libraries are also increasingly searching for a more diverse workforce; not only is that the right thing to do, but we in libraries must look ahead. Our country’s demographic projections clearly show that we will soon have a clientele far more diverse than our present one. To provide services well, we must look more like our clientele, and draw from it.

The result of these trends—diversity, age, salaries, skills—is an increasingly competitive market for capable librarians and other skilled people needed to serve our campus. The library has made proposals to the University through Senate committees and elsewhere to allow us to be competitive, and to add to our staffing complement to provide for future faculty and student needs.

### **THE QUALITY OF OUR STAFF**

We are fortunate to have already a fine staff, and also fortunate to have made some very good recent hires. The energy and knowledge provided by the new people work in synergy with the experience and insight of our veteran staff in ways that excite all of us. The library is this year filling a number of positions that have been vacant for some time, and others that have become vacant due to retirements and normal turnover. By the summer we will have conducted even more searches, most of them successfully. The positions run the gamut from front-line staff to senior managers, including several positions newly defined in our Strategic Plan. These include an Instructional Services Librarian, an Electronic Resources Librarian, and a Director of Information Technology.

The people described in this issue are only part of a very good staff, both veterans and newcomers, who are changing the face of our library services. With the University’s help, we can fully rise to the scholarly communication challenges that students, faculty, and libraries face all over the world.

—Peter S. Graham  
*University Librarian*



# New Resources

## BABIRACKI DEFINES ETHNOMUSICOLOGY AS A "METHOD OF LOOKING AT MUSIC AS CULTURE."

### WORLD MUSIC

Increasingly, ethnomusicologists such as Professor Carol Babiracki in SU's Department of Fine Arts are studying "world music," that is, popular, folk, and classical music traditions from around the globe. Babiracki defines ethnomusicology as a "method of looking at music as culture." To support her work and that of her colleagues, the library has subscribed to major new reference sources, including the *Garland Encyclopedia of World Music*, the first volume of which appeared in 1998. Before then, music encyclopedias tended to focus more on the history, theory, and performance practice of European-based classical music.

Of the 10 projected volumes in the Garland set, seven have been published: Africa (1), South America, Mexico, Central America, and the Caribbean (2), United States and Canada (3), Southeast Asia (4), South Asia: The Indian Subcontinent (5), Europe (8), and Australia and the Pacific Islands (9). Volumes covering the Middle East (6), East Asia: China, Japan, and Korea (7), and The World's Music: General Perspectives and Reference Tools (10) are forthcoming.

Each volume is similarly organized into three sections: 1) "An introduction to the region, its culture, and its music, as well as a survey of previous music scholarship and research;" 2) "Major issues and processes that link the musics of the region;" and 3) "Detailed accounts of individual music cultures." Articles are written by prominent scholars in the field.

A compact disc with recorded examples

accompanies each volume. Other useful features are a glossary, separate guides to publications, recordings, and films/videos, as well as notes on the companion CDs and an extensive index. Syracuse University Library's set is located in the Fine Arts Ready Reference area (ML100.G16 1998). The companion CDs are available for listening in the Fine Arts Limited Access area, fourth floor, E.S. Bird Library.

Some recent one-volume acquisitions in this field include *World Music: The Rough Guide* and *Reggae: The Rough Guide* (both shelved in Fine Arts Ready Reference). An excellent overview of the subject is *Exploring the World of Music: An Introduction to Music from a World Music Perspective* (MT6.H356 1999) and its three companion compact discs (CD 5374). Two useful titles that talk about the ways in which world music has been heavily influenced by the commercialization of music, especially from the United States, are: *World Music, Musics of the World: Aspects of Documentation, Mass Media, and Acculturation*, edited by Max Peter Baumann (ML3797.7.W694 1992) and *Music at the Margins: Popular Music and Cultural Diversity*, by Deanna Campbell Robinson (ML3470.M88 1991).

In support of new courses in world music and dance at the University, a number of ethnic music and dance videos were recently added to the Library's collections. Especially notable among these is the JVC *Video Anthology of World Music and Dance* (videocassette 8453), a set of 30 videotapes with 9 printed guides, program notes, and indexes, housed in the Library's Media Services Department.



# Showcasing Students: Undergraduate Employees at Syracuse University Library

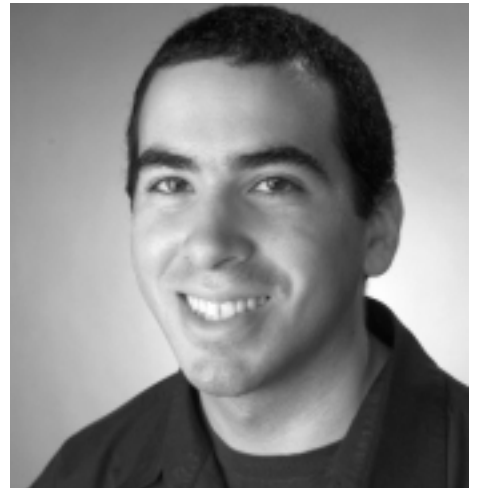
**STUDENTS FIND THAT MATURITY AND SENIORITY INCREASE THEIR APPRECIATION FOR THE RESOURCES AND OPPORTUNITIES FOUND AT THE LIBRARY.**

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**IN ADDITION** to the full-time staff, the library depends on the helpful services provided by our student employees. These students do useful work for the University while earning money toward their own education. Many work with us for several years. In talking with several veteran students at E.S. Bird Library about their jobs and hopes, a common theme emerges. While most originally approached their work-study employment with the casual attitude typical of new students, the students found that maturity and seniority increased their appreciation for the resources and opportunities found at the library.

For **Angela Piech**, a senior nursing student in the College of Human Services and Health Professions, working under Gloria McGarry in Bibliographic Services provides new insight into the breadth of the library's collection. Since her freshman year, Piech has seen all types of materials pass through her department, making her more aware of the library's printed resources than the average student. This heightened awareness of library resources was also mentioned by **Daniela Andrei**, a senior advertising major in the S.I. Newhouse School of Public Communications. Her years of experience in the Reference Department have strengthened her research habits, directing her toward databases and other sources unfamiliar to most undergraduates. "In group projects," she says, "I come to meetings with a stack of materials—I've gotten so familiar with the databases."

Andrei also talks about the effects her reference position has had on her choice of curriculum; she is currently enrolled in an advertising research class, which builds on research skills acquired at the library. For **Sarah Jenkins**, a senior film major in the College of Visual and Performing Arts, working in the Slide Collection likewise affected her choice of curriculum. By simply handling slides, as well as by conducting research projects for the department, she developed an interest in art history and architecture, and went on to take classes in those fields.



Gregory Santos

Since high school, **Gregory Santos** has aspired to a career in the book arts. A senior printmaking major in the College of Visual and Performing Arts, Santos works for the conservator Peter Verheyen, where his work is directly related to his postgraduation hope of attending a highly selective program in bookbinding. Aside from the usual student benchwork in the department, Santos has participated in special projects designed to meet his needs as an applicant to this program. Currently, he is working on a project with Donia Conn, assistant conservator, modeling different types of bindings from the collection. The library has reinforced and supported Santos's career plans.

Santos is thankful for the professional and artistic support he has received from Verheyen and Conn, his supervisors. Piech and Andrei both spoke of the sense of camaraderie enjoyed by students and supervisors. Jenkins appreciates the independence she's been granted with increasing seniority, and the opportunity to work as a trusted member of the department. Regardless of their commitment to further work in the library or related professions, students emphasize their positive relationships with co-workers as one of the "best things" about working at the library. As undergraduates in a large university, each appreciates the unparalleled opportunity to enjoy a sense of community.

# E-Journal Update

**BY GOING TO ELECTRONIC ONLY, WE GAINED ACCESS FOR OUR USERS TO ANOTHER 1,910 TITLES.**

**BY THIS FALL**, the library will be well under way with an ambitious program to expand its scholarly journal resources by moving to electronic versions. We have signed license agreements with most of the prominent science publishers, including Kluwer, Academic, Elsevier, Blackwell Science, and Wiley. Where before we had approximately 480 print holdings spread across the five major publishers, by going to electronic only, we gained access for our users to another 1,910 titles from these publishers. Many of these were journals we had to cancel in previous years.

As noted in the Fall 2000 *Library Connection*, these licenses were brokered through our regional consortium NERL (NorthEast Research Libraries) and provided us the option of canceling our print holdings in favor of electronic access for substantial savings. Better still, through NERL, we gained access to the collective holdings of all our sister institutions in the consortium. In effect, this gave us electronic access to the entire title lists of these prominent journal publishers. We also have access in both print and online format to Springer Verlag, Blackwell Publishers, and Oxford University titles, as well as selected e-journals from many other smaller publishers. These have added more than 600 new electronic titles.

The licenses went into effect in January 2001, providing us current articles and a growing archive of digital full-text from more than 4,500 journals, including publishers with whom we still retain print subscriptions. These electronic titles have now been catalogued and are available on SUMMIT, our online public access catalog (OPAC). The URLs to the individual titles are embedded in each online record, and searchers can now link immediately to the desired e-journal from the OPAC. There is also a site on our Library web pages where the preponderance of our current e-journal publishers and titles are listed: <http://libwww.syr.edu/research/ej/index.html>.

In the coming year we are looking at expanding our electronic journal holdings even further, notably in the humanities and social sciences. All library subject specialists have identified electronic versions of print journals for which they are responsible. We

will study these lists and identify potential publishers and individual titles to consider for electronic access. To date, two other publishers have been identified as highly desirable candidates for our collection: Cambridge University Press and Sage Publications.

We will cancel our print holdings for Wiley and Elsevier Science Direct beginning in January 2002. For the other publishers, such as Springer Verlag and Oxford, we will sign agreements for access but will probably retain our print holdings until we are certain of the stability of these publishers' e-journal ventures. We would benefit from faculty opinions on these plans. Before we took the initial steps, we consulted widely with departments and faculty. This year's experience may provide new insights we should hear about.

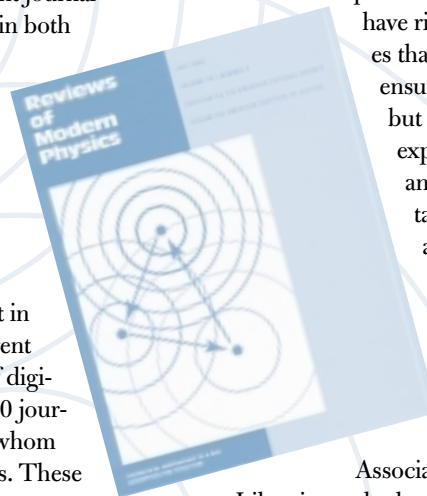
Archiving still remains problematic with commercial full text products like e-journals. There is currently no overall national strategy to ensure that born-digital materials are systematically preserved in perpetuity. All the publishers mentioned

have riders in their licenses that claim they will ensure a viable archive, but in a world of expanding mergers and corporate takeovers, these assurances must be approached cautiously. The Syracuse University Library, as a member of the

Association of Research

Libraries and other national professional organizations, is actively involved in finding collaborative solutions to this problem. Indeed, Yale just announced a joint partnership with Elsevier Science to archive all of its 1,100 journals—a heartening development.

If faculty are aware of electronic versions of journals they are familiar with, and would like us to consider gaining access to, they should contact their respective subject specialists. The list of subject specialists can be found in this issue and at <http://libwww.syr.edu/information/admin/librarians.htm>. To date, the E-Journals Project has been a resounding success, adding thousands of new journal titles to our collection.





# Expanding the Catalog

**ALMOST  
20 PERCENT  
OF OUR  
COLLECTION  
REMAINS  
UNAVAILABLE  
ON SUMMIT.**

**SUMMIT**, the University's online catalog, does not yet hold the keys to all of the library's bounty: some 2.8 million volumes, 4.7 million microforms, and 1.5 million items in other formats. Almost 20 percent of our collection remains unavailable on SUMMIT. About a year ago, the Library initiated several projects under the aegis of the "cataloging census." All are designed to make SUMMIT more complete and comprehensive so that it will represent all the library's traditional and digital resources.

One cataloging project focuses on providing access to digital resources—databases and online materials—whose use does not require a trip to the library. Such databases as Chemical Abstracts and Academic Universe allow users to search for information in periodicals and other sources. Online materials, including electronic journals and government information, bring content directly to users. Since October 2000, nearly 1,500 electronic journals have been added to SUMMIT, along with 5,300 resources created and maintained by the Maps and Government Information Department.

Providing access via SUMMIT to SU doctoral dissertations is the goal of a second project. Currently, records for dissertations produced between 1977 and 1992 can be

found on SUMMIT; earlier and more recent ones cannot. When the project is completed, all SU dissertations will at least be listed on SUMMIT. Eventually the full text of current dissertations will be available through SUMMIT as well.

Music materials are the focus of two projects. More than 4,000 long play (33 1/3) records have been added to SUMMIT, doubling the catalog's listings of music sound recordings. Soon work will begin on the music score collection, which will result in all music scores classed in the Library of Congress system being on SUMMIT.

The remaining two projects focus on incorporating older materials into SUMMIT. Librarians call this work "retrospective conversion," which means creating online records for materials that now have only card catalog records. Even though the library's old card catalog may be found in the lower level of E.S. Bird Library, it is not often used. The older materials must be integrated into SUMMIT, or they are effectively lost.

Catching up with these materials while staying current with cataloging new acquisitions is a slow process. We hope to gain funds and staff to make this happen, or else the University's earlier investment will lie fallow.

The screenshot displays the Syracuse University Library SUMMIT Catalog interface. At the top, the logo and title "SYRACUSE UNIVERSITY LIBRARY SUMMIT CATALOG" are visible. Below this, there are navigation links: "New Search", "Patron Info", "Prior Searches", "Databases", "Help", and "Exit". A sub-header reads "Database Name: Syracuse University Library" with a link to "Click help button for instructions". The main search area features a "Search for:" input field and a "Search in:" dropdown menu with options: "Keyword anywhere", "Subject heading", "Author", "Title", "Journal Title", "Call number", and "Boolean (AND, OR, NOT)". A "50 records per page" dropdown and a "Search" button are also present. A search results card is overlaid on the right, showing the following information:

Arch. 729.98 Library  
f2846c  
English chimney-pieces.  
Rothery, Guy Cadogan, 1963—  
English chimney-pieces, their design and development from the earliest times to the nineteenth century, by Guy Cadogan Rothery; with an architectural notice by Professor A. L. Koehler. London, J. Tiranti and company; New York, Architectural book publishing co., inc. 1927.  
xi, 16 p. illus., plates. 33 x 20 cm. (Roth466c: Decorative arts series)  
In portfolio.  
1. Fireplaces. 2. Mantels. I. Title. 27—15411  
Library of Congress NAB00.1085  
J841

Like the work on this catalog card, many thousands of books on our shelves are not yet represented in the online catalog.

# Library Strategic Plan: Overview and Update

**OUR PURPOSE:  
TO BUILD AND  
ORGANIZE  
ENDURING  
ACCESSIBLE  
COLLECTIONS  
AND TO PROVIDE  
EXPERT SERVICES  
THAT PROMOTE  
SCHOLARSHIP,  
LEARNING, AND  
DISCOVERY.**

**THE SPRING 2000** *Library Connection* announced that the library was creating a five-year strategic plan “to shape our University’s future information services and environment.” In July 2000 University Librarian Peter Graham presented the plan, titled “Targets for Transformation,” to Vice Chancellor and Provost Deborah Freund and the University. It outlines a framework and a continuing process for transforming library services, collections, and facilities to the benefit of University intellectual and cultural life.

The planning process was characterized throughout by staff involvement and outreach to the University community. It began in July 1999 with a three-day retreat for the library’s management team. Two library-wide town meetings were held in August and the Strategic Planning Steering Committee\* was appointed in October. Throughout eight months of planning, the committee gathered ideas and input from the University community, the library staff, peer institutions, and relevant literature.

In the first phase of planning, the committee identified the core values of the library as information provider, guide, teacher, and caretaker of the human record. The Strategic Plan stems from the library’s commitment to these values (which add to the stated University core values): *respect, collaboration, stewardship, leadership, information literacy, and intellectual freedom.*

The committee then crafted statements of purpose, mission, and vision, as follows:

*Purpose:* “To build and organize enduring accessible collections and to provide expert services that promote scholarship, learning, and discovery.”

*Mission:* By 2005 to “transform the library into the University’s primary gateway for scholarly information.” The library must “develop and sustain a user-centered culture; secure staff, facilities, technology, and funding that support and promote this new culture; and deliver information literacy programs that enable effective use of our services, collections, and resources.”

*Vision:* “Our vision of Syracuse University Library—its people, services, collections, and facilities—is of a nationally significant research library that understands the needs of its users and has actively developed the resources and methods to meet those needs now and in the future.”

The committee examined the library’s past successes and problems, as well as current strengths and weaknesses, then identified goals, specific initiatives, and priorities. The goals and initiatives were organized into

six categories, or themes:

*Information Technology:* increasing library efforts to use information technology in planning, decision-making, daily operations, and service delivery; and applying the technologies needed to use a full range of information resources and services.

*User Services:* making services available at the time and place of need, helping students acquire information literacy skills, understanding the needs of the University community, and developing a user-centered culture; helping students, faculty, and staff use and create digital information; providing equitable access to resources and services for all users.

*Collections, Preservation, and Access:* select, organize, preserve, and provide access to collections in all formats that fully support the University’s teaching and research activities. The first critical goal in this area is to evaluate, build, and align collections with University priorities through collaboration with schools, colleges, and academic departments. The vice chancellor’s Academic Plan will be of great assistance. Digital archiving, a logical extension of the library’s traditional role of preserving the University’s intellectual output, is an important goal here. A third goal in this planning theme is to staff the library’s preservation program to provide ongoing analog and digital preservation reformatting with less dependence on grant support.

Access is the key word for the fourth goal. The library needs to provide seamless access to information resources in all formats that is organized, easy to use, and customizable for each user. We are eagerly investigating a “My Library” information gateway. The last two goals in this theme are to increase library participation in national and international research library activities and to establish the library as the campus resource for copyright information.

The fourth planning theme is *staff and organizational development*. We must continually support, develop, attract, and retain highly skilled and qualified staff who are committed to transforming the library. In addition, we must develop the library to be a more responsive, flexible, and effective organization. The first goal is to build a diverse staff appropriate in number and skill sets. This year, the library has conducted more than 25 searches to fill vacancies; staffing the library is one of our most critical and immediate needs, and we have proposed strategic additions. Much of the success of the Strategic Plan is contingent upon our having



sufficient skilled staff. The theme's second goal is to provide all staff with necessary training and development to excel in their work and propel the library forward.

*Improving physical space* is the fifth planning theme. We seek to recreate the library's physical spaces into an inviting, effective environment for exploration and discovery, study and reflection, and the exchange of ideas. "The University has committed to a significant expansion of E.S. Bird Library ... to achieve two major goals: the additions to the library's role in a print and digital age, and the combining of the bulk of the science and technology collections and staff with those now in E.S. Bird."\*\*

*Communication and development* is the final theme. Increasing library visibility and presence both on and off campus through

greater public relations efforts is of strategic importance. We want to strengthen the library's fiscal position by actively seeking and securing greater financial support from a wide variety of sources both internal and external to the University.

A strategic plan is a tool that enables an organization to revitalize itself and focus its efforts. A well-crafted plan that is intentionally implemented and consistently monitored will lead to success in strategic areas. The library's Strategic Plan establishes our direction as we enter the 21st century, and it develops among staff a set of commonly held values and a shared sense of purpose and mission. The goals in the plan will not only focus our efforts but also provide a measure of our success.

#### Footnotes:

\*The steering committee was composed of members from all staff levels: Bobbi Gwilt, Head, Monographs Department, Chair; Martha Hanson, Preservation Administrator; Kelley Lasher, Serials Assistant; Peter McDonald, Associate University Librarian for Collection Development; Pamela McLaughlin, Head, Access Services and Digital Services Division; Lisa Moeckel, Head, Research and Information Services Division; Suzanne Preate, Reference Librarian; and Susan Spencer, Circulation Supervisor in the Science and Technology Library.

\*\*Graham, P. "Program statement for an expanded E.S. Bird Library." Internal memo. Draft 3b. 2/15/01.

## Denise Stephens Is New Associate University Librarian



Denise Stephens

**THE LIBRARY** is pleased to announce the appointment of Denise Stephens as Associate University Librarian for Public Services, effective January 14, 2002. She will fill the position vacated by the retirement of Carol Parke.

"We are very pleased to have Denise Stephens come to Syracuse University," says Peter Graham, University Librarian. "She immediately and continually impressed us all with her knowledge, seriousness, and poise. She has successfully and innovatively worked with the library and management and technology issues that confront us here in Syracuse as they do research libraries nationally. She will work very well with our faculty and students in providing the services they need now and in the future."

"It is an honor to join the talented and dedicated staff of the Syracuse University library," Stephens says. "I am impressed with the library's forward momentum and its focus on meaningful client services at a time of continuous change. With great excitement, I look forward to working with my new colleagues and partners."

Stephens was the head of the Anschutz Library in the University of Kansas Libraries System, responsible for merging two distinct libraries into a single integrated entity in a new building. While there, she initiated program development and university partnerships for emerging digital services, including

Geographic Information Systems (GIS) and numeric data services. She was responsible for changing the management culture there and developed team-based structures and participatory management practices across all library units.

For the previous five years she was at the University of Virginia, where she was responsible for the Geographic Information Center—one of the library's widely recognized digital centers. She designed and directed its establishment and managed a substantial operation supporting local services, library instruction, and remote access to digital materials. At the same time, as Documents Information Services Librarian, she managed the regional federal depository library of more than 2 million publications and 175,000 map sheets. In her final two years, Stephens directed the Information and Access Services at the Science and Engineering libraries. She has also had several years of front-line experience at the University of Oklahoma, in Norman, Oklahoma, her home state.

Stephens has published several articles on GIS, management, and diversity. She is a member of divisions and committees within the American Library Association and has participated in activities with the Association of Research Libraries, including its Leadership and Career Development Program.

# Paul Bertalan Is New President of Library Associates



Paul Bertalan

**“I ENTER** a library with the same respect with which I might enter a church,” says Paul Bertalan, newly installed president of Library Associates. In the throes of the digital age, he believes that libraries must provide more than information delivery. As centers for contemplation and intellectual ferment, they must inspire reverence.

Mark Weimer, director of the Belfer Audio Laboratory and Archive and secretary-treasurer of Library Associates, describes Bertalan as a leader who “brings great energy to Library Associates.” He calls Bertalan’s approach an “amalgam of new technology on the one hand, and books and libraries on the other,” avoiding extremes at a time of great change in the wider library community.

Chuck Klaus, development director of the Syracuse Opera and former senior producer at radio station WCNV, calls Bertalan a “mental explorer—a person unafraid to become involved at a very high level of expertise in a wide range of fields.” In fact, Bertalan first encountered Library Associates through his involvement in local music organizations. He works on archival recordings for the Society for New Music, sits on the Society’s board, and has been involved with publicity at the Syracuse Friends of Chamber Music. Several years ago, when the Philharmonia Quartett Berlin—a string quartet founded by Berlin Philharmonic members—came to Syracuse to play a benefit concert for the library, Bertalan was contacted for publicity assistance. This initial collaboration ushered in his involvement with the library and Syracuse University.

Prior experience with these local arts organizations taught Bertalan that “any organization is only as good as its members are active.” He will apply this insight to his leadership of Library Associates with an eye to energizing existing membership and expanding

involvement. He plans to conduct a survey of the membership to better understand the talents and interests of associates. These responses will drive the organization’s future agenda.

Library Associates currently supports the Library through programming, publication, and acquisitions. Bertalan is particularly interested in acquisitions, hearkening back to the early days of Library Associates, when the book-collecting interests of the first members dominated the agenda. Acquisitions supported by Library Associates typically strengthen existing special collections. Among recent examples are photos by Margaret Bourke-White, books from the Kan Ran Press, and the papers of Thomas Moore, best-selling author and Syracuse alumnus. Bertalan, an audiophile, is looking for ways for Library Associates to collaborate with the Belfer Audio Laboratory and Archive through rare audio acquisition, supporting its collection of audio formats ranging from tin foil to DVD.

Though a former record producer and an electrical engineer by profession, Bertalan still approaches technological change “through the lens of the arts.” As a high school student, Bertalan operated a printing press. He appreciates the tactile and aesthetic value of a book. “There is something to getting your hands dirty from the type or reading a beautifully printed book,” he notes. He hopes that current members of the University community, especially students and other younger community members, will retain that sense of wonderment. Bertalan sees himself as a mediator between an older, pre-Internet generation, attracted to libraries as physical spaces and books as physical entities, and a younger, technologically savvy generation, accustomed to turning to the Internet to satisfy research needs. He plans to bring this spirit of reconciliation to his presidency of Library Associates.

# What Books Should Be E-books?

**SYRACUSE UNIVERSITY LIBRARY RESERVES STAFF** participated in a recent project funded by the Mellon Foundation. The project, dubbed BYTES—Books You Teach Every Semester—studied the use of reserve materials in history and literature courses across eight institutions: Columbia University, Cornell University, Dartmouth College, Harvard University, New York University, Syracuse University, University of Connecticut, and Yale University (all are members of the NERL—North East Research Library—consortium).

As stated in the consortium's proposal to the Mellon Foundation:

*We believe it is critically important that academic libraries begin a process of influencing publishers and vendors to digitize the books that students and teachers most need, rather than simply leave it to the marketplace to decide what comprises such materials. If the purveyors of these books cannot be encouraged to digitize, there may be a digitizing role for the libraries themselves. The key stakeholders in this endeavor, and those with the most to gain from its success, will be the students and faculty who are frequent users of the holdings of academic libraries.*

Staff in reserves departments in nine NERL libraries provided data for the items on reserve for all history and literature courses taught at their respective institutions during the spring and fall 2000 semesters. The

data were then analyzed to address a set of key questions, including extent of overlap among institutions, patterns that indicate potential for overlap in the future, and the extent to which already-digitized e-journals synergize with book readings.

Based on data analysis to date, we have learned that there is very little overlap of exact items across institutions. In comparing pairs of schools in the study, the greatest overlap for exact items was only 79 titles shared out of nearly 6,800 in the database. At the generalized title level, 33 percent of titles for spring 2000 were listed by two or more schools. The most striking result was the important role played by university presses in course reserves. Eight of the top ten publishers of books on reserve at these nine institutions were university presses.

The participants are now exploring ways in which a group of research libraries could begin to develop relationships with content providers, particularly university presses. Possibilities include "just-in-case" digitization of large bodies of content, consortial copyright clearance for e-books, and on-demand provision of all or parts of a work through consortium-based digitization projects. NERL may submit a follow-up proposal to Mellon or another funding agent for additional exploration of digital needs in course reserves.

Those interested in seeing the full report should contact Pamela McLaughlin at 443-9788 ([pwmclaug@library.syr.edu](mailto:pwmclaug@library.syr.edu)).

## Upcoming Library Associates Events

### OLD MOVIE HOUSES IN THE SALT CITY: SYRACUSE IN EARLY SCREEN HISTORY

Norman O. Keim, United Ministries Chaplain Emeritus, Hendricks Chapel  
Founder/Director, Syracuse University Film Studies Center

February 21, 2002

Thursday, 4 p.m.

1916 Room, E.S. Bird Library

### MAKING OPERA IN LEATHERSTOCKING COUNTRY

Esther Nelson, General Director,  
Glimmerglass Opera

April 4, 2002

Thursday, 4 p.m.

1916 Room, E.S. Bird Library

*Library Associates Spring Luncheon*

### PATIENCE AND FORTITUDE

Nicholas Basbanes, author of *A Gentle Madness: Bibliophiles, Bibliomanes, and the Eternal Passion for Books*

May 10, 2002

Friday, noon

Schine Student Center

Room 304B and C

For information about Library Associates programs, call Mark Weimer at 443-3874.



# Syracuse University Library

## Selectors and Subject Specialists

The following librarians serve as liaisons to academic departments and building library collections. They provide 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 SU Library. Members of the SU community may also contact Peter McDonald, Associate University Librarian for Collection Development (x2573), with questions, comments, or suggestions regarding the SU Library collections. For questions about gifts to the library, call Nancy Cohen (x5531).

Note: The phone numbers listed below are Syracuse University campus extensions. When calling from off campus, dial 315-443-[extension].

### SUBJECTS

|                                       |                    |       |                                  |
|---------------------------------------|--------------------|-------|----------------------------------|
| Africa                                | Angela Williams    | x9349 | <i>aawillia@mailbox.syr.edu</i>  |
| African American Studies              | Angela Williams    | x9349 | <i>aawillia@mailbox.syr.edu</i>  |
| American Literature                   | Wendy Bousfield    | x9520 | <i>wbbousfi@library.syr.edu</i>  |
| Anthropology                          | Peter McDonald     | x2573 | <i>pmcdonal@library.syr.edu</i>  |
| Architecture                          | Barbara Opar       | x2905 | <i>baopar@library.syr.edu</i>    |
| Art                                   | Randy Bond         | x3539 | <i>ribond@library.syr.edu</i>    |
| Art, Applied & Decorative             | Randy Bond         | x3539 | <i>ribond@library.syr.edu</i>    |
| Asian Studies                         | Gurnek Singh       | x4677 | <i>gxsingh@library.syr.edu</i>   |
| Biology                               | Tom Keays          | x9769 | <i>htkeays@library.syr.edu</i>   |
| Chemistry                             | Tom Keays          | x9769 | <i>htkeays@library.syr.edu</i>   |
| Child and Family Studies              | Lesley Pease       | x3209 | <i>ldpease@library.syr.edu</i>   |
| Classical Literature                  | Martha Hanson      | x1947 | <i>mjhanson@library.syr.edu</i>  |
| Composition/Cultural Rhetoric         | Wendy Bousfield    | x9520 | <i>wbbousfi@library.syr.edu</i>  |
| Computer Science                      | Maryjane Poulin    | x9771 | <i>mdpoulin@library.syr.edu</i>  |
| Computer Science, Applied             | Antonio Bell       | x2331 | <i>axbell@library.syr.edu</i>    |
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| Earth Sciences                        | Elizabeth Wallace  | x9770 | <i>eawallac@library.syr.edu</i>  |
| Economics                             | Michael Pasqualoni | x3715 | <i>mjpasqua@library.syr.edu</i>  |
| Education                             | Natasha Cooper     | x9518 | <i>nacooper@library.syr.edu</i>  |
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| History, North American               | Mark Weimer        | x3874 | <i>mfweimer@library.syr.edu</i>  |
| History, Western European             | Martha Hanson      | x1947 | <i>mjhanson@library.syr.edu</i>  |
| History of Books                      | Mark Weimer        | x3874 | <i>mfweimer@library.syr.edu</i>  |
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| International Relations               | Michael Pasqualoni | x3715 | <i>mjpasqua@library.syr.edu</i>  |

## THE LIBRARY CONNECTION

|                                     |                                  |                |   |
|-------------------------------------|----------------------------------|----------------|---|
| Islam                               | Peter McDonald                   | x2573          | <i>pmcdonal@library.syr.edu</i>                                   |
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| Jewish Studies                      | Mark Weimer                      | x3874          | <i>mfweimer@library.syr.edu</i>                                   |
| Journalism                          | George Abbott                    | x2438          | <i>glabbott@library.syr.edu</i>                                   |
| Latin American Studies              | Bobbi Gwilt and<br>Pamela Thomas | x9773<br>x1943 | <i>rbgwilt@library.syr.edu</i><br><i>pjthomas@library.syr.edu</i> |
| Library Science                     | Pamela McLaughlin                | x9788          | <i>pwmcclaug@library.syr.edu</i>                                  |
| Linguistics                         | Wendy Bousfield                  | x9520          | <i>wbbousfi@library.syr.edu</i>                                   |
| Management                          | Nancy Pitre                      | x9524          | <i>napitre@library.syr.edu</i>                                    |
| Manuscripts                         | Carolyn Davis                    | x2697          | <i>cadavis@library.syr.edu</i>                                    |
| Maps                                | John Olson                       | x4818          | <i>jaolson@library.syr.edu</i>                                    |
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| Nursing                             | Janet Pease                      | x9768          | <i>jlpease@library.syr.edu</i>                                    |
| Nutrition & Food Science            | Janet Pease                      | x9768          | <i>jlpease@library.syr.edu</i>                                    |
| Photography                         | Randy Bond                       | x3539          | <i>ribond@library.syr.edu</i>                                     |
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| Rare Books                          | Peter Graham                     | x5533          | <i>psgraham@library.syr.edu</i>                                   |
| Religion                            | Mark Weimer                      | x3874          | <i>mweimer@library.syr.edu</i>                                    |
| Science, General                    | Mary DeCarlo                     | x2092          | <i>mecarl@library.syr.edu</i>                                     |
| Slavic and Eastern European Studies | Lydia Wasylenko                  | x4692          | <i>lwwasyle@library.syr.edu</i>                                   |
| Social Science, General             | Elaine Coppola                   | x9523          | <i>emcoppol@library.syr.edu</i>                                   |
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| Sociology                           | Kelly Hovendick                  | x4807          | <i>kbhovend@library.syr.edu</i>                                   |
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| Speech Communication                | Wendy Bousfield                  | x9520          | <i>wbbousfi@library.syr.edu</i>                                   |
| Syracuse University Archives        | Ed Galvin                        | x3335          | <i>elgalvin@summon3.syr.edu</i>                                   |
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| Writing Program                     | Wendy Bousfield                  | x9520          | <i>wbbousfi@library.syr.edu</i>                                   |
| <b>FORMATS</b>                      |                                  |                |   |
| Audiovisual Media                   | George Abbott                    | x2438          | <i>glabbott@library.syr.edu</i>                                   |
| Electronic Resources                | Pamela McLaughlin                | x9788          | <i>pwmcclaug@library.syr.edu</i>                                  |
| Film                                | George Abbott                    | x2438          | <i>glabbott@library.syr.edu</i>                                   |
| Generalia                           | Lisa Moeckel                     | x9790          | <i>lemoecke@library.syr.edu</i>                                   |
| Government Documents                | Lesley Pease                     | x3209          | <i>ldpease@library.syr.edu</i>                                    |
| Maps and Atlases                    | John Olson                       | x4818          | <i>jaolson@library.syr.edu</i>                                    |
| Microforms                          | George Abbott                    | x2438          | <i>glabbott@library.syr.edu</i>                                   |
| Newspapers                          | Gurnek Singh                     | x4677          | <i>gxsingh@library.syr.edu</i>                                    |
| Recordings, Music                   | Carole Vidali                    | x9779          | <i>cfvidali@library.syr.edu</i>                                   |
| Recordings, Spoken Word             | George Abbott                    | x2438          | <i>glabbott@library.syr.edu</i>                                   |
| Reference                           | Elaine Coppola                   | x9523          | <i>emcoppol@library.syr.edu</i>                                   |
| Slides                              | Barbara Opar                     | x2905          | <i>baopar@library.syr.edu</i>                                     |
| Video                               | George Abbott                    | x2438          | <i>glabbott@library.syr.edu</i>                                   |

# Digitized Research Collections

**THE LIBRARY GAINED INVALUABLE EXPERIENCE WITH ORGANIZATION AND IMPLEMENTATION OF LARGE-SCALE DIGITIZATION THROUGH THESE PROJECTS, WHICH INCLUDE BOTH IMAGES AND FULL TEXT.**

**SINCE 1998**, the Syracuse University Library's departments of Special Collections and Preservation have initiated the creation of web-based digital collections, funded through the New York State Library's Regional Bibliographic Databases and Interlibrary Resources Sharing Program. These online collections contain selected materials from the Oneida Community Collection, the Street & Smith Publishers Archive, and the Erie Railroad Company collection.

The library gained invaluable experience with organization and implementation of large-scale digitization through these projects, which include both images and full text. Questions wrestled with in all three projects included "benchmarking"—determining the best settings and scanning resolutions. Text digitization also required determining the appropriate extent of proofreading to correct errors from the Optical Character Recognition (OCR) process, and deciding which level and type of encoding were needed for the web. Unique to imaging projects are questions of on-screen display size, resolution in dots per inch (dpi), and, intimately related to that, storage requirements. Once created, the long-term preservation of the created files needs to be examined. As file formats and standards evolve, the files will need to be converted to the next format.

The Oneida Community Collection, the only full-text project to date, includes more than 20 historic Oneida publications by and about the Oneida Community, including 140

selected historic photographs. In many respects, this was the most technically challenging and labor-intensive project. The first materials scanned were "modern" imprints with crisp, regular typefaces, printed on good paper. This made the OCR process reasonably accurate, minimizing the amount of editing required. The second materials included original publications by the Oneida Community from the mid-19th century. The combination of aged paper and irregular printing resulted in a much lower OCR accuracy rate, and a correspondingly intensive editorial process.

Concurrent with the second Oneida Community project was the digitization of the cover art from Street & Smith dime novels. Funding from the National Endowment for the Humanities (NEH) preserved the printed content of the Street & Smith Publishers Archive through microfilming. This provided for encapsulating and binding the cover art, allowing them to be used despite their fragility. The Library's largest imaging project, this was the only one in which the scanning of the covers was outsourced to a local vendor. More than 2,000 dime novel covers as well as a selection of serial covers were scanned. The online images are organized by series title with direct links from individual titles to images; images are also linked from the library's online catalog record.

The library's most recent digitization project involved the Erie Railroad Glass Plate Negative Collection. This collection



From the Erie Railroad collection





East front of Mansion House circa 1870, from the Oneida Community Collection

comprises 750 glass plate negatives depicting stations and other trackside structures, primarily in New York, New Jersey, Pennsylvania, and Ohio, as well as from Indiana and Illinois. In collaboration with the State University of New York at Stony Brook, a 1996 New York State Program for the Conservation/Preservation of Library Research Materials grant enabled the development of a database in which key visual elements were identified.

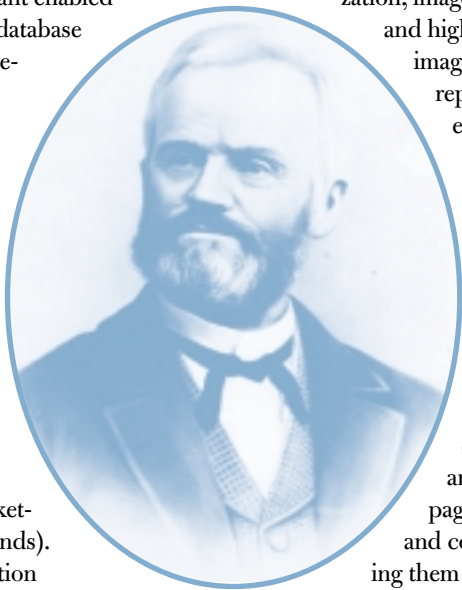
The grant also provided for their cleaning and rehousing. The image content of the glass plates includes individual stations, mile posts, lengths of track, new track construction, and social organizations (such as the East Buffalo Car Shop basketball team and shop bands). While, to date, the station images have attracted the most researcher interest, the images also provide a valuable source of information for documenting the early 20th-century landscape, product advertising, railroad construction, and on- and off-the-job

Erie Railroad Company employee activities. Not everything in the collection could be scanned due to image degradation, and a small number of plates were chipped or broken. Digitization was selected to best provide access to these materials due to the fragile nature of this medium and the lack of comprehensive copy-prints. Thanks to the digitization, images are viewable online, and high-resolution “archival” images can be provided for reproductions or closer examination.

This year, a grant was submitted to digitize broadsides and related publications from the Gerrit Smith Collection relating to abolitionism, religion, and other social issues of the period. If awarded, the 306 broadsides and publications (2,673 pages) would be scanned and converted to full text, making them available to students and scholars in the region and beyond.

For further information, or to view the collections, please visit the Department of Special

Collections web page at <http://libwww.syr.edu/information/spcollections>.



John Humphrey Noyes  
from the Oneida  
Community Collection

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

Syracuse University Library Associates Executive Committee:

Peter S. Graham, *Executive Director and University Librarian*

Paul Bertalan, *President*

Mark F. Weimer, *Secretary-Treasurer*

Edited by Sarah Kline Morgan. Designed by Executive Art. Contributors include Elaine Coppola, Peter Graham, Bobbi Gwilt, Peter McDonald, Pamela McLaughlin, Charles Tremper, Peter Verheyen, and Carole Vidali.

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Syracuse University Library's Annual Report for 2000-2001 is available in the Administration Office, 219 E.S. Bird Library. For information call Nancy Cohen, 315-443-5531, or e-mail [njcohen@library.syr.edu](mailto:njcohen@library.syr.edu).

Cover photo: Mihaela Matei. Group staff photo and photos of Gregory Santos and Paul Bertalan: Steve Sartori. Photo of Denise Stephens: Bill Edwards.

# Questions, Anyone? The CDRS Project

**WHAT IF** library users could get accurate, timely, and credible information anytime, anywhere? The Syracuse University Library is working with the Library of Congress toward that lofty goal. The Collaborative Digital Reference Service (CDRS) is a project of the Library of Congress and a select group of partner libraries. Traditionally, librarians answer reference questions by consulting resources available in their own libraries. While some informal referrals to other libraries have always taken place (e.g., a Syracuse University librarian might consult with a SUNY Health Sciences librarian about a specialized medical question) and some Internet-based “ask-a-question” services and discussion lists exist, until now there has not been a formal process allowing librarians to share their areas of expertise.

The CDRS project is designed to meet that need through an international digital net-

work of libraries and related institutions. The service uses new technologies to provide the best answers to questions by taking advantage of both Internet resources and the millions of non-electronic resources that libraries hold. Currently in a yearlong pilot phase, the project is testing the computer software and operating procedures of the service. Syracuse University was invited to participate in this pilot, along with more than 60 other institutions, including Yale, Harvard, Cornell, the National Gallery of Art, the National Library of Australia, the National Library of Canada, and the Berlin Central and Regional Library.

During the pilot, libraries use this service to supplement their normal reference service. Here at Syracuse University Library, participating Syracuse librarians answer reference questions in their areas of expertise. However, when they encounter questions that

cannot be answered by our resources, they pass those questions along for librarians from other institutions to answer. This expanded capability has already been of great benefit to our patrons, allowing us to receive answers to such questions as “What was the Austrian korona worth in U.S. money in 1910?” We have also helped the patrons of our partner libraries by answering various questions in the humanities, social science, and sciences.

Elaine Coppola and Natasha Cooper of the Reference Department and Janet Pease of the Science and Technology Libraries lead Syracuse's CDRS team. Librarians from the departments of Reference, Maps and Government Information, Fine Arts, and Special Collections at the E.S. Bird Library, as well as librarians at the Science and Technology Libraries, are participating in this project.

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