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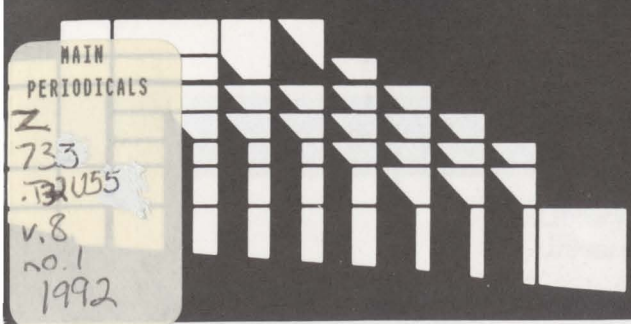
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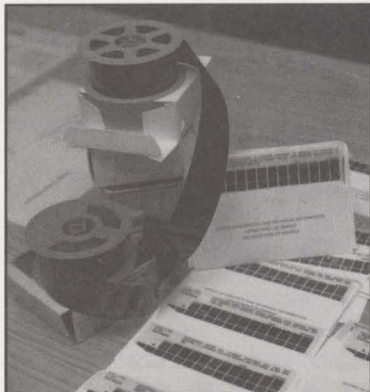


# The UTK Librarian

Volume 8, Number 1

Newsletter of the University of Tennessee, Knoxville Libraries

Fall 1992



LIBRARY

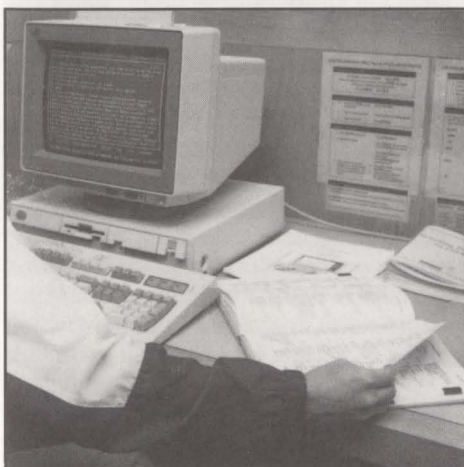
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KNOXVILLE

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# A Focus on Collection Management

## The Collection Imperative in Troubled Times

by D.E. Perushek, Associate Dean for Collection Services

The university community has long believed that the strength of a research library can be measured in part by how well its collections and services support the work and research of its users. In the past few years university libraries have been hard pressed to provide collections that continue to support work and research as they did in the '70s and early '80s. Acquiring research and curricular materials is more than ever like fishing a needle from the bottom of the sea, to quote a Chinese adage.

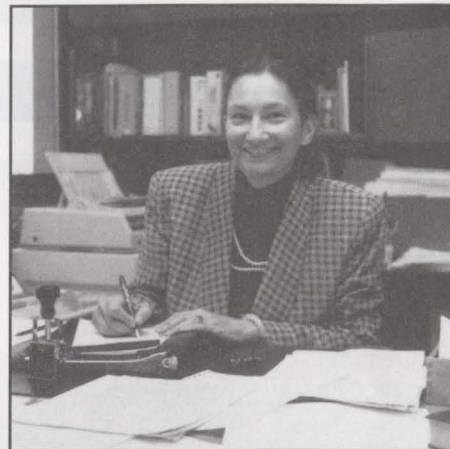
The proliferating new technologies such as CD-ROMs, multi-media products and other information in electronic formats open the way to improved teaching and learning methodologies, but at a hefty price. Increasingly, reference materials, always among the most costly in the library, are being issued in electronic formats that may cover a single year only. Thus, in order to have access to retrospective information, libraries continue to purchase the title in paper form also. We can neither reduce our paper acquisitions nor ignore the valuable materials in newer formats. While these

new formats are being used more and more as publishing media, the volume of materials produced in good old-fashioned book form is not diminishing, but increasing.

Inflation exacerbates the problem. During the past five years, buying power has plummeted. In 1987-88 UT bought 15,872 monographs for \$605,000 (\$38.12 per volume).<sup>1</sup> In 1991-92, we purchased 24,545 monographs at a cost of \$1,118,000 (\$45.55 per volume).

Recent Association for Research Libraries (ARL) statistics show that over the past five years, acquisitions in its 107 research libraries have declined 15% for monographs and 2% for serials, while interlibrary loans have increased by 47%.

Even more alarming is the decrease in buying power where serials are concerned. The unprecedented rise in serials prices in the past several years strains our budget. Two years ago we decided to reduce our number of subscriptions as our response to serials price increases and our diminished materials budget. Figure 1 plots price increases for a few selected periodicals to



Diane Perushek

which the UT Libraries subscribes.

Our spending power also takes a beating from the dollar exchange rate when it is on a downward curve as it has been recently, especially in Europe. We are forced to pay "differential" prices for European serial titles, prices that are higher than those paid by libraries in Europe, with no plausible reason for the variation except that American libraries have traditionally been able to pay the higher prices. Our periodical subscription agent is predicting a 22.5% increase in European periodicals prices for the coming year. The actual increase the year before was over 15%, for a total of over 40% for two years. Yet, our materials budget for 1992-93 is only 12% over what it was two years ago. Thus we lose ground fast in the high-priced foreign periodicals market.

Collection management takes on more importance than collection development in these times. When money is abundant we have the luxury of ordering materials that we predict will be needed or of interest for future curricula and research. At times of retrenchment we husband our resources in such a way that we carefully fill all current needs in curriculum and research that we can, preserve what we have, and meet users' information needs in alternative ways. At the same time we work to improve our access resources to let readers know what is available beyond the holdings of UT.

To that end, we have targeted a few areas of access for enhanced treatment. One is to make our holdings as widely known as possible, including holdings to which we have access through our

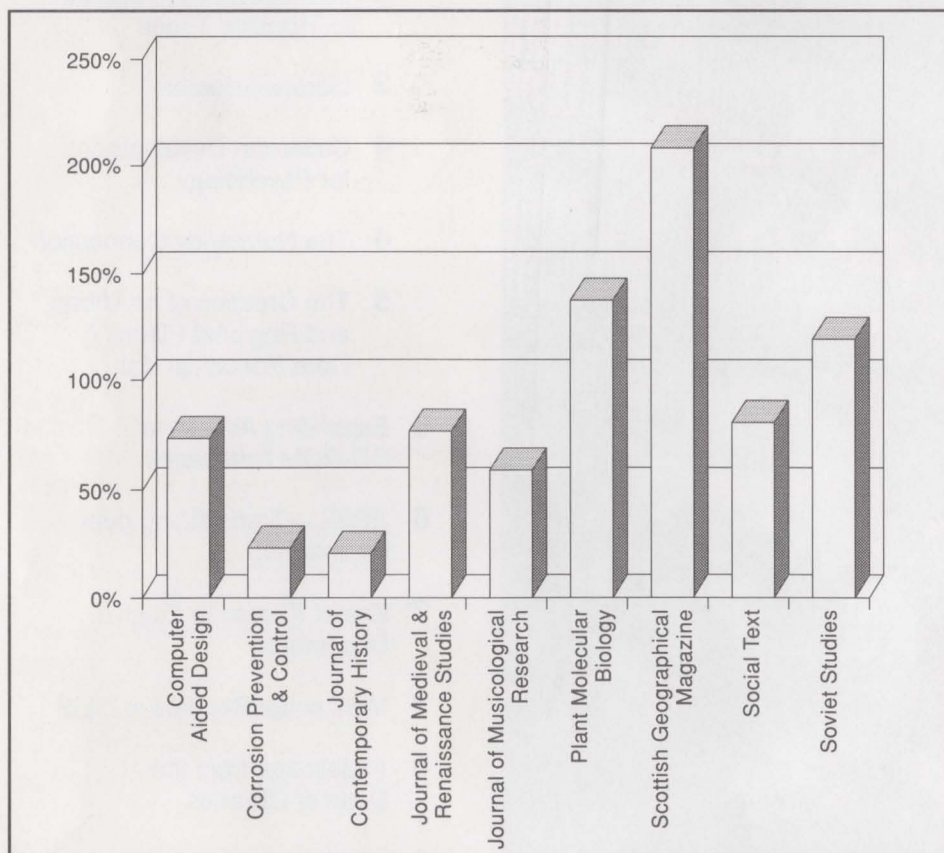


Figure 1. Inflation rates of selected periodical subscriptions, 1990-1992



## Library Selectors, 1992-1993 University of Tennessee, Knoxville

membership in the Center for Research Libraries (CRL). We plan to load records of CRL's collection and of the documents we receive from the Government Printing Office into our Online Library Information System (OLIS). Thus in the future when you look up a title in the OLIS catalog, you will see our cataloged materials, as well as records of federal government publications and of the books, journals, newspapers and theses held by CRL.

Because the new electronic formats are not supplanting their paper counterparts, libraries are looking for ways to purchase both, and to provide access to users to off-site materials. These alternative "acquisitions" methods include regional consortia and interlibrary loan. They also involve electronic access to other libraries' holdings and the holdings of information brokers.

UT recently became an institutional member of the Research Libraries Group (RLG). That membership will provide many benefits both to the UT Libraries and to individual scholars. Member institutions benefit from priority interlibrary lending, shared access to serials, collaborative preservation efforts, and on-site access agreements (for instance, UT scholars visiting another RLG institution will be accorded the same library privileges as members of that institution).

Our focus is shifting to campus-based information networking and extramural information networking. Through the Internet the UT community is able to see the automated catalogs of other libraries, which may give access not only to those libraries' bibliographic records, but also to indexes, electronic journals, etc. not found in our OLIS.

Electronic services and networked information hover promisingly on the horizon. Those services that are already developed—such as digital faxing over the Internet and over telephone lines—are being implemented to expand access to information. Those services that are in the formative stages—such as an expanded library information system with access to innumerable full text electronic files—may open up even better ways to acquire, access and share resources.

Library Selectors are those individuals responsible for managing the Libraries' collections. They identify and select material in all formats—books, periodicals, audio-visual, electronic, data files, etc. They make

**Lynetta Alexander** (615-329-4851)  
Social Work (Nashville only)

**Gayle Baker** (974-3519)  
Computer Sciences, Mathematics, Nutrition, Physics & Astronomy

**Pauline Bayne** (974-3474)  
Music, Music Education

**Anne Bridges** (974-0017)  
American Studies, Classics, Ancient Mediterranean Studies, History, Medieval Studies

**Mary Frances Crawford** (974-0014)  
Human Ecology (excluding Nutrition)

**Karmen Crowther** (974-0019)  
College of Business Administration (Accounting & Business Law, Economics, Finance, Logistics & Transportation, Management, Marketing, Statistics)

**Lana Dixon** (974-4700)  
Audiology & Speech Pathology, General Sciences, Nursing, Special Services Education

**Felicia Felder-Hoehne** (974-0018)  
African & African-American Studies

**Milton Figg** (974-4306)  
Art, Cinema Studies, Comparative Literature, English, General Humanities, Linguistics, Philosophy, Religious Studies, Romance Languages

**Don Jett** (974-7338)  
College of Agriculture (Agriculture & Extension Education, Agricultural Economics, Agricultural Engineering, Agricultural Engineering Technology, Animal Science, Entomology & Plant Pathology, Food Technology & Science, Forestry, Ornamental Horticulture & Landscape Design, Plant & Soil Science, Wildlife & Fisheries Science), Biochemistry, Biology, Biotechnology, Botany, Chemistry, Ecology, Zoology

**Sandy Leach** (974-7922)  
Latin American Studies

**Jim Lloyd** (974-4480)  
Special Collections

retention and preservation decisions. They monitor use and adequacy of our collections. Contact your selector if you want to assist in this process.

**Thura Mack** (974-6381)  
College of Education (Art Education, Continuing Education, Curriculum & Instruction, Educational Leadership, Education & Counseling Psychology, Technological & Adult Education, Health Leisure & Safety, Human Performance & Sport Studies), Speech Communications, Women's Studies

**Jim Minton** (974-4315)  
Geography, Maps

**D.E. Perushek** (974-6640)  
Asian Studies, Asian Comparative Literature, Asian Linguistics

**Janette Prescod** (974-6870)  
Documents

**Joe Rader** (974-0048)  
Archives, Germanic & Slavic Languages

**Jane Row** (974-4699)  
College of Communications (Advertising, Broadcasting, Journalism), Political Science, Russian & East European Studies

**Linda Sammataro** (974-0015)  
Anthropology, Psychology

**Rita Smith** (974-6877)  
Reference

**Deborah Thompson-Wise** (974-4306)  
College of Architecture & Planning, General Social Sciences, Library Science, Social Work, Sociology

**Ann Viera** (974-7338)  
College of Veterinary Medicine (Environmental Practice, Pathobiology, Rural Practice, Urban Practice), Microbiology

**Judy Webster** (974-4431)  
Theater

**Flossie Wise** (974-0016)  
College of Engineering (Basic Engineering, Chemical Engineering, Civil Engineering, Electrical Engineering, Engineering Physics, Engineering Science & Mechanics, Industrial Engineering, Materials Science & Engineering, Mechanical & Aerospace Engineering, Nuclear Engineering), Geology

**Ken Wise** (974-2359)  
Juvenile Literature

<sup>1</sup> This figure does not reflect volumes purchased with endowment funds.

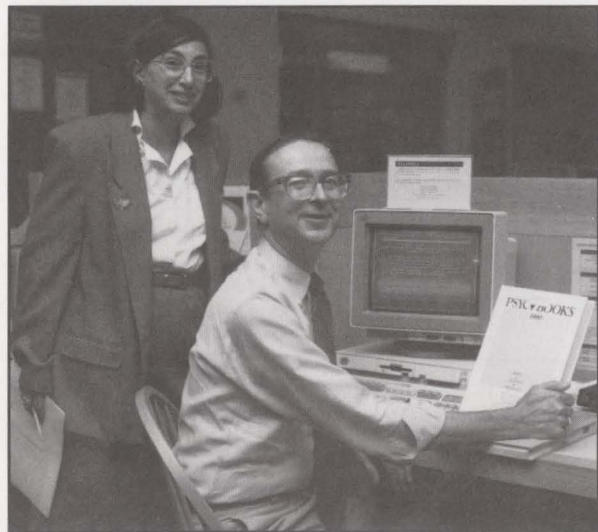


# Collection Management Vignettes

## Collection Development for Psychology

by Linda Sammataro, Reference Librarian

How do we decide which books and other materials to buy for the UT Libraries in psychology and all its subfields? First priority goes to order cards submitted by Dr. Wesley Morgan, Library Representative for the Department of Psychology, who funnels requests from his faculty to the Library Selector for psychology. Additional selections are made from *Choice* (the most basic selection tool for academic librarians), reviews in other journals, approval slips (for titles not physically sent as part of the bimonthly shipment of books on approval), and publishers' flyers and advertisements.



Librarian Linda Sammataro and Dr. Wesley Morgan of the Psychology Department explore *PsycLIT*, a CD-ROM index to the literature in psychology and related disciplines.

A substantial number of new books are also acquired through the Libraries' approval plans. Every two weeks, both Faculty Library Representatives and Library Selectors examine a shipment, initialing the form in each volume to denote which program it supports. Psychology has many doctoral programs and a large undergraduate enrollment, but only a small allocation for "firm orders" to work with (just raised to \$6,900 for 1992-93). The approval plan is thus a crucial supplement to the allocation, providing approximately half of the total psychology materials the library is able to purchase.

In the area of periodicals, Dr. Morgan has been an invaluable help both in suggesting new periodical subscriptions when possible and in deciding on cancellations.

As he said, there was "good cooperation from the Psychology faculty here as far as checking over material and ranking" during the serials review process at the end of the last fiscal year.

Print publications are not the only area of concern. The Psychology faculty are also interested in data tapes. For example, in 1986 the National Geographic Society sponsored an olfactory research survey with about 1.4 million respondents, the results of which are available for purchase on computer tape. Also, Psychology faculty and others interested in demographics of diseases and disorders need access to large tape databases. The UT Computing Center and the Libraries are cooperating to make many such databases available to researchers.

The Reference Department in the Hodges Library has made two very significant acquisitions in the last few years to support the behavioral sciences: namely, *PsycLIT* and *PsycBOOKS*. In 1988 the department, at Dr. Morgan's request, started a subscription to its first interactive compact disc periodical index, *PsycLIT*, an immensely popular, self-service, computerized version of *Psychological Abstracts*—now available at three workstations at no charge to library users.

In 1987 the American Psychological Association supplemented its outstanding, popular index of journal articles, *Psychological Abstracts*, with a new publication called *PsycBOOKS*, which indexed and described the 30% of published literature in the field found in books and individual chapters. *PsycBOOKS* information, including tables of contents and descriptions of chapters, was transferred to the *PsycLIT* CD-ROM in Spring 1992 and is updated quarterly.

The Libraries checked its monograph holdings against *PsycBOOKS* and found that it had only about 60% of all titles, then filled in some of the gaps. *PsycBOOKS* is also a valuable aid to the many social science students and faculty seeking current books in their areas of interest.

## The Normandy Connection

by Anne Bridges, Reference Librarian

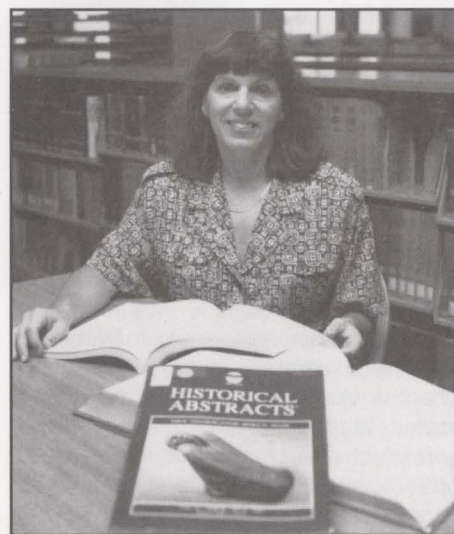
The Allied landing on the Normandy beaches on June 6, 1944 brought Normandy center stage in the fight to liberate France and permanently linked 20th century United States and Norman history. The University of Tennessee, Knoxville has capitalized on this connection to develop, under the auspices of University Studies, the Normandy Scholars Academic Program, a chance for students to spend a semester studying 20th century Norman history and literature, focusing on World War II.

The culmination of their study is a trip to France to visit archives and libraries, gathering primary sources for a research paper. This past spring the students chose topics like the French resistance movement, social welfare, the role of women, and the literature of the German Occupation.

In the field portion of their studies, the students visit the Normandy landing beaches, Brittany, Bayeux, Mont-Saint-Michel, Cherbourg, Honfleur, and Paris.

Since the Normandy program is offered through University Studies, the faculty who teach in the program vary each year, allowing many interested liberal arts faculty to participate in this unique and challenging program.

The Normandy program faculty for 1992 were Professor John Romeiser,



Rosemary Wakeman of the History Department. Dr. Wakeman, one of the faculty participants in the Normandy Scholars Program for 1992, worked closely with librarian Anne Bridges to select materials to serve the Normandy Scholars. Notification slips from a Paris book vendor were the basis for many selections.



## The Creation of an Urban and Regional Planning Core Periodical List by Deborah Thompson-Wise, Bibliographer

Romance and Asian Languages Department, and Professor Rosemary Wakeman, History Department. Next Spring, Professor Charles Johnson, History Department and Head, Center for the Student of War and Society, Professor Karen Levy, Romance and Asian Languages Department, and Professor Sheldon Cohen, Philosophy Department, will be the professors for the Normandy Scholars.

The challenge for the Libraries is to provide appropriate secondary source material for these Normandy Scholars. To meet that need and to build the collection in French history in general, Anne Bridges, the library selector for history, and Professor Wakeman, a 20th century French social historian, chose books in French from notification slips provided by a Paris book vendor, Aux Amateurs de Livres. For example, *Les Juifs Pendant L'Occupation* by André Kaspi and *Histoire de la Propagande en France de 1940 à 1944* were purchased from Aux Amateurs with the needs of the Normandy Program in mind.

According to Wakeman, this French slip plan is "essential" to the ongoing success of both the Normandy Scholars Program and graduate studies in French history.

Foreign language books are more difficult to collect than those in English because they are usually not reviewed in the standard reviewing sources readily available in this country. The slip notification plans, including the one from Aux Amateurs, help to provide timely notification of foreign language publications.

As a supplement to the French printed material, the students utilized several films held by the Libraries' Audiovisual Services department, including *The Best Years of Our Lives* and *The Longest Day*.

Professor Wakeman was "impressed by the amount of digging for information" the Normandy Scholars were willing to do. The students made extensive use of the Libraries' collection of scholarly periodicals in both French and English.

One student used the Libraries' collection of French government documents. Several of the Norman Scholars identified material not held by the UT Libraries, such as publications from the European Community, and were able to obtain them through the Libraries' Interlibrary Services department.

In a world where acquisition budgets no longer meet inflation in periodical costs, librarians charged with collection management must frequently review their periodical holdings in order to identify candidates for substitution or cancellation. Over the past few years, academic faculty as well as librarians at the University of Tennessee have experienced how trying and time consuming this task can be.

If authoritative core lists of periodicals for each discipline were available, the number of titles to be considered in a review process would be significantly reduced. Unfortunately, as literature reviews demonstrate, while core periodicals lists might be very useful, they have not topped the research agenda of scholars, or attracted, interestingly, the attention of most accrediting bodies.

A suitable core list of urban and regional planning titles was not available when the periodicals cancellation project was underway here last fiscal year. The decision to create such a list was initiated in response to a local need, but, as the work progressed, it was enthusiastically supported by planning librarians around the country who were also facing similar budget reductions.

Core lists can be developed in several ways. The least labor intensive, index based core lists may be created by examining the frequency with which titles appear in key periodical indexes. Citation based core lists may be generated using journal-to-journal citation data available in the Institute for Scientific Information's *Journal Citation Reports*. Use and reputation based lists which require the surveying of librarians, academic faculty and/or practitioners are more time consuming and problematic—researchers report scholarly sounding, fictional titles receiving high rankings.

The core list of urban and regional planning periodicals developed at UT was citation based; however, rather than reexamining journal-to-journal citation, the

list was derived from journal citation incidence in doctoral dissertations. The bibliographies of 158 planning dissertations, accepted by 13 universities nationwide from 1985 through 1989 were examined; 23,796 citations were reviewed; and 8,265 citations to 1,690 journals were identified. (Planning literature, at this point, appeared to be very frightfully dispersed.) Frequency of citation for each journal title was tabulated as was the number of dissertations citing each journal.

A core list of 11 titles cited in at least 20% of the dissertations was identified; a second list of 31 titles cited in 15-20% of the



Deborah Thompson-Wise and Dr. David Johnson, library representative for the School of Planning, examine key planning journals.

dissertations was also identified. The titles on these two lists (2.5% of all journal titles cited) accounted for one-third of all of the journal citations. (Although dispersed, the literature appears to have a definable core.)

Unfortunately, the time required to acquire dissertations and process bibliographic citations meant that the deadline for periodicals cancellation had come and gone by the time that the core list project was complete. Belatedly, Dr. David Johnson, the library representative for Planning, and the author were relieved to find that, despite a hefty \$1,100 cut to planning periodicals, all core titles remained unscathed and available in the Libraries.



# Electronic Access

## Expanding Access to CD-ROM Databases

by Bill Britten, Automation Librarian

Researchers at the UT Libraries have long used tools such as *Psychological Abstracts*, the *MLA Bibliography*, and the *General Science Index*. In the late 1970s the producers of these databases made their printed products available for searching on remote online computer services such as Dialog. The improved access came at a price, however, as search fees were assessed for each minute of connect time, and librarians had to assist with searching of the databases.

More recently, the UT Libraries has offered these databases on compact disc (CD-ROM) workstations, which allowed researchers the luxury of computer-enhanced searching without the complications and expense of arranging for an online search on a remote service. This improvement, however, also had a cost: each CD-ROM database was limited to one researcher at a time, and long lines began to form at the CD-ROM workstations.

When students and faculty entered the Reference department of Hodges Library after spring break in March of 1992, another improvement in access to research databases was waiting. Eight CD-ROM titles have been placed on the campus network, and are presently accessible from workstations in the Reference and Documents & Microforms departments. The titles include: *PsycLIT* (psychology), *ERIC* (education), *ABI Inform* (business and management), *PAIS International* (government, economics, public policy), *SOCIOFILE* (sociology),

*Enviro/Energyline* (environment and energy), *MLA Bibliography* (literature and language), the *Monthly Catalog of Government Publications*, and the *General Science Index*.



Sandra Leach of Reference Services and Bill Britten, Automation Librarian, were largely responsible for implementing the CD-ROM network.

There are several benefits from networking the CD-ROMs. Since multiple users can simultaneously search each database, the lines at the single-user workstations have been eliminated. Also, many databases comprise a set of multiple compact discs. In the past this required a cumbersome disc-swapping process at the

single-use, single-disc stations. This has been eliminated with the networking of the complete sets of each CD-ROM title. Another improvement for users of the new system is the speed at which their queries are processed. The workstations are much more powerful computers than their predecessors, and the network CD-ROM server was designed to manage up to one hundred simultaneous searches.

The components of the CD-ROM network are a Digital Equipment Corporation Infoserver 150 and 13 CD-ROM drives. Software used in searching the various CD-ROM titles is also stored on the Infoserver, and access is provided over the campus network through DOS-based software provided by Digital.

One of the greatest potential benefits of the network CD-ROM server is its ability to serve the entire campus. Although access is presently offered only from workstations in Hodges Library, it is technically possible to search the databases from any IBM-compatible microcomputer which is directly connected to the campus network. However, campus-wide licensing agreements with the data-

base vendors must be negotiated to allow unrestricted access.

Be sure to stop by the Reference department of Hodges Library if you haven't already seen the networked CD-ROMs.

Anyone with questions about the Infoserver CD-ROM network should call Library Systems at 974-4304.

## ARIEL—Transmitting over the Internet

by Kathleen Bailey, Senior Library Specialist, Interlibrary Services

Beginning in July, Interlibrary Services has had the ability to send and receive articles faster, cheaper and of better quality than ever before.

A new software product called ARIEL uses a scanner and laser printer attached to a standard pc. ARIEL interfaces with the Internet for transmission.

Pages are scanned, stored in a super compressed file and sent at the push of a button to any of the over 100 locations that are also using ARIEL. Any copy can be

transmitted, including photographs, mathematical formulae, charts and tables. Copies from photographs are of especially high quality. Each page can be modified to adjust for varying tonal quality.

Interlibrary Services hopes to establish agreements with other ARIEL libraries to fill article requests using this method whenever possible. This will save on long distance telephone costs normally incurred with telefax transmission—and precious time for the patron waiting for the material.



Kathleen Bailey scans material for transmission over the Internet.



## Easier Access to Elusive Documents

by Janette Prescod, Reference Coordinator for Documents and Microforms

How difficult is it to gather facts and figures about each state, metropolitan area, county, and city in the United States? Not difficult at all, now that the 1990 Census of Population and Housing data are being released in compact disc, read-only memory (CD-ROM) format.

By adding CD-ROM to the traditional printed reports, microfiche, and computer tape, the Census Bureau hopes to reach a much larger user community.

You can access the Census CD-ROMs in the Hodges Library, Documents and Microforms section. The CDs are equipped with simple retrieval and display software, which will allow you to display data on the screen or print it out. Or, you may use EXTRACT software to create subsets of data from the Census CD-ROMs, to be printed or saved to a floppy disk.

You can take a statistical journey across the country, track local business trends, or select the best location for your new business venture. Statistics are available for many different geographic areas, from the largest area, the United States, to the smallest, the city block. The following are now available on CD-ROM.

**County Business Patterns 1986-1989.** Provides business data on various sectors of the U.S. economy by state and county.

**County and City Data Book 1988.** Population, housing and economic data for all U.S. counties and large cities.

**1987 Economic Censuses.** Statistics for Construction, Manufactures, Mineral Industries, Retail Trade, Services, Transportation, and Wholesale Trade.

**1987 Census of Agriculture.** Statistics on all aspects of farming.

**1990 Census of Population and Housing:**  
Summary Tape File 1A. Statistics on age, sex, race, Hispanic origin, marital status, household relationship, and characteristics of housing units. Includes data for block groups and whole census tracts.

Summary Tape File 1B. Data for all persons, race, Hispanic origin, age, housing units, and householders to the block level.

Summary Tape File 1C. Same as STF 1A but supplies data for the United States, regions, divisions, states, counties, metropolitan and urbanized areas.

Summary Tape File 3A. Sample population and housing statistics, including education, income, labor force status, ancestry, migration, disability. Provided for states, counties and cities to the block group level.



*Dr. Susan Caudill, Journalism Department, and Janette Prescod. Some faculty, like Dr. Caudill, are already using CD-ROMs to teach their students new information retrieval techniques.*

You can learn a lot from census statistics, but there are some exceptions. You won't find the salary of your next door neighbor, but you can, for instance, find out how many households in your community make over \$75,000 a year. Geographic area data are given about people, business and industry, housing and construction, farms, governments, and foreign trade.

Appointments are recommended if you plan to bring in a class. Call Janette Prescod, Documents and Microforms, 974-6870.

## Manuscript Records in OLIS

by Curtis Lyons, Senior Library Assistant, Special Collections Library

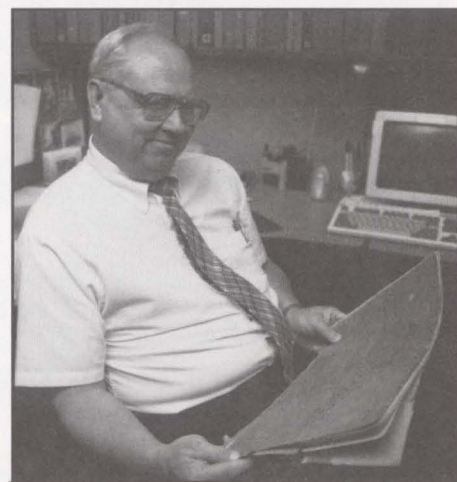
Beginning this fall, library patrons may come across a new type entry in the Online Library Information System (OLIS)—manuscript records.

Previously, manuscript cataloging records were accessible through the Manuscript Catalog Card File in Special Collections. Now they will be available through OLIS to on-site users and also to remote and interlibrary loan users. Manuscript records can be easily identified by their distinctive call number: MS- , which is an accession number. New manuscripts will be entered as acquired.

Manuscript records can be searched in OLIS by author, subject and title. A typical collection of a person's papers will have the

author's name, a title such as Papers or Diaries with the inclusive dates as the title, and standard Library of Congress subject headings. Useful information concerning the content of the collection can usually be found in the Note field of the full (FUL) record display.

The library has already entered several records as part of the test program, including the James Agee-David McDowell Papers purchased in 1988; the David Deaderick diary describing his civil war experiences and travels to the California gold fields; a recently acquired David Farragut letter; and papers from the Oak Ridge National Laboratory's Biology Division collected by its head, Alexander Hollaender.



*Cataloger Stuart Garrett examines a manuscript. Garrett and Curtis Lyons of Special Collections worked together to add manuscript records to OLIS.*



# A Message from the Dean of Libraries

This entire issue of *The UTK Librarian* is devoted to describing innovative strategies that will enable us to continue to provide quality collections to support the teaching and research of the University of Tennessee, Knoxville community. The articles reflect our effort to provide you with superior physical collections in every desirable format (See "The Collection Imperative in Troubled Times" and "Collection Management Vignettes"), and our new focus on enhancing access to information not contained here (See, "Internet: The Essentials" and "Expanding Access to CD-ROM Databases"). We also provide you with a list of Library Selectors and hope that you will work closely with them to keep our collections useful and up-to-date.

After a year of substantial hardship for the Libraries (the loss of ten positions, a significant cut in our budget, substantial reductions in service hours, and a \$250,000 serials cancellation project) the good news

is that such downsizing has not reduced our effectiveness.

Our budget picture is brighter this year with the restoration of most of our base funding, providing a total acquisitions budget of \$3.8 million (including binding, database searching and preservation). That amount is a healthy increase over FY 91-92, although the weakening of the U.S. dollar continues to erode our purchasing power.

We have restored Hodges service hours, and are pleased to be open Sunday through Thursday to midnight, on Friday to 8 p.m. and on Saturday to 6 p.m.

Over the summer we have reorganized the Libraries with the intent to decrease bureaucracy and red tape and insure that our librarians and staff have the responsibility and power to serve you effectively. We are here to do the best possible job for you.

I want you to know that I have an open door and am interested in hearing

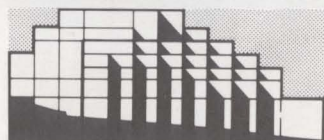


Dean of Libraries Paula Kaufman

your suggestions and ideas. Please e-mail (KAUFMAN@UTKLIB), phone (974-4127), or drop me a note (606 Hodges Library).

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993

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UNIV. OF TENN.  
KNOXVILLE

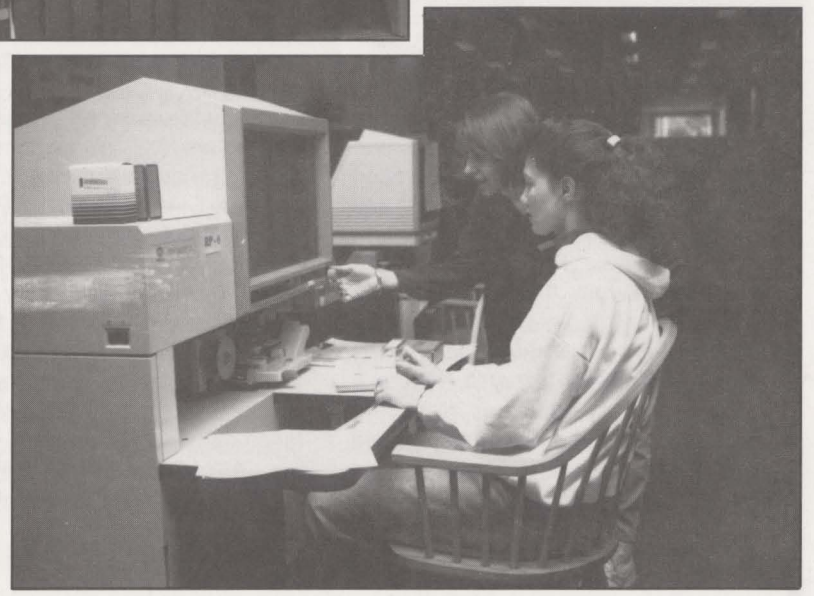
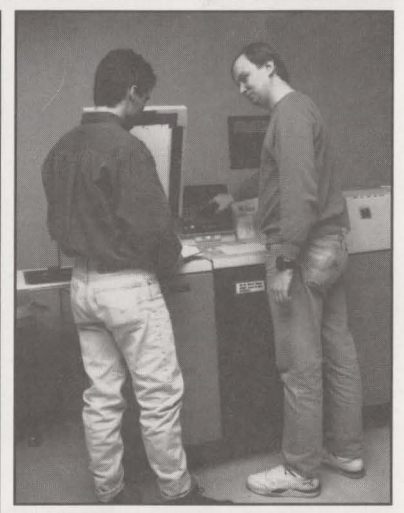
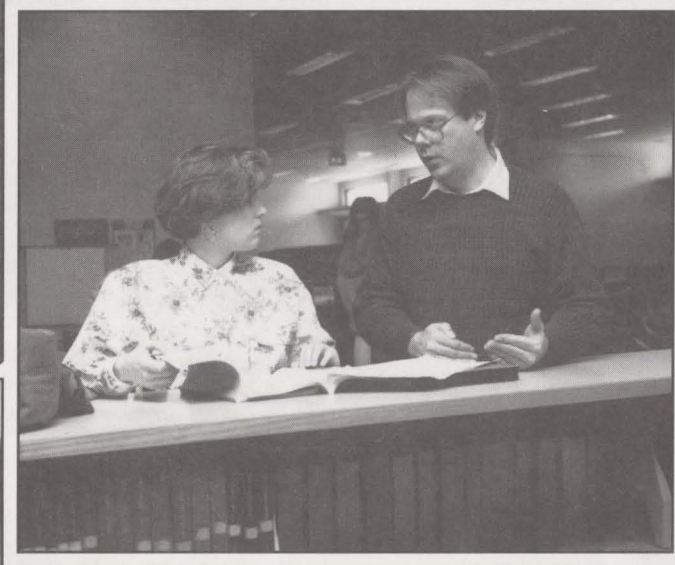
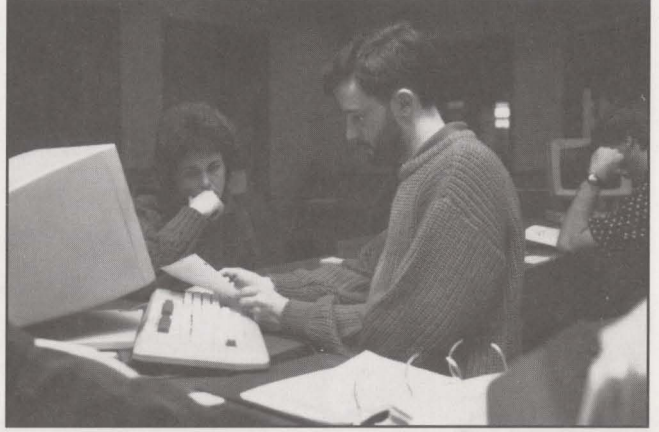
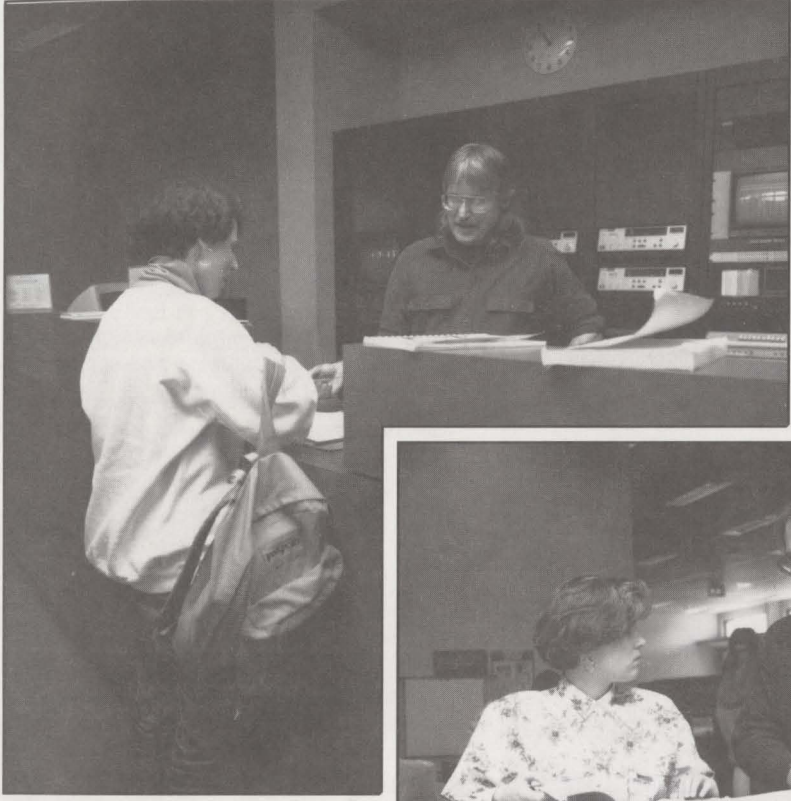
# The UTK Librarian

Volume 8, Number 2

Newsletter of the University of Tennessee, Knoxville Libraries

Spring 1993

## Connecting with students...





# E-Mail

## Electronic Mail: An Entirely Different Way to Communicate

by Tamara Miller, Head, Library Systems

"Every day hundreds of thousands of people are communicating through the Internet — conversing and collaborating, working, playing, and letting off steam. Clubs are formed. Problems are solved. Online communication, perhaps the ultimate in democratic exchange of information, eliminates barriers."

*The Internet Companion: A Beginner's Guide to Global Networking*, by Tracy LaQuey

Electronic mail is the most frequent and popular use of the Internet today. Although the Internet provides access to an astonishing array of tools from massive supercomputing to major information resources, it is contact with people that draws the most intense interest.

Electronic mail makes it possible to send a message around the world in

academic network), PACCOM (serving the Pacific rim) and UNINET-ZA (a South African academic network) are only a few examples of the growing international academic network environment. Eastern Europe is beginning to build similar connections.

Perhaps most amazing and useful of all, we can get e-mail across campus in a flash. While e-mail may be enticing for very

with colleagues, no matter where they have an e-mail account, if you know the proper e-mail address.

E-mail addresses follow a common pattern:

**username@host.domain**

The username is the name assigned for a computer account, and the node or domain is the name of the computer.

More and more often you encounter these addresses on business cards:

millert@utkvx.utk.edu

or

PA47288@utkvm1.utk.edu

In addition to the address, you will need to add some other information to get your message on its way.

For example, on a **VAX**, the most common address format is:

**in%"username@host.domain"**

For example:

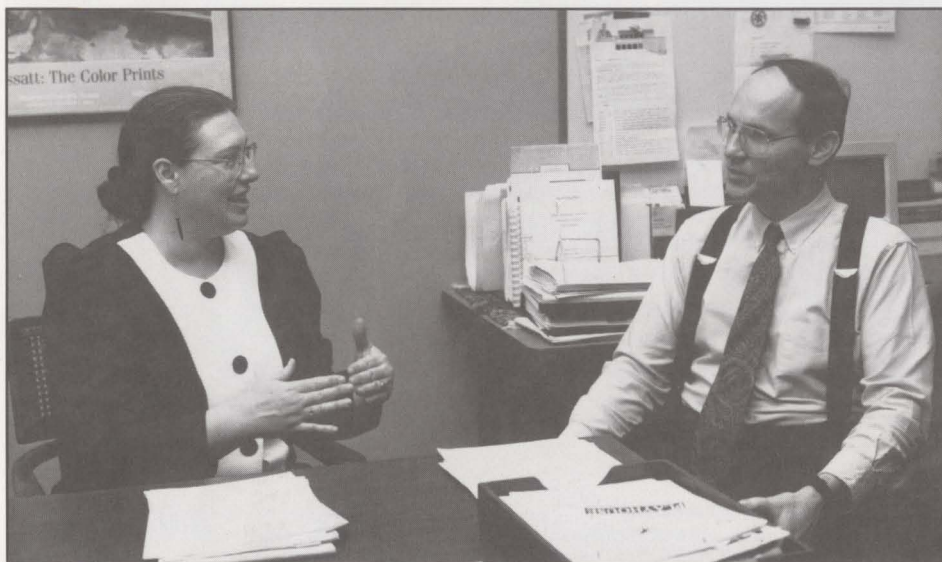
in%"miller@utklib.lib.utk.edu"

While, from **Allin1**, the pattern would be:

**username@host.domain@net**

For example:

mmmiller@mailbox.syr.edu@net



*Two champions of e-mail: Tamara Miller, Head of Library Systems, and Bruce Delaney, Assistant Director of the Computing Center.*

minutes. Time zones need not hinder an electronic dialog with colleagues in Asia, Europe or the Middle East. Rather than try to find an hour when both of you are awake enough to talk on the phone, simply send e-mail that can be answered at any convenient local time.

Currently over 100 countries have access to the Internet. The number of host computers linked to this network grows hourly, with over 4 million connected. EARN (European Academic Research Network), CA\*net (Canadian Academic Network), AARNet (Australian Academic and Research Network), JUNET (Japanese University Network), MEXnet (the Mexican

long distances, it is also useful for local messages.

A wide variety of electronic mail choices are available on campus. Some of the most widely used include: VAXmail on the VAX Cluster (**utkvx**); PROFS mail on the IBM mainframe (**utkvm1**); several UNIX offerings (**utkux**); and Allin1 on both the VAX Cluster and the Library VAX (**utklib**), among many others. UTCC User Services provides assistance by setting up e-mail accounts, offering e-mail short courses each semester and maintaining documentation on how to use e-mail.

All of these e-mail systems can send to the others. You have the ability to converse

Continued...



# Multimedia

## A Multimedia Workstation at the Library

by William D. Ward, Head, Audiovisual Services

Anyone who still thinks multimedia means a synchronized slide and tape show should stop by Audiovisual Services and see how things have changed. Computer Age multimedia is a far more sophisticated technology, one combining the latest in data storage with interactive access and manipulation. AV now has a multimedia workstation: a Macintosh IIsi platform with color monitor, CD-ROM, and video laserdisc.

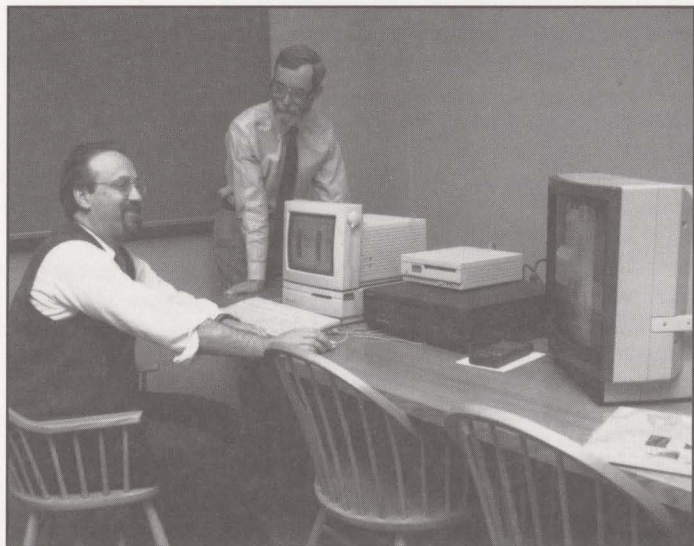
Laser technology allows multimedia to access vast amounts of text and graphic information. A single CD-ROM can hold up to 680 megabytes of data. Commercial programs take advantage of this storage capacity to incorporate information archives that would sprawl across many yards of shelving. And this material is not merely accessible; it is subject to exploration and rearrangement in a variety of useful and exciting ways. Computer-based multimedia is truly interactive. Programs presently available in AV demonstrate some of multimedia's informational might.

The advantages of digital data storage are exemplified by PANDORA, a specialty program intended to serve the needs of Greek scholarship. A single CD-ROM contains *The Thesaurus Linguae Graecae*, a comprehensive collection of Greek literature. This archive can be searched in various ways using the database management tools PANDORA provides. The program will accept wildcards and conditional statements to expand or limit

searches. There is something unnerving, however, about typing on a Latin keyboard and watching Greek characters appear on the screen.

Of broader interest is PERSEUS, a multimedia program that explores the world of 5th century Greece. CD-ROM and videodisc provide a combination of documentation, interactive maps, plans, photographs, and action sequences. The user can combine these various elements to study the history, architecture, and art of Hellenic culture at its apogee. In addition, the program allows paths to be created that guide the viewer through a predetermined series of illustrations and explanations. These can be saved and reused for further study.

THE LOUVRE is a multimedia program that draws on the collections of that museum. The library has modules on painting, sculpture, and the ancient Near East. The videodiscs contain thousands of illustrations of museum treasures. Action sequences, brief film clips with narration,



Professor David Tandy of Classics extols the PERSEUS multimedia program to Bill Ward.

highlight items of special interest. Individual illustrations can also be combined in sequences to create individual study aids. The program documentation describes these as "slide shows."

The multimedia equipment is available for individual and small group use. As with all computer software, there is a definite learning curve in gaining familiarity with the multimedia packages, and some learning time should certainly be scheduled. Interested faculty should contact Audiovisual Services at 974-4473 for more information.

## Electronic Mail, continued

Addressing formats vary widely. If neither of these patterns works for you, contact UTCC User Services (4-6831) for assistance.

How can you find people on the network? The simplest way is to ask them. It may be ironic, but the best sources for e-mail addresses is a query in person, by telephone or by FAX. The Internet is only beginning to develop online directory services. For campus addresses, there is a voluntary campus e-mail directory maintained at UTCC that can be searched by last name and username. The UTK Electronic Mail Directory is available by entering an EMD command at the VAX \$ prompt. Remember that the directory is not comprehensive. We hope to see e-mail addresses

listed in future campus directories.

The UTK Libraries began intensive use of e-mail in the fall of 1987. As e-mail has been adopted in every unit of the library we have changed the way we do business. Campus and first class paper mail have declined and are now often called "snail mail." Library long distance telephone costs have declined. There is a marked decrease in "phone tag" frustration. Most notably, we see direct communication between and among all levels of library faculty and staff.

The UTK Libraries hope to expand our e-mail interchange to include the entire University community. We encourage faculty, staff, and students with concerns or questions to contact library staff directly.

Internet e-mail addresses for library staff generally follow the formula:

**lastname@utklib.lib.utk.edu**

All library staff e-mail addresses are routinely entered in the campus e-mail directory.

We have discovered that electronic mail is an entirely different way to communicate. We observe that electronic communication is particularly useful for collaborations over long distances, to seek information or assistance from experts, and to hold discussions with several participants. The library faculty and staff invite you to engage us in dialog.



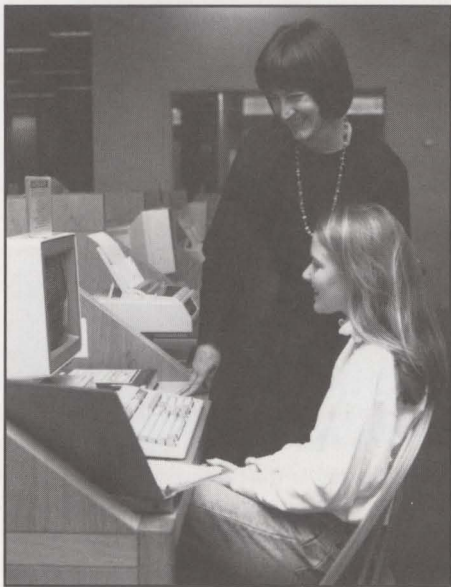
# Database Searching Tips

by Sandra Leach, Reference Librarian

A variety of computer databases are available for self-service searching at the UT, Knoxville Libraries. While database scope, command languages, and the availability of materials identified vary widely, certain techniques will assure that the best results are produced each time a database is queried.

Databases from several producers are offered by the Libraries, and several approaches and command structures are represented. Essential instructions usually appear on the screen, and printed search aids are available at the workstations. In Hodges Library assistance is provided from the CD-ROM service desk, or in the evening hours from the Reference desk. Staff are happy to offer whatever assistance is required. Results are usually available in electronic form; the searcher must provide a suitably formatted diskette. The ESCAPE (ESC) key often provides a back-up to the previous step or an array of available commands, but this also will vary from database to database.

Basic steps to prepare for a database search include thinking about the topic, choosing appropriate search terms, and selecting the proper databases.



Sandra Leach helps a student with a database search at one of the CD-ROM workstations.

## 1. IDENTIFY THE SEARCH TOPIC

What environmental factors cause fatigue in steel bridges?

Although this seems to be a simple task, the way a topic is phrased is important to all subsequent steps. Form a clear idea of the information to be retrieved. Make broad subjects more specific. If you are looking for information on "coal," don't search for the term "fuel." Frame the topic in a single sentence. If the statement is a good, grammatical sentence, it will express the relationship among the concepts.

## 2. SEPARATE THE CONCEPTS

Concept 1: bridges  
Concept 2: fatigue  
Concept 3: environmental factors

Look at your sentence and identify two or three main ideas (concepts) that most concretely represent your topic. Ignore small words like articles, conjunctions, prepositions. Each concept should be expressed in a word or two. Topics are usually best expressed in two or three concepts. This avoids searches which are too specific or too general.

## 3. LIST KEYWORDS AND SYNONYMS TO DESCRIBE EACH CONCEPT

Concept 1: bridge#  
Concept 2: fatigue, corrosion, weak#, collapse  
Concept 3: cause#, weather, environment#, salt, flood#

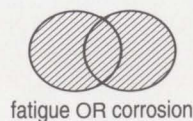
Choosing the correct terms to enter is key to the ability to retrieve relevant citations or information. If a print or online thesaurus is available for your database, use it. If there is no thesaurus for your database, consider using a dictionary or a general thesaurus, like *Roget's*, to help facilitate a flexible vocabulary. Listing all the ways a concept can be described is very important. If the chosen database allows truncation, several terms may be retrieved with a single entry. In this example, # is a truncation symbol; truncation symbols will vary depending upon the search language used by each database.

## 4. CONNECT THE CONCEPTS

Concept 1 AND	Concept 2 AND	Concept 3
bridge#	fatigue	cause#
	OR	OR
	corrosion	weather
	OR	OR
	weak#	environment#
	OR	OR
	collapse	salt
		OR
		flood#

Create relationships between or among your search terms. In order to tell the computer how your concepts are related, logical operators, usually OR, AND, NOT (or AND NOT) are inserted between the words in your search as you type them. These logical operators are called Boolean operators, after George Boole, the mathematician who originated Boolean algebra.





fatigue OR corrosion

### OR

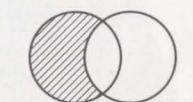
OR is used for synonymous terms. OR tells the computer that the connected terms can be used interchangeably since they all refer to one concept.



bridge AND collapse

### AND

AND is used to intersect two or more terms. In this example, the computer will retrieve only those items that contain both the term "bridge" and the term "collapse."



environment NOT legislation

### NOT

NOT excludes or eliminates a particular term from the search. It is best used to eliminate a format (i.e., NOT book reviews), a publication date (NOT 1990), or sets already reviewed (#3 NOT #2). Be cautious when using NOT to exclude a *topic*: it may eliminate references that otherwise meet your specified criteria.

## 5. CHOOSE APPROPRIATE DATABASES TO PERFORM THE SEARCH

EnviroEnergyline  
PAIS  
General Science Index

Consult the menus on the initial computer screens for database choices. Refer to posted signs that list databases available. Refer to Library Guides for descriptions of databases. Ask a staff member for suggestions.

## 6. EVALUATE AND MODIFY THE SEARCH

Do not hesitate to consult a librarian or library staff member to discuss your results. Our knowledge of databases and vocabularies can frequently result in valuable suggestions that refine your results and make them more relevant and focused. If you are not finding exactly what you want to retrieve, discuss your topic with the staff in Database Search Services, where access is possible to hundreds of additional databases.

## Database Searching Training Materials Available at the John C. Hodges Library

### Available in Audiovisual Services

*How to Use PsycLIT on CD-ROM*  
[videorecording] BF1.P662  
*Teaching Classmate: Dialog in the Classroom* [videorecording on Knowledge Index] Z699.4.D18T4  
*Introduction to Searching Dialog*  
[videorecording] Z699.4.D18I58  
*BRS Video Training Course*  
[videorecording] Z699.4.B8V65  
*Cited Reference Searching Online*  
[videorecording] Z699.3.C52  
*Going Online for Business Information*  
[videorecording] HF5548.2.G58

### Available in Database Search Services

*Searching Dialog: The Complete Guide*  
Z699.4.D18S4  
Dialog Lab Workbook and Reference Manual  
*Dialog Medical Connection: A Quick Guided Tour* Z699.4.D5D53  
*BRS Search Service Users Manual*  
Z699.4.B6B78  
BRS Introductory Training Course  
*The Basics of Searching Medline: A Guide for the Health Professional*  
Z699.5.M39B3  
*National Library of Medicine Online Services Reference Manual*  
Z699.5.M39U56  
*Using MeSH for Effective Searching: A Programmed Guide*  
Z699.5.M39H53  
*Orbit Search Services User Manual*  
Z699.4.O25U83  
*Lexis/Nexis User's Guide* KF242.A1L48  
*PFDS Online User Manual*  
HF5548.2.P33  
*STN International: A Guide to Commands and Databases*  
Z699.4.S76G84  
*Online Searching on STN: Workshop Manual* Z699.5.C5054  
*RLIN System Reference Manual*  
Z674.82.R4R15  
*The Epic Service User Guide*  
Z674.82.O15E65  
*Wilsonline Guide and Documentation*  
Z699.4.W54W54  
*Search PsycINFO Student Workbook*  
BF1.P6542  
*Search PsycINFO Instructor Workbook*  
BF1.P6543



# Preservation

## The Libraries' Digital Preservation Project

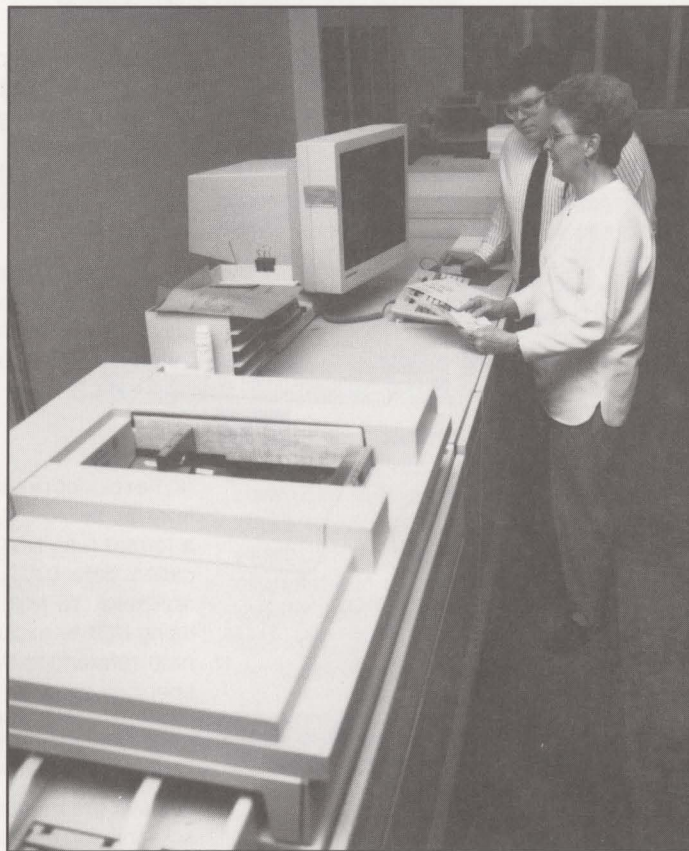
by Joe Rader, Head, University Archives

*Is the conversion of paper documents to electronic files on a computer a feasible way to preserve materials for the future and to ensure ready access to them?*



Above: Joe Rader and assistant Hua Li at the scanner and workstation in University Archives.

Above, right: Doug Inman and Muriel Bull, operators of the Xerox Docutech in Graphic Arts Services.



*Files can be transferred over the network to the campus Xerox Docutech in Graphic Arts Services for relatively high resolution printing.*

Is the conversion of paper documents to electronic files on a computer a feasible way to preserve materials for the future and to ensure ready access to them? That complex question is behind a digital preservation project currently underway in the University Libraries.

Using a Xerox 11 by 17-inch flatbed scanner and a computer workstation, UTK Libraries staff will reformat a set of materials over the next year to study the quality of resulting images and the feasibility of such technology as a preservation and access mechanism. The Libraries are part of a national consortium of institutions exploring these issues of digitization. Besides Tennessee, the members are Cornell, Harvard, Pennsylvania State, Princeton, Southern California, and Yale.

The UTK materials selected for conversion to electronic files are known as the Galston Collection and the Galston-Busoni Archives, named for the pianists,

Gottfried Galston and Ferruccio Busoni.

Three factors prompted the conversion of these materials in this project. Their presence at UTK Libraries is widely known to musicologists throughout the world and generates numerous requests for information or access. And they consist of assorted materials in widely diverse formats: manuscripts, published books and music, diaries, performance programs, and letters, for instance. And finally, many of the materials are becoming brittle and endangered by continued use.

The collection should test the technology as a means of providing access and/or high-quality reproduction and test its capacity for digitizing varied materials.

Physically, the scanning station has been set up in the University Archives and is connected to the campus telecomputing network. This means that files can be transferred over the network to the campus Xerox Docutech in Graphic Arts Services

for relatively high resolution printing if that is desired. Files can be transferred elsewhere also if the recipient is equipped to handle them when they "arrive."

Eventually digitization technology can afford computer access to servers which contain image files, allowing researchers unmediated access to images (which may also include textual material). This is already available at Cornell. Then that access could be extended globally via networking (e.g., the Internet).

Such access is exciting to scholars and researchers since it poses the future prospect of universal access from any network node to stored information and images anywhere in the world.

The year's study is being funded in part by a contract from the Commission on Preservation and Access, a non-profit organization whose name reflects its mission. Tamara Miller and Joe Rader are co-managers of the project.



## UTK Libraries' New Online Library Information System

by Bill Britten, Automation Librarian

For the past few years, the term OLIS (Online Library Information System) has referred to the Libraries' online catalog. However, efforts are now underway to expand OLIS to include a plethora of network-based information.

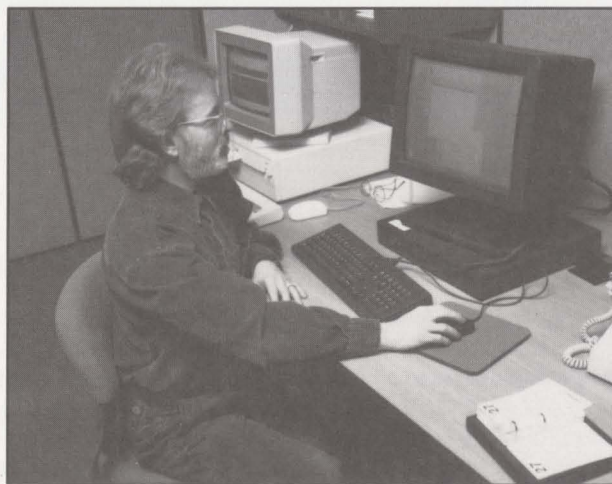
Later this spring, users of the Libraries will begin to see the online catalog terminals replaced with workstations that will allow access to CD-ROM databases and our new worldwide network information system, as well as access to the UTK online catalog. Work is also underway to accommodate access to both the CD-ROM databases and the network information system from workstations and terminals on the UTK campus network.

The UTK Libraries' network information system is very easy to use, offering a hierarchy of menus which allow you to choose from a large selection of information. The information may be located anywhere in the world, but the "gopher" can quickly retrieve it for display on the screen, printing, or saving to disk. Just a few examples of information currently in the system include: online catalogs and information systems at universities around the world, business statistics, foreign-trade data, economic indicators, census data, the *CIA World Factbook*, a large selection of electronic journals and texts, as well as

movie reviews and weather forecasts. In addition, local databases and files will be added to the system.

The system is based on the Internet Gopher software developed at the University of Minnesota, and uses what is known as "client/server" technology (for those of you with gopher clients, our address is `gopher.lib.utk.edu`). Minnesota originally developed the system to provide access to documents distributed on many of their campus computers. The system, however, quickly became popular worldwide, and now has evolved to include more than text. The rapid acceptance of gopher as an information-delivery standard by hundreds of Internet sites has resulted in a global network of information servers which is accessible through a simple and intuitive system that requires only that the user browse through a series of menus.

As of March 1st the network access path to the online catalog was switched over to connect to the expanded online information system—the gopher (see the new main menu below). In addition, anyone



Bill Britten at the NeXT workstation where the Libraries' gopher server resides.

with a computer connected to the Internet (network card installed) can load gopher client software to access the system more directly. Also available is software (or IBM pc with network card only) that will allow searching of the UTK Libraries' CD-ROM databases over the campus network. Please call UTCC Network Hardware Engineering at 4-6616 or your UTCC consultant (4-6831) for information on software installation, or Library Systems at 4-4304 for general information about the gopher or CD-ROM systems.

### Internet Gopher Information Client v1.11

#### Online Library Information System

1. Welcome to UTK Online Library I
2. About UTK Libraries/
3. UTK Libraries Holdings (choose t
4. Remote Online Catalogs/
5. Electronic Books/
6. Electronic Journals/
7. Electronic Reference/
8. Other Internet Resources/
9. Talk to a Librarian/
10. UTK Campus Information Service

Press ? for Help, q to Quit, u to go up a

Right: Some of the resources accessible through the Libraries' gopher. <?> following a reference means that the item is keyword searchable.

### Internet Gopher Information Client v1.11

#### Electronic Reference

1. 1990-Census-Data/
2. American English Dictionary <?>
3. CIA World Factbook/
4. Current Contents Pilot Project (U Minn)/
5. Economic Bulletin Board/
6. Periodic Table of Elements/
7. Search Rogets 1911 Thesaurus <?>
8. U.N. Conference on Environment Documents/
9. U.S. Geographic Names Database (Search by City/Zip code) <?>

Press ? for Help, q to Quit, u to go up a menu

Page: 1/1



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### Connecting with students...

The following staff members are pictured assisting students:

Center: Alan Wallace, Reference

Clockwise from upper right: Seth Jordan, Reserve; Earl Hartsell, Duplication; Luzzette Burrell, Documents & Microforms; Rachel Draganac, Stacks; Steve Foster, Audiovisual Services

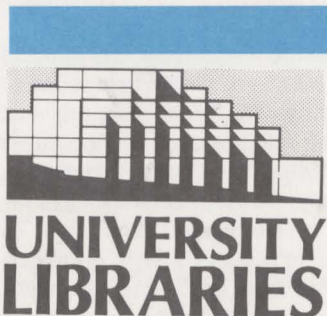
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