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Teaching a Credit Course: What You Don't Know May Surprise You!

Arlieda Ries

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Let's
Celebrate! **ALAO @ 25**

Celebrating Our Past, Claiming Our Future

1974-1999

ALAO: Academic Library Association of Ohio
Friday, November 12, 1999
Fawcett Center, Columbus, Ohio

www.alaoweb.org

Track 1: Technobattle

Beyond Information Overload: So Many Finding Tools, So Little Time
Build Your Own Space Program: Remote Sensing, GIS ... the OhioView Experience
From Then 'Til Now: the Historical & Current Architecture of Today's Internet
Managing the Digital Library Using Relational Databases ... Scripting Languages
Systematic Web Design for the Technically-Challenged: Lessons Learned ...
Using Usenet: A Secret Weapon for Reference

Track 2: It is the 21st Century

Cataloging Chinese Materials: ... Problems & Issues Reflected in the OhioLINK Catalog
Cooperative Ventures: Lessons Learned from the OPAL Experience ...
Delivering Articles/Information to the Desktop
Distance Learners: Challenges and Opportunities for Librarians
Rethinking Our Ways & Building Better Bridges: ... Information Needs of PSEOP ...
Understanding the Specialized Information Needs of International Students

Track 3: You and Your Job

New Jack Librarian
Quality Control/Record Maintenance for Serial Records Using the Innovative System
Student Employees' Training and Management
Teaching a Credit Course: What You Don't Know May Surprise You!
Why Don't Library Staff Use Technology Better?

Track 4: Interest Groups

Bibliographic Instruction IG
Collection Management IG: "Learning to Love GOBI ..."
Curriculum Materials Center IG: Unveiling the New Curriculum Materials database
Support Staff IG: "Support Library Support Staff: The Future is NOW"
Technical Services IG

CONFERENCE PROGRAM

7:00-9:00 a.m.   **Registration and Continental Breakfast**
                   Fawcett Center, Room 10

8:00-8:15 a.m.   **Welcome and Announcements**
           Presiding: Jerome Upchurch Conley, **ALAO President**
                           Assistant to the Dean, Miami University Libraries

8:15-9:15 a.m.   **Everything You Wanted to Know About Library**
                   Computing But Were Afraid to Ask: An Expert Panel
                   Fawcett Center Auditorium

           Moderator: Danny P. Wallace, Special Advisor to the Dean,
                   Kent State University

           Cathy Bishop-Clark, Associate Professor of Systems Analysis,
                   Miami University-Middletown

           Christie Crute, Director, Academic Technologies,
                   Ashland University

           Martin Dillon, Executive Director, OCLC Institute

CONFERENCE AT A GLANCE

Morning Concurrent Sessions

9:30-10:20 a.m.	10:30-11:20 a.m.
PROGRAM TRACK 1: Technobattle	**PROGRAM TRACK 1:** Technobattle
Beyond Information Overload... **Room 6/7** Managing ... Using Relational Databases... **Room 8/9**	From Then 'Til Now ... **Room 6/7** Using Usenet ... **Room 1**
PROGRAM TRACK 2: It is the 21st Century	**PROGRAM TRACK 2:** It is the 21st Century
Cataloging Chinese Materials ... **Room 5** Understanding ... International Students ... **Room 2/3**	Cooperative Ventures ... **Room 8/9** Distance Learners ... **Room 4**
PROGRAM TRACK 3: You and Your Job	**PROGRAM TRACK 3:** You and Your Job
Quality Control/Record Maintenance ... **Room 1** Student Employees' Training ... **Room 4**	Why Don't Library Staff Use Technology? **Room 2/3**
	PROGRAM TRACK 4: Interest Groups
	Bibliographic Instruction IG **Room 5**

11:20-11:50 a.m.   **No conflict time to visit poster sessions and vendors**
Room 10

Noon-1:30 p.m.   **Luncheon** - Banquet Rooms A, B, C, D

         Business Meeting
         Keynote Speaker : Sarah Long, President, American Library Association
         Presentation of the Jay Ladd Distinguished Service Award

Afternoon Concurrent Sessions

1:30-2:20 p.m.	2:30-3:20 p.m.
PROGRAM TRACK 1: Technobattle	**PROGRAM TRACK 1:** Technobattle
Build Your Own Space Program... **Room 1** Systematic Web Design ... (2 hours) **Room 4**	Systematic Web Design (CONT'D) **Room 4**
PROGRAM TRACK 2: It is the 21st Century	**PROGRAM TRACK 2:** It is the 21st Century
Delivering Articles ... to Desktop... **Room 6/7**	Rethinking Our Ways ... **Room 8/9**
PROGRAM TRACK 3: You and Your Job	**PROGRAM TRACK 3:** You and Your Job
Teaching a Credit Course ... **Room 2/3**	New Jack Librarian ... **Room 2/3**
PROGRAM TRACK 4: Interest Groups	**PROGRAM TRACK 4:** Interest Groups
Collection Management IG **Room 8/9** Support Staff IG (2 hours) **Auditorium**	Support Staff IG (CONT'D) **Auditorium** Curriculum Materials Center IG **Room 6/7** Technical Services IG **Room 1**

3:30-5:00 p.m.   **Silver Jubilee Gala**
Outside Auditorium

Program Tracks & Presentations in the Concurrent Sessions

Program Track 1:   TECHNOBATTLE

9:30-10:20 a.m. - Room 6/7. Beyond Information Overload: So Many Finding Tools, So Little Time *by* Leela E. Balraj, Reference Librarian and Lisa Lowe O'Connor, Business Reference Librarian, Kent State University. With the advent of OhioLINK, the number of resources available for accessing various types of information has increased tremendously. Simply remembering that these resources exist is not enough. Good reference librarians must integrate these tools into daily reference service. This session will present strategies for coping with the increasing numbers and platforms of research databases, full-text retrieval options, remote access capabilities, and related Internet applications. Successful techniques used at Kent State University include web subject page development, OhioLINK discussion list participation, both print and electronic documentation, and staff development sessions.

9:30-10:20 a.m. - Room 8/9. Managing the Digital Library Using Relational Databases and Embedded Scripting Languages: A Case Study *by* Rob Casson, Aaron Shrimplin and Rob Withers, Information Services Librarians, Miami University. Interfacing a scripting language with a relational database allows Web developers to generate dynamic HTML. Using a relational database and a scripting language not only improves consistency across a Web site, but it also allows users to customize a library's Web interface. This presentation will include an overview of how database-driven Web pages are organized and what types of resources most benefit from being generated dynamically. Participants will learn how MySQL and PhP enabled more effective and efficient way to organize and manage library resources and services.

10:30-11:20 a.m. - Room 6/7. From Then 'Til Now: The Historical and Current Architecture of Today's Internet *by* Aimee deChambeau, Assistant Professor of Bibliography, University of Akron. This talk presents a brief history of the development of a nationwide network for the Internet as well as an overview of today's Internet architecture (with a focus on the US). The presentation is based, in part, on the chapter "The Basics of a Nationwide network for the Internet and the Major Players" in the forthcoming *Cybrarian's Manual*, 2nd edition, edited by Pat Ensor.

10:30-11:20 a.m. - Room 1. Using Usenet: A Secret Weapon for Reference *by* Joseph A. LaRose, Assistant Professor of Bibliography, University of Akron. Usenet, a worldwide conferencing system with millions of participants, can be a unique and vast source of information and expert opinion for the reference librarian. I will describe Usenet, show how to read and post to newsgroups, and explain how to search newsgroup archives. Attention will be given to the role of Usenet in Reference.

1:30-2:20 p.m. - Room 1. Build Your Own Space Program: Remote Sensing, GIS and Libraries. The OhioView experience *by* John Millard, Information Services/Geographic Information Systems Librarian, Miami University Libraries . The explosion of digital geographic information being provided by satellites, aircraft, and ground based stations is creating exciting challenges and opportunities for Libraries and librarians. The OhioView project was designed to take advantage of the information management focus of Libraries to help organize and provide access to large volumes of information from US Earth Observation satellites and provide access to provide access to everyone from grade school students to senior researchers.

1:30-3:20 p.m. - Room 4. Systematic Web Design for the Technically-Challenged: Lessons Learned from Creating an Award-Winning Instructional Web Site *by* Lisa Lowe O'Connor, Business Reference Librarian Kent State University. Any librarian with subject expertise and a strategic plan can create a highly effective instructional website. This workshop demonstrates how to utilize instructional design methodology to systematically develop and integrate instructional objectives and subject content in order to design an efficient and focused web-based teaching tool. This information is geared towards designers with little or no HTML experience and provides tips on getting the most from user-friendly web editors and other web design aids. (2 hours)

Program Track 2:   IT IS THE 21st CENTURY

9:30-10:20 a.m. - Room 5. Cataloging Chinese Materials: American Libraries Problems and Issues Reflected from the OhioLINK Catalog *by* Jie Zhang, Education Librarian, John Carroll University. Zhang Yimou is an internally renowned Chinese film director. His films *The Story of Qiu Ju; Raise the Red Lantern; Red Sorghum; Shanghai Triad; To Live;* and so on have won several international film festival grand prizes, and are well known in the U.S. In his name, Zhang is the surname, and Yimou is the given name. If you do an author search on OhioLINK Central Catalog by using "Zhang, Yimou," you will get zero hits, and you will be directed to use "Yimou, Zhang," in which Yimou becomes the surname and Zhang the given name. When you follow the instruction and use "Yimou, Zhang" to search, you will get only two hits. But if you use "Chang, I-mou" to search, which is completely different from Zhang Yimou or Yimou Zhang, you will get ten hits. This paper will analyze the causes of this confusion and will suggest some possible ways to solve these problems.

9:30-10:20 a.m. - Room 2/3. Understanding the Specialized Information Needs of International Students *by* Suhasini Kumar, Head, Government Documents Dept., University of Toledo; Raghini Suresh, Head, Chemistry/Physics Library, Kent State University. One of the important challenges facing academic libraries today is that of meeting the information needs of a diverse international student population. Providing effective library services requires that we recognize the unique demands posed by them, increase to some extent our understanding of other cultures, accept out budgetary & staff limitations, and design effective solutions within this framework in order to ensure an environment that promotes academic success. This presentation will address the major issues involved while providing insights into the experience of the international student, and offering the librarian practical suggestions and guidelines.

10:30-11:20 a.m. - Room 8/9. Cooperative Ventures: Lessons Learned from the OPAL Experience *by* Jennilou Grotevant, Library Director, Wilmington College; Sr. Deborah Harmeling, Head Librarian, Athenaeum of Ohio; Lois Szudy, Library Director, Otterbein College.

Program Tracks & Presentations
in the Concurrent Sessions [CONT'D]

Panel discussion exploring cooperative ventures from the perspective of libraries that are members of OPAL, a shared automation project with 17 members. Emphasis will be on the processes and principles that are applicable to a variety of cooperative ventures. Topics include: identifying the need, group formation and decision making, establishing formal structures, and maintaining continuity in the face of personnel changes.

10:30-11:20 a.m. - Room 4.   Distance Learners: Challenges and Opportunities for Librarians *by* Judy Tribble, Distance Learning Librarian, Indiana State University, Terre Haute, IN. This paper will summarize some of the issues surrounding library services to distance learners. Evolving technology is changing distance education delivery. Librarians must adopt service strategies to support the needs of distance learners and faculty. Strategies include collaboration with faculty members and other members of the instructional design team, partnering with librarians at other institutions and development of new methods of library / information literacy instruction.

1:30-2:20 a.m. - Room 6/7.   Delivering Articles/Information to the Desktop *by* Ruey Rodman, Head Access and Eric Hamrick, Automation/Systems Specialist, Prior Health Sciences Library, The Ohio State University. A demonstration of how, by using software designed for storing PDF files on a server, a library can scan and place requested documents from their collections on the server and the customer may then access this information online from their office. Content will include a demonstration of a system and how the information is accessed; handouts on the various software packages that are used, and a presentation on the experiences of beginning this type of service. Overall objective: share with colleagues around the state uses for new technologies and possibility of developing new services or streamlining current operations.

2:30-3:20 p.m. - Room 8/9.   Rethinking Our Ways and Building Better Bridges: Meeting the Information Needs of Post-Secondary Students (PSEOP) in Ohio's Academic Libraries *by* Marcia King-Blanford, Reference Librarian, University of Toledo, Betsy Fried, Young Adult Services Coordinator, Toledo-Lucas Co. Public Library; School Librarian TBA. For Fall 1999, the University of Toledo will have more than 400 high school students taking college level classes on campus as part of Ohio's Post Secondary Student Option. This group of students brings particular information and research needs to the academic library. Here in our midst is a group of users that needs to successfully move between their high school libraries, public libraries and academic libraries. The common thread between these various information environments is the Internet. The presentation will examine information literacy skills needed for the PSEOP student to move between and seeking from all three types of libraries, academic, school and public. The panel will be presenting designing, developing and implementing this program between the university, the secondary schools and the public library.

9:30-10:20 a.m. - Room 1.   Quality Control/Record Maintenance for Serial Records Using the Innovative System *by* Elna Saxton, Head, Periodical Services, University of Cincinnati. To improvement management of the University of Cincinnati Periodical Services Department serial records, a record maintenance/quality control program was developed that assists staff in updating and editing records. The need for such a program was seen in the difficulty in rapidly identifying records that have problems such as missing issues, titles that have ceased or been canceled, and other type of changes which affect the record. List creation techniques on the III system with specific serial record targets will be shared. Share tips & techniques.

9:30-10:20 a.m. - Room 4.   Student Employees' Training and Management *by* Mary Cummings, Reference Librarian, Shawnee State University. Training and Managing Student Employees may never be easy, but an ongoing process that includes a training checklist, daily workslips, a student employee manual, and an evaluation instrument can help assure that both student employees and their supervisors share a common understanding of performance standards.

10:30-11:20 a.m. - Room 2/3.   Why Don't Library Staff use Technology Better? *by* Rita Vine, Vice-President, IMR Internet Training, Toronto, Canada. Libraries have jumped on the electronic bandwagon, embracing the Internet and the World Wide Web as an essential element in service and collection delivery. But there is undeniable dissonance between libraries' ambitions "e-service" aims and the actual abilities of staff members to exploit this new technology confidently and fully. Rita Vine is a librarian and technology training specialist who has worked extensively to develop staff computer competencies in public and academic libraries. In this presentation, Rita will take a look at the underlying assumptions of IT implementations, how they fail to fully understand the needs of the average technology user, and what can be done about it.

1:30-2:20 a.m. - Room 2/3.   Teaching a Credit Course: What You Don't Know May Surprise You! *by* Arlieda Ries, Physical Sciences Librarian, Miami University Libraries; Carol Fang, Business Librarian, Wright State University. An inside look at the realities and differences between teaching a one-shot B.I. lecture and teaching a library course for credit: time, student relations, administrivia, rewards, etc.

2:30-3:20 a.m. - Room 2/3. New Jack Librarian *by* Leta Hendricks, Head, EHS Systems, The Ohio State University. Technology has revolutionized the way information is found and disseminated. The New Jack Librarian must be familiar with not only print and the Internet but also, with other formats of technological resources ranging from the shockwave to the MP3. In particular, the librarian providing international research on popular music must be in-tune with these and other nontraditional resources. This presentation will describe a search on French Rap music using these technological resources. This search will reveal the positive aspects of utilizing the librarian's musical knowledge, understanding of print resources, and the ability to utilize high and low technology, and the effective evaluation of these resources. Thus, the role of the librarian has become more important in finding and evaluating these resources.

10:30-11:20 a.m. - Room 5.   BIBLIOGRAPHIC INSTRUCTION INTEREST GROUP. Enjoy the advantages of networking. Meet with other B.I. librarians. The Bibliographic Instruction IG will hold a brief meeting, then present an overview of the workshop planned for Spring 2000. Our session will conclude with an open forum on instruction issues.

1:30-2:20 a.m. - Room 8/9.   COLLECTION MANAGEMENT INTEREST GROUP. "Learning to Love GOBI: Acclimating to YBP as a Preferred Vendor for OhioLINK." This program will discuss how people are using GOBI in the OhioLINK environment and the new relationship with Yankee Book Peddler.

1:30-3:20 a.m. - Auditorium. SUPPORT STAFF INTEREST GROUP. Title of their presentation: "Supporting Library Support Staff: The Future is NOW." Speakers: Herb Cihak, Director of the Law Library and Professor of Law, University of Kentucky at Lexington Law Library; Janice Cox, Account Clerk; Antoinette Fiske & Sharon Herrod, Senior Library Technicians; Heather Harbett, Library Technician. As libraries continue to undergo transformation, the role of library support staff becomes more important. What can library leaders do to encourage, support, and reward these invaluable team members? A library director and members of his support staff team up to discuss successful techniques for coaching non-librarians. (2 hours)

2:30-3:20 a.m. - Room 6/7.   CURRICULUM MATERIALS CENTER INTEREST GROUP.   CMCIG will discuss resource sharing of curriculum materials through OhioLINK. The CMCIG also plans to unveil the new Curriculum Materials Database.

2:30-3:20 a.m. - Room 1. TECHNICAL SERVICES INTEREST GROUP. Business meeting.

POSTER SESSIONS

BUILDING A BETTER MOUSETRAP: USING TO MOUSEPADS TO ADVERTISE LIBRARY SERVICES *by* Nancy Moeckel & Joanne Goode, Science Librarians, Miami University. Miami University Libraries are using an innovative advertising method with faculty and selected other remote users - mousepads with replaceable inserts. The library logo, URL and phone numbers are permanently printed in a banner on the clear cover of the mousepads, which were distributed as gifts. Inserts are mailed as needed to promote new services, provide and solicit user feedback. A webpage, the MousePad Archives, provides more details and hotlinks for each topic. Reaction has been very positive. We want to share the success of this program with other libraries.

DEPOSITORIES OF KNOWLEDGE: THE STATEWIDE ACADEMIC DEPOSITORY SYSTEM IN OHIO *by* Michael McHugh, Manager, NW Ohio Regional Depository; Donna DeGeorge, Manager, OSU Depository; Sue Berry, Manager, SW Ohio Regional Depository. The three depository managers will talk about access materials housed in the depositories and on trends in preservation, photocopying and digitization that may impact depository management .

DEVELOPING REFERENCE SERVICES FOR DISTANCE EDUCATION *by* Mary Hricko, Library Director, Kent State University-Geauga Campus Academic Librarians must be prepared to develop reference services for distance education programs. This presentation will offer suggestions for librarians and discuss the issues involved in providing such services. A general overview of what Ohio libraries are doing will be included.

ELECTRONIC REFERENCE SERVICE *by* Wade M. Lee, University of Toledo At the University of Toledo we have just completed our first year of an electronic (email, with a web submission form) reference service. The session will describe the benefits and drawbacks of offering the service, steps and considerations for setting up such a service, and suggestions for how to manage the service.

IMPLEMENTING YANKEE BOOK PEDDLER'S GOBI SERVICE *by* Sherri Edwards and Susan DiRenzo, University of Akron. This poster session will describe the University of Akron Libraries' experience implementing Yankee Book Peddler's GOBI service in conjunction with two Innovative Interfaces software products. GobiSelect and GobiBatch are two major components of YBP's online interactive bibliographic service (Global Online Bibliographic Information - GOBI). Innovative Interfaces' Extended Approval Plan software is used to create bibliographic and order records using GobiSelect data, and the Electronic Book Order software is used to place orders with YBP. The University of Akron has a unique implementation of GobiSelect in which the bibliographer plays a prominent role in the selection and ordering process. Cooperation between Collection Management, Acquisitions and Systems has been the key to a successful implementation of GobiSelect at the University of Akron.

MANAGING LICENSE AGREEMENTS *by* Carol Ficken, Head, Accounting/Receiving/Order Unit, University of Akron. Due to our increasing need for license agreements for electronic products, the University of Akron Acquisitions Department is in the process of addressing issues of 1) improving our procedures for requesting license agreements from publishers, and 2) increasing our timeliness for renewing serials that have license agreements on file.

"UP AGAINST THE WALL, OR, WHY DOESN'T ANYBODY EVER WANT THE VIDEOS THAT ARE ALREADY CATALOGED????" *by* David Prochazka, Music/Special Materials; and Virginia Berringer, Cataloger, University of Akron. Changes in personnel, cataloging priorities, and purchasing patterns resulted in large backlogs of uncataloged VHS videos and music CDs. To maintain control of and to provide access to materials in these backlogs, each title was assigned an accession number. Requested items needed immediately were given temporary labels and taken to AVS for circulation, or, of time permits, rush cataloged. After circulation, uncataloged items were returned to the Cataloging Dept. where they may be returned to their shelves, or added to the current/priority cataloging shelf.

EXPERT PANEL

Danny Wallace, *Moderator*

Danny Wallace serves as Special Advisor to the Dean for New Media Programs. Dr. Wallace assumed this position in August 1999. Prior to this appointment, Dr. Wallace had served as the Director, School of Library and Information Science, Kent State University since January 1996. Formerly, he served as the Associate Dean, School of Library and Information Science, Louisiana State University, August 1989-December 1995. Prior to that appointment he served as a faculty member, School of Library and Information Science and Adjunct Professor of Computer Science at Louisiana State University.

Dr. Wallace received a B.S. Ed in Theatre and English from Southwest Missouri State University in 1973. He received his MALS from the University of Missouri-Columbia in 1977 and his Ph.D. in Library and Information Science from the University of Illinois at Urbana-Champaign in 1985.

Martin Dillon

Martin Dillon serves as the Executive Director, OCLC Institute in Columbus, Ohio. As the inaugural director of the OCLC Institute, Dr. Dillon is forging new ways to facilitate the evolution of libraries through advanced educational opportunities. Martin is former head of OCLC marketing and research units and a former professor at the University of North Carolina, School of Information and Library Science.

Cathy Bishop-Clark

Cathy Bishop-Clark is an associate professor in the Systems Analysis Department at Miami University, Middletown, OH. She earned her bachelor and masters degrees in computer science and information systems and her doctorate in education from the University of Cincinnati. Her research interests include cognition and computing, cognitive style / personality and computer programming, and computer science education. She integrates various library resources into several of the courses she teaches.

Christie Crute

Christy Crute worked in industry as a programmer, a systems analyst, and finally an IS project manager prior to starting her academic career. After earning a Ph.D. in Operations Research and MIS from Kent State University, she joined the Ashland University faculty as a computer science professor in 1989. In 1993, she volunteered to coordinate campus computing. This became a full-time job three years later. As the Director of Academic Technologies at Ashland University, Dr. Crute is responsible for many aspects of campus technologies, including Internet applications, network applications, video and voice over IP.

KEYNOTE SPEAKER

Sarah Long

In July 1999, Sarah assumed the office of President of the American Library Association. She has been active in state and national library organizations for many years. Long has adopted the theme "Libraries Build Communities" for her tenure as president.

Since 1989, Sarah Long has been the Director of the North Suburban Library System, an organization of 660 academic, public, school and special libraries in the north/northwest suburbs of Chicago. Prior to this position, she was the Director of the Multnomah County Library in Portland, Oregon. She also directed the Dauphin County Library System in Harrisburg, Pennsylvania and the Fairfield County District Library in Lancaster, Ohio. She was a consultant at the State Library of Ohio and was an academic librarian in England. Sarah began her career as a school librarian. She received a B.A. in Education from Oglethorp University in 1966, and her MLS in 1967 from Emory University.

Herb Cihak

Herb Cihak is Director of the Law Library and Professor of Law at the University of Kentucky, Lexington Law Library.

Mr. Cihak and selected members of his staff are doing a two-hour workshop/presentation for the Support Staff Interest Group this afternoon.

Special Thanks to our Exhibitors

Bell and Howell Information and Learning	Barbara Brazis
EBSCO Information Services	Chris Diver, Eve Davis
Lewis & Michael Moving & Security Storage	Brad Couch
OHIONET	Michael Butler, James Rubottom, Sue Hall, Larry Trover
RoweCom [Dawson] [Faxon]	Frank Semanick
University of Akron Press	Julie Gammon
Wanner and Associates/Representing Sauder Furniture	Ryan Crawford
H. W. Wilson Company	Nancy Kolady
Yankee Book Peddler	David Swords, Rick Lugg

ALAO @ 25

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LUNCHEON	*OHIONET*
MUSIC	*Yankee Book Peddler*

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Modern Office Methods of Westerville, Ohio, for loaning us a copier and supplies for use during this conference.

Kent State University School of Library & Information Science

The Ohio State University School of Music

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