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University Library Newsletter

Pace University Library System

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The Information Edge - Library Newsletter - Fall 2001 Issue

Karen DeSantis ed.
Pace University

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ILLiad Is Coming!

Sheila Hu,
Document Services Librarian

Okay, this is not the classic by Homer! ILLiad is a new library management package for automating interlibrary loan (ILL). The ILLiad software integrates borrowing, lending and document delivery in a single Web-based customer interface, in keeping with the Pace University Library's efforts to provide more unmediated access to library services. With ILLiad, you will not only be able to request items online, but also track the progress of your requests and more!

You will soon be able to:
*   Request ILL items 24 hours a day, anytime from any place that has Internet access.
*   Attach a note to each request if there is any specific information you want to communicate to ILL staff.
*   Review requests at any stage of the requesting process — eliminating phone calls and e-mails to ILL office for any change.
*   Receive notification when your items arrive by instant e-mail from the ILL office.
*   Send the renewal requests online.
*   View your checked out items and a history of all of your requests, including complete bibliographic citations and tracking data.
*   Track all ILL requests in a single and simple Web-interface.

Interlibrary loan staff will be able to:
*   Manage the entire ILL process in a single, powerful interface.

Library Enhances WebOpac

Rey P. Racelis, Assistant University Librarian for Systems Integration

The Library's Online Catalog System has added enhanced features intended to speed up the browsing of the collection and, ultimately, to personalize the research process.

Iconics

For casual browsing of the collection, users can now refer to an added column on the search screen that gives an iconic indication of the material types of the titles posted after a search is done. Iconic indicators, for the moment, include book, movie and video icons. The iconic column allows speed browsing of titles allowing a researcher to determine, right away, if a certain bibliographic title is a book or video, etc. To see the assigned icons to material types of library collection, one has to look for the "medium" column on the search results screen.

Advanced Boolean Searching

Advanced Boolean searching is also available now when search is done using the keyword/word search. This advanced search feature has been patterned after the Alta Vista Search engine. Using this feature, a user can immediately post a keyword/word query and limit the search process by language, location, material type, by date including a sorting specification of the generated results, and by scope (this allows Pace students to limit search results to collection belonging only to Pace University libraries.) This scoping feature allows the users to eliminate the results belonging to the College of New Rochelle, which shares the University Online catalog. The College of New Rochelle is a Pace library consortium partner.
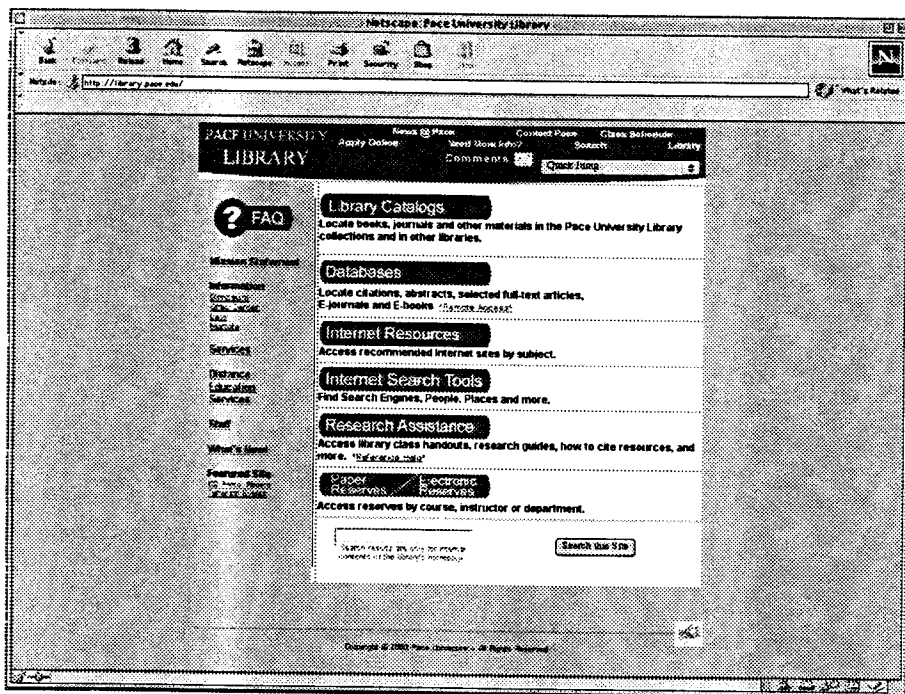
Personalized Web

MY OWN WEB SEARCH SCREEN

A new feature has been installed that lays the groundwork for the creation of a full-blown personalized Web interface for users. While this cannot be considered a portal yet, it can be used as the basic construct of a portal on which a much more ambitious content can be added.

The millennium enhancements of the WebOpac allow a user to create a personalized screen during the search process so that the searches are executed within the context of a personalized environment. The user's screen shows up complete with user name on the top of the screen. The same personalized screen contains a complete record of all the borrower's transaction. If the user decides, he or she can also indicate the manner by which, any form of notification such as borrowing or circulation notices, are sent out. The user can choose to request automatically to get all notifications either by snail mail, telephone or electronic mail subject to current procedures

Designing Web Accessible Pages

Medaline Philbert, Assistant University Librarian for Distributive Learning

On February 16, 2001, members of Pace University took the initiative and visited The Associated Blind to become more knowledgeable about the needs and tools of people who are visually impaired and/or blind. The visit was followed by a roundtable discussion and gave those who visited, and others with an interest in addressing the concerns of people who are blind or visually impaired, an opportunity to discuss the importance of the visit. Both events identified a void and, hence, the need to make the Pace community conscious of the challenges faced by people with disabilities.

There is a great initiative in academia to make information, events, and physical locations accessible. The focus of this article is on content access. The increase of online programs and courses increases the need for Web accessibility. Distance education creates a wonderful opportunity to embrace people with disabilities as it opens a new avenue that some, if not most, people thought was closed to them. Through consultative agreements with The Associated Blind, Pace

University has taken additional steps to ensure that its new Web page design is accessible. The Equal Access to Software and Information (EASI) Web site, http://www.rit.edu/~easi/, contains a wealth of information that addresses the legal obligations and technology to make information accessible.

The federal government, through the Section 508 statute (http://www.usdoj. gov/crt/508/508home.html), requires that all agencies make electronic and information technology accessible to people with disabilities. Electronic and information technology is defined by the Access Board, a federal agency committed to accessible design, as "federal Web sites, telecommunications, software, hardware, printers, fax machines, copiers, and information kiosks." The public and employees with disabilities may file administrative complaints with agencies they think are in violation of Section 508. According to the Tech Act (Technology Related Assistance for Individuals With Disabilities Act), enacted in 1988 and amended in 1994, state institutions that

EndNote Software Available

The library now supports EndNote! What is EndNote? It is a bibliographic software program from ISI Researchsoft/Thomson Scientific that makes managing citations and writing research papers, articles and dissertations EASIER. Library staff can assist you in learning how to use EndNote, but each user should purchase his or her own software in order to fully utilize the program. EndNote support is available for all staff and faculty. For more information and training please contact Susan Glickman (sglickman@pace.edu or x1051 in New York) or Noreen McGuire (nmcguire@pace.edu or x3505 in Westchester).

We Also Have Videos

The Pace University Library has collected over 1,000 videos in the past few years. Both the Birnbaum Library and the Mortola Library have video collections, which do not travel intra-campus at this time. There are educational videos as well as popular titles. Circulation for a video is a maximum of three days with no renewal and overdue fines are $5.00 per day. There is viewing equipment located in each library or you may take them home. Some of the current titles include The Power of Myth by Bill Moyers, The Civil War and Jazz by Ken Burns, David P. Stone's Media videos covering media impact, ethics, and history among other topics. You may also choose from Scream, The Searchers (John Wayne), Psycho (Anthony Perkins), Gone With the Wind, or Singin' in the Rain. All videos are listed in the library catalog.
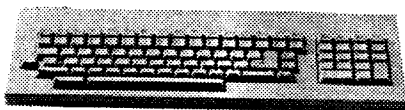
implemented by the circulation staff.

Preferred Searches

An interesting feature of this personalized Web screen is the ability of the Web interface to remember the history of searches. This feature is very useful for patrons doing a very serious form of research. As long as one is logged into the personalized Web screen, all searches done are remembered by the system at the click of a button. The memory feature is not temporary during the duration of the search but remains on the record of the user until they decide to erase the search history. The record does not get erased after a user logs off from the personalized screen. This helps users to keep a record or history of their searches and refine the searches, for more hits, when necessary.

Profile Maintenance by Patron

This same interface allows the user to edit his or her record without the mediation of the library staff. Systems staff determines the editable fields and only the fields defined for patron editing can be changed. This is implemented, therefore, without compromising the security of the system or even the most critical data on the patron record.

Collection Alert

Presently under work is an automatic alert feature from Innopac. What the alert feature means is that the system remembers by pattern, based on the terms (keyword) or subject searches used, the most likely topics or subject areas of a patron's interest. When the cataloging staff processes new titles, users with saved records of searches tied to their patron records will be notified if new titles with their presumed subject interest have been recently added to the collection. Notification is sent out via e-mail triggered automatically within the system. The system is programmed to send out e-mail notification every Monday morning. What this means is that the system spider crawls over the database of patrons and checks saved searches and creates a search interest profile based on the patrons' saved searches.

Featured Titles

The Featured Titles section of the Online Catalog has been set up to showcase all the different collections that are of special interest to any given group. At the moment, it features the video collection of the Mortola and the Birnbaum Libraries. Arranged by titles, they can also be searched individually in the title search feature of the catalog.

Bibliographic Utilities Interfaces

One new feature that is most likely to become popular to senior and graduate students as well as to members of the faculty is the interface between the Innopac System and the bibliographic utility called EndNote. This is a simpler version of another utility called Procite. Any user of the Opac who has a copy of the EndNote software as well as Microsoft Word installed in the same machine used to access the Online Catalog can mark the records most likely to be used for their bibliography or footnotes/notes. These records can then be exported in batches to EndNote and generate a formatted bibliography based on the chosen citation format of MLA, Chicago Manual of Style, APA, or Turabian among many others. See the "EndNote Software Available" article in this issue for contact information.

Circulations Systems Enhancements

The circulation staff can also choose to insert a patron's photo into the circulation record of the same patron. While this feature is not officially implemented at the library, the capability is present and can be used in cases such as distance education students if only to put a face with the name of the faraway students.

* Automatically search and import data from OCLC, an online union catalog, reflecting holdings of the United States and 76 other countries, for loan processing (OCLC's comprehensive cataloging system makes it easy for ILL offices to search and submit requests.)
* Track copyright limits for a specific journal.
* E-mail the user about received items, overdue, and cancelled items.
* Produce barcoded labels with full transaction information to accompany each borrowed item.
* Print book labels, which includes the borrower's name, the title of the borrowed item, and date due, etc., to accompany materials provided to the patron.

Please watch for notification from the University Librarian announcing the implementation of this new service. If you have any questions about ILLiad, please contact the InterLibrary Loan librarians on your campus for further information:

Location	Name	Phone	E-mail
Graduate Center	Michelle Lang	(914) 422-4384	ill_gc@pace.edu
New York	Elisabeth Birnbaum	(212) 346-1667	ill_ny@pace.edu
Pleasantville	Sheila Hu	(914) 773-3853	ill_plv@pace.edu

The Pace Library and Off-Site Storage

David Leighton, Associate University Librarian, Westchester

The explosive growth of digital resources has prompted questions concerning the intrinsic value and appropriate disposition of print-based collections. Newer technologies may rival and surpass, but not necessarily displace books, which will remain central to the mission of academic libraries in the foreseeable future. Despite a declining acquisition rate, however, many libraries have attained critical mass or will shortly reach the saturation point in terms of space allocation and shelving capacity.

In a climate that has become increasingly demand-driven and less supply-oriented, libraries are constantly seeking to achieve the optimum balance between ownership and access. The Pace libraries are presently confronted with a two-fold dilemma: (1) the need to reclaim space to accommodate even modest increases in new material holdings; and (2) the importance of introducing new user services and providing digitally based interactive and collaborative learning environments pursuant to the Pace Library's mission and strategic agenda.

Although expansion of existing library facilities is an integral part of the University's long-range Master Facilities Plan, that remedy may be prohibitively expensive and does not afford any immediate relief from growing space congestion. While compact shelving configurations may seem less costly to implement, these systems must be installed in strict compliance with engineering specifications governing floor load requirements, which might incur additional expense for the structural reinforcement of the buildings in question.

Off-site storage of relatively inactive yet still valuable portions of the collections presents a viable alternative to building expansion or renovation for movable shelving systems. Recently the WALDO (Westchester Academic Library Directors' Organization) consortium negotiated a contract with Clancy-Cullen, a Bronx-based library storage and relocation service which will momentarily complete construction of a modular book depository in Patterson, New York. The operation will offer high-density, environmentally controlled storage for books, bound journals, AV media, and microforms plus a full range of document retrieval services including next-day courier, weekly courier, Fed Ex/UPS, article copying and faxing, and prearranged on-site visits. Multidimensional storage trays made from acid-free cardboard will prevent deterioration of materials stored in the facility. Fire suppression and security systems will provide additional protection of stored materials.
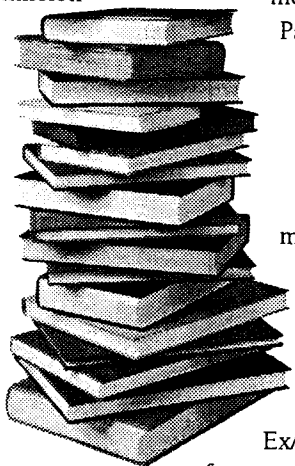
Clancy-Cullen employs Library Archival System (LAS), an inventory management software developed by Generation Fifth Applications, Inc., to create a computerized database of holdings for participating libraries and to track collections in storage. Essentially, it is a three-tiered barcode system linking each library's item barcode to a tray barcode, which in turn is linked to a shelf barcode and also tied to a range barcode. LAS features include: accessions; retrievals; refiles; electronic request systems interface; location, tray, item and customer file management; customer reports and analyses; and an optional Opac interface.

Materials placed in off-site storage will receive an appropriate location designation in the library's online public access catalog. Patrons will requ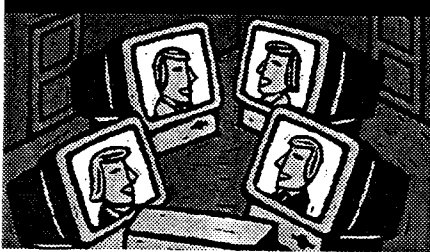est items in the same manner as intercampus loans and Access Services will complete the transactions, notifying the patron when the item has arrived. Whenever a particular title has been requested, the library may exercise its prerogative of not returning the book to the depository, but rather restoring it to the open shelves.

During summer 2000, the Pace Library inaugurated a selective book withdrawal program whereby library staff and several faculty began to inspect visually the circulating collection on each campus for the purpose of purging obsolescent materials and identifying potential candidates for eventual transfer to the Patterson facility. At the Westchester Faculty Library Liaison meeting last spring, the Head of Research & Information Services distributed a list of librarians with their assigned subject responsibilities and encouraged greater faculty involvement in the ongoing collection review process. Simultaneously, the Pace libraries are cooperating to slash print drastically serial subscriptions where digital alternatives exist. They will also seek to eliminate redundancy in their microform and bound volume backfiles and determine which materials should be retained locally or relegated to off-site storage.

Over the next few years, contingent on operational funding support, the Pace Library anticipates relocating a combined 50,000 to 100,000 volumes to off-site storage to bring to fruition the strategic vision of a digital teaching library and student-learning center. For further information on the off-site storage project, please contact Steve Feyl, Head of Research & Information Services/Westchester (x3505) or Harriet Huang, Collection Development Librarian (x3505) in Westchester, or Michelle Fanelli, Head of Information Services & Resources in New York City (x1667).

Pace's Chat Reference is here!

The Pace University Library launched its new Chat Reference Service starting Fall 2001. This service allows library users the ability to start a live chat session with a librarian and be guided through their research questions online. For students using the library from home, Chat Reference allows them simultaneous, real-time access to a librarian and the libraries' resources while maintaining their connection to the Internet. (No more having to disconnect your computer and call the library if you have one phone line or make a separate trip to the library.)

Along with basic chat components, the service also features:

- Two-way browser sharing (The ability to share what you have on your browser with the librarian and vice versa)
- Application sharing (The ability to collaborate with the librarian using applications such as Word or Excel)
- Voice capabilities (One-way or two-way voice communication with the librarian using your computer's sound system)

To utilize Pace's Chat Reference Service, you need a small, one-time plug-in download for your Internet browser. Go to the Pace University Library home page (http://library.pace.edu) and click on "Reference Help" to download the plug-in and start a chat session.

Currently Chat Reference is available during the hours of 2:00-4:30 PM on Monday, Wednesday, and Friday. As the semester progresses, however, hours and days will be added so please check back during off hours for possible additional availability.

New Databases Added to Pace University's Collection: September 2001

There are two new databases available to the Pace University community this fall: PsycARTICLES and Reuter's Business Insight. We also have resubscribed to Periodical Contents Index. JSTOR, a database containing back issues of scholarly journals, will soon add two collections, Arts and Sciences II and a new Business Collection, to their current offerings. Finally, Periodical Contents Index was introduced over the summer. A brief description of each database or collection follows.

PsycARTICLES contains full text of APA journals from 1998 to the present. This database is linked to the PsycINFO database, which allows for easy searching in both collections.

Reuter's Business Insight reports are authored by independent experts in their fields and offers unique analyses as a result. Their portfolio covers five vertical markets of Financial Services, Energy, Healthcare, Consumer Goods, and Telecommunications. In addition, there are a range of eCommerce reports providing insight into the eConsumer, eCommerce within the above vertical markets and generic eCommerce issues ranging from eCommerce to eProcurement.

JSTOR Arts & Sciences II: JSTOR is happy to announce that we have begun to release titles in the Arts & Sciences II Collection. This multidisciplinary collection of at least 100 titles contains titles and disciplines that complement those in the Arts & Sciences I Collection. When completed in 2002, the Arts & Sciences II

PsycARTICLES & Reuter's Business Insight

Collection will offer additional titles in disciplines such as History, Economics and Asian Studies, and will offer core titles in new disciplines, such as Classics and Archaeology. We are especially pleased that African, Latin American, Slavic, and Middle Eastern Studies are among the new disciplines in this Collection.
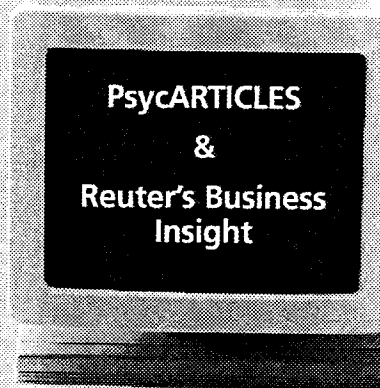
JSTOR Business Collection: JSTOR is pleased to announce the upcoming release of the new Business Collection, scheduled for late autumn 2001. Containing a total of 46 journals and nearly 1,700,000 pages, this collection adds new titles to the JSTOR Archive in Accounting, Marketing, Management and Operations Research. These new disciplines build upon Economics and Finance titles already available to JSTOR participants in the Arts & Sciences I and Arts & Sciences II Collections.

Periodicals Contents Index is an electronic index to millions of articles published in thousands of periodicals in the arts, humanities and social sciences since 1770. Journals have been selected for indexing in PCI with reference to over sixty major serials bibliographies and union lists and in consultation with specialist librarians around the world. Every effort is made to provide a complete record of publication for each journal. PCI's scope is worldwide and includes journals in English, German, Italian, French, Spanish and other Western languages. This is an abstracting and indexing database only.

are funded (state colleges and universities) must also observe the guidelines established in Section 508. Currently, the U.S. Department of Education is reviewing all of its policies and guidelines to see how Section 508 applies to colleges and universities.

Initially, a primary advantage of the Internet, which was mainly plain text then, was seen as a new medium to make information accessible (permitting the use of different browsers, different connection speeds, personal digital assistant tools, and adaptive computer technology (for use by people with disabilities. Over time, emphasis has been placed on the aesthetics rather than on the original purpose. If delivery of information becomes the focal point rather than visual effect, accessing Web pages will be easier with a few minor adjustments and more cost effective. The National Federation for the Blind sued AOL over accessibility issues, but dropped the suit when AOL agreed to make its Web site accessible. See the Liberty Resources site, http://www.libertyresources.org/news/news_17.html, for further information.

All students should have the same course experience regardless of physical or mental challenges. To make this possible, online courses, resources, and materials should be designed with people with disabilities in mind. Jackie Womack of Center of Information Technologies and Medaline Philbert of Mortola Library have seized this opportunity to inform the Pace community of the difficulties that people with disability face when they attempt to retrieve information that is not accessible. A workshop called Designing Web Accessible Pages was created to address some of these issues. In spring 2001, four workshops were conducted, two on the New York City campus and two on the Pleasantville campus. Two workshops

have also been scheduled for fall 2001. Thursday, October 11 (PLV) and Friday, October 12 (NYC).

During the workshops basic features are addressed to assist Web designers in the creation of Web pages that are accessible. People who are blind generally use a text only browser for the audible transmission of text. Lynx is an example of a text only browser, http://lynx.browser.org. It has become good practice for Web page designers to test new pages in text browsers as well as in different browsers to ensure accessibility and consistency in display.

In this workshop, participants will experience what it is to be temporarily disabled by partaking in a simulation on WebAim (Web Accessibility In Mind) site, http://www.webaim.org, and viewing a Web page with the images turned off. The Web Accessibility Initiative (WAI) http://www.w3.org/WAI/, together with some international organizations, including the Royal National Institute for the Blind http://www.rnib.org.uk/digital/hints.htm, is pursuing Web accessibility through the major areas of technology, guidelines, tools, education and outreach, and research and development. The workshop focuses on WAI's guidelines. It is essential that alternative text (alt text) is applied to describe images and provide instructions, for example, we suggest that "search now" is used rather than "click here." It is advisable to use an asterisk in the alt text if an image is only included for visual effect. When read by an assisting tool, for example, JAWS (Job Access With Speech), the blind visitor will know that the image contains no content.

Other guidelines taught in the workshop are:
- Provide captions for video and transcripts for audio
- Frames should be avoided if possible and provide meaningful

NOFRAMES for browsers which don't support frames
- Use headers in tables appropriately and contents in tables should make sense if de-columned
- Contrast of text and background is very important
- To verify good contrast, view page in grayscale
- Avoid textured backgrounds to increase legibility of text
- Moving and blinking text should not be used as these can trigger seizures in some people
- Provide text alternatives for PDF (portable document format) documents. and JavaScript and plug-ins
- Be conscious of students who may have limited mobility and may not be able to handle excessive scrolling. Therefore, break long Web pages into shorter page

To test Web pages for accessibility, try these resources: Bobby, http://www.cast.org/bobby/ provides feedback, IBM Home Page Reader, http://www.ibm.com/able/hprtrial25.htm voice output system that reads computer screen, and WAI Web Content, http://www.w3.org/TR/WAI-WEBCONTENT guidelines to make Web content accessible.

The workshops provide an opportunity for discussion and most important, for hands-on experience. Seize the moment and register via email at cit@pace.edu for the fall 2001 sessions. You will be required to bring a diskette to the workshop to save your examples for future reference.

Remember, if access for all takes priority, then the design of accessible Web pages becomes easier, more cost effective, and more rewarding as it will be an enjoyable challenge to unlock creative skills.

Pace Pleasantville Class of 2005

Through the UNV 101, ENG 101 and ENG 102 library instruction programs, the Instructional Services Librarians meet the majority of the incoming students each Fall. In an effort to get to know our new students even better, we created and conducted a Library Experience Survey. We piloted the survey in Fall 2000, made some minor adjustments over this past summer, and conducted the survey again this Fall. The purpose of this survey is to give us an understanding of the new students' previous library experiences as well as their self-reported proficiency and use of the Internet. Our goal is not only to get to know the incoming students, but also to use this information to create more effective and efficient library instruction sessions.

> *The purpose of this survey is to give us an understanding of the new students' previous library experiences as well as their self-reported proficiency and use of the Internet.*

In Fall 2001, 291 students from the Pleasantville freshman class were surveyed through their UNV 101 seminars. The survey consisted of 10 questions with a Bonus question of "What was the last book you read for fun?" This second edition of the survey gave the students more flexibility in their responses.

Of the respondents, 26% had never used an online/electronic library catalog and 34% reported that they had never used a computerized index or database. The largest findings were that 93% reported that they felt comfortable using a web browser and that 96% of these students had used the Internet to get material for a research paper or homework assignment. We were very happy to find that 95% of these students feel comfortable asking a librarian for help.

One question asked "Do you agree with the statement 'Everything is on the Web'?" This question was deliberately ambiguous and 53% of the students responded Yes. The only open-ended question was "How do you personally determine if an Internet source is reliable?" Out of the 239 responses, 25% would check other sources or compare the information with other sources. Responses that would focus on one particular attribute of the web page, such as author, copyright, affiliation, site name, reference list, etc occurred 10% of the time. There were also at least 10% of the respondents who thought it was reliable if it had the information they needed. A few students admitted that they didn't know how to determine a reliable site and three students said that they don't believe any sites are reliable or that they only use the Internet for entertainment purposes.
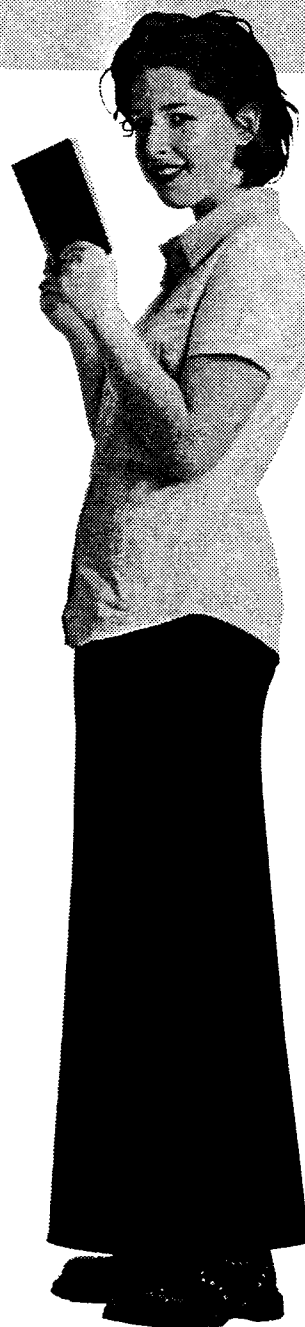
Next year we hope to expand this survey to include the UNV 101 classes on the New York City campus as well. It will be interesting to be able to compare the results across campuses in order to get a real feel for the diversity that makes up Pace University's incoming classes.

So what books are the students reading for fun? Here's just a sample of the responses: The Hobbit, Gone with the Wind, Last Vampire 2 by Christopher Pike, The Bluest Eye by Toni Morrison, A Pirate's Look at 50 by Jimmy Buffett, 1984, Romeo and Juliet, and the Harry Potter books.

If you would like further information about the questions on the survey or the results, please contact Karen DeSantis at x3505 or at kdesantis@pace.edu.

> **What Students are Reading for Fun:**
> *The Hobbit,*
> *Gone with the Wind,*
> *Last Vampire 2,*
> *The Bluest Eye,*
> *A Pirate's Look at 50,*
> *Romeo and Juliet, and the*
> *Harry Potter books.*

HENRY BIRNBAUM LIBRARY, 1 PACE PLAZA, NEW YORK

Fall 2001 Hours

Circulation Desk/General Information (212) 346-1332

Monday-Thursday	8 a.m. - 11 p.m.
Friday	8 a.m. - 9 p.m.
Saturday	10 a.m. - 8 p.m.
Sunday	1 - 9 p.m.

GRADUATE CENTER LIBRARY, 1 MARTINE AVENUE, WHITE PLAINS

Fall 2001 Hours

Reference and Research Services (914) 422-4384

Monday - Thursday	Noon - 10 p.m.
Friday	Noon - 5 p.m.
Saturday	10 a.m. - 5 p.m.
Sunday	Closed

EDWARD AND DORIS MORTOLA LIBRARY, 861 BEDFORD ROAD, PLEASANTVILLE

Fall 2001 Hours

Circulation Desk/General Information (914) 773-3380

Monday - Friday	8:30 a.m. - 11 p.m.
Saturday	9 a.m. - 6 p.m.
Sunday	10 a.m. - 11 p.m.

NOTE: Holiday, Intersession, Summer Session and Final Exam hours vary and are posted in advance.

http://library.pace.edu

HELLO
my name is

This column will introduce you to members of the library staff. This edition introduces two new members of the Pace Library.

Steven Feyl is the new Head of Research and Information Services at the Mortola Library on the Pleasantville campus. He brings to Mortola varied experience from his time spent working at the College of Mount Saint Vincent and for the Bronx branches of the New York Public Library. He obtained his undergraduate degree from Furman University in Greenville, SC, in 1994 and his MLS from Simmons College in Boston, MA, in 1995. He is excited about creating an active, modern, responsive atmosphere surrounding Reference Services at the Pace Libraries. He is an avid Mets fan and enjoys finding and participating in "off the beaten path" activities available in New York City.

Sarah Higgins is an Instructional Services Librarian at the Birnbaum Library on the New York Campus. Her responsibilities include reference, instruction, and curriculum development. She earned her MLIS from the School of Information at the University of Washington in Seattle, and is currently working on a Master of Public Administration at Baruch College. She worked previously as a Reference Librarian at The New York Public Library. Her interests include reading, writing, travel, and outdoor activities of all kinds.

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