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The Information Edge - Library Newsletter - Fall 2000 Issue

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INNOSPEAK

Database Access in the Open Frontier (or How to Access Database Resources Remotely)

Rey P. Racelis, Assistant University
Librarian-Systems Integration

The library databases have proven to be a very popular research resource in the library. At last count nearly 110 databases, designed to support business, humanities, and legal research, were available. The number of visits has reached a high of 12,000 and a low of 6,000 per week. On a given day the total number of times the databases are successfully accessed can be as high as 2,000. While access to the databases is pretty standard on campus (go to <http://library.pace.edu> and click on Databases) with no configuration or authentication required, accessing the same resources off campus—meaning outside of the University network's firewall—requires some basic understanding of the authentication procedures that are in place.

When an off-campus computer is properly set up, accessing the library databases is intended to be a simple operation. Once you have connected to the Internet and are at <http://library.pace.edu>, click on the blue Databases button and then input the last six digits of your barcode at the authentication prompt. This barcode is issued by the library, not by the security office, and can be obtained at any circulation desk. Please note that on campus the authentication screen does not appear. It is only visible when access is attempted remotely.

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Going the Distance: Serving Remote Learners

Christa Burns, Chair, Distance Education Committee

The Pace University Library fosters and supports distance-independent educational and service programs at the University, extending the university's traditional mission to meet the evolving educational needs of these faculty and students. We follow the guiding principle that any services and resources available to local students should also be available to our distance education students. In the fall of 1999, the library's Distance Education Committee was formed to determine the needs of our students and what policies and procedures would serve them best. We have developed innovative special services and resources to assist these students in their studies.



For students who are not geographically close to a Pace University campus, we provide a remote access service so that they can gain entry to the library's restricted online resources. Most of the computerized research databases to which the library subscribes to are contracted only for the use of our students, faculty and staff. In order to provide these databases to all of our students, both on-site and off-campus, we have set up a very simple system. All a student needs to have is a library barcode number and he or she will be able to use the restricted databases from the comfort of home. The system will ask the student to enter numbers from the barcode, which is placed on the back of his or her Pace I.D., providing easy access to all of the resources available. (For troubleshooting tips on remote database access, see the Innospeak column in this issue.) The barcode is also required as authorization for other library services, such as requesting interlibrary loans and checking out books.

Once a student has access to the library's databases, there are many online guides that our Instructional Services Team has developed to assist them in successfully completing their research. There are Research Guides that have been created for specific classes and subject areas, as well as Database Guides for help using the library's online databases. In addition, we offer ReVeAL: Research in the Virtual Library, a step-by-step guide to the research process, specifically designed for distance education students at Pace University. ReVeAL introduces students to a number of concepts important to doing research in the "virtual library." The goal of the guide is not only to help students complete their class assignments, but to help them develop information-seeking skills which they will be able to use after they complete their coursework.

For a distance education student, actually obtaining the books and articles needed to write a term paper or prepare a report can be one of the most difficult parts of library-related research. We have set out to ensure that our distance education students, no matter what their location may be, will have timely access to most any

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Birnbaum Librarians Trade Secrets with Moldovans

*Michelle Fanelli, Head of Information Services and Resources (New York),
and Adele Artola, Head of Technical Services (New York)*



We left for Moldova on June 20th for a two-week consulting visit to the political science library at Moldova State University as part of a group that included Lou Seagull, of the Lubin School's Marketing Department; Anne Bynoe, Economics, Dyson, and Dyson Dean, Gail Dinter Gottlieb. The trip was financed by a three-year grant from the U.S. Department of State. The grant request was written by Steve Roper, a former faculty member of Pace's Political Science Department, in cooperation with the Political Science Department at Moldova State University. The project was intended to provide for an exchange of faculty and to help improve the political science library. Over a two-year period, several Moldovan faculty members have visited Pace's New York campus. They observed classes at Pace and did research in the library with the help of library staff. This time it was Pace's turn to send visitors to Moldova.

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The Information Edge is published semi-annually by the Pace University Library. Karen DeSantis (Pleasantville) and Mary Habstritt (New York) are co-editors. Direct comments and submissions to them at kdesantis@pace.edu or mhabstritt@pace.edu.

We made two presentations to the Moldova State library staff. One of the presentations included dialing into the Pace Library to demonstrate some of our online capabilities. The Pace faculty gave lectures to Moldovan students and compared notes with their faculty counterparts. The trip included several roundtable discussions with various departments of the university and with a student group.

Tours of the university's new political science library and main library and the National Library of Moldova revealed dimly lit rooms in need of paint and old, unsteady furniture that was cushionless and uninviting (not to mention, real stocking snaggers). The political science library had no online catalog and the few Internet terminals available to students were extremely slow. Although the card catalog indicated that an organizational scheme similar to the Dewey Decimal Classification was in use, the shelved **books** lacked any spine labels or shelving indicators to help in locating a volume. It was explained that call numbers are placed inside the book and that documents are shelved alphabetically by title. Stacks of yellowing periodicals lined the shelves of the periodicals section. Binding or microfilm options either do not exist or are too costly. Our guides showed us around with great pride.

As a former Soviet republic, Moldova is going through very difficult times while trying to make the transition to a capitalistic society. There is high unemploy-

ment and low wages for those who are employed. Much of the city is failing into disrepair and modern conveniences that we take for granted do not exist. Buildings at the university, for instance, lack elevators and are unheated in winter. The outlook for the future is bleak and students with whom we spoke had very little hope of getting a job in their field of study upon graduation. The population is dropping as young people seek opportunities in other countries and older citizens pass away.

Vaentina Teseo, one of the Moldovan faculty who had previously visited New York, was the coordinator for our activities. When we weren't taking part in exchanges with the university, we were taken on several sightseeing trips to monasteries, museums, and an underground winery. Our visit also included a visit to the American Embassy. We were housed in a hotel in downtown Chisinau, the capital of Moldova.

We were impressed by the spirit of the people we met. Both the faculty and the students manage to lead productive lives under trying circumstances. Each Pace visitor was assigned a student translator and we very quickly became attached to these students who were instrumental in making our trip a success. The hospitality extended to us was overwhelming. We were guests at several organized dinners, some of which included national singing and dancing. We hope to be able to maintain contacts with our new Moldovan friends.

To Weed or Not to Weed?

Mel Isaacson, Associate University Librarian, New York City

As library collections grow in size, librarians are continually faced with the need to routinely weed their collections to make room for new acquisitions (unless, of course, they are blessed with unlimited space) and to eliminate no longer needed materials. Despite the growing proliferation of digitized items (especially journal literature), the entire world of knowledge is not yet (and may never be) in electronic formats. The printed book, therefore, remains a major part of most library collections. Librarians, with input from knowledgeable departmental faculty, must decide which books to keep, which to discard, and recently, which they might wish to keep, but not necessarily on site in the library (i.e. items to be placed in remote storage facilities).

The Pace Library is presently facing a dilemma regarding what to do about overcrowded bookshelves. The Henry Birnbaum Library on the New York City campus, built in the early 1970s to house a collection of approximately 250,000 volumes, has, despite installation of additional shelving units over the years, overreached its capacity with nearly 400,000 volumes. The Edward and Doris Mortola Library in Pleasantville has likewise been dealing with space problems, largely as a result of the unanticipated incorporation of thousands of additional volumes from the disbanded Hayes Library (White Plains campus).

Two solutions to the space problem have been identified. The first solution is to conduct an extensive de-selection of material in each campus collection. This does not entail the massive "dumping" of books found on the shelves, but rather the careful evaluation of major segments of the collections by librarians and faculty members.

Candidates for de-selection are evaluated in terms of availability of multiple copies, availability of copies on both campuses, age and current relevance/obsolescence of the titles, curricula changes, mutilated/worn items, etc. Seminal works are also being identified as items to be permanently retained.

The second solution is a bit more radical, but nonetheless necessary. It involves placing certain rarely used titles that may be of future research value or historically significant in an off-site storage facility, where the books may be retrieved within a short period of time, whenever requested.

Both of the solutions described above served as the catalyst for a major weeding/off-site storage identification project undertaken by the Pace Library this summer. Faculty participation in this effort was solicited in an attempt to draw on expertise in their respective disciplines. Only a small number of faculty members volunteered to participate in identifying candidates for de-selection or for transfer to off-site storage. This limited participation was most likely because the project was conducted over the summer months, when librarians have more available time, but when most faculty are either away from campus or unavailable to assist from home due to other commitments. Faculty who did participate in this project worked either in the respective campus libraries, or else made selections from pre-printed lists of titles maintained in their discipline. The library is grateful for their valuable input and thanks them for their efforts.

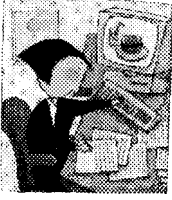
Librarians, each familiar with a particular discipline for which they select material, worked in the stacks. They carefully evaluated and selected items

that are to be withdrawn from the collections, and flagged those items that are to be placed in remote storage. Subject areas reviewed included business, accounting, education, computer science, history, art and architecture, literature, chemistry and physical sciences, philosophy and religious studies, criminal justice, public administration, sociology, social work, theater, women's studies and U.S. government documents.

A climate-controlled remote storage facility is being built in Brewster, New York and is expected to be ready for transfer of materials by the summer of 2001. Clancy-Cullen will maintain and service the facility, including prompt retrieval and delivery of requested items to the library. The Pace Library is planning to contract with that facility for its off-site storage of book materials (and likely selective microforms). Transport of pre-selected items to the facility will begin once it officially opens for operation.

It is hoped that the extensive efforts taken to weed the campus library collections of unwanted materials, along with the identification of items for remote storage, will result in freeing up shelf space to accommodate new titles. This seems to be the best way for the library to operate, at least until such time that books now contained on our shelves are made readily available in electronic format. Until then, we weed.





item they may need. Online forms are available on the Library's web page to request books or articles that are held in the Library's collections. Materials will be sent from the library directly to the student's home address. If the Pace Library doesn't own the book or article that the student needs, we can borrow a copy from another library, and send that borrowed item to the student's home. The convenience of this service will be indispensable to our distance education students.

Since distance education students are not able to come into the Library to speak face-to-face with a librarian, we have set up a toll-free telephone number for contacting the staff. During regular library hours a student can call 1-877-974-BOOK (2665) to ask a librarian any question about the library or our services, or to get research assistance. In addition, an online

form is being developed so that, at any time of day or night, a student can e-mail a research question to the library. A librarian will respond, either by e-mail or telephone, depending on what kind of information the student needs. We can direct students to information sources, help with in-depth research problems and provide answers to brief, factual questions. To keep our distance education students informed, the Library has created a web page with up-to-date, detailed information about all of the services specifically designed for them. It can be found by going to the Library's home page at <http://library.pace.edu> and clicking on Distance Education Services in the blue area on the left side of the page. Our goal is to provide equitable access to our resources and staff for all of our students, both local and remote. This goal is being realized through the use of the special services that we offer to our distance education students. •

INNOSPEAK continued

IF ACCESS IS DENIED, IT MAY BE DUE TO ONE OF THE FOLLOWING REASONS:

- a) The barcode is not found in the database on the patron record server of the Library's computer system. If you recently applied for a barcode at a circulation desk, call the circulation department concerned (New York: x1332 and Pleasantville: x3380) and ask whether the barcode has been entered into the system;
- b) If the answer is yes, check with the circulation staff and see if the barcode's expiration date is current. Students must be currently enrolled for authorized remote access;
- c) If your record is current with the correct barcode, rejection of access may be due to a delinquent borrowing record. Ask the circulation staff if your record shows outstanding fines or overdue items and ask that you not be treated as delinquent by the Library's computer system.

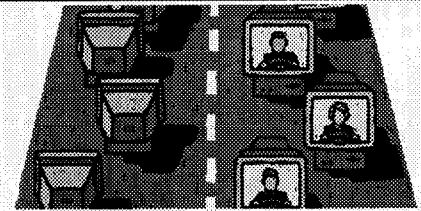
Any of the above three problems with access may occur using either the Netscape or Internet Explorer browsers or by connecting through a dedicated Internet line or a modem line.

The remote access protocol allows for the same process of authentication when using independent Internet service

providers (ISPs) such as AOL, AT&T, and Erols Internet among others. A trick that has proven useful when using AOL is to use the default AOL browser instead of minimizing it and using a Netscape browser. From the default browser, enter the URL of the library (<http://library.pace.edu>) and choose Databases. The next screen that will appear is the RDA authentication screen.

The cookie challenge

If you get to the point of being presented with the list of databases but upon choosing a database get another prompt (normally a user I.D. and a password prompt), you need to examine the browser preferences (Netscape) or options (for Internet Explorer) and see if "cookies" have been enabled. In many cases, vendors of commercial databases set up their web servers to require users to allow their servers to leave cookies in the client machines. This is something done by vendors to keep tabs on the research needs and profiles of their users. Turning on the "cookies" preferences /options will normally remove the authentication challenge from the vendor's side. This can be used to solve the above problem, which can occur whether you access the databases on campus (within firewall) or remotely (outside of firewall).



STANDARD REMOTE ACCESS

(Both Modem Users and Internet Lines outside of Pace University)

1. Connect to your ISP such as AOL
2. Use your ISP's default browser and go to <http://library.pace.edu>
3. Choose "databases" by clicking on it.
4. When authentication screen prompt comes up, enter the last 6 digits of your barcode
5. Choose from the subject list or the alphabetical list of databases.

IN CASE OF ACCESS FAILURE CHECK THE FOLLOWING:

1. Check if barcode and patron record are OK (call circulation desk)
2. Check if "cookies" option is active
3. Check access to other databases other than the target database. In some instances, it may be a typical database server that is the problem

Same access and troubleshooting procedures as above for direct internet access problems such as when accessing from company computers or other libraries.

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INNOSPEAK continued

Direct dial

The other way of accessing the database resources of the library is via a direct connection to the Internet gateway of the university. This means that in the Direct Dial setup of your PC's modem, you will need to configure direct dial to connect to the University terminal server, which will in turn connect you to the Internet Gateway of Pace University. The students' Computer Resource Center has a handout detailing the setup and the phone numbers to get connected. If you connect successfully to the Gateway, you can go to the Library URL and choose the Database option with no authentication required, the reason being that using the Gateway bypasses the RDA authenticator and tells the Library system that the caller is using an IP address that is local to the University. Direct Dial via the Gateway is as good as accessing the library resources while on campus.

Lately, there is a new implementation coming from the Networks Operation of the university advising that the browsers for PCs on campus should not be made to point to the caching server `cache1.pace.edu` but directly to the Internet option in the Preferences setup. While this applies only to on-campus users, this implies that Direct Dial users trying to access the Library databases remotely should also point their cache server to "direct Internet connection" in the preferences as if they are inside the campus and governed by the caching protocol of the cache appliance recently installed.

In addition to this caution, any laptop user should release their PPP IP address if there is one sitting in their "winipconfig" to allow direct dial to connect to the Gateway IP address without conflict. Normally, the reason why there will be a PPP IP address in the winipconfig is only when previous to using direct dial, the user has used first an independent Internet provider such as AOL to connect to the Library. The IP address that gets deposited in the winipconfig will be the IP address of the ISP being used. This has to be released when doing a Direct Dial.

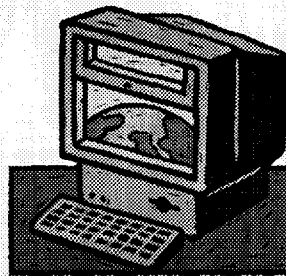
In many cases, however, if you can connect to the Internet and "surf" around, then barring problems related to a valid patron record and the issue of "cookies" you will be able to access the databases remotely without problems.

If after following the above procedures, you still find it difficult to connect other reasons that may account for access failure are:

1. The Internet connection within the university network is down;
2. The server of the vendor, where the databases are hosted, is not available;
3. The authentication server, which acts as a database access sentry and verifies you are an authorized user, is down;
4. The library computer system, which contains patron records that are checked by the authenticator, is down.
5. Our subscription to the databases has expired and is waiting for renewal or reactivation.

To find out if these situations have occurred, contact the Information Desk at the Library nearest you (Pleasantville: x3381; New York: x1331). These cases are normally attended to promptly by library or university staff so, while they can occur, most often access failure is due to the reasons mentioned at the outset of this article.

If you find you are still unable to access the resources despite following the checklist above, you may contact Rey P. Racelis at 212-346-1598 or at rracelis@pace.edu. Turn around time is normally an hour to 2 days.



HOW TO RELEASE PPP IP ADDRESS IN LAPTOPS

1. Click on Start (bottom left of Screen)
2. On the Pull UP menu click on RUN
3. Type "winipconfig" on the box
4. Click "Release All"
5. Do the steps for Direct Dial1

HOW TO GO TO PREFERENCES IN NETSCAPE

1. Go to Edit menu
2. Go to Preferences
3. Go to Advanced

To activate cookies

1. Click on second box - "accept only cookies that get sent back..."

TO POINT TO DIRECT INTERNET CONNECTION (FOR THOSE USING DIRECT DIAL)

1. Go to File menu
2. Go to Preferences
3. Go to Advanced
4. Double click on Advanced
5. Click on "Proxies"
6. Click on "Direct Connection to the Internet"

HOW TO GO TO OPTIONS IN INTERNET EXPLORER

1. Go to Tools menu
 2. Go to Internet Options
 3. Go to Connections tab
- To use default internet connection
4. Go to LAN settings
 5. Click on Automatic Proxy Configuration

To activate cookies

6. Do steps 1 and 2
7. Click on Security
8. Click on custom level
9. Scroll down till you see Cookies option
10. Click on enable

HENRY **BIRNBAUM** LIBRARY, 1 PACE PLAZA, NEW YORK

Fall 2000 Hours

Circulation Desk/General Information (212) 346- 1332

Monday-Thursday	8:00am - 11:00 p m
Friday	8:00am - 9:00 pm
Saturday	8:30am - 5:00 p m
Sunday	1 :00pm - 9:00 pm

GRADUATE CENTER LIBRARY, 1 **MARTINE** AVENUE, WHITE PLAINS

Fall 2000 Hours

Reference and Research Services (914) 422-4384

Monday - Thursday	12:00pm - 10:00pm
Friday	12:00pm - 5:00pm
Saturday	10:00am - 5:00pm
Sunday	1:00pm - 6:00pm

EDWARD AND DORIS MORTOLA LIBRARY, 861 BEDFORD ROAD, **PLEASANTVILLE**

Fall 2000 Hours

Circulation Desk/General Information (914) 773-3380

Monday - Friday	8:30 am - 11 :00 pm
Saturday	9:00 am - 6:00 pm
Sunday	10:00 pm - 11:00 pm

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

<http://library.pace.edu>



HELLO, MY NAME IS...

This new column will introduce you to members of the library staff.

We'll begin by acquainting you with the new co-editors of The Information Edge.

Mary Habstritt is a part-time reference librarian at the Birnbaum Library at the New York campus. Her responsibilities include being the contact for book donations: deciding which ones are needed and finding good homes in other libraries for those not kept. Her last job was as Head of Borrowing Privileges and Fines for the University of Minnesota-Twin Cities, which, according to her favorite game show, *Jeopardy!*, has the largest student body (over 40,000) in the country. Her Master of Science degree is from the Columbia University School of Library Service. Mary is interested in the history of technology and is on the board of the Society for Industrial Archeology. She recently ran the SIA's annual conference in Duluth, including organizing factory tours for over 200 attendees and writing a guide to industrial sites in the area. She has a newfound interest in hardware that may just have something to do with her husband's job as Chairman of the Board of General Tools Manufacturing. (Go ahead, ask her what a micrometer is.)

Karen DeSantis is an Instructional Services Librarian at the Mortola Library on the Pleasantville Campus. Her duties include instruction and instructional design, database guides and other documentation, APOLLO (a new tutorial on using the library resources), reference, and collection development for the Mortola education, music, art, architecture, and performing arts collections. She is a graduate of the Palmer School of Library and Information Science at Long Island University. Along with this Master of Science, Karen has a Master of Arts in Experimental Psychology and is certified in Elementary Education. Karen is the co-chair for the Pleasantville-Briarcliff Administrative Staff Council. Her previous job was with the Westchester County Parks, Recreation and Conservation Department conducting countywide special events. She spends some of her free time conducting high school swim meets as a certified swimming official. She also finds time to design and knit children's sweaters and to make quilts.