



George A. Smathers Libraries

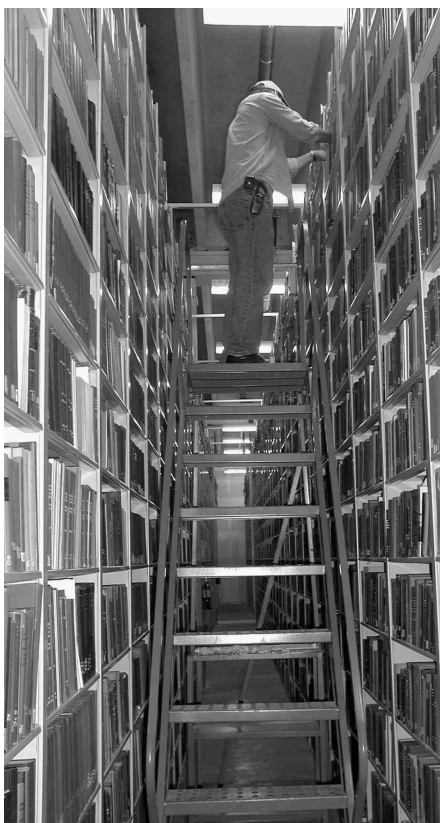
LIBRARY NEWS

For the University of Florida Faculty

Vol. 14 Issue 4 Spring 2004

Library West retrieval service update

When the Library West building closed on December 24, 2003 for the two-year renovation and construction project, staff initiated a new service to retrieve requested Library West materials for faculty, students, and other library users. After three months' experience, we want to give you an update on the service.



Retrieval staff pull books from shelves

Collection Moves

In order to shorten and streamline construction, Library West has been totally emptied. All staff, services, and collections have been relocated. Except for the reference materials and current periodicals, Library West collections have been moved to a climate-controlled facility called ALF (Auxiliary Library Facility) in northeast Gainesville. Soaring 15-foot-high shelving and temperatures in the 60s make this a good place to store books, but prohibit on-site use. The new facility plus the existing off-campus Limited Access Depository now house all the books, journals, and microforms from the Library West collections plus infrequently used materials from all campus library collections. More than half of the Smathers Libraries collections are now located in these two facilities.

How Is It Going?

While both users and staff approached the retrieval service with some trepidation, the implementation has gone quite smoothly. Library staff have been extremely empathetic and creative in seeking ways to make this situation work for users. And library users have been extraordinarily cooperative and patient. Very few

complaints have been received and very few problems reported. Some users have even commented that they enjoy the convenience of requesting their materials online and coming in to pick them up.

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Retrieval service *(Continued from page 1)*

Library staff are handling an average of 500 requests per day, some of which are for multiple items. They are meeting and generally exceeding the promise of delivery within 24 hours. Users are notified if staff are not able to retrieve an item, and they are given suggestions for pursuing alternatives.

Numerous improvements have been made to the retrieval form, the process, and the way retrieved materials are handled. Materials that had been boxed and moved out of Marston Science Library and were inaccessible for several months are now available for retrieval and use.

Unexpected Benefits

Although there are inherent inconveniences in a system of retrieval rather than open stacks, there have been some positive benefits.

- Lost materials are being identified; replacements are being ordered or records updated while a search is conducted



- Errors in records are being corrected
- Materials needing repair are being identified
- Opportunities are being created to inform library users of existing services and resources (e.g., how to do “virtual browsing”, how to access and use specialized databases)

- Materials that present special access problems are being returned to campus libraries

Library staff will continue to refine the service. Faculty and other users will notice changes in the retrieval process after the libraries implement a new management system in May. Comments and suggestions are welcome. Remember that only the Library West building is closed. The reference and subject specialist staff from Library West are now located in Smathers Library. They are available to assist with reference and research and to talk with you and your classes about library resources and services. The humanities and social sciences reference collection and the public computers formerly located in Library West are now available on the first floor of the Smathers Library.

Carol Turner
Director for Public Services

Information Station is coming

In an effort to increase awareness of library services and resources the libraries will be launching a new service called the “Information Station.” The Information Station will be a mobile reference desk providing students with basic reference services and referrals. The Information Station will move to various campus locations such as the Reitz Union colonnade, Turlington Plaza and the Carlton Auditorium area. It will be fully equipped with a wireless laptop, printer, and access to basic reference sources such as encyclopedias, dictionaries and directories. Watch for this service in the coming months.

Marina Salcedo
He&SS Reference

NEH grant awarded for children’s historical literature

The George A. Smathers Libraries has been awarded a \$295,507 grant from the National Endowment for the Humanities to continue cataloging and access efforts with the Baldwin Library of Historical Children’s Literature.

The focus will be on 7,500 books printed between 1870 and 1889. More than 2,000 volumes that contain color illustrations or decoration will also be digitized by the Digital Library Center and made available on the PALMM (Publication of Library & Museum Materials) Web site.

Second annual Read-A-Thon set for April 19-20

The University of Florida’s second annual Read-A-Thon will again take place under a canopy on the Reitz Union lawn on Monday, April 19 and Tuesday, April 20. Monday’s location will be near the College of Journalism and Communications; Tuesday’s will be near the Marston Science Library. All faculty, students, and staff are encouraged to read a ten-minute passage from their own or favorite work of literature. Classes may sign up to read together. To schedule a time to read, call 392-6617.

May 3 = STP (Switch to Production)

Libraries will switch to new management system

May 3 is STP, the date that all of the UF Libraries "Switch to Production" in a new library management system. Library management systems support a broad range of library functions from the public catalog to circulation activities and key technical processes such as acquisitions, cataloging, and maintaining serial holdings records. Although much of the transition will be invisible to library users, there will be a new look to the catalog and staff will be able to send overdue and other notices via e-mail. There will be a number of behind-the-scenes enhancements that should improve library operations.

Since May 3 is rapidly approaching, library staff are heavily involved in transition activities. Converting to

a new system is a complex process that involves data migration, new system configuration, and retraining staff to perform their work using the new system.

The current computer system has been used at UF for nearly 20 years. Seeking to update this architecture, library staff throughout the State University Libraries carried out a detailed market review of available library management systems and completed negotiations with Ex Libris (USA) Inc. in early 2002 to purchase their ALEPH 500 system. All of the State University Libraries of Florida will convert to the new system during the next two years. UF will be the first to implement, and two others (the University of North Florida and the University

of West Florida) will follow in June and July. Florida's community college libraries brought up the new system in December 2003. The Ex Libris system has been installed at Harvard University, the University of Minnesota, the University of Tennessee, MIT, Boston College, the SUNY system, and many other academic libraries.

We anticipate very little downtime for library users – only the weekend before May 3, which is graduation and the beginning of semester break. Staff will continue to make improvements after the system comes into production. We encourage you to take a look, try the new features, and send us your comments.

Carol Turner

Director for Public Services

Create change!

Traditional systems of scholarly communication are not working, is a claim recently made by many sources. The cost of journals has skyrocketed with a 227% increase in cost to North American research libraries from 1986 to 2002. As a result many libraries and institutions have cancelled journal subscriptions and do not purchase new journals. This situation even affects book publishing since as budgets are squeezed by expensive journals, the market for books is reduced. With fewer copies of scholarly books being sold, publishers are less willing to take a chance on new authors.

Electronic publishing has frequently been thought of as the answer

for lowering prices. However, as publishers have sought to protect their own interests, they have restricted access and may package e-subscriptions into large expensive groupings. Publishers and libraries have concerns with quality and with preservation and archiving issues.

We at UF can take action to create change in the scholarly publishing system. A new Web site by the Association of Research Libraries and other organizations provides a number of tips for making a difference. For more information visit the Create Change Web site at www.createchange.org.

Alice Primack

Marston Science Library

Recalls and holds on library materials

When all campus libraries switch to a new library management system on May 3, 2004, recall and hold requests will not migrate from the old system to the new system. It will not be possible to place electronic recalls or holds between March 31 and May 3. Patrons may continue to place manual recalls/holds at a circulation desk in any of the UF Libraries. If a request has not been filled by April 30 and the item is still needed, patrons must resubmit the request in the new system.

Legal Information Center relocation plans

Plans for the temporary relocation of the UF Legal Information Center (LIC) are proceeding, with the actual moving of services and collections scheduled to begin on April 17. The move should be completed on May 11. The temporary home for the LIC until mid-2005 will be the former Publix location in Butler Plaza on Archer Rd. Bus service will run from the UF campus at the J. Wayne Reitz Union bus stop via the #1 bus and, in addition, the temporary location offers approximately 100 free parking spaces adjacent to the building.

For the convenience of library patrons, a limited number of services and materials currently located in Holland Hall will be located in Bruton-Geer Hall during the building

expansion/renovation. These include course reserve materials, the Tax Library, a small computer lab, video playback facilities, and offices for computer support and media services. A full range of services will be available at the Publix facility once the move is completed, including wireless Internet access, seating for over 200 students, and a computer lab.

Reference materials, periodicals and treatises will also be available on open shelving. Foreign and international materials, state law and primary law materials will be in storage at the annex since the great majority of these resources are available electronically. Library patrons can contact LIC reference staff at 392-0417 in Holland Hall prior to April 16 for more information about alternative

access to materials in these areas or with any questions related to the move. LIC staff are urging anyone needing access to hard copy legal research materials during the April 17-May 11 move to borrow them prior to April 16 since most items will be unavailable during that time. When completed in the summer of 2005, the state of the art library will be almost double the size of the current facility and will reach or surpass peer institutions in quantity and quality of library space. For more information, including a site plan, virtual tour and timeline of the project go to www.law.ufl.edu/construction.

*Patrick Reakes
Neuharth Journalism and
Communications Library*

World Bank e-Library & databases

One of the University of Florida's new Title VI Centers, the Transnational & Global Studies Center, under the direction of Sandra Russo, has generously provided seed money to share the cost for three years of a campus-wide subscription to the World Bank's online library and databases. The new subscription has three components. The **World Bank e-Library** comprises a searchable collection of all of the Bank's books, reports and papers published since 2000. The publications focus on economic and social development and cover Africa, East Asia, Eastern Europe and Central Asia, Latin America and the Caribbean, the Middle East and North Africa, and South Asia.

The full publications may be downloaded in PDF format. For example, the latest World Development Report looks at ways to make services work for poor people in developing countries. It includes detailed statistical tables comparing developing countries on key social and economic indicators. More than 1,200 backlist titles are included in the online library. New titles are available as soon as they appear in print and access is provided to information not available in print.

World Development Indicators Online is the most authoritative and comprehensive database on economic development. It provides direct access to more than 550 development indicators, with time series for 208

countries and 18 country groups from 1960 to 2002, where data are available. **Global Development Finance Online** provides direct access to more than 200 debt and financial flow indicators for the 138 countries that report public and publicly-guaranteed debt to the World Bank Debtor Reporting System. These data run from 1970 to 2011, where available. Faculty, staff and students can easily access the databases from the Business Library (<http://www.uflib.ufl.edu/businesslibrary>) or the Smathers Libraries Web site (<http://www.uflib.ufl.edu>).

*Peter Z. McKay
Assistant Chair for the Social Sciences
Collection Management*

Focus on Smathers Library services

Since Library West closed for construction and renovation, all of the services formerly offered in the library have moved to various library locations on campus. So, what exactly does the library next door to Library West, known as the Smathers Library, and formerly Library East, have available to faculty, students, and staff? The answer is a lot, including computer access, reference services, current periodicals, video/ DVD checkout, the Department of Special & Area Studies Collections, and the Latin American Collection.

Computers and equipment

Smathers Library has more than 50 computers available in Room 100 on the first floor, along with general study seating and a variety of equipment. All computers have access to the Internet and online library services, including the catalog, databases and most Web-based e-mail services. Wireless Internet access for laptop computers and other mobile devices is also available. Web CT courseware and Internet video streaming materials can be viewed on a limited number of workstations as well; users should provide their own headphones. Microsoft Office 2000 software is on 18 workstations, and software for viewing office files is available on all workstations. Two scanners with Adobe Elements software, four CD-R writers, four ZIP writers, three DVD/VHS players and one VHS-only player are available. Black and white, standard 8.5" x 11" laser printers are also available; a Xerox copy card is required for printing at \$0.13 per copy.

Reference Services

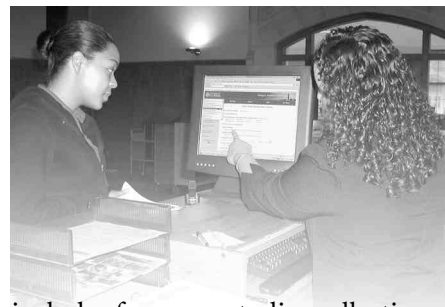
Humanities & Social Sciences Reference staff and materials are on the first floor. Reference staff provide significant one-on-one instruction in library research skills and teach general library instruction classes on how to search the UF Libraries' catalog, periodical indexes, electronic databases, and traditional library sources.

Smathers Library Bookstore

The Smathers Library Bookstore is located on the first floor. The materials sold in the bookstore are gift items that go unselected for library holdings by the libraries' collection managers. The profits generated by the bookstore are used to purchase new books and other materials.

Special & Area Studies Collections

The George A. Smathers Libraries' Department of Special and Area Studies Collections is comprised of special collections in six subject areas and three area studies collections. The Special Collections, located on the second floor of the Smathers Library in the Research Room, include the Baldwin Library of Historical Children's Literature, the Belknap Collection for the Performing Arts, the P.K. Yonge Library of Florida History, the Manuscript Collection, the Rare Book Collection, and the University Archives. One scanner, one CD-R writer, one ZIP writer, one microfilm reader, and one microfilm/fiche reader with printer are available in the Research Room. The department also



includes four area studies collections: the Latin American Collection, housed on the fourth floor of Smathers Library, the Africana and the Asian Studies collections, which are integrated with the general collections in the humanities and social sciences, and the Isser and Rae Price Library of Judaica, located in the Education Library.

An exhibit gallery has recently been created in an area outside of the Research Room. The current exhibit, "Selections from the collections: African American history in Special Collections," features items from rare books, manuscripts, archives, children's literature, and performing arts. It runs through April 16.

Latin American Collection

UF's Latin American Collection, located on the fourth floor, ranks among the finest in the world, composed of approximately 350,000 volumes, 1,100 active serial titles, approximately 50,000 microforms, and a growing amount of computer-based information and access. One microfilm/fiche reader with printer is available in the Latin American Collection.

Mandelyn Hutcherson

For a complete listing of all library computing and other technology services see:

<http://www.uflib.ufl.edu/computing.html>

University of Florida participates in "Hidden Collections" program and related activities

Last September, the Association of Research Libraries (ARL) Special Collections Task Force sponsored a working conference that explored the challenges of providing access to uncataloged and unprocessed archival, manuscript, and rare book materials. The conference, "Exposing Hidden Collections," was held September 8-9, 2003, at the Library of Congress and attendees developed an action plan for dealing with these materials.

The target audience included library directors and senior administrators; special collections librarians and archivists; heads of technical services, public services, and collection development; preservationists; digital access librarians; representatives of funding agencies; scholars; and others from the research and educational communities who share a high stake in making special collections more available and accessible. Robert Shaddy, Jeffrey Barr, Tatiana Barr, and John Nemmers from the University of Florida Libraries were among those who attended the conference.

The conference began on Monday, September 8, with a general meeting of participants and conference staff in Coolidge Auditorium, Jefferson Building, Library of Congress. Duane Webster, ARL, made welcoming remarks and introductions. Following his remarks, a panel consisting of Sarah Thomas (Cornell University), David Stam (Syracuse University), and Carol Mandel (New York University) framed the issues and

proposed creative solutions to the problem of "hidden collections." Next, Stan Katz (Princeton University) provided "The Scholar's Solution" with a response/ comment by Bruce Cole (NEH). After a short break, Barbara Jones (Wesleyan University) summarized her White Paper: "Hidden Collections, Scholarly Barriers." Peter Graham (Syracuse University) served as moderator of a general discussion by the attendees.

After lunch, attendees were organized into breakout sessions with approximately 20 individuals in each group to discuss designated topics. Each breakout session concluded with a list of activities that could be suggested for consideration for ARL action. The first day of the conference concluded with a meeting of the entire group during which short reports from the breakout sessions were made.

The conference continued on the second day, September 9, with a general gathering of participants in the Coolidge Auditorium. Mark Dimunation (Library of Congress) summarized the recommendations made from Monday's breakout sessions with a discussion (facilitated by Bill Joyce, Penn State) that developed a consensus on recommendations. Comments on the recommendations and a discussion of their role in assisting institutions with "hidden collections" issues were provided by a large panel comprised of representatives from several groups. The conference concluded with a discussion on "Developing a National Collaborative

Action Plan for 21st Century Access to Special Collections," facilitated by Duane Webster (ARL).

Conference-related activities continued after the conclusion of the gathering. On November 17, 2003, the four University of Florida participants led a library-wide discussion that covered conference themes and recommendations along with tactics and strategies that might be employed at UF. One of the major recommendations that came from the "Hidden Collections" conference was that institutions should identify and promote designated themes and subjects to encourage cooperative action among libraries and archives to process special collections. Therefore, a survey to identify common interests in unprocessed collection was initiated by the ARL Special Collections Task Force. The University of Florida also participated in the survey. The next step will be for the ARL Special Collections Task Force to analyze the responses to determine what next steps are needed as we continue moving towards the uncovering of "hidden collections."

Further information on the Exposing Hidden Collections conference and the Special Collections Task Force may be found at

<http://www.arl.org/collect/spcoll/index.html>.

*Robert Shaddy
Chair, Department of Special
and Area Studies Collections*

Three long-time librarians retire

Three librarians have retired recently, and their many contributions will be missed by library staff as well as by the patrons they served.

Catherine (Kate) W. Lee worked in Marston Science Library as a subject specialist in aerospace, civil, environmental, agricultural and biological engineering. Prior to that she worked with government documents. Patrons in Marston Science Library will miss her expert assistance and smiling face at the reference desk. Kate will begin her retirement in Sweden visiting her daughter and granddaughters. Afterwards, she plans to further pursue her interest in migratory waterfowl.

Frank Orser has worked for the University of Florida Libraries since 1969. He was the Special Collections manuscript librarian since 1993, and

before that he managed serials acquisitions. Patrons in the Special Collections Research Room will miss his wry humor as well as his kind and patient assistance. An avid hiking enthusiast and member of the Florida Trails Association, he can be found on the trails with his grandson in tow.

Delores Jenkins worked in Library West as a social sciences bibliographer. Her keen reference skills and wit enlivened the reference desk for 30 years. Patrons will miss her helpful insights in answering their questions as well as her generosity and exuberant individuality. She is known for her love of animals and for tirelessly volunteering to help the less fortunate in our community.

*Jimmie Lundgren
Resource Services*

Welcome new Access Services Assistant Chair and Collection Planner

Ben Walker has joined the Smathers Libraries' staff as the Assistant Chair and Collection Planner of Access Services. Ben will be taking on the crucial role of coordinating the Auxiliary Library Facility (ALF), which houses our less frequently used materials (and temporarily all Library West collections). He received his master's degree in library studies from Florida State University in 2002 and was the acquisitions librarian at Southern Illinois University Edwardsville just prior to coming here. He also worked in the Santa Fe Community College Library.



Ben Walker

*Jimmie Lundgren
Resource Services*

UF student wins honorable mention in Early English Books Online Undergraduate Essay Contest

Brian Kanner won Honorable Mention for his historical essay, "Convincing a Society: A New View of the Deaf and Dumb," in the 2003 EEBO Undergraduate Essay Contest. Each year, ProQuest Information & Learning and The Early English Books Online Text Creation Partnership sponsor a competition for undergraduate papers that draw substantial evidence from the works included in the EEBO database.

Last spring, Kanner took Dr. Robert A. Hatch's course on the "History of the Scientific Revolution." A fourth-year student, Kanner is

working on a double major in psychology (CLAS) and marketing (Warrington College of Business), and is a research assistant to Dr. Hatch. "I love challenging myself and taking advantage of the undergrad research opportunities at UF (and not being bound by departments)," he said. He plans to attend law school.

"Convincing a Society" can be viewed at <http://www.lib.umich.edu/tcp/eebo/edu/UE%20Essays/deaf.pdf>

Early English Books Online provides rich research possibilities for students interested in all aspects of early modern studies. Already a sub-

stantial database, EEBO will eventually include page images of 125,000 English imprints published from 1473 to 1700, as listed in the Pollard and Redgrave, Wing, and Thomason Tracts catalogs. As the contest rules and guidelines suggest, "essays may reflect the approach of any number of academic disciplines or they may be interdisciplinary in nature."

Deadline for receipt of essays for this year's contest is October 31, 2004. Entry rules are available at <http://eebo.chadwyck.com/about/whatsnew.htm#winners>

*Shelley Arlen
Collection Management*



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Orientation to the virtual library

Use the Libraries from home or wherever you have access to the Internet! Learn about the Web-based catalog, indexes and online articles, the database locator, E-books and E-journals, and how to take advantage of e-services such as online book holds, interlibrary loan, and electronic course reserves.

Come to Marston Science Library, room L-107 at either of these times:

April 12 (Monday) 12:50-1:40pm

April 13 (Tuesday) 3-3:50pm

All subject areas are covered and no registration is needed. For more information call 392-2822.

*Alice Primack
Marston Science Library*

LibQUAL+ survey will measure libraries' service quality



On March 24, the George A. Smathers Libraries sent out a survey called LibQUAL+, which measures library users' perceptions of service quality and identifies gaps between desired, perceived and minimum expectations of service. The survey was sent by e-mail to a randomly selected group of faculty and students and requires approximately 10 minutes to complete. Responses are confidential and no identifying links between responses and respondents will be retained. More information about the survey can be found on the libraries' Web site:

<http://www.uflib.ufl.edu/admin/libqual/libqual.htm>

Faculty and students who received the surveys are requested to complete and return by April 9.

**Add the libraries to your myUFL top page to keep up-to
date on electronic resources, news and announcements**

Ref express

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leaving your computer at

<http://refexpress.uflib.ufl.edu>



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