



THE GEORGE  
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# RENAISSANCE TIMES

THE OFFICIAL NEWSLETTER OF THE GELMAN LIBRARY SYSTEM

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## GLS UPDATE

### **GLS Student Liaison Update!**

by **Andrea Stewart**

*Administration*

As many of you know, Matthew Tisdale has served as our Student Liaison for over a year. He has contributed much to this organization and has enhanced the role of the Student Liaison with his fresh perspective on that role and his dedication to our mission.

Mathew finished his final week by training the new student liaison Damien Gardner.

Damien Gardner comes to us with a long history of student service at GW. He has served as chief-of-staff to former Student Association (SA) President Phillip Robinson, Co-coordinator of the Multicultural Student Services Center Diversity Program Clearinghouse, and the Chairman of the Press and Publicity Committee for GW's NAACP chapter. As you can see, Damien has a strong resolve to improve student life in the GW community.

In addition, Damien, through his service in the SA, played a major role in the negotiations between the student body and the Gelman Library admini-

stration during the implementation of last year's new GWPrints system. His commitment to customer satisfaction and student equity was made evident throughout this discussion. Furthermore, his ability to foster compromise was exemplary.

Finally, Damien brings an excellent sense of humor and a positive attitude that we believe will greatly contribute to the Gelman Library System.

We hope you'll join us in welcoming Damien to the GLS!

## **CIRCULATION DESK UPDATE**

### **New Circulation Desk Supervisor!**

by **John Danneker**

*Circulation*

Since Tuesday, September 9th, a new face has been seen at the circulation desk. Jane Mak joined us as a part-time permanent supervisor at the desk, and she arrived and began her training first thing on Tuesday morning. Jane brings 4 years of circulation experience with her from Arizona State, where she was a student assistant in the circulation/reserves department. She is looking into the possibility of graduate school here at GW in the future.

Please join us in welcoming her to the circulation desk and the Gelman community!

## SEEARR UPDATE

### New SEEARR Staff

by **Cathy Zeljak**

*SEEARR*

It is my pleasure to announce that Aaron Beaver joined the staff of the Slavic, East European and Asian Reading Room on September 2, 2003. Aaron is our new Unit Coordinator who filled the position formerly held by Mark Brown. In addition to working for over two years as an acquisitions assistant for Slavic language materials at the University of Chicago, Aaron has taught Russian language courses and led conversational drill sessions for six years. Aaron has a BA in Slavic Language and Literatures from Indiana University and is currently finishing his Ph.D. in Russian Literature at the University of Chicago.

My appreciation also goes to the search committee who worked with me to select Aaron. Sandra Carpenter, Malgorzata Gnoinska and Gale Etschmaier were a dedicated group who contributed immensely to this excellent conclusion.

## GELMAN HUMAN RESOURCES NEWS

### Vacancy Listing

Please see **Attachment A** for the Gelman Library System's Vacancy Listing.

## CAMPUS NEWS

### Mount Vernon Shuttle Schedule for Fall Semester

by **Teena Bedola**

*Administration*

Mt. Vernon Shuttle has a 24 hour service now. The service started on August 28, 2003 through December 20, 2003. Additional buses have been added to keep the service running smoothly. For more information, please see

**Attachment B.**

### Customer Service Celebration

by **Andrea Stewart**

*Administration*

#### Background

On October 8, there will be a University-sponsored celebration of customer service. Actually it is the second Customer Service Celebration. According to the Committee coordinating it, "It is an event designed to reaffirm the University's commitment to increasing service levels and to celebrate the customer service improvements made in departments throughout the University."

The celebration consists of two types of activities - those to thank customers and those to thank staff. The Administrative Group is preparing a departmental (i.e., GLS) nomination.

Events for staff include the welcome breakfast and a training event that will be offered three

times during the afternoon. Given the size of the audiences, a customer service video will be shown followed by discussion.

### What Can you do?

Staff can nominate individual staff members who "have shown strong commitment to the service values we seek to embody. These include exceeding the customers expectations, finding solutions not problems, championing your customer's problem, listening, being knowledgeable and respectful, and always going the extra mile."

**The deadline for nominations is September 12, 2003 at 5:00 p.m. Nominations can be made online at:**

<http://service.gwu.edu/celebration/staffca.html>

**For more information about the day's activities check out:**

<http://service.gwu.edu/celebration> or contact them at [service@gwu.edu](mailto:service@gwu.edu) or at (202) 994-2371.

**As always, please check with your supervisor about scheduling times to attend these activities so that our operations are covered.**

Keep in mind that this activity does not replace our Staff Recognition Awards Nomination process. That deadline remains **September 19, 2003.**

## CONFERENCES

### National Workshop on Space Education

by **Teena Bedola**  
*Administration*

Brian Mathews' conference report on the National Workshop on Space education is attached as **Attachment C.**

*"Plain Decay of Libraries is Like Alzheimer's  
in the Nation's Brain."*

~ **Ted Hughes** ~  
British Report: *"New Library:  
The People's Network"*, 1997

## LITERARY HISTORY

- September 10, 1886 Poet **Hilda Doolittle** is born in Bethlehem Pennsylvania.
- September 11, 1930 **Katherine Anne Porter**'s *Flowering Judas* is published.
- September 12, 1740 Having corresponded for several years, **Voltaire** and **Frederick the Great** finally meet.
- September 12, 1922 English writer and poet **Wilfrid Scawen Blunt** dies in Newbuildings, Sussex.
- September 13, 1592 **Michel de Montaigne** dies at his family chateau while preparing another edition of his *Essays*.
- September 14, 1321 Mere hours after finishing the *Paradiso*, **Dante**, at 56, dies in Ravenna of malaria.
- September 14, 1982 Critical poet and novelist **John Gardner** dies at 49 in a motorcycle crash in Susquehanna, Pennsylvania
- September 15, 1891 **Agatha Christie** is born in Torquay, Devon.
- September 16, 1672 First woman poet of the American colonies, **Anne Bradstreet**, dies in Andover, Massachusetts.
- September 16, 1926 Author of *A Separate Peace*, **John Knowles** is born in Fairmont, West Virginia.
- September 17, 1771 At 50, Scottish physician and novelist **Tobias Smollett** dies at Leghorn.
- September 17, 1916 **Mary Stewart** is born in Sunderland, County Durham.
- September 18, 1917 **Aldous Huxley**, 23, is hired as a schoolmaster at Eton, where he counts among his unruly pupils **Eric Arthur Blair** (**George Orwell**).
- September 19, 1754 **Dante Gabriel Rossetti** assesses **Emily Brontë**'s *Wuthering Heights*: "The action is laid in Hell—only it seems places and people have English names there."
- September 19, 1911 1983 Nobel Prize-winner **William Golding** is born in Cornwall.
- September 20, 1878 **Upton Sinclair**, politician, writer and winner of the 1942 Pulitzer Prize for the novel *Dragon's Teeth*, is born in Baltimore, Maryland.
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**SIMPLE TIPS**

**Jack Siggins**  
*University Librarian*



**“Don’t Worry About Who’s Right...  
Worry About What’s Right.”**

**RENAISSANCE TIMES**

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