

GELMAN NEWS

Assessing Library Services--Looking for Participants

by **Cathy Zeljak**
SEEARR

As discussed at the Library Review, members of the Goal I group for this year's strategic plan would like to invite those with a serious interest in library services to join us in working on our assessment of Gelman's internal and external services. The larger group will constitute a Coordinating Committee to plan, organize, draft and administer the continuing assessment. If you think you might be interested in participating, please review the attached

Guidelines/Expectations for the Goal I Coordinating Committee and let us know before December 1, 2000. Please send your response directly to me, and I'll pass it on to the rest of the group. Goal I members are: Gale Etschmaier, Marifran Bustion, Janice Houck, Doug Carroll and Cathy Zeljak, Convener.

The complete text of Goal I follows:

Goal I: Plan and conduct a library-wide assessment of internal and external library services.

Objective 1: Late October/Fall 2000. Create a core assessment group within the Library (responsible for coordinating, organizing, identifying, and prioritizing assessment) (Goal Group I)

Strategy a: Late October/Fall 2000. Establish written expectations and prepare background

documents for members of the coordinating committee that will be reviewed by the SMG Steering Committee and Cabinet. (Goal Group I)

Strategy b: Conduct meetings with SMG and Cabinet to present assessment project and solicit participation. At the same time, initiate Library-wide invitation for volunteers to serve on the assessment coordinating committee. (Goal Group I)

Strategy c: Fall 2000. Goal Group convenes meeting of all volunteers. Coordinating group selects a Chair; assessment training needs and on-campus assessment resources identified. (Goal Group I)

Strategy d: Coordinating group receives training in assessment tools.

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Objective 2: (2001 – 2002) Initiate internal assessment project of Information Technology support services and analyze results.

[Coordinating Group and Library Information Technology (LIT)]

Strategy a: Meet with LIT to discuss assessment process.

Strategy b: In conjunction with LIT, work with units within the Library to begin collecting information and analyzing that information to identify critical information technology functions to be measured.

Strategy c: Develop tool to assess Library Information Technology support services.

Strategy d: Conduct assessment.

Strategy e: Analyze results of assessment.

Strategy f: Develop recommendations of Assessment Coordinating Group and share results with relevant groups within the Library.

Objective 3: (2001 – 2002) Initiate external assessment of Library services to determine assessment priorities.

Strategy a: Review assessment process used to accomplish Objective 2.

Strategy b: Develop method to determine priorities for external assessment.

Strategy c: Develop and conduct assessment.

Strategy d: Analyze results.

Strategy e: Develop recommendations and present to relevant library groups.

For more information, please see **Attachment A**.

GELMAN HUMAN RESOURCES UPDATE

Welcome New Senior Personnel Specialist

by **Andrea Stewart**
Administration

On behalf of the Human Resources Team, I am pleased to announce that Randolph (Randy) Gadson has accepted our offer for the position of Senior Personnel Specialist and will begin working at The Gelman Library on Monday, December 11. Mr. Gadson received his Bachelor of Science degree in Business Administration in November 1996 from Columbia Union College.

While in the Navy, Mr. Gadson completed training in Career Counseling, Communications and Technical Writing, Human Rights and Leadership and Management Education and Training. After leaving the Navy, he completed training in Retirement Planning, Recruiting, Core Values, Diversity Training and Writing for Managers.

Mr. Gadson has 15 years of management and supervisory experience in Human Resources, Training, Career Development, Employee Relations, Equal Employment Opportunity and Operations work. He is currently working as a Human Resource Generalist at the Medstar Research Institute, Washington Hospital Center. At Medstar he provides daily management of the Human Resources Department and all Personnel programs. He is directly responsible for recruiting, research fellowships, the management of the satellite office, employee relations, employee benefits, and manages employees' disciplinary and performance reviews.

During the period March 1997 – February 2000,

Mr. Gadson held several positions at the D.C. Chartered Health Plan – Assistant Director and Employee Relations Training Specialist, Manager of Operations, and Associate Director of Operations - where he directed administrative and supervisory activities for Facilities Management, Accounts Payable, Logistics and Rapid Transit. He also provided operational oversight for all human resource activities in the absence of the Director of Human Resources.

We are planning a welcome coffee for all staff to meet Randy – watch the RT for an announcement.

ADVERTISING UPDATE INFORMATION

by **Emma Mosby**
Administration

The Human Resources Team will advertise all our currently posted positions in early December in the following publications and online venues:

The Hatchet

The Journal Newspapers

The City Paper

The Hill

America's Job Bank (online)

Vacancy Listing

Please see **Attachment B** for Gelman's Vacancy Listings.

CAMPUS NEWS

A Message From the University Police Department: 2000 Security Information Now Available

by **Erica Aungst**
Administration

GW is committed to assisting all members of the GW community in providing for their own safety and security. The annual security compliance document is available on the UPD website at <http://gwired.gwu.edu/upd>.

If you would like to receive a booklet called "The Pride Brochure" which contains this information, you can stop by the University Police Department at 2033 G Street, NW, Woodhull House, Washington, DC 20052 or you can request that a copy be mailed to you by calling (202) 994-6948.

The website and booklet contain information regarding campus security and personal safety including topics such as: crime prevention, University police law enforcement authority, crime reporting policies, disciplinary procedures and other matters of importance related to security on campus. They also contain information about crime statistics for the three previous calendar years concerning reported crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by GW, and on public property within, or immediately adjacent to and accessible from the campus.

This information is required by law and is provided by The George Washington University Police Department.

CONFERENCES

E-Learning: Quality Benchmarks and Consortial Opportunities

by **David Ettinger**
Reference

The best part of the conference on e-learning (electronic learning) I attended at George Mason University November 15--apart from the refreshments--was the talk by Anne Agee, the Executive Director of GM's Division of Instructional Improvement and Technologies. Agee outlined a framework for evaluation for e-learning including such benchmarks as creating substantive change in learners, engaging them as full partners in the learning process, offering varied options to accommodate diverse learning styles, and participating in collaborative learning efforts. Agee's presentation was complemented by Ed Neelley's of Blackboard, Inc, an educational software vendor, who differentiated between three forms of electronic learning: posting materials in electronic form, using the World Wide Web to cover basic concepts, and true distance learning. Neelley stressed that good communication between teacher and student were essential in an electronic learning environment, which places greater responsibility on students.

The second part of the conference, which was presided over by Bill Lynch, director of GW's Center for Excellence in Learning and Teaching, was devoted to consortial opportunities for e-learning. Richard Vigilante of the Jesuit Distance Education Network outlined the workings of JesuitNET, which links Jesuit colleges and universities across the country in a cooperative shared learning environment. Similarly, Lizanne Payne of WRLC, explained the workings of our consortium. She mentioned that three of the issues WRLC is currently focused on are allowing member library patrons to request materials from their own library online, creating a central document delivery center, and integrating ALADIN resources into online courses. I asked

Myk Gam, chief academic officer of the Kentucky Virtual University, who participated via telephone, to elaborate on the use of virtual librarians at his institution. He explained that KVVU employs three librarians who staff a help desk from 7 a.m. to 6 or 8 p.m. Students can consult with them either online or via an 800 number. This struck me as an interesting form of virtual reference service.

I left the conference thinking that there already is a good theoretical foundation available for electronic learning. The true test of the viability of the concept is actualization--orchestrating or putting together e-learning initiatives themselves. Gelman's web tutorial project is one example of this.

A Quick Tip to Start Your Day Off Right

Build momentum in your first 15 minutes each day. Schedule an important task that won't take long to complete. Finish that job without interruption as soon as you arrive.

The positive push of getting a top-priority task completed will propel you through the remainder of the day.

Source:
Tyme Management, Rutherford
Publishing, Inc.



BOOK QUOTE

Books constitute capital. A library book lasts as long as a house, for hundreds of years. It is not, then, an article of mere consumption but fairly of capital, and often in the case of professional men, setting out in life, it is their only capital.

~ **Thomas Jefferson** ~

ANDREA STEWART'S SCHEDULE

Monday, Nov. 27, 2000	Human Resources 9:00 a.m. – 10:00 a.m. 10:30 a.m. – 11:30 a.m. Business Office 3:00 p.m. – 4:00 p.m. Human Resources 4:00 p.m. – 5:00 p.m.
Tuesday, Nov. 28, 2000	Human Resources 9:00 a.m. – 11:00 a.m. Business Office 4:00 p.m. – 5:00 p.m.
Wednesday, Nov. 29, 2000	Human Resources 9:00 a.m. – 10:00 a.m. Business Office 2:00 p.m. – 3:00 p.m.
Thursday, Nov. 30, 2000	Human Resources 9:00 a.m. – 11:00 a.m. Business Office 11:00 a.m. – 12 noon
Friday, Dec. 1, 2000	Business Office 3:00 p.m. – 4:00 pm. Human Resources 4:00 p.m. – 5:00 p.m.

CALENDAR OF EVENTS

Exhibit - "Bright Stars Through the Perilous Fight " : Men and Women Who Would Be Through President - - Weekdays 9:00 a.m. - 5:00 p.m. - Gelman Special Collections
1/26/01 (202) 994-7549

Event - Collection Dedication honoring Mr. Dan Nimrod
11/28/00 4:30 p.m. - Gelman Special Collections (202) 994-7549

Meeting - GLS Staff Management Group, Environmental Scan - 2:00 p.m. - Gelman 202
11/30/00 (202) 994-6455

THIS WEEK IN LITERARY HISTORY

November 26, 1864	Lewis Carroll sends the handwritten manuscript of <i>Alice's Adventure in Wonderland</i> to 12-year-old Alice Liddell as an early Christmas present.
November 27, 1909	Author of <i>Death in the Family</i> James Agee , born in Knoxville, Tennessee.
November 27, 1912	At 36, successful businessman Sherwood Anderson leaves his wife, family, and job in Elyria, Ohio to become a writer.
November 27, 1970	Alexander Solzhenitsyn writes that he cannot go to Stockholm to receive the Nobel Prize for fear that he will not be allowed to return home.
November 28, 1582	A bond is entered to secure the marriage of William Shakespeare and Anne Hathaway at Stratford-upon-Avon.
November 29, 1832	Louisa May Alcott , author of <i>Little Women</i> , born in Germantown, Pennsylvania.
November 30, 1835	Mark Twain (born Samuel Langhorne Clemens), born in Florida, Missouri.

November 30, 1874	Winston Spencer Churchill , born in Blenheim, near Woodstock, Oxfordshire.
November 30, 1900	At 46, Oscar Wilde dies in a Paris hotel, remarking of his room's wallpaper: " <i>One of us had to go.</i> "
December 1, 1987	American essayist, novelist, and playwright James Baldwin dies in Saint-Paul de Vence.
December 2, 1867	On this date, Charles Dickens gives his first reading in New York: before the box office opens people stand in two lines, almost a mile long, waiting for tickets.

RENAISSANCE TIMES

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