

GELMAN NEWS

Guidelines to Interpreting the Gelman Library's Status Under Adverse Weather Conditions Policy

by **Gale Etschmaier**
Administration

Including with this issue as **Attachment A** is the Guidelines to interpreting the Gelman Library's Status Under Adverse Weather Conditions Policy.

Summary of Salary Review Program for Merit Increases for Fiscal Year 2002

by **Andrea Stewart**
Administration

Attached to this issue of the *RT* are summaries of the salary review program for FY'02 merit increases for librarian (**Attachment B**) and non-librarian staff (**Attachment C**). These documents were distributed in late December to all permanent staff members. The program for non-librarian staff was discussed at the December 20th Open Forum. The program for librarian staff will be discussed at the January 28th Council of Librarians meeting.

⇒ INSIDE THIS ISSUE	
2	Library Information Technology Update
6	New Executive Dean of GW's Virginia Campus at Loudoun-Dulles
8	CAPCON Workshop on Offering Reference Services with Internet Technologies

2002 SPG Retreat Summary

by **Alicia Miller**
Administration

Included with this issue of *RT* as **Attachment D**, is the summary of the GLS Strategic Planning Group 2002 Retreat activities. The current SPG calendar is included as **Attachment E** and the GLS Mission/Vision Statement is attached as **Attachment F**.

A-Team Launches GLS "Helping Hands" Project

by **Randy Jones and Alicia Miller**
CMS / Administration

As part of its effort to implement core operational resource-sharing projects, the Learn Group's A-Team, one of the Learn Action Groups, has launched a new pilot project. Called the "Helping Hands," the purpose of this project is twofold: (1) to offer departments the opportunity to call upon the diverse skills within the Gelman Library System (GLS) when they need assistance during periods of heavier-than-usual activity, and (2) to give GLS employees an opportunity to learn new skills and participate in cross-training initiatives.

Two GLS departments have already taken advantage of Helping Hands.

- ✓ In December, Gale Etschmaier, AUL for Public Services, requested assistance for the Circulation Department to help discharge the large quantity of books returned by patrons at the end of the fall

term. Shirley Chang and Dwight Lynch from Collections Management Services (CMS) and Electronic Resources Librarian Debbie Bezanson responded. They were able to complete many of the basic discharge processing tasks, which allowed regular Circulation employees to complete the entire project in less time. Circulation Department Head Barbra Tschida remarked that this first Helping Hands project required minimal training of those who assisted and relieved what was ordinarily a very time-consuming process.

- ✓ Mary Faith Pankin, a CMS librarian, also submitted a request for help on the Inventory Project. Although the Inventory is an ongoing project, this request focused on January 7th and 8th in anticipation of limited computer access on those days. Thus far, Carly Izenon, Jeremy Nimtz, Laura Ignacio, and Steve Dowling from Circulation, and Sarah Mitchell, from Reference, responded to her call.

While guidelines for using the Helping Hands Project are under development, the A-Team recommends that department heads, supervisors, and team/group leaders send out requests for short-term assistance to "Everyone" via GroupWise. The request should include:

- ✓ A brief description of the project and expected duration
- ✓ Whether this project is short term or ongoing
- ✓ The skills required/preferred to perform the task(s) involved
- ✓ What type of training will be provided
- ✓ Date(s) and hour(s) when assistance is needed
- ✓ Name and phone number of the contact person
- ✓ Any other information that would clarify the request

GLS employees who are interested in participating in a Helping Hands project should make arrangements with his or her immediate supervisor or team/group leader.

LIBRARY INFORMATION **TECHNOLOGY** **DEPARTMENT UPDATE**

Networks, Electricity, and Viruses

by **Bill Mayer**
LIT Department

Here is an update on the events in LIT since January 1, 2002.

- 1) **Network Migration Project, Phase One**
Over the weekend of Jan 4 -7, LIT staff technicians successfully migrated the entire Gelman patron network as well as first floor staff not already on a fiber connection. The weekend work was the culmination of a number of weeks of planning, and some very hard work by our outstanding student technicians.

As an example of significant positive changes to the relationship between Gelman and the wider GW networking services, a problem we encountered Monday morning Jan 7th was resolved within 1.5 hours of being reported. This is phenomenal service.

- 2) **Week of Jan 7-11 2002**
Instead of being able to relax after the weekend's successful project, the library was hit with two major unexpected problems. One involved an electrical problem with a carrel of six computers on the first floor, and the second involved a major virus attack on campus that

endangered all the GW and Gelman networks.

The electrical situation is being resolved the carrel in question has been disconnected from the main power supply, and the computers affected are being diagnosed for performance in order to be placed elsewhere on the first floor. We are in the process of obtaining an electrical contractor to come in and survey all the carrels on the first floor, and Facilities management is monitoring the main power supply.

The virus situation was potentially more damaging. Within hours of being notified of the virus threat, LIT staff had to upgrade all our servers to a new anti-virus software which is able to detect this new virus threat. We had already planned a systematic upgrade to the new anti-virus software (Norton) that was scheduled to take about four weeks. LIT Staff accomplished a phenomenal amount of work in three days, most of which was seamless and non-disruptive to staff workflows.

As of yesterday, the first day of the spring semester, 85% of public workstations are functioning correctly in the library. That's a good statistic even if we had not encountered ANY problems last week. Only a few staff workstations remain to be upgraded, and LIT staff finished that work. All our servers have been updated, and we are confident we have protected the Gelman Library System from this threat.

The Gelman LIT staff have all been working long hours to make sure the computing services in the library are stable and available for all our users. Of particular note for their commitment to providing outstanding service is our LIT Staff Student Technicians, our Network Support Specialist Lee Jacobs, our Electronic Resources Coordinator Debbie Bezanson, and our Electronic Resources and Systems librarian Clara Ruttenberg. All LIT staff, however, have been

simply exemplar in their continued vigilance on the Gelman Library networks.

We will be continuing to keep you up to date on the changes in our IT environment we are making in response to the changing environments inside and Gelman. Please be sure to keep sending in your problem reports via GroupWise to Helpme. Please see **Attachment G**, Gelman Library's Information Technology's Staff Deployment Chart.

Library Information Technology Department Staffing News

*by Bill Mayer
LIT*

Effective Jan 1, 2002, I am pleased to announce that Debbie Bezanson and Clara Ruttenberg are now part of the Library Information Technology Department as the Electronic Resources Unit. This does not change either Debbie's nor Clara's actual jobs. In fact, we have made this change to maintain and promote the outstanding relationships both have created between LIT and Public Services, and LIT and Acquisitions. We will be evaluating the structure throughout the rest of FY'02 (that means until June 30, 2002) and I'll make another recommendation at that time regarding staff structures in LIT. Please see the attached Organization Chart (**Attachment G**) for a snapshot of the current staffing and reporting in LIT. Thank you, and please feel free to ask me any questions.

Faculty Author Signing Reception

by **Bruce Hussell**
Special Collections

The Faculty Author Signing Reception will be held on Friday, February 1, 2002 from 10:00 a.m. – 12:00 noon. The featured authors are Professor Tyler Anbinder, Associate Professor of History; Patty Chu, Associate Professor of English; Philip Jacks, Associate Professor of Art History; and Jozef Przytycki, Professor of Mathematics. Please see **Attachment H** for more information.

GELMAN HUMAN RESOURCES UPDATE

Vacancy Listing

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

CAMPUS NEWS

Retired Navy Captain John N. Petrie Named to Newly Created Position of Assistant Vice President for Public Safety and Emergency Management

Retired Navy Captain John N. Petrie has been named Assistant Vice President for public safety and emergency management. This is a new position created to broaden, coordinate, and execute the University's crisis management, emergency preparedness and public safety plans and activities.

Captain Petrie will report to GW Vice President and Treasurer Louis H. Katz and will work closely with a wide range of University entities, including the Medical Center, Communications, Academic

Affairs, Student and Academic Support Services, Government, International and Corporate Affairs, University Police and Risk Management/Safety.

Captain Petrie brings over decades of experience to GW, including academic faculty and administration assignments, personnel and facilities management responsibilities, and community relations activities. He was most recently the executive director of the Chief of Naval Operations (CNO) Executive Panel, where he coordinated and supported efforts of two-dozen academic, industry, and government leaders who advise the CNO on strategy, readiness, plans and efficiency. Prior to that position, he served as the commanding officer for Naval Station Norfolk, managing a \$200 million budget, a \$1.2 billion physical plant, and directing a staff of 5,000 to operate the world's largest naval complex.

In addition, Captain Petrie earned a Ph.D. in International Law/Organizations and International Security and a M.A.L.D. in International Law and Diplomacy from the Fletcher School of Law and Diplomacy. He received an A.B. in sociology, with a minor in political science from Villanova University. He was also a senior research fellow at the National War College, and a research associate at the Naval War College.

New Additions at the Hippodrome

by **Teena Bedola**
Administration

Information about the new additions at the Hippodrome, one of the main recreational centers of the GW Community, is attached as **Attachment J**. The Hippodrome is equipped with a fully automated Bowling Center, Billiard Hall, and an Arcade Zone, including table-tennis and air hockey. The Hippodrome is located on the 5th floor of the Marvin Center.

PC Training Schedule for January 2002

by **Alicia Miller**
Administration

Here is a list of the short courses and workshops offered by GW's ISS Department in January 2002, including the ever popular *Computer Fundamentals*, *Windows File Management*, and *Using GWMail with Webmail*.

As usual, check with your supervisor or department head before enrolling.

To enroll in any of these courses or workshops, please send an e-mail message to:
teachme@gwu.edu

Please include your name, phone number, indicate if you are a staff, student or faculty member and what school you are part of (e.g., CSAS, SEAS, SBPM, etc.). You will receive an e-mail within two working days confirming your enrollment. If you do not receive a response, please follow up with us since every e-mail message will receive a response unless it is lost in transit.

Course descriptions and lab locations are available on the web site: www.gwu.edu/~teachme.

All courses are held in 2100 M Street, NW, Suite 203, Room 1.

Building Web Pages with Composer
Thursday 31-Jan
2:00 - 4:30
Warren

Building Web Pages with HTML
Tuesday 29-Jan
9:30 - 12:00
Warren

Computer Fundamentals
Windows File Management
Friday 18-Jan
10:00 - 12:00
White

Introduction to Netscape & WWW
Tuesday 22-Jan
2:00 - 4:00
Warren

Introduction to Excel
Monday 28-Jan
2:00 - 4:30
White

Excel: Functions & Formulas
Wednesday 30-Jan
9:30 - 12:00
White

Introduction to PowerPoint
Thursday 24-Jan
2:00 - 4:00
White

Drawing with PowerPoint
Friday 25-Jan
9:30 - 12:00
Warren

Introduction to Word
Thursday 31-Jan 9:30 - 12:00
2100 M, Suite 205, Rm 1
White

Using GWMail with Webmail
Wednesday 23-Jan
2:00 - 4:30
Warren

VA CAMPUS NEWS

New Executive Dean of GW's Virginia Campus at Loudoun-Dulles

John S. Wilson, a former Massachusetts Institute of Technology administrator, has been named the new executive dean of The George Washington University's Virginia Campus at Loudoun – Dulles.

Mr. Wilson began in September serving as a senior assistant vice president under Vice President and Treasurer Louis H. Katz. He served as a liaison between two committees, one focused on academic excellence and the other on business and service.

Mr. Wilson served as the director of Foundation Relations and School Development Services as well as assistant provost for Outreach at the Massachusetts Institute of Technology before joining the GW community.

His predecessor, Irwin Price, is leaving GW to become chancellor of the Daytona Beach campus of Embry-Riddle University.

COMSORTIUM NEWS

Summary of WRLC Library Director's Meeting of December 14, 2001

This is a summary of WRLC Director, Lizanne Payne's Status Report.

1. WRLC Status Report

Bruce Hulse reported on the status of the following WRLC activities.

- Filling vacant WRLC positions

WRLC has filled both open positions. David Bietila will join WRLC on January 23, 2002 as Systems Librarian for Public Services. David currently works at the University of Wisconsin - Madison in the library technology department, where he provides technical support for UW's Voyager system.

Allison Zhang will also join WRLC in January, as Manager of the Digital Collections Production Center (DCPC), WRLC's IMLS National Leadership Grant project. Allison has recently completed another IMLS-funded digital imaging project for a consortium, which includes the University of Connecticut, the Connecticut Historical Society, and Mystic Seaport Museum. She will take the lead on working with the participating WRLC libraries, organizing the digitizing center at WRLC, and hiring additional grant-funded staff (a metadata indexer and a scanning technician).

- Evaluation of gateway systems and virtual reference systems

WRLC has completed vendor demos for digital library gateway systems including products from Fretwell-Downing, Endeavor, Ex Libris, Sirsi, and WebFeat. The goal is to determine if any of these systems might meet WRLC's needs for cross-resource searching. The vendors are being asked for budget-level price quotes, and the Digital Library Advisory Committee is discussing the features available with a goal of making a recommendation later in the spring about how or if to proceed with this project.

The Reference Advisory Committee has narrowed its review of virtual reference products to three: LSSI, Reference24/7, and Convey (a general customer service support system). There is a general sense that these systems are more complex than first envisioned and would require more substantial staff training. A pilot project to provide virtual reference services might begin in mid-spring at the earliest.

- Pay-for-printing

Introducing a new topic, Jack Siggins asked how other libraries were handling the "pay-for-print" issue. He stated that it has become a big issue at George Washington (which doesn't currently charge for printing), because students feel that they are being asked to print materials from the Prometheus course management system, which formerly were provided to them by the faculty member, and they would resent having to pay for that printing. Pat Wand stated that American has instituted free printing at computer labs but not at the library. John Day reported that Gallaudet does not charge for printing and that he has argued to other administrators that printing should be treated as a utility provided by the university and not charged separately. Most Library Directors felt that free printing involved substantial costs and required some kind of cost-recovery. There was a question about whether Pharos (Uniprint) provides a mechanism to charge printing to a central account, so that printing could be free up to a certain amount and then charged. Lizanne offered to find out more about this.

- Summary of WRLC Board meeting and potential Georgetown membership.

Lizanne summarized the WRLC Board meeting of December 4 and distributed a printed copy of the draft minutes. She reported that the most significant issue discussed by the WRLC Board was the question of possible membership for Georgetown University, and that after a thorough discussion she was directed to proceed with further conversations with Georgetown in hopes of bringing a membership proposal to the Board at their next meeting on April 30, 2002.

She also reported that some Georgetown staff visited WRLC in mid-January, and that WRLC staff are trying to arrange a meeting to discuss technical options for supporting reciprocal borrowing. The Library Directors concurred that Georgetown membership would be of great value to WRLC students and faculty, and suggested that Artemis Kirk (the new University Librarian at Georgetown) be invited to attend part of the WRLC Library Director's meeting in February, followed by lunch.

2. Recommended change in format for Guide to Libraries (online vs. paper)

As the Guide to WRLC Libraries was being printed during the summer, Lizanne had suggested that WRLC produce future editions online instead of on paper, because most of the information such as maps and hours is already maintained and kept more up-to-date online. Pat Wand brought forward some concerns from her staff, that the Guide is frequently given out to students from the circulation desk when they ask about how to get to other WRLC libraries. Most Library Directors agreed that there was a need for the printed maps and travel directions in particular, and it was agreed that WRLC would put the Guide to Libraries online on the ALADIN menu but would also plan to produce the printed copies.

3. Future meetings

The locations of the January and February meetings were changed. The meeting on January 11 was held at Marymount, while the meeting on February 8 will be held at American.

A Minor Clarification on the WRLC Library Director's Meeting Report

by **John Day**
Gallaudet University Library

A minor clarification regarding the item, "Pay-for-printing": we (Gallaudet Library) do offer the ability to print on the networked laser printer at \$0.10 per page. All of our OPAC PC's are direct-connected to Okidata dot-matrix printers and default printing to those printers is free. However, one can elect to print to the laser printer and use their DAC card to pay at the laser printer. The vast majority of printing from the OPACs is done for free on the Okidatas.

New Dean of the Library & Learning Services of Marymount University

Dr. Zary Mostashari has been appointed by the search committee and Dr. Larry Padberg, Vice President for Academic Affairs as the Dean of Library & Learning Services effective February 1, 2002.

Dr. Mostashari comes to Marymount with over 22 years of university library experience, including 12 years at the University of Dallas as Associate Director of Libraries and most recently as Director of Collection & Bibliographic Services at Long Island University's Brooklyn Campus. He holds an M.L.S. and Ph.D. (in Library and Information Systems) from Texas Women's University, as

well as a master's in education from Oklahoma City University and the M.B.A. from Long Island University.

CONFERENCES & WORKSHOPS

CAPCON Workshop on Offering Reference Services with Internet Technologies

by **Teena Bedola**
Administration

Attached to this issue as **Attachment K** is David Ettinger's report on CAPCON's workshop on offering Reference Services with Internet Technologies. This is a three-hour workshop he attended on November 14, 2001.

LITERARY HISTORY

Jan. 13, 1901	A. B. Guthrie , known for his best work about the American West, is born in Bedford, Indiana.
Jan. 14, 1977	French-born author of novels, short stories and an enormous collection of personal diaries, Anaïs Nin dies in Los Angeles, California.
Jan. 15, 1675	One of the great memoirists, Duke Louis Rouvroy Saint-Simon , is born in Paris.
Jan. 16, 1794	Edward Gibbon dies fat, feeble and gout-ridden at 56.
Jan. 16, 1901	Laura Riding is born in New York.
Jan. 17, 1706	Printer, statesman, philosopher and writer, Benjamin Franklin is born in Boston.

Dec. 17, 1771	Charles Brockden Brown , father of the American Novel is born in Philadelphia, Pennsylvania.
Jan. 18, 1936	Rudyard Kipling , the first English winner of the 1907 Nobel Prize for Literature dies in London, England.
Jan. 19, 1809	Edgar Allan Poe is born in Boston Massachusetts.
Jan. 20, 1961	At 87, Robert Frost recites his poem <i>The Gift Outright</i> at President John F. Kennedy's inauguration.
Jan. 21, 1789	The first American novel, <i>The Power of Sympathy</i> by William Hill Brown , is published anonymously in Boston.
Jan. 22, 1561	Philosopher Francis Bacon is born in York House, London.
Jan. 22, 1788	George Gordon, Lord Byron is born in London
Jan. 22, 1937	Novelist Joseph Wambaugh is born in East Pittsburgh, Pennsylvania
Jan. 23, 1943	Critic Alexander Woollcott dies of a heart attack at 56.
Jan. 24, 1913	Franz Kafka stops work on <i>Amerika</i> , which will never be completed.

Jan. 25, 1640	Author of <i>The Anatomy of Melancholy</i> , Robert Burton dies at 62 in Oxford, England, near the date he had predicted by casting his own horoscope.
Jan. 25, 1874	William Somerset Maugham is born in Paris at the British Embassy.
Jan. 26, 1932	Aboard a Connecticut-bound train, Thomas Wolfe suddenly decides that he doesn't want to make the trip, and jumps from the moving car onto the Grand Central Station platform, severing a vein in his arm.

Something to Talk About



When Did Mankind First Walk on the Face of the Earth?

The discovery of “Lucy” in the 1970s confirmed that it was more than three million years ago that humankind first walked the earth, but in the mid-1990s, scientists found new evidence, which suggested that it was even longer ago – more than four million years ago – that humankind first walked upright.

In November 1974, American Donald C. Johanson made one of paleoanthology's most widely publicized finds when he discovered a partial skeleton at Hadar, Ethiopia. More than three million years old, the female skeleton was the most complete hominid fossil ever found, but the skull was not recovered. The creature stood three and one-half feet tall and, although apelike, had definitely walked upright. When Johanson officially announced his find in 1979, “Lucy” (named for the Beatles song “Lucy in the Sky with

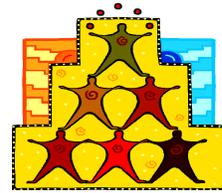
Diamonds,” which was popular in the camp at the time the fossil was found) became known as the mother of all humankind. (Her sex was confirmed by the pelvic bones.) Since she was an erect-walker, the finding gave certainty to theories that hominids walked erect at three million years B.C.

Since the discovery of Lucy, two older finds have been made. In 1994, anthropologist Meave Leakey, wife of Richard Leakey, found a bipedal species that is 4.1 million years old, which she named *Australopithecus anamnesis* at Kanapoi, near Lake Turkana in Kenya. Also in 1994, University of California, Berkeley, paleoanthropologist Tim D. White and an international team found fossils of a chimp-like animal dating back to 4.4 million years ago. Named *Ardipithecus ramidus*, it remains uncertain whether this hominid is part of the human family tree, but researchers believe that continued study will provide answers.

Taken from:
The Handy History Answer Book
Edited by: Rebecca Nelson

“A book is the most patient of all man’s inventions. Centuries mean nothing to a well-made book. It awaits its destined reader, come when he may, with eager hand and seeing eye. Then occurs one of the great examples of union, that of a man with a book, pleasurable, sometimes fruitful, potentially world-changing simple; and in a public library... without cost to the reader.”

Know your Library
Lawrence Clark Powell



Hone Your Expertise

Learning on the job is a key requirement in today’s workplace, and one that can virtually guarantee that you’ll remain a valuable part of the team. Here’s how to make sure you continue to learn:

Become an expert on your job. List your key duties. Then, rank yourself on each duties, giving yourself a 10 if you can teach the activity, and a one if you don’t know a thing about it. Then, set your sights on becoming an expert on every aspect of your job. At the end of the day, always ask yourself, “What did I learn today?”

Develop your soft skills. More than professional credentials, skills like dealing with people and conflict or effective communication get you noticed by upper management. Listen to self-help tapes or take a class or two on communication or management at your local community college.

Set your goals. Look at the person whose job you might want to have. Write down all the skills that you’ll need to have to fill his or her shoes. Keep track of your progress toward learning and acquiring those skills.

Taken from:
Coffee Break
Publishing of America, Inc.
(Published by Fax)



SIMPLE TIPS

*How to thrive in The Gelman Library System
(or any other organization)*

by **Jack Siggins**
University Librarian

“Understand the skills and abilities that differentiate you from everyone else.
Whenever you have the opportunity, use them.”

RENAISSANCE TIMES

Renaissance Times (RT) is the official bi-weekly newsletter of The Melvin Gelman Library at The George Washington University. *R.T.* is proofread by **Valerie Emerson** and **Lana Muck**. *R.T.* is published every other week by **Teena Bedola**. Comments and questions should be directed to:

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Guidelines to interpreting the Policy:

Library Status Under Adverse Weather Conditions

In the event of adverse weather, employees should call the University weather line (202) 994-5050 to determine the status of the University. In all cases, if you are uncertain whether you should come to work, please call the Library Hours line at (202) 994-6845.

Adverse weather conditions may cause the University to: (A) cancel classes and/or invoke a liberal leave policy, (B) delay opening, or (C) close. At Gelman Library, this policy has been interpreted as follows:

1. University open/classes canceled OR University open/liberal leave policy in effect:

Gelman Library will attempt to open from 10:00 a.m. to 8:00 p.m.

Staff should not arrive until 10:00 a.m. Permanent staff normally scheduled to work before 10:00 am who arrive at 10:00 a.m. will be paid for those morning hours when the library is closed. Permanent staff who normally work later than 8:00 p.m. who work their scheduled hours before 8:00 p.m. will be paid for those evening hours the library is closed.

- **Technical Services staff*** may take annual leave without advanced notice. Those without annual leave may take leave without pay. Supervisors should be notified.
- Since Public Service points will attempt to be open for the 10:00 a.m. to 8:00 p.m. time period, **Public Services staff**** must contact their supervisors if they are unable to come to work. Those unable to come to work may take annual leave. Those without annual leave may take leave without pay.

Guideline: Building Operations staff should try to arrive by 9:00 am.

Guideline: Wage hour employees are paid for the hours they work, however, additional hours may be arranged with their supervisor for any missed time.

2. University delays opening or closes early:

- All staff should plan to arrive when the University opens, and work the rest of their normal schedule. If classes are cancelled, see number 1.

Guideline: For any portion of the day that the University is not open, staff that usually work during that period will be paid for that time. If their schedule is set for the afternoon, and the University is closed in the morning, but open in the afternoon, then they work their entire shift. Wage hour employees are paid for the hours they work, however, additional hours may be arranged with their supervisor for any missed time.

3. University Closed

- **Technical Services staff * should not come to work.** Permanent staff will be paid for a regular day.
- **Public Services staff** (with the exception of designated essential staff in Building Operations, Circulation and Library Information Technology (LIT)) should not come to work.** Permanent staff will be paid for a regular day.

Designated Essential staff should come to work. Permanent staff will be given compensatory time off scheduled in consultation with their supervisors, which they must take within 30 days. **The Library will attempt to be open from 10:00 a.m. – 4:00 p.m. with only the Circulation Desk, Building Operations, and LIT staffed.**

Exception: During the winter break, the Library will not open when the University announces it will be closed.

Guideline: Wage hour employees are paid for the hours they work, however, additional hours may be arranged with their supervisor for any missed time.

NOTIFICATION:

During the time period Monday through Friday, from 8:00 a.m. until 5:00 p.m., the University Librarian's office will notify Department Heads of the status of Library hours. During evenings and weekends, if adverse weather occurs, the "official" Library staff contact is the Building Operations staff member on duty at the entrance who will provide appropriate notification to Department Heads.

***Technical Services Staff**

For the purposes of this policy, technical services staff are defined as members of the following units:

**Acquisitions
Administration
Administrative Services
Business Services
Collection Management Services
Gelman Library Information Service
Human Resources
Interlibrary Borrowing and Interlibrary Lending
Shelving
Special Collections/University Archives**

****Public Services Staff**

For the purposes of this policy, public services staff are defined as members of the following units:

**Building Operations
Circulation/Reserve
Library Information Technology
Media**

Periodicals
Reference
Slavic East European and Asian Reading Room

When adverse weather causes a change in the Library's schedule, the Gelman web page and hours tapes will be updated as soon as possible to reflect that change in status. Staff have been designated who can make these changes from home as needed.

Attachment D

2002 SPG RETREAT SUMMARY

The Gelman Library System's two-day Strategic Planning Retreat took place in the Eckles Library Auditorium at Mount Vernon College from 9:00 a.m. until 4:00 p.m. on Wednesday, January 9, and in room 202 at the Melvin Gelman Library from 10:00 a.m. until 12:00 noon on Thursday, January 10. Facilitators were Alicia Miller and Andrea Stewart, with assistance from Valerie Emerson.

Attending on January 9: Erica Aungst, Crystal Belk, Debbie Bezanson, Marifran Bustion, Sandra Carpenter, Douglas Carroll, LaNina Clayton, Marty Courtois, Blaine D'Amico, Peggy Enevoldsen, Gale Etschmaier, Jack Feldman, Liz Harter, Caroline Long, Bill Mayer, Alicia Miller, Emma Mosby, Gerald Phillips, Jean Pec, Jack Siggins, Judy Solberg, Andrea Stewart, and Cathy Zeljak.

Attending on January 10: David Anderson, Erica Aungst, Crystal Belk, Debbie Bezanson, Marifran Bustion, Sandra Carpenter, LaNina Clayton, Marty Courtois, Peggy Enevoldsen, Gale Etschmaier, Jack Feldman, Liz Harter, Caroline Long, Alicia Miller, Emma Mosby, Jean Pec, Jack Siggins, Andrea Stewart, Cathy Zeljak.

Activities:

- ✓ **On Tuesday**, the group listened to the service and operational visions of Jack Siggins, the University Librarian, and the Associate and Assistant University Librarians (Caroline Long, Gale Etschmaier, Andrea Stewart, and Bill Mayer) and discussed the consequences of failing to address the environmental issues that threaten the services the Gelman Library System provides to the GW community. After agreeing on what issues were currently the most critical, the group assessed the progress GLS has made toward the goals in the 2001-03 Strategic Plan, the group decided the following:
 - ✓
 - Goals I, II, and III were still relevant and updated versions of them would appear in the 2002-2005 Strategic Plan (since SPG did not hold a retreat in 2001, there will not be a 2001-2004 Strategic Plan).
 - Goal IV has been met because the new Development Office (DO) has been established and fully staffed. Remaining issues are either part of the DO's mission or are within its ongoing operations.
 - Two new goals would be added: one supporting GW President Trachtenberg's initiative on "Academic Excellence" and another to renovate or convert physical space in the Foggy Bottom location of GLS.
- ✓ **On Wednesday**, the group drafted updated objectives and strategies for the updated and new goals for the 2002 Strategic Plan and assigned Goal Conveners (Cathy Zeljak for old goal, Alicia Miller for old Goal II, Bill Mayer for old Goal III, Gale Etschmaier for the new Goal I on Academic Excellence, and Jean Pec for the new goal to convert and/or renovate space in Gelman Library. It was agreed that the Goal numbers would change as work to refine them continues.
- ✓ **The next steps** in the Strategic Planning Process include:
 - Scheduling Goal Group meetings and inviting others to help refine the draft goals.
 - Ensuring that the draft goals are on the agendas of the Council, SAC, and SMG, and other groups, including the Virginia Campus and Eckles Library during the month of February.
 - Providing an Open Forum type opportunity for staff input during February.
 - Identifying resources required for implementation by March
 - Projecting timelines for implementations by March
 - Adjusting objectives and strategies to accommodate budget allocations during April.

The completed 2002-2005 Plan will be shared with the GW Community in the fall of 2002.

Submitted by Alicia Miller, January 11, 2002

Gelman Library System (GLS) Strategic Planning Schedule (Revised June 2001)

Continuous Environmental Monitoring – Application Considerations - Implementation	Jul	Strategic Planning Group (SPG) joins Staff Management Group (SMG) to identify and prioritize data collected from the GLS environment; “scan area owners” articulate how current environmental trends and events may impact library operations and services; scan groups/teams formed.	Continuous Environmental Monitoring – Application Considerations - Implementation
	Aug	Scan groups evaluate and organize data from the GLS environment; shares library vision of new priorities with all staff at a GLS Open Forum event.	
	Sep	GLS departments/groups/teams examine individual missions and impact of environmental priorities on specific operations and services; provide feedback to SPG.	
	Oct/ Nov	GLS opens dialog with GW community at Annual Library Update; explains how new and updated library priorities will impact GLS stakeholders; captures stakeholder feedback.	
	Jan	SPG goes on Annual Retreat: analyzes new/updated priorities and the feedback received from staff and other GLS stakeholders; identifies new opportunities for improving library operations and services; recognizes threats to library mission, vision, and values. Frames critical strategic factors from current threats and opportunities; evaluates the implementation and relevancy of existing strategies; updates goals and objectives; identifies new “goal owners.”	
	Feb	Goal owners invite GLS staff to join Goal Groups. Goal groups edit/refine updated goals and objectives; develop new strategies and project timelines for implementation.	
	Mar	SPG identifies and projects resources required to implement new strategies; assesses organizational strengths and weaknesses; submits funding requests for the new 3-year planning cycle.	
	Apr/ May	Administrative Group examines funding requests for new 3-year Plan; prepares and schedules expenditure of budget allocations. Goal Groups adjust objectives and implementation plans to meet budget allocations. Updated Plan published and distributed to GW Community	

	May/ Jun	Scan area owners synthesize the environmental data that they continuously collect all year long; identify major trends and events that may or may not impact GLS operations and services; and make this information available to all staff.	
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Attachment F

The George Washington University

GELMAN LIBRARY SYSTEM

The GLS Mission: The Mission of the Gelman Library System is to enable GW faculty and students, regardless of location, to meet their curricular, research and information needs. With a commitment to excellence in services, the Library System offers quality information resources and creative and innovative options to support the intellectual inquiry, research and lifelong learning needs of the unique university community it serves.

The GLS Vision: to become a premier intellectual resource center dedicated to anticipating and exceeding user expectations with a staff firmly committed to excellent customer service and continuous learning and improvement.

GLS Workplace Values

✓ **Quality & Excellence**

- in *service* that meets the expressed and anticipated needs of students and faculty
- in *collections* that support the curricular and research requirements of students and faculty
- in *staff* who demonstrate the highest standards of service, competence and integrity

✓ **Teaching**

- that encourages the development of critical thinking skills
- that improves and expands information literacy
- that promotes intellectual independence

✓ **Creativity & Innovation**

- in generating ideas
- in providing services
- in problem-solving
- in decision-making

✓ **Leadership**

- that inspires achievement and encourages initiative
- that promotes professional growth and development
- that encourages risk-taking

✓ **Respect**

- for the exploration and expression of ideas
- for our multi-cultural and diverse environment

- in our behavior for the feelings and sensibilities of others

✓ **Integrity**

- in our actions
- in our personal and professional conduct

Attachment K

CAPCON Workshop on Offering Reference Services with Internet Technologies

by **David Ettinger**
Reference

This three-hour workshop I attended November 14 provided an overview of how the Internet is being used in various ways to provide reference assistance. It covered digital reference, e-mail reference, and reference web sites and tools. The timing was opportune, since Gelman, along with other WRLC libraries, is now in the preliminary stages of planning its forthcoming online reference services.

By providing a tour of various web sites, the instructor, Dan Ream of Virginia Commonwealth University, highlighted how libraries are using technology to deliver services remotely, organize information to better serve patrons, and provide collaborative reference services. Since Gelman already provides e-mail reference and has an impressive array of reference-related web sites, I was particularly interested in the first segment--provision of reference services using chat-- enabling librarians to interact with users at point of need or synchronous, real-time reference in library speak.

Participants were given the opportunity to experiment by contacting various providers of such services. The major feature is the ability of the librarian to push web pages to the patron, providing, in effect, a visual show and tell. I found the most disconcerting aspect to be the extended pauses between the questions and responses, akin to be putting on hold while talking over the phone. I also quickly discovered that reference chat is not the ideal solution for slow typists or the impatient. It is also not the best way to conduct a good reference interview.

An article distributed at workshop ("Being There: Tools for Online Synchronous Reference" by Stacey Kimmel and Jenne Heise in the November-December issue of *Online*) notes that notwithstanding the fact that librarian interest in digital reference is "soaring," "it's not yet clear how successful this approach will be." Still, momentum is building and as user expectations grow so will the need for greater library outreach. As the article counsels, we are wise in taking our time to fully investigate and explore various options as we are now doing.

Although I left the workshop suitably impressed, if not totally inspired, by the promise technology holds in offering alternative channels for reference service, I couldn't help thinking how mechanized our information society has become. Expediency and the need for instant gratification increasingly dictate how information is disseminated. Librarians, I guess, are just going with the flow. To be sure, digital reference remains in its infancy. Future developments are apt to make it more personalized as well as efficient.

Interested persons are welcome to contact me for copies of the handout distributed at the session, a web page which contains links to a wide variety of sites dealing with new technologies for reference interaction, e-mail reference, reference e-mail listservs, ready reference websites and web tools, non-library reference sites, and readings.