

GELMAN NEWS

New Employee Orientation Program Survey

by **Cynthia Holt**
Reference

The Human Resources Advisory Committee is planning to establish an employee orientation program for **all** new library staff. A new employee orientation program would focus on orientation to the overall library organization, the University, and the DC metro area as opposed to specific job training and the general GWU Human Resources orientation session.

On July 9th, department heads will be distributing to staff in their department the first of two short surveys designed to get staff input on what such a program might include. This first survey will focus on the **first week** of an orientation program. All staff is strongly encouraged to complete and return the surveys using the envelope that will be provided. The success of any program will depend on the feedback that the Committee receives. Remember, this is your chance to make a difference in The Gelman Library System!

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Congratulations!

by **Alicia Miller**
Administration

The 2001 Staff Management Group Nominating Committee (NomCom) is pleased to announce the winners in this year's election of **the 2001- 02 Steering Committee (SMGSC):**

- **Chair: Judy Solberg**, Head, Reference & Instruction Department.
The SMGSC Chair coordinates SMG planning, conducts meetings, notifies members of SMG activities, and represents the Staff Management Group in other library forums
- **Vice Chair/Chair - Elect: Steve Watson**, Collection Management Services (CMS) Manager. The Vice-Chair/Chair-Elect serves as Chair in the absence of the current Chair and will be the chair of SMG the following year
- **SMG Archivist: Randy Jones**, CMS Database and Processing Unit Manager. The SMG Archivist keeps records of SMG meeting activities, distributes agendas, and publishes the meeting notes in the Renaissance Times, the Gelman Library System staff newsletter
- **Member-at-Large: G. David Anderson**, The George Washington University Archivist. The Member-at-Large serves as a liaison between SMG and the rest of the Gelman Library System staff ensuring that

their management related issues are addressed

In addition to the newly elected officers, the Gelman Library System Senior Personnel Specialist, **Sandra Carpenter**, serves as an ex officio member of the Staff Management Group Steering Committee. Congratulations to the new SMGSC!

A special thanks is also extended to Shafi Azimi who served as SMG's official teller during the counting of the ballots and made sure that there were no Florida Shenanigans here (smile)!

NomCom

- Crystal Belk
- Francine Henderson
- Alicia Miller
- Emma Mosby

Inventory Project Begins

*by Mary Faith Pankin
CMS*

On June 4, 2001, the Gelman Library System started an approximately two-year Stacks inventory project. We have hired Copy Cataloger Wenchao Jia and Scanner Stephanie Wingate to work on the project. Collection Management Services Head Jean Pec and Cataloger Mary Faith Pankin will supervise the project. As a result of the project, library users will see a more accurate ALADIN, which will better reflect the collection as it now exists.

Goals of the project are:

- To find books that are not on the shelf or in the correct location
- To determine what books are really lost and remove them from ALADIN
- To determine missing records for books that are in the stacks and add them to ALADIN

- To discover errors such as incorrect call number labels and correct them
- To discover missing or incorrect holdings for multi-volume titles and add or correct them
- To discover incorrect locations in ALADIN (such as a book in the stacks with a record showing it in Reference) and correct them.

Method of Work:

During most days you may see Stephanie, Wenchao, Mary Faith, and Jean working in the Stacks. However, we expect that our work will not impact Stacks access. Every day Stephanie will use a scanning device to read the bar code on each book. At some time during the day we will load these bar codes into a computer and obtain a report from the Washington Research Library Consortium web site. The two-part report will tell us what titles should have been on the shelf and were not, and what titles were on the shelf but were not expected to be there, or not at that location. Taking the report, Wenchao will retrieve the unexpected titles from the Stacks and will resolve the problem, whether it be a wrong call number, misshelving, volume not linked by bar code, etc. Stephanie will search for missing books several times over a period of weeks. We expect that she will eventually find many of these.

We are not scanning the Stacks in A-Z order. Instead, we asked our Collection Development Librarians to rank Stacks areas (by letters of the Library of Congress classification) to receive our first efforts. Some of the first areas will be: JZ, LB, PR, PS, PG, and TK. We will then continue with the other suggested letters until we have finished all the areas in the Stacks. We will not inventory the Northern Virginia Campus, Mount Vernon College, the Washington Research Library Consortium Center, or areas such as the I. Edward Kiev Reading Room, Special Collections, or the Slavic, East European, and Asian Reading Room.

GELMAN HUMAN RESOURCES UPDATE

Vacancy Listing

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

Office Hours

by **Sandra Carpenter**
Human Resources

I started a schedule for anyone who has HR concerns to call me for an appointment at x4-1369 or to drop in. This schedule may be altered in future weeks but I will always have open hours. If this schedule does not meet your needs, please call me with another time slot and we will work around it.

The schedule is:

Mondays: 1:30 p.m. – 3:30 p.m.

Wednesdays: 10:00 a.m. – 12:00 noon

Fridays: 3:00 p.m. – 5:00 p.m.

Also, if we have not met, please drop in!

New Staff in Acquisitions

by **Marifran Bustion**
Acquisitions

Please join me in welcoming Amena Gelani to Acquisitions as our new Gifts Assistant. Amena has worked, and is continuing to work, at the Patrick Henry Library in Fairfax County in cataloging, customer service, and gifts. Her previous experience includes working at Border's in Tyson's Corner, as a fitness counselor at Gold's Gym, and as a therapy aide with quadriplegic patients. Because of continuing growth in gifts donations and processing, we are very pleased to have someone with Amena's experience in this position.

CAMPUS NEWS

GW System Update

by **Alicia Miller**
Administration

Your Email Address & Web Page
URL May Change This Summer

If you, as a GW employee or student . . .

- connect to GWIS2 to use Pine to read your e-mail
- connect to GWIS2 to use any academic UNIX utilities
- have a personal web page on GWIS2 at

- <http://gwu.edu/~username> or
- <http://gwis2.circ.gwu.edu/~username>

... your account will be transferred to a new server during the 2001 summer semester. This means that your email address and the URL for your personal web page will change. Please see **Attachment B** for additional details from the GW Information Systems and Services (ISS) office about the expected transition.

July IT Short Course Calendar

by **Alicia Miller**
Administration

The IT Services Short Course schedule for July, 2001 is shown below.

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

Please include your name, phone number, indicate if you are staff, student or faculty 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 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

IT Services Short Course Schedule for July, 2001

Introduction to LISTSERV

Tuesday 17-Jul
10:00 - 12:00
Academic Center, Banner Training Rm., B-109

LISTSERV for List Owners

Tuesday 24-Jul
10:00 - 12:00
Academic Center, Banner Training Rm., B-109

Introduction to Word

Wednesday 25-Jul
2:00 - 4:30
2100 M, Suite 205, Rm 1

Introduction to Excel

Thursday 26-Jul
2:00 - 4:30
2100 M, Suite 205, Rm 1

Building Web Pages with HTML

Friday 27-Jul
9:30 - 12:00
2100 M, Suite 205, Rm 1

Building Web Pages with Composer

Wednesday 18-Jul
9:30 - 12:00
2100 M, Suite 205, Rm 1

Building Web Pages with Composer

Monday 30-Jul
2:00 - 4:30
2100 M, Suite 205, Rm 1

Introduction to PowerPoint

Friday 20-Jul
10:00 - 12:00
2100 M, Suite 205, Rm 1

Introduction to PowerPoint

Tuesday 31-Jul
2:00 - 4:00
2100 M, Suite 205, Rm 1

IT Services has hired a second IT Services Short Course instructor, Ms. Marquise (pronounced mar-kay) White. Ms. White joins GW with extensive training experience in Microsoft and other products. She will also be developing new courses over the next year.

New Telephone Numbers

*by Teena Bedola
Administration*

Attached as **Attachment C**. Jim Kramer, Director of Supply Chain Organization's letter about the new telephone system implemented on July 2, 2001.

WRLC Update

*by Lizanne Payne
Executive Director, WRLC*

Bruce Hulse reported on the following activities:

- The upgrade to Voyager Release 2000 is scheduled for the weekend of June 8 – 10
- Work is continuing on the ALADIN web resources catalog, which uses data downloaded from OCLC's CORC system stored in a local SiteSearch database. Test records have been downloaded for American and Catholic. OCLC has notified WRLC that it is discontinuing the SiteSearch product after the next release in the fall, and will provide software support through calendar 2002. This is not

expected to affect the web resources catalog project for this coming academic year. WRLC was already planning to explore other "gateway systems," software to support and simultaneously search multiple information resources. The local CORC records are in a standard MARC format and can be migrated to a new system as needed

Pat Wand asked how many other libraries were planning to participate actively in the CORC project and how many records would be necessary before we brought the system live on the ALADIN menu. Adele Chwalek reported that Catholic needs to reduce its CORC cataloging temporarily because of staffing shortages, but they remain interested in the project. John Day and Al Casciero also reported that staffing shortages were limiting their ability to participate. Bruce reported that the Digital Library Advisory Committee envisioned that the new catalog would be made available for the term beginning in January 2002, so there will be time to evaluate how and when to add this resource to the ALADIN menu

- WRLC has developed a prototype "linkmaker" so that direct links to licensed articles can be added to online course information in systems such as Blackboard. This feature will allow students to call up a full-text article directly from Blackboard (or whatever the course management system is), without having to do a separate ALADIN search. The linkmaker allows staff members to search ALADIN for the desired article and copy the authenticated links into the list for that course, as part of setting up the online course. The link includes the WRLC proxy server authentication to enable access by remote users who are valid WRLC patrons

WRLC Action Plan 2001-2002

Lizanne had distributed a copy of WRLC's proposed Action Plan for the coming academic year 2001-2002. It contains a summary of the major projects which WRLC is working on or expects to undertake. She emphasized that these projects implicitly include a phase called "evaluate the feasibility of this project", so individual projects may be modified or eliminated in consultation with WRLC libraries.

Virtual Reference

Lizanne distributed a memo from the Reference Advisory Committee dated June 8, regarding "Virtual Reference in the WRLC Environment", which seeks approval "to pursue the development, testing, and implementation of the proposed Virtual Reference service based on the policies and timeline suggested in this memo."

The memo proposes a 6-phase project:

- Summer 2001: environmental scan of products and services, establish cost expectations (software and staff impact);
- Early fall 2001: finalize staffing for pilot, establish standards of service, select software, begin testing;
- Late fall 2001: Configure software and train staff for pilot project;
- Spring 2002 (January/February): Introduce Virtual Reference pilot project;
- Spring 2002 (April/May): analyze feedback and usage statistics, prepare for extension through summer;
- Fall 2002: If service usage indicates success, go live with fully-integrated, fully-staffed VR service;

While there were some concerns about the staffing needed to support virtual reference, the Library Directors approved further work on the project as outlined, with the understanding that there will be other points in the future when decisions can be made whether to proceed. The Library Directors

expressed great appreciation to the Reference Advisory Committee for their initiative in considering, researching, and proposing this project.

Shared Journal Storage

Lizanne had distributed in advance a "White Paper on Shared Journals in WRLC Storage," based on some materials she had prepared for previous meetings. She reiterated that the Library Directors had previously established a goal to develop a consensus recommendation to be presented to the Board of Directors in December 2001 (which implies a decision by the Library Directors by November 2001). Over the next several months, individual member libraries should discuss the overall proposal within the library and with other campus constituencies as appropriate, to determine the institutional opinion and to identify any other concerns or options.

Adele Chwalek raised a concern about the possibility that UDC and GM might be exempt from the policy (because their materials are public property), i.e. might be allowed to store duplicate volumes when others could not. Al Casciero stated that he is checking on the requirements and that UDC might be able to transfer volumes to WRLC for ownership or long-term loan, so that it may not be an issue for UDC. Wally Grotophorst indicated that GMU is also researching this issue to determine the requirements for GMU materials.

Adele also expressed concern about the library's inability to get the volumes back if the "WRLC ownership" model were implemented. Pat Wand reemphasized her concern that it would be important to retain the best copy and therefore might be necessary to compare copies to determine the best one. Lizanne reiterated her belief that it would be prohibitively expensive to pull, inspect, and compare all of the stored copies in order to determine the best one, and that a more cost-effective way to handle any problems with missing pages would be to replace individual articles from other sources if the article was requested in the future.

It was agreed that the next step is for the Library Directors to discuss the overall issues with library staff and other campus constituencies, using the white paper as a basis of discussion if desired.

Next meeting

The next meeting is scheduled for July 13 at George Mason.

CONFERENCES

American Library Association Conference Report

*by Teena Bedola
Administration*

Please see **Attachment D** about the American Library Association Conference attended by Mary Faith Pankin.

The library is not a shrine for the worship of books. It is not a temple where literary incense must be burned or where one's devotion to the bound book is expressed in ritual. A library, to modify the famous metaphor of Socrates, should be the delivery room for the birth of ideas – a place where history comes to life.

*Cited in ALA Bulletin, Oct. 1954
Norman Cousins (1915-)*



THIS WEEK IN LITERARY HISTORY

July 1, 1892	James McCain is born in Annapolis, MD
July 2, 1778	Father of Romanticism, Jean-Jacques Rousseau dies.
July 3, 1922	<i>Fruit Garden and Home</i> magazine is introduced. It is now known as <i>Better Homes and Gardens</i> .
July 4, 1804	American novelist Nathaniel Hawthorne is born in Salem, Massachusetts.
July 5, 1535	The day before his execution, Sir Thomas More writes his last letter to his favorite daughter, Margaret Roper.
July 5, 1776	In Philadelphia, John Dunlop first prints the <i>Declaration of Independence</i> .
July 6, 1687	Sir Isaac Newton publishes his monumental <i>Principia Mathematica</i> .
July 7, 1758	Benjamin Franklin publishes an "improved" edition of his <i>Poor Richard's Almanac</i> , originally published 25 years earlier.

RENAISSANCE TIMES

Renaissance Times (RT) is the official bi-weekly newsletter of the Melvin Gelman Library at The George Washington University. *RT* is proofread by **Lana Muck** and **Valerie Emerson**. *RT* is published every other Tuesday by **Teena Bedola** in conjunction with Photocopy Services. Submissions, comments, and questions should be directed to:

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ATTACHMENT B

** New Academic Unix Machine To Replace GWIS2 **

- * Discontinuation of @gwis2.circ.gwu.edu e-mail address *
- * New personal web page addresses *

This summer, Information Systems and Services will be replacing the GWIS2 UNIX machine with a new machine called Acad (acad.gwu.edu). We estimate that Acad will be introduced in late June. GWIS2 will remain in service until at least late November, allowing for five months of transition.

You are using GWIS2 if:

- * You connect to GWIS2 to use Pine to read your e-mail.
- * You connect to GWIS2 to use any academic UNIX utilities.
- * You have a personal web page on GWIS2
(<http://gwu.edu/~username> or
<http://gwis2.circ.gwu.edu/~username>)

The central GWMail system is NOT affected by this transition, so most of our clients (who do not use GWIS2 at all) will not have to do anything for this transition. If you do not currently use GWIS2, you will not need an Acad account at all.

** Stop Using The @gwis2.circ.gwu.edu Address **

When GWIS2 goes away in late November, the @gwis2.circ.gwu.edu address will stop functioning. The @gwu.edu address has been the recommended address for some time now, and we ask that you please use the next several months to change any remaining stationery, publications, business cards, etc to make sure that they use a @gwu.edu address, not @gwis2.circ.gwu.edu.

** New Personal Homepage Address **

ISS is shifting to a new naming standard for personal web pages as they are moved from GWIS2 to Acad. That new address is
<http://home.gwu.edu/~userid>.

This does NOT affect web pages hosted on www.gwu.edu, only personal webpages that currently use <http://gwis2.circ.gwu.edu> or <http://gwu.edu>.

Users will be asked to transition their personal web pages to the new machine and new address during the five month transition period. At the end of that period, the <http://gwis2.circ.gwu.edu> and <http://gwu.edu> addresses will no longer work. Visitors will see a page directing them to the new <http://home.gwu.edu> address for a year after the GWIS2 shutdown.

ATTACHMENT C

TO: Vice Presidents, Deans, Department Heads, and Managers

FROM: Jim Kramer, Director, Supply Chain Organization

SUBJECT: New Telephone Numbers

Effective July 2, 2001 the Supply Chain Organization is implementing a new telephone system. This necessitates a change of telephone numbers. Please remember this new number - 994-2500.

The new system features a state of the art automated attendant/call distribution system. While you will still be able to reach any individual in the Supply Chain by directly dialing his or her new number, the new system enables us to make significant improvements to how we respond to your telephone calls.

Some of the improvements include:

- **A single number and point of contact for any business you need to transact with the Supply Chain Organization**
- **Dedicated groups of specialists ready to answer your calls. Rather than your incoming call being directed only to a single individual (who may be already assisting someone else) your calls can be answered by any of several well-trained specialists. This means fewer missed calls and fewer trips to voice mail. In short, it allows us to be more responsive to you.**
- **Additional incoming line capacity. This means fewer busy signals and more calls answered by an individual the first time around. Our goal is to have as many of your questions, issues, and problems dealt with by an experienced and knowledgeable individual the first time around.**
- **Additional calling options. Our automated attendant service will help route your call directly to the group that can best deal with your issue.**

- **Easier dialing for the campus community. Gone are the strange dialing prefixes. Call us as you do everyone else on campus. We are now part of the "994" community!**

This new number replaces the existing 973-1059 number. Calls made to 973-1059 after July 1st will be automatically forwarded to the new number.

If you have any questions, call us at 994-2500 on or after July 2nd!

ATTACHMENT D

American Library Association Conference Report

by Mary Faith Pankin

CMS

At the conference I attended a committee meeting of the Women's Studies Section Collection Development Committee, of which I am a member, a workshop on map cataloging, and the Rare Books and Manuscripts Section information session. Below are some comments of meetings of more general interest.

"The E-Book: Crouching Dragon or Hidden Tiger?" (yes, ALA feared copyright problems if the title of the popular movie was used without word reversals!) featured five speakers from different perspectives. James O'Donnell, a professor at the University of Pennsylvania, compared the position of e-books now to the 1920s success of the Book of the Month Club. In this case the company found the "sweet spot" between marketing techniques and consumer demand. E-books, he says, have not as yet found this same position. His observations were: the reader-only device has no future; text only read electronically is not a compelling consumer desire; only unusual uses such as hypertext will be a success; there may be markets for e-book versions of poetry, users' manuals, reference works, and current news updates.

Kate Wittenberg of the Electronic Publishing Initiative of Columbia University (EPIC) discussed new models of scholarly communication. These involve breaking down traditional publishing categories, sustainable business models, and collaboration of librarians, publishers, authors, and technologists. Columbia has undertaken several projects, including:

1. Columbia International Affairs Online (1997-) which contains journals, books, maps, and country data.
2. Columbia Earthscape (1999-) which includes books images, and data sets.
3. Gutenberg-E History Project (in development) in collaboration with the American Historical Association. They will test models of new scholarly presentation.

Richard Tam, CEO of Iuniverse, Inc., a digital content infrastructure provider, thinks that the recent dot com shakeout is temporary and will result in a slower but more realistic development of e-publishing. Future trends will be:

1. Economics of publishing industry will be different, with possibility of making a profit on as few as 50 sales.
2. Content will be delivered online and may consist of portions or chapters, rather than a whole "book."
3. Publishers will become more niche-oriented and will be able to make a profit.
4. Distribution on a global basis at the same time will be possible and will raise profits.

Kenneth Brooks of Publishing Dimensions, a digital content company, said that until recently there were two aspects to publishing, physical distribution and rights transactions. With digital content these two aspects will be managed together. Currently there are three kinds of digital sales: print on demand (so books can remain "in print" forever); online access (such as NetLibrary); and e-books (offline consumption of digital content). So far the "boom" in e-books is mostly hype, although he predicts sales will take off by 2005. He claims he really enjoys reading entire books such as Middlemarch on his Palm Pilot (a declaration that met with

skepticism from many in the audience). Many more titles must become available for e-books to succeed, and prices must be lower than paper books.

Nora Rawlinson, editor-in-chief of Publishers Weekly, also thinks e-books are currently mostly hype. Publishers are very cautious because of large losses from investments in that older technology, CD-ROMS. Most have e-book divisions, just in case, however, in order to retain rights from authors for electronic formats of their works. For somewhat older books, publishers mostly do not know for certain if they have rights to produce electronic versions, so we will see only new works (or public domain works) in this format. She also predicts success in textbooks or travel books. And inevitably they will catch on, and the printed book will be considered as outdated as the horse and buggy (she didn't predict how long this would take, however).

The Women's Studies Section program, "Women Moving Mountains: Women in Organizations" featured Kathryn Deiss, whom some may remember as a trainer for the Association of Research Libraries. She presented an overview of women's current position in academic libraries and other organizations and what can be done to improve the picture. Currently women hold 51 of 111 ARL head library directorships (up from two in 1976), The average salary is close to that of male directors, although there are wider variations. Research on women leaders shows some elements of success which are different for women. Some of these are:

1. Women have to work harder to get the same recognition.
2. There is a much narrower band of acceptable behavior for women.
3. As with men, having a well placed mentor is important.
4. It's more important for women to be seen as "easy to get along with."
5. Women must be ready to take even more career risks.
6. Women must have a higher internal drive to succeed.
7. And the killer – Women (but not men) must have an "impressive presence." This means such things as attractive suits, socially approved weight, tasteful makeup, etc.

On the other hand, derailment factors for women include: poor image, too narrow experience, failure to adapt to boss's management style, and of course general failure to perform the job. Minority women (and men) face even more hurdles: prejudice, lack of mentors and role models, lack of organizational savvy, and difficulties with managing multiple identities (i.e. not being able to be fully oneself at work). Other research shows that many workplaces reinforce an organizational culture known as "mastery orientation," elements of which include: focusing all time and energy on work, striving for control rather than connection, and living up to an idealized rather than authentic self-image. So even though businesses have family friendly benefits, many women and men do not take advantage of them for fear of not fitting into this orientation.

Steps for change include:

1. Continued assessment of organizational culture
2. Providing training for upper management to show them how to change organizational culture
3. Demonstrating the costs of the mastery orientation
4. Redefining commitment and success
5. Making diversity promotion part of individual and organizational performance assessments.

John Celli, Chief of the Library of Congress Cataloging in Publication program, explained thirty years of CIP growth. Most people think of CIP as the little incomplete cataloging records on the verso of title pages,

which also go into bibliographic utilities such as OCLC and to vendors. The program started in 1971 with 27 publishers and produced 6,500 records the first year. Now it produces over 56,000 records a year with many more publishers. Taking information and galley proofs from publishers, within two weeks LC produces a partial cataloging record including subject headings and classification numbers and returns it to publishers. It's a real achievement that a large bureaucracy like LC can sustain this turnaround time. Currently they use orange stickers on CIP information packets so they will stick out in the mail room. Recently they use electronic CIP to speed the process. Visions of the future include extra data such as a book jacket sketch and summary, to be posted on an LC web site. Later, a partnership will allow patrons to send book requests to local libraries from these web pages, although this piece remains to be developed.

**** Questions? ****

We will be sending additional e-mails once Acad is up and ready in a month or so. If you host a personal web page on GWIS2, you will receive an additional e-mail at that time with transition details. Users who have logged into GWIS2 recently will receive another e-mail with details about logging into Acad at that time.

We have placed these details and more about the transition on our Virtual Help Desk at <http://helpdesk.gwu.edu>. You can also contact the ISS Data Help at ithelp@gwu.edu or 202-994-5530, option 2.

Thank you.

(This message has been sent in accordance with George Washington University mass e-mail policy and procedure. This message was requested by Information Systems & Services and was approved by the Chief Information Officer.)