

COLLECTION CONNECTION

Irvine Sullivan Ingram Library's Newsletter ~ State University of West Georgia ~ <http://www.westga.edu/~library/colcon/>

FALL 2004

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Letter from the Interim Library Director

Welcome. By now we're well into the 2nd half of the Fall semester. I trust that all new students and faculty, as well as those returning, have settled into the new academic year.



While Ingram Library faculty and staff have re-established routines to meet the academic calendar, we're also looking ahead to improve services to students and the University community. By the end of the semester, we'll announce some changes to improve access to course reserves and inter-library loans; we've had some internal personnel moves to improve accuracy and speed of shelving; the implementation of SFX (see article in this issue) will be enhanced with a new Journals search engine. While much of what happens in the library is behind the scenes, all our efforts are designed to ease and improve *your* ability to do *your* work.

When I introduced myself at the SGA's "Meet the Administration" forum, I claimed that unlike most USG institutions, all library faculty, and most staff at Ingram Library have direct contact with students and faculty in the course of their day-to-day activities. Whether at circulation, interlibrary loan, reference, or instruction, nearly every person in the library has, in addition to the behind-the-scenes responsibilities, personal contact with our patrons. We take seriously our role in providing educational excellence in a personal environment.

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Faculty Survey Results

During the recent SACS reaffirmation process, Ingram Library committed to conducting regular surveys of students and faculty/staff regarding library services and resources. This article briefly outlines the results of the survey for faculty and staff, conducted last Spring semester. Overall, the library received higher marks for services provided than for materials available: as one respondent remarked: "the heart and soul of the library is not just its material resources but its excellent and supportive staff." Clearly the library faculty and staff keep in mind the UWG mantra of providing educational excellence in a personal environment. While the library has received continuing support from the Deans of the Colleges and from the Vice-President of Academic Affairs, it struggles to meet the support needs of the curriculum, much less the research requirements of individual faculty members. We have made considerable strides over the past few years (particularly in comparison to benchmark institutions) in providing both course-related and research materials, but the library has been unable to meet the demand imposed by the influx of students and by the proliferation of programs and courses. One of the reasons the library has focused on electronic materials is the ability to leverage greater breadth and depth of resources for expenditures (at least they're not microfilm).

The survey has some contradictory results: access to electronic journals is regarded as most important; reliance on electronic journals is a "bad thing." The liaison program with academic departments is unimportant; it is something that we do most satisfactorily. We need more music; music is unimportant. Clearly, library faculty will be investigating these and similar anomalies: is the liaison program unimportant because classroom faculty don't know about it? Is the electronic book collection poor because it's unimportant? In addition to formatted responses, comments supplied indicate some confusion over both services and resources. The video collection can be searched separately; we don't generally discard journals after five years; we do notify faculty when ordered materials have arrived; we don't offer library instruction only to upper classmen.

Finally, action has already been taken on some the remarks received as part of the survey: the physical plant has replaced HVAC equipment so the heat/cold should be less erratic.

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We continue to get solid support from the academic deans and from the VP of Academic Affairs; while our budget situation is as uncertain as others on campus, we have to date, maintained our levels of spending for classroom and research resources in support of the curriculum. While we know we're not where we should be, we believe we're making steady progress in very uncertain times. Should you have any questions, problems, or suggestions, feel free to contact me, or others in the library at any time.

Mark McManus ■

New and Departing Library Personnel

Chris Carroll, *Circulation*

Chris joined the Library staff in August of 2004 as the Circulation Manager. He received a B.A. in English from West Georgia in 1991 and has worked as a middle school English teacher and police officer. His goal is to pursue an MLS degree.

Alex Rhudy, *Circulation*

Alex joined the Circulation team as a Library Assistant I. He supervises the Circulation Desk and checks out materials to patrons.

Stacy Rudy, *Stacks Manager*

Stacy left her position as Library Assistant III working with Serials to become the library's new Stacks Manager. She is currently pursuing her MLIS at Valdosta State University

Sheri Walters, *Stacks Manager*

Sheri left the Access Services team to pursue a new career in Alaska. ■

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ILLiad Document Delivery Services

There are some exciting changes in the way you can place requests for library materials through Document Delivery Services and Distance Learning Library Services this fall semester. The library has implemented new management software known as ILLiad. This service provides a Web-based interface that allows you to access your account from any computer that is connected to the Internet. After completing an initial profile, you need only key in your user ID and password to access your account. You can see what you have requested and where it is during the process in real time. Some of the things now available through ILLiad include viewing and changing the requests you just placed, retrieving your electronic articles and viewing what you have requested in the past.

These features are designed to put you in control of your library account and to help us to serve you more accurately and efficiently. To access ILLiad, click on the "Requests" button on the Library's homepage at <http://www.westga.edu/~library/>.

For more information on Document Delivery Services for Faculty go our webpage at <http://www.westga.edu/~library/depts/docdel> or email us at docdel@westga.edu.

For more information on Distance Learning Library Services for Students go to our webpage at <http://www.westga.edu/~library/depts/offcampus/> or email us at offcamp@westga.edu. ■

Finding Fulltext articles with SFX

This Fall, the library began implementing the SFX Link Server, which will enable UWG researchers to quickly find the fulltext of any article we own. The library provides students online access to about 15,000 journals. These are indexed in nearly 200 online resources that provide citations and full articles. Currently, a researcher can locate a citation but not the full article itself in one index and not realize the full article is actually available in one of the library's other online resources. The SFX Link Server is a web application and database that provides a link from such citations to an interface that displays where the article is available online, on the shelf, and at other libraries. If the full article is available in none of the library's resources, the SFX server can carry over the complete article citation for use in an InterLibrary Loan request if the user desires (a request that the library get a copy of the article for the researcher). The SFX Link Server includes a database of online journal and resource descriptions that is updated monthly by SFX and can be updated via an administrative interface. Ingram Library will soon provide a web form for researchers to manually input and search the SFX Links Server for specific journals and specific articles (useful for finding articles from print bibliographies).

UWG and Agnes Scott join the GETS libraries (Emory, Georgia State,
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We have purchased additional viewing equipment for movies, whether VHS or DVD. We have added an electronic music performance collection so we don't rely on or have to replace turntables, tape players or CD players; we've moved to electronic reserves for much of that collection – students can access from outside the building, and materials should be available more quickly. We will investigate changing loan periods for videos; although we have long had a policy of inter-shelving materials regardless of format, we'll look at the possibilities of changing that (particularly in periodicals).

This coming spring, Ingram Library will survey students; faculty/staff will be next surveyed in the spring of 2006. In the meantime, we'll be working on the results we've already received.

Full results of the survey are available at url: (http://www.westga.edu/~library/info/surveys/2004_faculty/). Following is a summary of major findings:

- 62 responses from 28 different academic departments were received.
- 20% of respondents visit the library once a week (more than 60% visit once a month)
- More than half visit the library “electronically” once a week (more than 80% visit once a month)
- When they use the library, more than 60% of the faculty respondents find what they need all or most of the time
- 70% feel that the library has what students need to complete assignments all or most of the time
- Overall, faculty were most satisfied with library staff and services, least satisfied with library resources/collections and library equipment.

The following services or resources were judged most important (in order, beginning with most important):

- 1st Access to online full-text articles
- 2nd Ease of navigation of the library's web site
- 3rd (Tied):
 - Print book collection, and
 - Print journals
- 4th Reference book collection
- 5th Communications regarding new resources

Those services or resources judged least important (again in order, from bottom to top):

- 1st Audio recordings
- 2nd Special Collections
- 3rd (Tied):
 - Government documents
 - Microforms
- 4th Online liaison subject guides
- 5th Liaison program

After considering the most/least important services/resources, what is the library actually doing well or poorly?

The following services received the highest marks of satisfaction (in order, beginning with best):

- 1st (Tied):
 - Telephone assistance
 - Reference desk assistance
- 2nd Course reserves
- 3rd Hours of operation
- 4th Liaison program
- 5th (Tied):

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- Access to online full-text articles
- Communication regarding new services
- Communication regarding new resources
- Ease of navigation of library web page

The following services/resources received the lowest marks of satisfaction (in order, beginning with worst):

1st (Tied):

- Audio recordings
- Videos
- Print journals

2nd Special collections

3rd Microform collection

4th Electronic book collection

5th Online liaison subject guides. ▪

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University of Georgia and Georgia Tech) in this second phase of piloting a statewide GALILEO implementation of the SFX Link Server. Ingram Library secured part of the initial funding from Student Technology Fees with additional and ongoing funding provided by Ingram Library.

The SFX Link Server will help reduce the complexity in conducting research by helping researchers locate full articles. Its use should increase the utilization of research materials already purchased for UWG researchers.

Look for the following button when searching our databases:



If the database you're in doesn't offer the fulltext of the article you're after, click the SFX button to ascertain where you can find it. ▪

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New Databases

Pre-CINAHL: Nursing and Allied Health at EBSCOhost, a companion database to CINAHL, is intended to provide current awareness of new journal articles. It includes a rotating file of limited bibliographic information, which is available to researchers only for the time when these articles are being assigned additional indexing. This enables users to gain access to article citations that otherwise would not be available. Once the bibliographic records are complete, they are added to the CINAHL database and removed from Pre-CINAHL.

Classical Music Library is the world's first classical music listening service for libraries. Our growing collection of 30,000-plus tracks for listening and searching is supplemented by extensive reference materials and backed by a powerful suite of tools designed for librarians and educators.

The CQ Insider is a one-stop mega-database for national, international, and state level contacts. More than 10,000 federal offices, regulatory agencies, congressional committees, international organizations, and state government contacts at your fingertips.

The CQ Public Affairs Collection, a storehouse of public policy content organized by 22 key topics, pulls together CQ's wealth of historic documents and primary source materials, statistical overviews, directory contact information, and the very best in-depth reporting on current affairs to create a one-stop source for public policy content.

CQ Supreme Court Collection blends historical analysis with timely updates and expert commentary of Supreme Court decisions, biographies of Supreme Court justices, Supreme Court institutional history, and the U.S. Constitution.

Early American Imprints, Series II: Shaw-Shoemaker (1801-1819) Covering every aspect of American life during the early decades of the United States, this rich primary source collection provides full-text access to the 36,000 American books, pamphlets, and broadsides published in the first nineteen years of the nineteenth century.

JSTOR: Arts & Sciences IV (to be completed by the end of 2006) The Arts & Sciences IV Collection will include a minimum of 100 titles and will be released beginning in early 2004 and concluding in 2006. Law, psychology, and public policy and administration are the new areas introduced with this collection. The collection will also include business and education titles.

JSTOR: Arts & Sciences Complement (to be completed by the end of 2008) The Arts & Sciences Complement is intended to offer participants a method to seamlessly add journals related to the core Arts & Sciences I, II, III, and IV collections. For the Arts & Sciences Complement, journals may be focused in any of the more than 30 arts, humanities, and social sciences disciplines covered by JSTOR.

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The Conference Board

TCB research is a searchable database of full-text research reports on the latest issues in business management and US and global economics. Proprietary, nonbiased research includes studies of F500 companies on business trends, leadership decisions, performance excellence, corporate governance, HR, productivity, CRM and more. Economics material includes topline US and global economic indicators and analysis and forecasts of US and international economic conditions. ■

Remembering Charles Beard

Charles E. Beard, Professor and Director of University Libraries at the State University of West Georgia for 26 years, died June 2, 2004 at the age of 63. Charles is remembered as an adept and diplomatic administrator, a nationally recognized leader in the library community, and a tireless advocate for both libraries and the State University of West Georgia. Charles' vision and commitment to service helped navigate Ingram Library through a period of rapid technological change that has forever altered librarianship and academic research. His influence, however, extended far beyond West Georgia, as he was instrumental in advancing and extending access to GALILEO to all libraries and educational institutions in Georgia. Charles was a leader in the national library community, actively participating in professional associations, including the American Library Association (ALA), the Southeastern Library Association (SELA), the Georgia Library Association (GLA), the White House Conference on Libraries, the Regents Academic



Committee on Libraries, the Georgia State Board for certification of librarians, and the Advisory Board of the Georgia Center for the Book. Charles was indeed committed to libraries, librarianship, and librarians themselves, a fact that was recently pointed out by a speaker at Charles' retirement reception: "In a group associated with libraries or electronic information systems or anything associated with ideas--advocacy for ideas and collections of ideas--there are people there who know Charles Beard, and more importantly, like, respect, and in most instances love Charles Beard." In addition to his commitment to libraries and the profession of librarianship, Charles was also an advocate for the State University of West Georgia, serving as chair of UWG's 5-Year Facilities Master Planning Committee. UWG President Beheruz Sethna recently announced that "In recognition of the invaluable service that Charles Beard has provided to the University of West Georgia, the Facilities Master Plan that will guide the University's development for the next several years will henceforth be referred to as the Charles Beard Facilities Master Plan."

Beyond libraries and UWG, Charles brought his commitment to service into the wider Carrollton community. As a volunteer for Positive Response, Charles delivered meals and assisted AIDS patients. He also taught Bridge classes to community residents, passing on his expertise in a game that he loved to others.

To honor Charles Beard upon his retirement from Ingram Library and the State University of West Georgia, the Charles E. Beard Ingram Library Endowment Fund was established. The Fund, which will benefit Ingram Library in perpetuity, is a fitting tribute to Charles and a lasting testimony of his love for and dedication to Ingram Library, the State University of West Georgia, and the library profession.

Remembrance donations may be made to:
Charles E. Beard Ingram Library Endowment
West Georgia Foundation, Inc.
State University of West Georgia
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The Collection Connection is also available online at
http://www.westga.edu/~library/depts/news/colcon/past_issues.htm