

Library COLUMNS

January 2001 Vol. 4 No. 13



Jackson Library Service Extends Beyond UNCG

One e-mail ref question I received this spring came from a woman in Nice, France, who is working with a cellist planning to perform the caprices of Alfredo Piatti next year, the centennial of Piatti's death. She wanted to see the text of a book by Morton Latham on Piatti, which she had discovered we owned. We got to corresponding (in French, as it turns out) and I ended up sending her about 60 pages of our text. The book was too fragile to copy the rest. I then got Duke to send us their rebound copy, from which I copied the rest, and sent it on to her. She was very happy to receive all this material, as well as some info on Latham, and she will provide us with a copy of the CD when it gets made (hopefully) next year.

- Mark Schumacher
Reference

Last fall, the Documents Department received several inquiries concerning an episode of the television series "JAG," entitled "Code of Silence," concerning the military's response to sexual harassment. The major issue concerned the U.S. Navy conflict resolution program utilizing the "Red Light, Yellow Light, Green Light" method. Among other interested parties, the VFW Post in a North Carolina city wanted anything and everything we could provide for them about this program and method. In our searching, we found several military sites on the web that outlined official sexual harassment policy, but none which gave full-text access to this particular document, NAVPERS publication 15620, "Resolving Conflict: Following the Light of Personal Behavior." Upon further searching, we found that the Navy Recruiting Command site maintains a very thorough summary and discussion of this publication, and we added this and several other U.S. military sites to our subject site, "Resources on Sexual Harassment" (<http://library.uncg.edu/depts/docs/us/harass.html>). This site is listed on the main "United States Government Information" site of the Government Documents Department, and includes a great variety of information, from institutional policies to Supreme Court decisions to instructional programs.

- Bob Gaines
Government Documents

UNC COOPERATIVE BORROWING STREAMLINED

An initiative to streamline cooperative borrowing of library materials among all of the UNC system institutions was put in place as a pilot project in September.

Instead of using the traditional cooperative borrowing card issued by the library of the home institution, it is now possible to visit another UNC System library, confirm your status as student, faculty, or staff at UNCG, and check out materials. The new model is more of a "self-service" arrangement for initiating the reciprocal borrowing.

How does this process work? A Web page hosted at North Carolina State University provides a map of North Carolina with hyperlinks to each of the sixteen campuses. This map is part of the borrower authentication site and can be found at <http://www.lib.ncsu.edu/ads/unc/>. If you want to have privileges for the cooperative borrowing process, click on the box with the name of your home site (i.e. UNC-Greensboro) and log on with your user ID and four-digit PIN. A screen should then display showing your name and status - student, faculty or staff - and an expiration date for borrowing. Make a printout of the

borrower information screen from your home institution and then present it to the Circulation Desk at the library where you want to borrow materials. A photo ID must also be presented at registration and checkout. The host institution will then enter a record for the cooperative borrower into its local library system. Those not currently registered as a student or employed as faculty or staff at UNCG will not be able to verify their status, since they will not be listed in the Jackson Library circulation system.

If you try this new process and encounter any problems, please report them to Teresa Allen, Circulation Division Manager in Jackson Library, or phone the Circulation Desk, 334-5304. If you are a student and do not know your PIN, ask at the SuperLab in the Library. Faculty and staff who are not sure of their PIN number should call Client Services, 334-3117. In general, the Library PIN is the same as the UNC Genie PIN but without the last two digits. For additional information on Circulation Services at Jackson Library, consult the Circulation Department's main Web page at

<http://library.uncg.edu/depts/circ/>

Faculty Survey Indicates Satisfaction and Support for Jackson Library

A survey of 373 teaching faculty at UNCG conducted in the spring of 2000 indicates widespread satisfaction and support of Jackson Library, with 87% expressing satisfaction with the Library. The survey has a sampling error of $\pm 5\%$ at the 95% confidence level. "We are very pleased that the survey reflected high levels of general satisfaction with Library resources and programs among the teaching faculty," says Associate Director Dana Sally. "Perhaps just as important, however, is that the survey identifies areas where additional work needs to be done."

Several findings in the survey point up the ways in which library use has changed in recent years. For example, 63% of those responding use a campus computer to find library resources at least weekly, while 39% visit the Library in person as frequently. High degrees of satisfaction were expressed for the ability to complete various library forms and make requests electronically, access electronic databases, and place material on electronic reserves.

Support for traditional library functions continues to be very strong, with 90% of faculty believing that the book collection is important or somewhat important and 88% feeling similarly about the print journal collection. While there was 69% satisfaction with the book collection and 62-63% satisfaction with the print and electronic journal collections, both print and electronic collections were identified overwhelmingly as the top priority for library improvements over the next five years. These top priorities were followed by space (for collections, study and collaborative research) and equipment.

Faculty appear quite concerned with students' ability to use library resources. Only 11% of faculty were satisfied with students' ability to use the library when they first come to UNCG as undergraduates. Satisfaction improves to 44% with the abilities of juniors and seniors.

Faculty expressed some concern about the aging library facility. Satisfaction levels in this part of the survey did not top 80% on any question, and dissatisfaction was expressed with physical access (13-14%) and the amount of space in the Library.

Faculty were especially well-satisfied with their ability to get help from Library staff and faculty; a variety of questions yielded satisfaction levels in the range of 90%. To build upon this excellent relationship, the survey responses also support improving the Library's liaison program with campus departments and improving awareness of programs such as table-of-contents services and new document delivery options.

Other than the concern about entering students' ability to use the Library, the greatest dissatisfaction concerned the Library's photocopiers and photocopier charges, listening equipment, and microfilm equipment. Not surprisingly, 16% of faculty also felt that their department's book allocation was not sufficient. Another area of some dissatisfaction, though still identified by fewer than 15% of respondents, was the journal/periodical collection, with concern about both the print and electronic collections.

Jackson Library thanks all faculty who completed the survey. The results will be used, along with other considerations, as a basis for program direction and resource allocation, as well as further study and improvement in library services.

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Barry Miller, editor

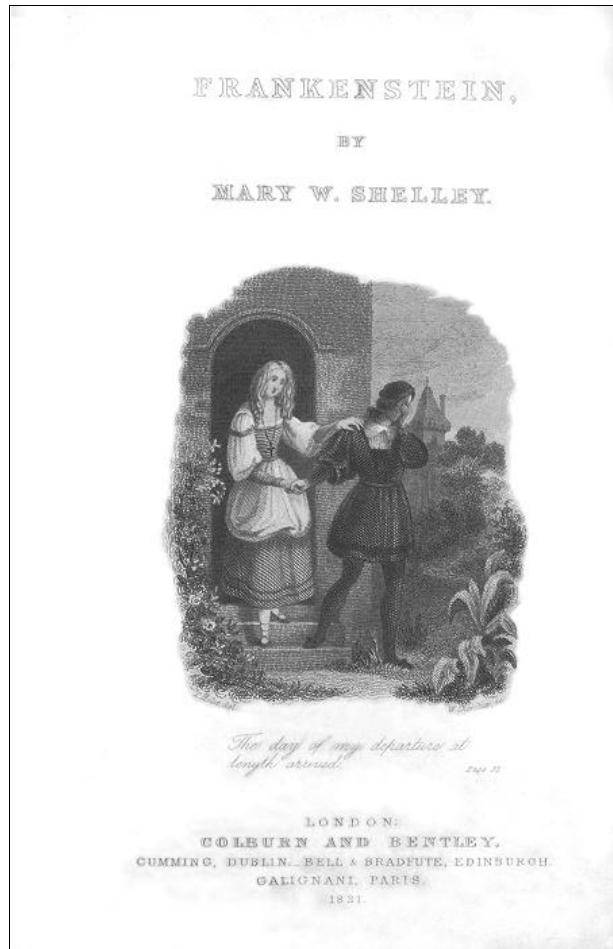
Women "Scribblers" at UNCG

Nathaniel Hawthorne's unfortunate chauvinistic remark about the "scribbling women" of his generation clearly does not apply to the majority of women writers, both British and American, represented in the belles-lettres component of the Woman's Collection at UNCG. Containing important titles of just about every prominent British or American female author of the eighteenth or nineteenth century, the collection, although far from comprehensive, includes some rare and significant gems.

Among British poets and fiction writers, the earliest in the collection is Katherine Philips, the "Matchless Orinda," a much-admired seventeenth-century poet and literary salon leader whose early death to smallpox cut short a promising career. She is represented by an early posthumous collection of her works, Poems by the Most Deservedly Admired Mrs. Katherine Philips (1678), the only title by Philips in Jackson Library. From the same era comes a significant work by Aphra Behn, generally acceded the honors of being the first British woman to live by her writing and the first important female dramatist. The Woman's Collection contains an important edition of her poetry, Poems Upon Several Occasions, with A Voyage to the Island of Love (1684). This book of poems is unusual in that it has as a preface twenty-four pages of tribute poems to Behn and her book by a number of contemporary poets.

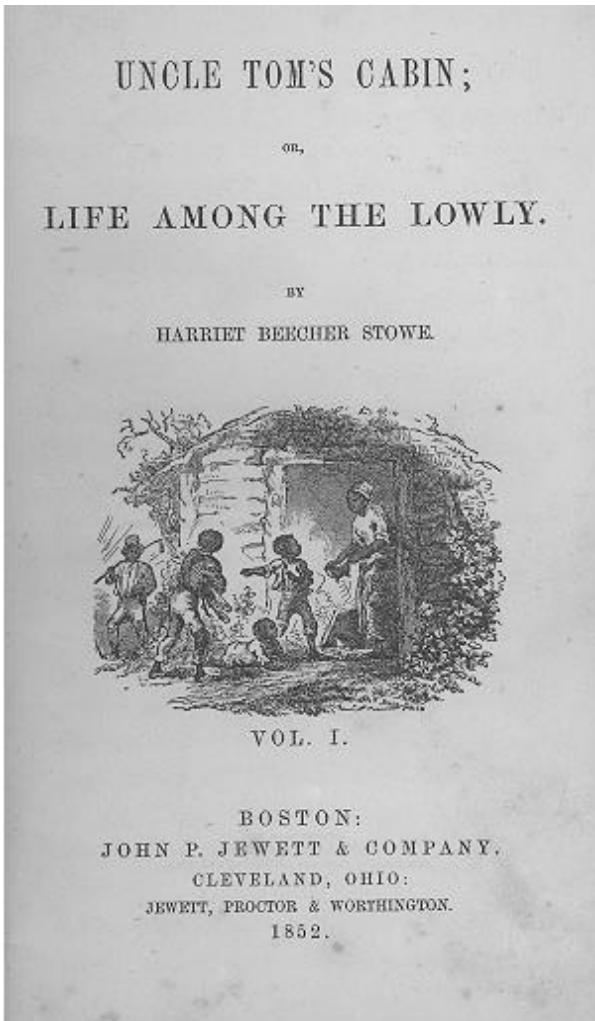
Among the earliest and most prominent eighteenth-century women authors is Sarah Fielding, the sister of the novelist Henry Fielding. Her best-known work, The Adventures of David Simple (1744), was followed by Familiar Letters Between the Principal Characters in David Simple (1747). Special Collections has first editions of both titles. Among a small body of other eighteenth-century literature by women are several works by Hester Lynch Piozzi, the friend and chronicler of Samuel Johnson, including a first edition of Anecdotes of the Late Samuel Johnson (1786); Charlotte Lennox is represented by an early edition of her most famous work, The Female Quixote.

The collection of nineteenth-century fiction by



women contains a number of treasures. One of the earlier titles is one of the most important and popular of all British novels: Mary Shelley's Frankenstein. Although UNCG does not own the extremely valuable first edition of 1819, it does have the highly significant first revised edition of 1832, which contains Shelley's famous preface about the composition of the story. Keeping company with Frankenstein are other important works by prominent British women, including a second edition of Jane Austen's well-known "triple decker," Sense and Sensibility (1813), and a second printing of the first book by the Bronte sisters, Poems, by Currer, Ellis, and Acton Bell (1846), written under the pseudonyms which echoed their real initials.

From the American side of the Atlantic are several valuable works of the eighteenth and nineteenth centuries. Earliest in the collection is Poems on Various Subjects, Religious and Moral (1773), a highly valuable first edition by Phillis Wheatley, the first important black female author in America.



Mercy Warren, the first significant woman dramatist in America, is represented by a first edition of her Poems, Dramatic and Miscellaneous (1790), published by the distinguished American publisher

and printer, Isaiah Thomas.

A true gem of the Woman's Collection is Harriet Beecher Stowe's Uncle Tom's Cabin, probably the most influential novel in American literary history. UNCG is fortunate to have the scarce first edition (1852) of this landmark work. Other important nineteenth-century first editions include Charlotte Perkins Gilman's The Yellow Wallpaper (1898) and Kate Chopin's The Awakening (1899). Among a number of other important works are Hours of Life and Other Poems (1853), by Sarah Helen Whitman, to whom Poe was once engaged; a signed copy of Lydia Sigourney's The Man of Uz and Other Poems (1862), and the first issue of Beadle's Dime Novels, Malaeska, The Indian Wife of the White Hunter (1860), by Ann Stephens. The Woman's Collection has significant holdings for a number of other prominent writers of the century, including Catharine Maria Sedgwick, Caroline Hentz, Sarah Orne Jewett, and Mary Noailles Murfree. Although maintained separately from the Woman's Collection, the most valuable and most complete representation of a woman author is the Emily Dickinson Collection, which includes among its approximately forty titles valuable first editions of the first three collections of Dickinson's verse, published several years after her death.

Although UNCG's desiderata list of titles by women is large, the current collection is a testimony to the contributions that British and American women have made to great literature.

- Dr. Bill Finley
Special Collections Librarian

Cooperative Online Resource Catalog (CORC) Continues to Capture Quality Web Sites for Easy Access

First described in the September issue of *Library Columns*, World Wide Web resources of interest to scholars are still being identified and cataloged steadily at Jackson Library through the CORC project. While CORC is no longer a research project *per se*, many discoveries are still taking place since

the Internet continues to offer a wide range of quality sites for inclusion in the Resource Catalog. CORC was merged into the WorldCat database in July 2000. WorldCat can be found on the Electronic Databases listing on the Library's home Web page, <<http://library.uncg.edu/>>

The following are some examples of Web sites recently cataloged through CORC and available on WorldCat and our local online catalog. All may be searched directly by title.

American Society on Aging. Features the San Francisco-based society. Posts contact information, tele-

phone and FAX numbers and e-mail. Notes that the society is dedicated to enhancing the knowledge and skills of those working with older adults and their families.

American Society of Addiction Medicine. Features the non-profit organization based in Chevy Chase, Maryland. Explains the Society's goals: to improve the quality of addiction treatment and to educate health care professionals and the general public as to what treatments are available.

Benjamin Franklin: Glimpses of the Man. Presents information on American statesman, scientist, and philosopher, Benjamin Franklin. Includes a family tree and a timeline of the events in Benjamin Franklin's life. Provides information on the Benjamin Franklin National Memorial and the Franklin Institute Science Museum. Discusses Franklin's electrical experimentation and his inventions.

English and American Literature. Provides an information resource from the Indiana University at Bloomington Libraries. Includes a guide to printed library materials, such as reference books, biographical sources, and literary research. Contains information on finding materials in other libraries.

BioOne: A Revolution in Bioscience Research. Claims to offer a cost-effective alternative to commercially published journals by allowing high-value, non-profit journals from scientific societies to remain viable. Describes its sponsorship by the Scholarly Publishing and Academic Resources Coalition (SPARC) and

the American Institute of Biological Sciences (AIBS).

Explorers Club. Features an international non-profit organization for explorers and scientists worldwide. Focuses on field research and scientific exploration. Provides expedition planning assistance, research grants, and educational lectures and publications.

Hemingway-Pfeiffer Museum and Educational Center. Describes the Hemingway-Pfeiffer Museum and Educational Center of Arkansas State University in Piggot, Arkansas. The property, which is a national historic site, is associated with the American writer, Ernest Hemingway, and includes a barn studio and the family home of Hemingway's second wife, Pauline Pfeiffer.

Masks.org. Offers a directory of Internet sites related to masks. Includes images of masks, arranged alphabetically and by geographical area. Provides information on mask makers and masquerade troupes. Offers access to mask artists, event information, and publications related to masks. Provides links to related resources such as museums, universities, and galleries.

The Menil Collection. Contains information from the collection opened in 1987 to preserve and exhibit the art collection of John and Dominique de Menil. Considered one of the most important privately assembled collections of the 20th century, it houses approximately 15,000 paintings, sculptures, prints, drawings, photographs, and rare books.

Michigan Electronic Library

(MEL) Social Issues and Social Services. Presents a list of electronic resources related to social work. Includes a search engine. Provides access to resources on such topics as abortion, aging, homelessness, workplace violence, and substance abuse. Offers access to associations, employment resources, government agencies, grant information, and nonprofit organizations.

North Carolina League of Municipalities. Introduces a non-partisan network of 509 cities, towns, and villages in North Carolina working together to provide the best municipal government possible to the citizens of the state.

Piedmont Triad Council of Governments. Provides information and access to services from the Council. The Council is a voluntary association of municipal and county governments, enabled by state law to promote regional issues and cooperation among members. Serves 34 member governments in the following six counties: Alamance, Caswell, Davidson, Guilford, Randolph, and Rockingham.

Russian Studies: Sites to Link You to History, Politics, and Culture. Offers a collection of Internet resources, compiled by ECU's Natasha Lyandres and Deborah Stanley at the University of Georgia. The collection was originally published in the January 2000 issue of College and Research Libraries, a division of the American Library Association.

Victoria and Albert Museum. Features the world's largest museum of the decorative arts, founded in 1852 to support and

encourage excellence in art and design. The museum is home to 145 galleries, including collections of sculpture, furniture, fashion, textiles, paintings, silver, glass, ceramics, jewelry, books, prints, and photographs.

Web Gallery of Art. Presents a virtual museum and searchable database of European painting and sculpture of the Gothic, Renaissance, and Baroque periods. Currently contains over 7300 reproductions. Biographies, com-

mentaries, and guided tours are available.

- April Wreath
Technical Services
Systems and
Projects Librarian

Jackson Library News



Beth Bernhardt

Beth Bernhardt joined Jackson Library's faculty in December as the Electronic Journals/Information Delivery Librarian. Beth has had experience in electronic resources, cataloging, reference, circulation, collection management, and interlibrary loan. Previously Associate Director of Library Services at Greensboro College, she also participates in the North Carolina State Library Master Trainer Program.

Electronic Information Resources Librarian **Tim Bucknall** spoke about distance education support at the North Carolina Library Association's Reference and Adult Services Section meeting in October. He was also an invited speaker at the West Virginia Library Association's Annual Conference, where he spoke on the topic, "Sanity 101: Linking the Li-

brary to the Web." University Archivist **Betty Carter** spoke at the national meeting of the Oral History Association in Durham in October. Her paper was "Women in a World at War: Changes in the Worldview of Women as Seen Through the Experience of World War II Women Veterans."

Music Librarian **Sarah Dorsey** was elected Vice Chair/Chair Elect of the South East Music Library Association (SEMLA) at its recent meeting in New Orleans.

Assistant Reference Librarian **Gerard Holmes'** article "Grants: Interdepartmental Collaboration to Teach Grantsmanship Skills," co-authored with Dr. Charna K. Howson, Associate Director of the Office of Research Services, was recently published in *The Bottom Line*; 13:3 2000; pp. 146-150.

Assistant Reference Librarian **Lisa Roberts** attended the Second Annual Virtual Reference Desk Conference in Seattle in October. She is working on pilot virtual reference projects for implementation at UNCG. Lisa's article, "Review: Musical Heritage Network Instrument Encyclopedia" was recently published in *Electronic Resources Review*; 4:6 2000.

Laurie Troutman Williams has joined the Circulation Department of Jackson Library as desk

manager. Previously, Laurie was a teacher in the Lexington area. While attending Appalachian State University, she worked in that library's periodicals, circulation, and ILL departments.

Karen Ward has joined Jackson Library in the Administrative Office. She was previously in the Exercise and Sports Science Department and has also worked on campus in Telephone Services and the Physical Plant. She has an extensive background in office management, bookkeeping and computer processing.

April Wreath, Technical Services Systems and Projects Librarian, spoke on "The CORC Project in Theory and Practice at UNCG" at the Annual Meeting of the Southeastern Library Network in Atlanta. Ms. Wreath also facilitated a table discussion on the CORC project at the OCLC (Online Computer Library Center) Breakfast at the annual SOLINET meeting.

Friends of the Library Activities

The Friends of the Library and the UNCG Bookstore hosted a reception on September 12 honoring faculty members of the Bryan School of Business and Economics who recently published books or edited professional or schol-

arly journals. Among those honored were Sheldon D. Balbirer, Lew G. Brown, E. Holly Buttner, Bruce Caldwell, Bradley Kirkman, Kevin B. Lowe, Albert N. Link, Paul Muchinsky, John Neufeld, Prashant Palvia, and Donald Jud.

Betty Morrow, Chairperson of the Book Sale Committee, wishes to thank all who contributed to make the Friends of the Library Book Sale in October another success. Total receipts, which will go toward building library collections, amounted to \$3,941.35.

The Friends of the Library and the MFA Writing Program recently honored Associate Professor of English Tom Kirby-Smith on the occasion of the publication of his book, *The Celestial Twins: Poetry and Music through the Ages*, published by the University of Massachusetts Press. Tom, a Life Member of the Friends of the Library, presented his paper "George Herbert's Poetic Music," in which he paid tribute to former faculty members and colleagues Amy Charles and Elizabeth Cowling. Dr. Charles' collection of George Herbert materials was the nucleus of an important collection now held by the Special Collections Division of



Tom Kirby-Smith

Jackson Library. Dr. Cowling was the author of *The Cello*, which was Herbert's favorite musical instrument. Dr. Cowling's papers are part of the Cello Music Collection of the Special Collections Division. Kirby-Smith's talk concluded with a performance of Herbert's poem, "Antiphon." by John Cary, a graduate of the School of Music. Doctoral student in music James Bumgardner accompanied Mr. Cary.



Ned Cline

Chancellor Patricia M. Sullivan and the Friends of the Library hosted a discussion of the book, *Adding Value: The Joseph M. Bryan Story from Poverty to Philanthropy*, with author Ned Cline on December 6. Mr. Bryan, for whom the Bryan School of Business and Economics is named, was one of North Carolina's most influential businessmen and philanthropists. Mr. Cline, a former newspaper reporter, managing editor, and associate editor of the *News & Record*, is also a long-time member of the Friends of the Library and conducted much of his research in the Joseph M. Bryan Archives housed in the University Archives and Manuscripts Division of Jackson Library.



Robert Morgan

Author Robert Morgan will address the Friends of the Library on March 29 at 7 p.m. in the Performance Hall of the School of Music Building. Mr. Morgan's book *Gap Creek* was recently chosen as an Oprah Book Club selection, and he will share his views on the impact of the Oprah Book Club phenomenon on his career and on the nation's reading habits. Mr. Morgan has had a distinguished career since graduating from the MFA Writing Program at UNCG in 1968. He also holds a B.A. in English from UNC Chapel Hill. Now Professor of English at Cornell University, he has received the Southern Poetry Review Prize, the Eunice Tietjens Prize for Poetry, the Hanes Poetry Prize, and the North Carolina Award in literature, as well as a Guggenheim Fellowship. From his first book of poetry, *Zirconia Poems* in 1969 through his latest books, *Gap Creek* and *The Balm of Gilead Tree*, he has often written about life in the Blue Ridge Mountains where he grew up. His hard-working characters are often based on stories handed down from previous generations.

Because Cone Ballroom will not be available due to construction, there will NOT be a seated dinner this year prior to Mr. Morgan's remarks. There will be a reception in the School of Music Building instead.

Walter Clinton Jackson Library
UNC Greensboro
P. O. Box 26175
Greensboro, NC 27402-6175

Calendar of Upcoming Library Events

March 1, 2001

"Different Voices: Readings from the Poems and Letters of Emily Dickinson," presented by the Honors Program and Jackson Library

4 p.m. Special Collections Division, Jackson Library, 2nd Floor

Free

March 1-31, 2001

"A Certain Slant of Light: The Poetry and Presence of Emily Dickinson."

This exhibit in the Special Collections Division features selections from Jackson Library's collection of Emily Dickinson materials.

8 a.m.-5 p.m. Monday-Friday, Special Collections Division, Jackson Library, 2nd Floor

Free

March 29, 2001

Friends of the Library Annual Meeting, featuring author Robert Morgan

7 p.m. School of Music Building Performance Hall, with reception following in the Music Atrium

Admission charged. For more information, call Barry Miller at 334-3741.