



# Library COLUMNS

October 1999 Vol. 4 No. 8



## Selected Departmental Electronic Initiatives of Jackson Library:

Circulation offers online renewal of books.

Current Periodicals/Reserves is developing e-reserves to supplement the Library's traditional system of class reserves. Many class reserves are now available electronically from the web page, as well as on paper.

Interlibrary Loan accepts electronic requests for interlibrary loan service from faculty and graduate students.

Reference provides organized links to key Internet resources through its Quick Information Links and provides extensive training and classes in the use of electronic as well as traditional resources.

Electronic Resources and Information Technology manages the Library's web page at <http://library.uncg.edu/>, maintains over 200 computers in the Library, and insures access to over 120 databases.

Cataloging, together with Electronic Resources and Information Technology maintains a web-based catalog of the Library's holdings and key Internet resources.

Government Documents manages extensive web pages linking library users to key government resources available on the Internet.

Acquisitions accepts electronic book requests and produces a monthly web page of selected new acquisitions, as well as a weekly web page of all new books.

Special Collections and the University Archives have extensive information about their collections and finding aids on their web pages. They also use electronic tools to assess and order new materials.

The Friends of the Library has a web page for its members.

## Why Are We Wired? Jackson Library in the Era of "Virtual" Information Service

In a world in which many companies, goods and services are turning "virtual," how realistic is the idea of a virtual library? Is it even a good idea? If so, what elements are "ready for immediate delivery," which need more work, and which traditional library roles are still needed?

If one observes Jackson Library over the past few years, the trend in delivery of information is clear — electronic, web-based catalogs, databases and journals, now joined by e-reserves and on-demand online document ordering and delivery. In every library department, an awareness of electronic resources influences decision-making and service delivery. Clearly, aspects of the virtual library have found a place at UNCG and on campuses across the country. Our e-journal collection, with over 6500 titles, is now larger than the print collection, with just over 5200. In nearly all disciplines, web-based information is significant and growing in importance.

Why provide information electronically? Why have Jackson Library and other university research libraries added these resources and services?

The most important reason is that electronic resources are a major part of what it takes to deliver on the Library's mission, to support the educational, research, and service goals of the University by providing the informational resources and services required by the students, faculty, and staff. Because of demand by patrons, price, convenience and space considerations, libraries have adopted these resources as both necessary and desirable.

Electronic Information Services Librarian Tim Bucknall calls the web the "lingua franca of the Information Age." Increasingly, students and researchers come to a library already familiar with the web and how to use it, and they demand electronic services much as earlier library users demanded books and journals. The commuter student and the student involved in distance education, for example, expect the same level of library service as that available to the on-campus student. Access to electronic resources makes that service possible.

Other library users demand electronic services because of their need for rapid access. For many, electronic information can be gathered much more quickly than through traditional print sources, and sources can be updated faster and more frequently than print sources ever were.

Library users are aware of information resources beyond the books and serials found in the library. In many cases, electronic services allow access to publications that would otherwise be unavailable. For example, the WorldCat database includes the holdings of most major libraries throughout the world..

Many library users, especially undergraduates, may not understand that many of the databases available through the library are not available to the general public over the Internet. Some discover that fact only after they graduate and no longer have access to tools they have come to depend upon. While many of Jackson Library's databases are delivered over the Internet, many are not retrievable through popular Internet search engines such as Excite or Altavista, and some are only available by subscriptions beyond the financial reach of most individuals.

Moreover, Jackson Library and other libraries throughout the country enhance library users' likelihood of actually finding what they need on the Internet by selecting reliable, useful sites and linking to them on their web pages. For only two examples, see Jackson Library's Government Documents page at <http://library.uncg.edu/depts/docs/> and the Reference Departments Quick Info Links at <http://library.uncg.edu/depts/ref/qil.htm>.

The ease and convenience of electronic databases has grown enormously. Not only can the user now get citations and references, but also, in many cases, the complete articles, sometimes as images of the articles as they actually appeared in print. Unlike the physical library, the databases and the journals and the articles are available 24 hours a day, 7 days a week, thereby accommodating various schedules and deadlines. When a journal article is not available either in print or electronically, it often can be ordered and delivered directly to the user through such services as ISI Journal Tracker and Carl Uncover Reveal.

Paradoxical as it may seem, "virtual" information services may actually offer the most personalized library service of all by allowing customization to meet an individual's particular needs. Want to receive the table of contents of a journal you like as soon as it is released or routinely scan a number of journals for a particular subject you're tracking? Set up a profile in Carl Uncover Reveal. In each case, you may receive a bibliography of articles directly through e-mail. The service is customizable by you and for you. It may be added to, changed or deleted at any time. Jackson Library subsidizes the service and makes it available to the University community at no charge. If a citation appears that you want, you can order the

article for delivery directly to you. Over 17,000 journals are available in this manner, more than three times the number in Jackson Library's own collection.

Another reason for the move to electronic services may be a financial one. Library budgets are not growing fast enough to keep up with the steady increase in the price of materials. As a result, university libraries have watched their buying power diminish as print prices have risen well beyond the rate of inflation for more than a decade. One response has been to purchase virtual if not physical access to a journal by purchasing products from vendors such as JSTOR, Project MUSE, EBSCO, Infotrac, ProQuest, Lexis-Nexis and others. To help library users sort out which journals are available from which sources, Networked Information Services Librarian John Felts built a searchable database available at <http://library.uncg.edu/dbs/journals.html>.

Electronic information resources also help Jackson Library address one of its most pressing needs: space. Our facilities, a main building built in 1950 and a tower built in 1973, are nearly full. Off-site storage implemented in the summer of 1999 provides some but not nearly enough shelving to meet the library's need. Without electronic resources, shelving space would already be an emergency need. Compared to print, electronic resources take up almost no floor space, except for the computers necessary for access. The cost of purchasing an e-journal, or providing document delivery for articles identified as desirable, may sometimes be less than the cost of a print subscription except for very heavily used journals. This cost-benefit relationship is especially true for very expensive scientific and technical journals.

Other benefits accrue from having resources electronically. Users prefer to come to a physical library where there is attractive and adequate space for study, where they can find what they want quickly and easily. Very large, crowded libraries do not provide those features. A smaller, well-selected physical collection, supplemented by vast but well-organized "virtual" resources, may in some ways be preferable to an all-paper collection.

Does this mean Jackson Library will become a "virtual" library but not a physical one? Not anytime soon. Much of the world's accumulated knowledge was not created in the last 10-20 years. Much of it is not yet available online, nor is it likely to become so in the near future for logistical and financial reasons. While many serials are available electronically, many are not. Most books are not available online, though there are indications that on-demand publishing of new books is coming, and some are already available. Still, most expect that physical collections, especially of older books, will remain for the foreseeable future if not forever. Special collections and

unique archives and manuscripts will remain largely paper resources, though even in this area digitization is a growing trend, and identification by web-based finding aids is critical.

Probably because of the growth and heavy use of e-resources, book circulation is down at UNCG and in academic libraries almost everywhere, yet Jackson Library still circulated almost 300,000 items in 1998-1999. Will anyone come to the physical library in the future? We think they will. Jackson Library's gate count was over 722,000 people last year, a 55% increase over five years ago. Will the printed word remain viable in the world of multimedia? We believe it will. Reading is still a critical skill, and multimedia has usually supplemented rather than replaced print, especially for serious scholarship in most fields. Will some library users still prefer to read printed words on a page to reading computer monitors or microforms, even if they find the references to those words by means other than print? Again, we think so.

To these questions, as always, we invite your comments.

Barry Miller  
Special Projects Librarian

## **Making the Most of Jackson Library: Research Skills Instruction**

Students come to Jackson Library, either electronically or in person, at a number of different points in their academic careers. Some are freshmen with minimal exposure to a major academic library. Others are returning to school in an era in which libraries are far different from what they remember. Some are transfer students with a need to improve their library research skills. Some are upper level students doing research in their majors or preparing for the job search. Others are graduate students for whom Jackson Library will become like a second home, while still others will use the library almost exclusively as "virtual visitors." In each case, the faculty and staff of Jackson Library want to build students' expertise and confidence in navigating the library and using its resources and services to maximum benefit. Often, students think that "everything is on the Internet," and use general search engines to find everything, not realizing that there are many other resources avail-

able, some much more appropriate for their use. Part of the Library's challenge is educating students about the specialized resources available in print or in databases available from the library web page but not on the broad public Internet and not covered by search engines.

Nancy Fogarty, coordinator of the research skills instruction program at the Library, invites faculty and teaching assistants to incorporate research skills instruction into their courses at appropriate points. Most students remember what they use, and they use libraries differently depending on where they are in their program. If it ever did, a general introductory tour of the library building no longer meets their needs for the rest of their careers. Instead, library use skills are built over time, perhaps beginning with tours and followed up by other sessions at different points in the student's career. At each level, there are different goals and competencies to be developed. At best, students hone their library skills by using the library successfully to complete meaningful assignments and course work.

The objectives of research skills instruction change over the course of a student's career. New students receive special attention from Reference Librarian Lisa Roberts, who coordinates the Library's program for incoming students. She offers classes which include some or all of the following: (1) discussion of research strategies; (2) identification of appropriate information sources; (3) selection and use of relevant indexes and abstracts (print or electronic); and (4) use of the Library's online catalog. These classes, like most of the over 400 offered by the Library each year, are taught in the Electronic CITI facility.

Upper level students usually use the library more than beginning students. Professors often collaborate with librarians to include specialized research skills instruction as part of their upper level classes. In many cases, juniors and seniors attend research skills instruction sessions taught by a librarian with expertise in the subject field. In these sessions, they learn about the reference materials, databases and web resources that pertain to the subject they are studying. They may also find course guides on the Library web pages noting key resources of interest for that particular course.

Graduate students are usually given special library instruction within the context of the core research course in their discipline. By this stage, students will develop skills not only in their fields and in the use of Jackson Library resources, but also in using the resources of other libraries through cooperative borrowing agreements, interlibrary loan and document delivery.

Information sheets covering Tips for Effective Library

Assignments and Research Skills Instruction are available on the Jackson Library web site: <http://library.uncg.edu>

Inquiries about adding research skills instruction to classes are welcomed and may be addressed to Nancy Fogarty (email: [nancy\\_fogarty@uncg.edu](mailto:nancy_fogarty@uncg.edu)) or others in the Library's Reference Department by phone at 5419.

## Government Documents

The staff of the Government Documents and Microforms Division extends an invitation to all faculty and staff to examine our many new and revised web sites for government information. Our information is constantly changing, so take a peek at our main Government Documents web site and do some surfing: <http://library.uncg.edu/depts/docs/>.

Faculty in particular should examine

- our "classroom instruction" site which will describe the program offered by the department: <http://library.uncg.edu/depts/docs/instruct.html>; and
- individual course guides found at the URL: <http://library.uncg.edu/depts/docs/classes.html>

Generally, such instruction is offered in the CITI lab on the first floor, so that the appropriate web sites can be projected onto a large screen, and the students will have workstations in front of them. Contact Bob Gaines for further information concerning instruction sessions by calling 334-5251 (email: [rfgaines@uncg.edu](mailto:rfgaines@uncg.edu)).

Jackson Library has been an official "depository" for United States government publications since 1963, and for North Carolina state publications since 1987, but patrons should remember that we also maintain federal and N.C. state materials back to the beginnings of these governments in some cases. Legislative materials, in particular, are fairly complete for the federal level and cover much of the 19th century at the state level. Most of the documents in the North Carolina collection are on microfiche, although a considerable number of paper publications are available as well. One of the major strengths of the collection is the large number of statistical publications, but patrons should remember that the collection is extremely varied, ranging from university newsletters to museum programs. U.S. materials cover a wide range of formats, from paper and fiche to CD-ROM and simple web sites, and an even wider range of topics. Most of these publications, both state and federal,

will now be found through the main online catalog of the library, although patrons will need to consult with the Documents staff concerning earlier materials.

The Microforms Collection, including microfiche, film, card, and microprint, constitutes a much more significant resource than most patrons realize. In actuality, it represents the largest single segment of the entire library collection. The Library's microfiche holdings are divided into several categories:

- North Carolina and U.S. government publications
- ERIC (Education Resources)
- College Catalogs back to 1976 (the current and recent catalogs are now accessed via the College Source web site)
- LC Classified fiche (books, periodicals, historical documents, monographs, theses, and dissertations, etc.)

In addition, a wide variety of North Carolina, U.S., and international newspapers and periodicals covering numerous disciplines and popular genres are available on microfilm. Some items of special note in the microform collection include the following:

- The Civil War photographic negatives of Mathew Brady (Film 1823)
- Presidential Papers including Ulysses S. Grant (Film 465) and Andrew Jackson (Film 492)
- President John F. Kennedy's Assassination (Film 313)
- The Sears Roebuck Catalog 1888-93 (Film 44)
- Newspapers such as The Times of London. 1785 - present (Film 152)
- The Gerritsen Collection of Women's History (Film 3810 and Microfiche HQ 1121.G4720)

Patrons should be aware that the Documents Division staff are ALWAYS available for help in finding and using any type of microform whenever the Library is open. The division has two new reader/printers which make better copies than ever before.

Contributed by Documents Division staff members Susan Gerritsen, Adam Cox, Melanie Buckingham, and Bob Gaines.

## Early American Women's Magazines: Jackson Library Treasure Trove

The largest and one of the most interesting and useful research collections at Jackson Library is the Woman's Collection. Located in Special Collections and formed by

both purchases and gifts, the collection now includes over 9,000 volumes and is one of the most extensive of its kind in the United States, with titles dating from the sixteenth through the twentieth centuries.

As a research collection, the Woman's Collection has numerous categories: tracts on women's education, occupations, and suffrage; cookbooks; and books on etiquette, beauty and fashion, marriage, health, and domestic economy, as well as an extensive collection of detective fiction by American women authors and an equally extensive collection of Girls' Books in Series.

One of the most appealing categories in the Woman's Collection is the compilation of early women's magazines, the forerunners of today's Cosmopolitan, Ladies' Home Journal, Mademoiselle, and Ms. Although the earliest journal in the collection is a British publication from 1784 with an exhausting title, The Lady's Magazine; or Entertaining Companion for the Fair Sex, Appropriated Solely for Their Use and Amusement, the focus is largely on nineteenth-century American publications. The earliest American title is The Ladies' Magazine and Repository of Entertaining Knowledge. Launched in 1792 in Philadelphia, this journal carried on its title page the aphorism "The mind t' improve and yet amuse," a statement of principle which would accurately describe most women's magazines to follow.

More significant in the history of American women's magazines was a later journal of the same title from Boston. This Ladies' Magazine, a monthly miscellany featuring instructive essays as well as belles lettres, was begun in 1828 by Sarah J. Hale, perhaps the best-known female editor of the early nineteenth century. More interested in education than mere amusement, Hale included practical instruction in each issue, along with the requisite poetry and fiction. The Ladies' Magazine was the first American women's magazine to last more than five years.

Faced with financial difficulties, The Ladies' Magazine was absorbed in 1837 by what was to become the most famous, most successful, and longest-running women's magazine of the nineteenth century. Begun by Louis Godey in 1830, Godey's Lady's Book lasted until 1898, establishing a reputation as the foremost journal of its type. Although never equalling for literary value the likes of Graham's, The Knickerbocker Magazine, and other literary journals of the day that catered to both men and women, Godey's attracted contributions from practically all of the foremost American authors, including Emerson, Hawthorne, Longfellow, Holmes, Melville, and

most of the leading female writers, especially Lydia Sigourney and Harriet Beecher Stowe.

It is not literature, however, for which Godey's is best known. Its fashion plates, always impressive with their delicate pastel watercolors, were "extended" in 1861 to a fold-out format, creating a new attraction for this already popular feature. Students of ladies' fashions of the nineteenth century have a brilliant showcase of evolving designs in Godey's. The finely etched steel or copper engravings enhancing the features of each issue also contributed to the unprecedented sales of 100,000 issues by the mid-1850s. Godey's was probably the most handsomely illustrated of all nineteenth-century American magazines.

Perhaps the most unusual of all the magazines in the Woman's Collection is the Lowell Offering. Published between 1840 and 1845, this monthly miscellany of poetry, fiction, essays, and music was written entirely by female mill workers in Lowell, Massachusetts, and provides a unique glimpse at the subjects that interested working-class women of that era.

These women's magazines form a very rich research component of the Woman's Collection at UNCG. Although newspaper editor Charles A. Dana proclaimed of women's magazines in 1846, "Heaven protect us from such literature," such magazines offered a wide array of enjoyment and advice and today provide perhaps the best glimpse into the lives, thoughts, expectations, and desires of nineteenth-century American women.

Bill Finley,  
Special Collections Librarian

## Jackson Library News

The Music Division of Jackson Library moved into the new Music Building at the beginning of the Fall semester. For the first time, books, journals, scores, reference materials and music listening materials are all in one place.



Mary Jarrell  
photo by Jan G. Hensley

The Friends of the Library, the UNCG Book Store and the MFA Creative Writing Program are pleased to announce that **Mary Jarrell** will read from her new book, Remembering Randall : a Memoir of Poet, Critic, and Teacher Randall Jarrell at a program to be held on Monday November 15. The reading will be held in Jarrell Lecture-

Hall, at 3:30 p.m. A reception and book-signing will follow in the Special Collections Division of Jackson Library, located on the 2nd Floor of the Main Building.

Novelist **Lee Smith** has been confirmed as the featured speaker at the annual Friends of the Library dinner to be held on March 22. She retired this past year from teaching at N.C. State University.



Lee Smith

The Friends of the Library Book Sale will be held October 13-15 in the Main Lobby of Jackson Library. Prices will be \$2 on the first day, \$1 the second day, and \$.50 on the third day. Donations of recent books in good condition are welcomed anytime prior to the sale. Please come out, pick up some bargain books, and help us raise money to support the collections

and services of Jackson Library.

Last year, the faculty of The University of North Carolina at Greensboro collectively published sixty four books. To honor these and other past and future book authors, the UNCG Book Store and the Friends of the Library are initiating a series of receptions to honor the authors. The receptions will offer members of the university community and the general public a chance to meet and talk with these authors and to purchase and have copies of the books signed. The first two of these receptions have been scheduled. The first will honor recent book authors from the Sociology Department and will be held October 6 at 4 p.m. in the Special Collections Division of Jackson Library, located on the second floor. The second reception, to be held November 30 at the same time and place, will honor book authors from the English Department.

The Library completed moving approximately 85,000 books to offsite storage during the summer. The move of these lesser-used materials frees space in Jackson Library for new materials. Even so, space is tight. The move has given us room for 4-5 years additional growth in the stacks.

The Women Veterans Historical Project continues to grow. There are now over eighty oral history interviews in the collection documenting the female experience in World War II. An article on the Project will appear in an upcoming UNCG magazine.

The Reference Department has revised and updated its Department pages, due primarily to the efforts of **Laura Hayworth, Mary Katherine Amos** and **Heidi Schachtschneider**. The Department also revised the Virtual Reference Desk and renamed it "Quick Information Links." It is available on the shortcuts from the Library home page at <http://library.uncg.edu/>.

**John Overly** has received the Library Service Award given "to recognize and reward members of the SPA Library staff who provide outstanding leadership and service in furthering the accomplishment of the mission of the Library."



John Overly

Special Collections Librarian **Bill Finley** published an article entitled "A Noble Tradition: Creative Writing at UNCG" in the Summer 1999 issue of North Carolina Libraries.

Reference Librarian **Amy McKee** was part of an international group of librarians, publishers

and subscription company representative that developed a suite of generic standard licenses for electronic journals. These agreements are expected to ease licensing of electronic resources for offsite access, which is important for distance education initiatives at UNCG.

**Mary Jane Conger**, Assistant Catalog Librarian, has been named the Outstanding Congregational Librarian by the national Church and Synagogue Library Association.



Mary Jane Conger

Reference Librarian **Mark Schumacher** gave a paper, "Girls Series Books: a View of Times Past" at the annual conference of the Popular Culture Association in San Diego, CA in April. The paper described and discussed the 1900-item collection of these materials housed in the Special Collections and Rare Books Division of Jackson Library.

At the American Library Association Annual Conference in New Orleans (June 26, 1999), Reference Librarian Gerald Holmes, presented a Poster Session, "Grants Treasure Hunt: A Collaborative Effort!" The poster session highlighted the services of the Jackson Library and the Office of Research at The University of North Carolina at Greensboro in providing resources to grants-seeking students, faculty and staff. Databases covered include GrantSelect, GrantsWeb, Community of Science, SPIN (Sponsored Information Network), the Grant Advisor and CRIS (Community Resource Information System).

**Tim Bucknall** and **John Felts** of the Electronic Resources and Information Technology Department will each speak at the Library and Information Technology Association meeting in November.

Networked Information Services Librarian **John Felts** published two reviews in Electronic Resources Review, and has been invited to speak at the Ninth Annual Off-Campus Library Services Conference.

Reference Department Head **Kathy Crowe** has been elected to the LAMS Board (Library Administration and Management Section) of the North Carolina Library Association for a two year period beginning in September.

Acquisition Librarian **Rick Anderson** published a

paper entitled "Library Service Fees: What Was the Question, Again?" in Library Collections, Acquisitions and Technical Services 23 no. 2 (Summer) 1999.

**Robert James**, Head of the Circulation Department and co-chair of the Library's Preservation Committee, attended the workshop "Hurricane Preparedness and Recovery: Surviving the Big One" at UNC Wilmington on August 2nd. The workshop addressed the nature of hurricanes and the tornadoes they may spawn, library disaster plans, storm proofing institutions, proactive measures to take before, during and after the storm, and available disaster assistance resources. Dr. Michael Trinkley, director of the Chicora Foundation, a non-profit organization based in Columbia, South Carolina specializing in preservation consulting and training for museum, library, archive, and historic site personnel, conducted the workshop. The event was sponsored by SOLINET (Southeastern Library Network) Preservation Field Services and the North Carolina Preservation Consortium.

**April Wreath**, Systems Librarian, and **Terry Brandsma**, Information Technology Librarian, have been invited to speak at the UNC CAUSE 99 Conference in Raleigh to be held October 13-15, 1999. "Creating an Electronic Reserves System that Works for You and Your Library" will be presented jointly with Jill Ellern, Systems Librarian at Western Carolina University.

**Melanie Buckingham** has joined the staff as night and weekend supervisor for Documents. She was previously Admitting Secretary at HealthSouth Surgery Center of Greensboro. She worked as a Library Student Assistant in Documents while a student at UNCG and is working on her Masters degree in Library and Information Studies.

**Shannon Byers** has joined the staff in Current Periodicals/Reserves. Shannon has held several public service and management positions in the private sector.

**Scott Hinshaw** has joined the Circulation Department staff. Scott is a recent UNCG graduate who worked in the both the Cataloging and Circulation departments as a student.

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## Upcoming Events

October 6 **Faculty Book Authors Reception** featuring authors from the Sociology Department, hosted by the UNCG Book Store and Friends of the Library  
Special Collections Division, Jackson Library 2nd Floor, 4 p.m.

October 13-15 **Friends of the Library Book Sale** – Jackson Library 1st floor

November 15 – “Remembering Randall,” a program honoring Mary Jarrell, author of Remembering Randall : a memoir of poet, critic, and teacher Randall Jarrell. Sponsored by Friends of the Library, MFA Creative Writing Program and the UNCG Book Store. Jarrell Lecture Hall, 3:30 p.m. with reception following in Special Collections Division, Jackson Library 2nd Floor

November 30 **Faculty Book Authors Reception** featuring authors from the English Department - hosted by UNCG Book Store and Friends of the Library  
Special Collections Division, Jackson Library 2nd Floor, 4 p.m.

March 22 **Friends of the Library Annual Dinner** with Lee Smith