



# Library COLUMNS

Walter Clinton Jackson Library, UNC Greensboro

November 1998

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## Taming the Flood or Patching the Dike? Managing Serials at Jackson Library

Ah, serials.

Few topics in the field of academic librarianship bring on more discussions, conferences, opinions and headaches. Library managers are well aware that the cost of serials takes up an ever-increasing slice of the academic library budget pie. ARL libraries more than doubled expenditures for serials from 1986 to 1997, but purchased 6% fewer serial subscriptions. The average annual increase for serial unit cost has been 9.4% over the same period.<sup>1</sup> Researchers know that the number of journals seems to be growing, not just the prices. Bill Katz, author of Magazines for Libraries, estimates that there are now over 200,000 periodical publications.<sup>2</sup> How is the library budget supposed to absorb the price increases? How is the researcher to keep up with the flood of material being written?

While these questions are easy to ask, the answers are harder to come by. Jackson Library, like other libraries around the world, grapples with the issue, which is of sufficient duration that it may no longer be seen as a crisis but a persistent problem with which libraries must deal for the foreseeable future. While there do not appear to be many outright solutions, there are some techniques which offer some promise for dealing with the problem.

One of the key serials issues is the relationship between access and ownership. For generations, libraries purchased at least the core serials they needed to support their academic programs, and faculty and students came to the library to browse, read and use them for research. When budgets gave out, the library borrowed articles from expensive or lesser-used titles on interlibrary loan from other libraries, a process that could take anywhere from a few days to several weeks. This model of interlibrary cooperation continues. Jackson Library subscribes to

over 5200 serials, and its interlibrary loan borrowing of journal articles last year amounted to over 5000 items.

Still, new patterns of serials usage and management are emerging. There is now considerable discussion about the merits of providing access to journals rather than purchasing them. Access may be achieved in a variety of ways in addition to ownership, primarily by using electronic sources or document delivery suppliers.

Jackson Library is using both means. Rapid expansion of our electronic resources has given us access to over 4000 electronic journals in full-text, with more being added all the time. These resources are scattered throughout a variety of databases, however, which makes finding the electronic text of the journal you need difficult without some intermediation by the Library staff. New Networked Information Services Librarian John Felts, who joined the Library in June, is working on this intermediation. One of his goals is to create a single searchable and browsable web presence at the Jackson Library site which will contain all of the full-text online journals available through Jackson Library. Says John, "Our goal is to provide the most value to the user. We want access to be as easy to use as we can make it. Many places provide a list of links, but we want our university community to have the ability to search for titles and broad subject areas as well. We also want them to know the range of dates covered electronically."

Until the project of providing seamless access to all of our full-text online journals is complete, you will hear a lot about services like **JSTOR**, **Project MUSE**, **NC LIVE** and **Journal Tracker**. All are, at least in part, ways to get at the full text of articles in various scholarly and popular periodicals.

Let's look at some of them individually.

**JSTOR**, named for its goal of journal storage, provides extensive cover- to-cover full-text electronic backfiles of 65 leading academic journals from volume 1, number 1, some going back as far as the late 19<sup>th</sup> century. This archival project provides long electronic runs of titles in fields including but not limited to the social sciences, history, philosophy and mathematics. It is quite remarkable in its depth of coverage for journals that were not previously available electronically over such a long period of time. Like other databases, it offers the ability not just to deliver article texts, but also to retrieve relevant citations, a task that was previously accomplished only in laborious fashion using printed indexes for articles more than 10-20 years old.

Says Library Director Doris Hulbert, "Students and faculty members who depend on older journal literature for their research will realize significant benefits from **JSTOR**. It offers powerful search and retrieval tools that are impossible with print or microforms. Important to both libraries and users is the fact that every publisher that signs on with **JSTOR** must grant a perpetual license assuring that backfiles will always be available through **JSTOR**. Librarians are rightfully concerned about the lack of similar guarantees for the archives of other databases of journal literature: older material may disappear as more current articles are added."

A complete list of the journals covered in **JSTOR** may be found at  
<http://library.uncg.edu/ejournals/jstor.html>

**Project MUSE** contains electronic cover-to-cover backfiles of 45 journals published by the Johns Hopkins Press during the 1990's. It is one publisher's attempt to provide comprehensive electronic access to its own publications. A list of the journals covered may be found at <http://library.uncg.edu/ejournals/muse.html>

A number of the Library's databases also contain the full-text of some or most articles in a given journal, but they are not necessarily all cover-to-cover, and many contain bibliographic citations and abstracts for some journals rather than the full text. Among these sources are

**InfoTrac**, which indexes about 1000 journals, including some highly specialized business, humanities, social science, and science journals, and offers the full text of some articles;

**Proquest Direct**, which contains several thousand periodicals, dissertations, newspapers, and magazines; and

**EbscoHost**, which produces full text for over 2,000 publications.

Last spring, the North Carolina legislature provided funding for a base-line collection of 40 databases, many with the full text of journals. This program, dubbed **NC LIVE**, is designed to create a standard "library" of databases for all of the academic and public libraries in the state, and, eventually, the K-12 school media centers. **NC LIVE** adds a number of resources, including full text of such sources as the Wall Street Journal, New York Times, Greensboro News and Record and the Raleigh News and Observer, as well as other popular and academic titles.

Confronted with this wealth of full text material, how is the student or researcher to find the material needed? Either one must become extremely familiar with the Library's resources, or one may turn to the project to create a master list of online journals.

Another tool in the Library's toolbox for providing access to serials is the use of document delivery suppliers. In a sense, this represents the application of just-in-time (JIT) techniques to libraries. Businesses have been using just-in-time purchasing and materials procurement for several years to reduce their costs of doing business and warehousing. Briefly stated, JIT involves acquiring raw materials just prior to using them in manufacturing. It may also involve producing the product very quickly following receipt of an order for the product.

The same concept is being applied to libraries. Instead of purchasing a journal subscription, the Library orders an individual article only if and when a researcher requests it. While this may seem to be expensive, libraries such as the one at Louisiana State University have shown that they can reduce the cost of expensive science and technology journals by using such document delivery. Between January 1993 and June 1996, LSU's library cancelled over \$700,000 worth of journal subscriptions. To compensate, they subsidized document delivery from services that offered rapid turnaround. Over the 42-month period, LSU spent just under \$137,000 on this document delivery.<sup>3</sup> In dollar terms, at least, the decision to go with document delivery paid for itself several times over. Even though an article may have to be ordered several times, and multiple articles from a given issue may be needed, the total expense for ordering is likely to be less than the cost of a subscription for very expensive or lesser-used titles.

**ISI Journal Tracker**, now offered to selected science departments at UNCG with exceptionally expensive serials needs, is one such document delivery tool employed by Jackson Library. Through **Journal Tracker**, faculty members receive an e-mail of the table of contents and article abstracts of journals they are

interested in as the issue is published. The faculty member can then order the articles directly from the document delivery supplier and receive them via fax, e-mail or U.S. mail. Turnaround time is generally within three working days. Not only does this service provide potential overall cost savings to the Library budget, it also offers customized service to the faculty member who can then keep up with journals in his or her field conveniently. For the Library, **Journal Tracker** is an experiment that may save money on subscription, storage and processing costs.

Because it provides document delivery as well as tables of contents, **Journal Tracker** is a fairly expensive service. Another tool for helping UNCG faculty and students keep current is **CARL Uncover Reveal**. **CARL Uncover Reveal** allows a UNCG community member to subscribe to an e-mail table of contents service for any of over 17,000 journals. For example, you might choose to receive the table of contents for the Chronicle of Higher Education, and then preview it before deciding whether to come to the Library and review it personally. UNCG's account with CARL provides only for the tables of contents, not for document delivery. Interlibrary loan service is available for articles not in our collection. The URL for **CARL Uncover Reveal** is <http://uncweb.carl.org/reveal/>

What is clear about this sometimes confusing array of options for utilizing serials is that change is occurring in the way serials are being ordered and used. For many, this change is troublesome. Critics decry the tendency of large academic libraries to drop lesser-known titles that they may hold uniquely, thus thinning the pool of research materials that may be available. Librarians counter that care is taken to insure that other libraries hold a title before it is cancelled. Publishers of marginal serials may be forced out of the publishing business, reducing the pool of publications in which scholars may publish. Academic presses are being pushed and pulled into the business of serials publication to correct what some see as excessive pricing by commercial publishing. The trend toward electronic publishing in lieu of paper publishing, not just in addition to it, has made it more difficult to predict which journals will carry true weight in the future, and there are as yet no standards for archiving e-journals which are never published in paper. In fields such as high-energy physics, unrefereed journals published electronically have in some ways become the standard for scholarly communication, breaking a long-standing pattern.

"Faculty increasingly recognize the speed, convenience and scope of electronic access to journals," says UNCG Assistant Director for Collection Development Bob Galbreath. "At the same time it is difficult in many

cases to change familiar patterns of research and communication. As with any change, there are advantages and disadvantages," continues Galbreath. "But wherever rapid access to very current information is vital, electronic access is obviously preferable."

Change requires adjustments. Some note that Socrates complained over 2000 years ago that the invention of writing disrupted traditional social relationships. Others recall that the advent of Gutenberg's printing press eventually not only put skilled scribes on the unemployment line but also dramatically changed the nature of scholarly communication for at least the next 500 years. Will electronic journals become the standard means of scholarly communications, or will they go the way of microtext, lauded in the 1940's as the future of publishing? Time will tell, but Jackson Library remains committed to providing the University community with the services, collections and access they require for scholarship and research.

For more information about **JSTOR**, **Project MUSE**, **CARL Uncover Reveal** and **Journal Tracker**, call John Felts at 334-4238.

By Barry Miller,  
Special Projects Librarian

Notes:

1. Blixrud, Julia. "Statistics and Measurement." ARL 199 (August 1998) p. 5.
2. Katz, Bill. Magazines for Libraries. Ninth edition. NY: Bowker, 1997.
3. Kleiner, Janellyn and Charles A. Hamaker. "Libraries 2000: Transforming Libraries Using Document Delivery, Needs Assessment, and Networked Resources." College and Research Libraries 58(July 1997) pp. 355-374.

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## UNCG's Jackson Library Creating Collection To Honor Women Veterans

By Brian Long, UNCG Office of Information Services

It was their war, too.

Women weren't on the front lines during World War II, and Steven Spielberg isn't making epic movies about them. But women played an important role in the war effort by keeping America's military bases operating while men fought in Europe and the Pacific. Walter C. Jackson Library at The University of North Carolina at Greensboro is paying tribute to these women by creating the Women Veterans Historical Collection.

The collection will contain uniforms, diaries, recruiting posters, *Life* magazine issues and other memorabilia donated by women who served in the WACs, WAVES, SPARS and other such military units. In addition to the items, library staff will tape oral interviews with women veterans to record their stories for future generations. Anyone who wishes to donate memorabilia or share stories can contact the University Archives office at 336-334-4045.

"World War II was the first time that women went into military service in great numbers," said Betty Carter, UNCG's archivist. "We got to talking about the impact that women veterans had on campus, and we decided that it (the collection) was something that needed to be done."

The Library officially kicked off the project on Saturday, Nov. 7, at 11:30 a.m., with a program for women veterans and other interested people in the UNCG Alumni House. The event included a reception and luncheon. The library invited women veterans throughout the Piedmont area to attend. The program was free for veterans, and \$5 for guests.

People attending the event also toured "It's Our War, Too," an exhibit featuring items from the collection, which opened that day in Jackson Library. The exhibit will be on display through December in the Library's Special Collections room from 8 a.m. to 5 p.m. Monday through Friday.

UNCG was still the Woman's College of The University of North Carolina during World War II, and many of its students served in the military, Carter said. Brig. Gen. Mildred Bailey, a WC alumna, later headed up the Women's Army Corps, from 1971-75.

The idea for the collection grew out of conversations that Carter had with members of the WC class of

1950. Her intent is to form a research collection that military historians and women's history scholars can use. Though she's starting with World War II, she hopes to expand the collection to include materials and interviews from women who served in Korea and Vietnam.

For veterans such as Dr. Laura Anderton, the collec-



Archivist Betty Carter with materials for the exhibit.

tion has an additional purpose. She said it will educate younger generations about the realities of war. Anderton, a UNCG professor emerita of biology, arrived at Woman's College in 1948 after serving in the Women Accepted for Volunteer Emergency Service, or WAVES, the Navy's corps for women.

"People will forget about wars," said Anderton, who retired from UNCG in 1987. "The last year I taught before I retired, I used the word concentration camp and someone raised their hand and asked what it was."

Anderton has vivid memories about the war. The Nazis invaded Paris on the day she graduated from

Wellesley College. She was prompted to join the service in 1943 after discovering a piece of human vertebrae while walking on a Rhode Island beach with her father. At that time, German submarines were sinking American ships along the East Coast.

Later, after joining the WAVES, Anderton was marching with her battalion at the hospital corps school in Bethesda, Md., when they were stopped by 30 ambulances full of wounded soldiers, many still in their battle clothes. Some of the wounded were termed "basket cases" because their arms or legs had been severed in battle, she said. The wounded were whisked off to hospital wards.

"Later, our battalion volunteered to attend dances with these patients, who were learning to use their artificial limbs," she said.

Anderton has a scrapbook, photographs and medals that she intends to contribute to the collection.

She also has many stories to tell. When she was a battalion commander, one of her duties was to deliver death messages to women whose husbands or boyfriends had been killed in action. It was a difficult task for a woman in her 20s.

"What did I know about death at that time?" Anderton said. "It's very real what war is like to those of us who connected with things of that sort. We just don't want it to happen again."

## **Library Mounts Special Exhibit for the Guild of Book Workers, October 12-25, 1998**

The Special Collections Division mounted an exhibit entitled, "Judging a Book by Its Cover: The Art of Fine Bookbinding" during October. The exhibit was developed in conjunction with the meeting of the Guild of BookWorkers 18th Annual Standards of Excellence Seminar in Hand Bookbinding, held in Greensboro October 21-25, 1998. The Jackson Library exhibit featured treasures from the Special Collections Division which illustrate the best in modern bookbinding and the book arts.

The Guild of Book Workers is an international organization representing the hand book crafts. Its members include hand binders, restorers, illuminators, calligraphers, private press printers, and makers of paper and decorated papers, as well as librarians and collectors. There are a number of state and regional chapters. This is the first time the group has met in Greensboro. The Special Collections Division was invited to mount the exhibit by Monique Lallier, Chair of the Standards Committee of Excellence and a Summerfield, NC resident.

Following the conference, a separate exhibition prepared by Guild members opened November 1 at the new Greensboro Public Library. Entitled "ABECEDARIUM," the exhibit commemorates 1998 as the year of the "Letter." Design bindings and artist books relating to letters will be on display at the Public Library until December 31.



## **"Good Literature into Good Form": Way & Williams, Publishers 1895-1898**

Earlier this fall, the Special Collections Division presented an exhibit on Way and Williams, a small but influential Chicago publishing firm operating between 1895 and 1898. The exhibit traced the history of Way & Williams which epitomized the flourishing of small publishing houses in America near the end of the nineteenth century .

## Friends of Jackson Library Explore Publishing in Guilford County

Why is Guilford County home to at least 27 periodical publications? How do those publications conduct research and use libraries?

These were some of the questions explored at the recent fall Board of Directors meeting of the Friends of the Library. Friends Chairperson Liz Seymour, invited Board members and special guests from the publishing community to explore the relationship between publishing and libraries.

Jackson Library Director Doris Hulbert led off the evening with remarks about the common interests of libraries and publishers, among which are the need for an informed public and a mission to serve the communities of which they are a part. She noted common challenges facing both groups, such as technology, the rapid pace of change, the need to understand customers and the highly competitive information environment.

Hulbert reported that there are over 60,000 books and 200,000 periodicals published each year, insuring that no one can possibly keep up with everything. She noted Richard Saul Wurman's contention that this information glut has created what he calls "information anxiety." Because people cannot know everything they think they should know, they are stressed and anxious.

The pace of change in the world of information is accelerating. The Futurist magazine recently stated that general information doubles every 2.5 years. Another publication reported that online information doubles every 1.5 years.

A panel consisting of Mickey McLean of Sky magazine, Delta's in-flight publication, Robert Marks of Triad Business News, and Friends Chairperson Liz Seymour then offered opinions about publishing in Greensboro. Mr. Marks believes the education-mindedness of the Greensboro area allows it to nurture publications. Ms. Seymour feels that modern technology allows periodicals to be published anywhere, and that it is no longer necessary to be based in a "publishing center." Mr. McLean noted that people are sometimes surprised to realize that the in-flight magazines of three major airlines, Delta, US Airways and United, are published in Greensboro. Pace Communications, which publishes all three, was started by people who were already living here and saw no reason to change locations as their business grew.

The panelists agreed that one of the big challenges of electronic research and the Internet is the difficulty of finding accurate, reliable information that can be checked and verified. Some lamented that the pressure of deadlines and the perception of libraries as a place of books and print journals limited their use of libraries. At that point, Electronic Information Resources Librarian Tim Bucknall demonstrated how Jackson Library has adapted to the changing environment by using electronic resources and helping filter them so that patrons and clients can use the technology quickly, efficiently and effectively.

Among other guests were Board members David Bailey and his wife Anne, Margaret Bertrand, Sally Cone, Martha Ransley, Mel Swann and his wife Jean, Mike Renn, Bill Snider and his wife Flo, Jon and Terri Obermeyer, Mildred Powell, Sidney Stern and his wife Johanna, and Teresa Styles. Guests from the publishing community included Lance Elko and Abigail Seymour of Attaché and Justin Catanoso of The Business Journal.

The staff of Jackson Library wishes to thank each of the attendees for their participation and support of the Library. Pace Communications, Inc. is a corporate member of the Friends of the Library.

### A sampling of Guilford County Periodical Publications

Business Life  
Carolina Gardener  
Carolina Peacemaker  
Education Center  
Learning  
The Mailbox  
The Mailbox Bookbag  
Mailbox Teacher  
ESP  
Furniture Today  
GF Woman  
Greensboro News and Record  
High Point Enterprise  
High Points  
Home Accents Today  
Imaging Entrepreneur  
Minilab Developments  
Monkeyshines  
North Carolina Christian Advocate  
North Carolina Sportsman  
Our State  
Pace Communications  
Acura Driver (for American  
Honda Motor Company)  
Attaché (for US Airways)  
Elegant Bride  
Hemispheres (for United Airlines)  
IGA Grocergram (for the IGA))  
Navigator (for Holiday Inn Ex  
press)  
Sky (for Delta Airlines)  
Piedmont Ballpark News  
The Business Journal  
Rhinoceros Times  
Southern Plumbing, Heating,  
Cool-  
ing Magazine

## Library Honors and Awards

The **Jackson Library Cello Music Collections Website** has received the Internet Cello Society Website Award. Selection for "The I.C.S. Seal of Excellence" is based on the content, cello relevance, creativity, and presentation style of a particular Web site. The Web site was developed and is maintained by Carolyn Shankle and Janis Pardue of the Special Collections Division.



Special Collections is the home of five major cello collections. These collections represent the work of Luigi Silva, Elizabeth Cowling, Rudolf Matz, Maurice Eisenberg, and Janos Scholz and contain thousands of published and manuscript scores, recordings, personal correspondence, teaching notes and other materials of interest to cello scholars, performers and teachers.



The **Weather Information Website** of the Documents Division was featured as a "Hot Site" by Starting Point. Starting Point is a commercial Web site that lists "Choice Web Sites" that were voted upon by the general public while visiting the Starting Point Web pages.

Weather Information contains both local and global weather forecasts, worldwide climatic and severe weather information, as well as guidelines to prepare for any kind of major storm or natural disaster. Weather Information is maintained by Amy Avers, a staff member in the Documents Division and graduate student in UNCG's Department of Geography.



L-R: Doris Hulbert, Modgie Jeffers, April Wreath, Martha Ransley

### **Modgie Jeffers Honored with Jackson Library Service Award**

Colleagues of **Modgie Jeffers** describe her as personifying the concept of library service and as being a quiet but steadfast leader who is diligent, positive and someone to look up to. On May 7, she was honored as the first recipient of the Jackson Library Service Award, established upon the retirement of former Circulation Department Head Martha Ransley to recognize those who provide outstanding leadership and service in furthering the accomplishment of the mission of the Library. Modgie is a long-time employee of Jackson Library, where she serves as Library Assistant in the Acquisition Department. Modgie is advisor to UNCG's Zeta Phi Beta Society and co-advisor to Phi Beta Sigma. She was graduated from Bennett College, where she earned a BA in English and a minor in li-

brary science.

## Service Awards

Much of the success of Jackson Library lies in the continuing contributions of its staff, some of whom have given much if not most of their careers to UNCG. Several of our staff members are celebrating service anniversaries during 1998. We thank them for their many contributions.

### Twenty-five Years

Modgie E. Jeffers, Acquisition Dept.  
Sylvia E. Lippard, Administration

### Twenty years

Clara P. Kelly, Catalog Dept.  
Cynthia B. Slater, Catalog Dept.

### Ten Years

Amy L. Avers, Government Documents Dept.  
Betty H. Carter, University Archives  
Tammy L. Williams, Catalog Dept.

## New Staff members

**Sharon Bullard** joined the faculty of the Library on September 15 in the newly created position of Administrative Services/Personnel Librarian. Her responsibilities include administering various aspects of personnel functions for the Library, staff development and training programs, and managing facilities. Ms. Bullard has a B.S. in Education from the University of Central Arkansas, and M.S.L.S. from the University of Denver.

On June 15, **John Felts** joined the Library in the newly created position of Networked Services Librarian. The position was developed in response to the rapidly growing virtual collections available through the Library's online system and will be part of the Library's Electronic Information Resources Department. Mr. Felts will provide instruction and training in the use of networked electronic resources, assist in the maintenance of library Web pages, and work on the development and delivery of new library services via the Web.

In March, the Special Collections/University Archives Division welcomed its new Head, **Bill Finley**. Bill comes to UNCG from the College of Charleston where he had been Special Collections Librarian since 1992. Previously, he was employed at Yale University's Beinecke Library, working primarily with their literary archives.

**Susan Hendrickson** joined the Interlibrary Loan office in September. She has fifteen years experience in

the book selling industry as a clerk, buyer and manager of Atticus Books.

**Jennifer Hill** is the newest member of the Current Periodicals/Reserve group. Jennifer was a Library Assistant at the Neal F. Austin Public Library in High Point for four years while attending Guilford Technical Community College.

On July 1, 1998, **Gerald Holmes** became the newest member of the Library's Reference Department. Mr. Holmes has an MLS degree from the University of North Carolina at Chapel Hill and a B.S. degree in criminal justice from the University of North Carolina at Charlotte. He also recently completed an M. Ed degree from the University of Cincinnati in curriculum and instruction with an emphasis on instructional technology.

In August, **Barry Miller** arrived to assume his role as the Library's first Special Projects Librarian. In this capacity Barry will provide administrative support for the Library's management information, external funding, communications, and publications programs. He holds a B.A. in history from Wake Forest University and a M.S.L.S. from the University of North Carolina at Chapel Hill.

**Marion Thorp** joined the Circulation Department May 25. Marion has experience in both academic and public libraries, having worked in the libraries at the Guilford College and Greensboro College as well as the Greensboro Public Library. She holds a bachelor's degree in Music Education from Greensboro College.

## Staff Activities

**Rick Anderson**, Head Acquisition Librarian, will present his paper entitled "The Debate Over Library Service Fees: What Was the Question, Again?" at the Charleston Conference at Charleston SC on November 4-7. The Charleston Conference is a gathering of over 500 librarians, vendors and publishers to discuss acquisitions and serials issues.

Assistant Reference Librarian **Gerald Holmes** was elected to the 1998-2000 Executive Board of the Black Caucus of the American Library Association. Along with fifteen other librarians, Gerald will be responsible for addressing issues and concerns from the African American librarian population and will aid in setting standards and developing mandates that will improve services and the progress of BCALA. Gerald was also named a Director of the Round Table for Ethnic Minority Concerns of the North Carolina Library Association.



**Kathy Crowe**, Head Reference Librarian, facilitated a workshop, "Moving Ahead While Honoring the Past: Assessing our Operations," on September 24. The workshop was sponsored by the Resources and Technical Services Section of the North Carolina Library Association.

Special Collections Assistant **Carolyn Shankle** published an article, "Development of Children's Literature Collections," in the July 1998 issue of the Newsletter of the Children's Book History Society.



## Interlibrary loan from your desktop

When needed research materials are unavailable at UNCG, graduate students, staff, and faculty members may request them through the Library's Interlibrary Loan Service. Interlibrary Loan makes it possible for researchers to obtain books and photocopies of articles from libraries around the world.

Jackson Library has recently made the process even easier, especially for commuters and distance education students. You may order materials on interlibrary loan from the computer in your office or home via the Web. To access the service, use the Interlibrary Loan link on the Jackson Library web page at <http://www.uncg.edu/lib/ref/ill.html>

Photocopies of articles are mailed to you directly. When a requested book comes in, you will be notified of its arrival, and may pick up it up in the ILL office. When that office is closed, you may get it at the Reference Desk.

If you have questions about interlibrary loan, call 336-334-5849.



## No time to check the New Books Shelf ?

No problem.

From your desktop computer you may now reach This Week's New Books which can serve as your virtual new books shelf from the Web menu of JACLIN Plus. The list is organized by Library of Congress Classification and can be browsed by call number order. It is also possible to do keyword searches to find a topic of interest.

Give it a try soon at

<http://library.uncg.edu/newbooks/NWBKS.html>



### Hours of Operation

Fall Semester 1998

17 August 1998 - 11 January 1999

#### Regular Schedule

Monday - Thursday	8:00 A.M. - 12:00 Midnight
Friday	8:00 A.M. - 10:00 P.M.
Saturday	10:00 A.M. - 10:00 P.M.
Sunday	10:00 A.M. - 12:00 Midnight

#### Exceptions:

November	
24 Tuesday	8:00 A.M. - 10:00 P.M.
25 Wednesday	8:00 A.M. - 5:00 P.M.
26 - 27 Thursday - Friday	CLOSED
28 Saturday	10:00 A.M. - 5:00 P.M.

#### December

8 - 11 Tuesday - Friday	8:00 A.M. - 1:00 A.M.
12 Saturday	9:00 A.M. - 1:00 A.M.
13 Sunday	10:00 A.M. - 1:00 A.M.
14 - 15 Monday - Tuesday	8:00 A.M. - 1:00 A.M.
16 - 18 Wed. - Friday	8:00 A.M. - 5:00 P.M.
19 - 20 Saturday - Sunday	CLOSED
21 - 23 Monday - Wed.	8:00 A.M. - 5:00 P.M.
24 - 29 Thursday - Tuesday	CLOSED
30 - 31 Wed. - Thursday	8:00 A.M. - 5:00 P.M.

#### January

1 - 3 Friday - Sunday	CLOSED
4 - 8 Monday - Friday	8:00 A.M. - 5:00 P.M.
9 - 10 Saturday - Sunday	CLOSED

## Library Columns

Walter Clinton Jackson Library  
UNC Greensboro  
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### Upcoming Events

Miniature Book Exhibit, Main Lobby, through December 1

Women Veterans Exhibit, Special Collections, November 7 - January 11, 1999

Friends of the Library Spring Dinner with Fred Chappell, Tuesday, March 16, 1999 at the Cone Ballroom at Elliott University Center, with reception in the Virginia Dare Room of the Alumni House