



Library COLUMNS

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Jackson Library News

The recent Friends of the Library Book Sale raised \$4316.80. Many thanks to all who participated and made purchases. **Betty Morrow** chaired the Book Sale Committee.

Acquisition Librarian **Rick Anderson** will present a paper on license negotiation at the Charleston Conference in early November, where he will also participate in a panel discussion on the same topic. He will also be presenting an adapted version of his paper on library service fees to the Long Island Library Resource Council.

Cindy Badilla has been appointed Assistant Music Librarian in the Music Division of Jackson Library. She comes to UNCG from the University of Minnesota where she worked in collection development and reference services in the Music Library. Earlier, Ms. Badilla participated in the Junior Fellows Program in the Music Division of the Library of Congress. Ms. Badilla holds a master of library and information science degree from The Catholic University of America and a bachelor's degree in cello performance from the University of Costa Rica.

Electronic Information Resources
(Continued on page 3)

Electronic Reserves - On the Right Track and Growing

What began as a pilot project during the 1999 Summer Sessions is now a growing and dependable resource for students and faculty. When photocopies of articles, class notes, or book chapters are placed on reserve by professors, they are now also scanned and made available electronically through the reserve component of our online catalog. Students no longer need to make the trip to the Library to get access to required readings; all they need is an Internet-connected computer and Acrobat Reader. As of the beginning of October, we have over 1700 E-Reserve documents in our system - over 800 MB of data. Of the 328 courses with reserve materials, 151 (46%) have some materials available electronically.

A core group from four different library departments initially investigated the concept of providing Electronic Reserves (E-Reserves) to our users. Each had responsibilities to investigate what was currently available and how it could be implemented at Jackson Library. Due to the expanded capabilities of the new Web version of our online catalog and the in-house expertise available to us, we decided to develop our own E-Reserves system.

After creating the necessary scripts and links to make the E-Reserves system work, we found several instructors willing to try it during their summer classes. These professors included **John R. Sopper** in Religious Studies, **Matthew J. Haslam** in English, and **James V. Carmichael Jr.** and **Julia A. Hersberger** in Library & Information Studies. We limited the pilot project to 6 courses (3 undergraduate, 3 graduate) so that we could respond to user issues and needs as they arose. Upon the completion of each class we surveyed the students to get their reactions, and 88 surveys were completed and returned to us for review.

The overwhelmingly favorable response to E-Reserves was anticipated. While many students had suggestions for improvements, almost 90% still preferred to use E-Reserves instead of traditional photocopy reserves. Most of the positive comments centered on the convenience, accessibility and ease of use. With comments such as "Convenient! Easy! Saved me time/gas/mileage - an excellent service" and "Thank you! Thank you! Thank you for electronic reserves!!!", we know we must be on the right track.

But three key issues needed to be addressed, based upon comments in the surveys. First, a substantial number of users (30.2% of campus, 10.9% on campus) had difficulty with some aspect of Acrobat Reader. In order to read the E-Reserve PDF documents, Acrobat Reader had to be installed and configured on the user's PC. Based upon survey comments and phone/e-mail questions, we now provide additional help in this area via a Frequently

Asked Questions page and instructions for downloading and installing Acrobat Reader.

Second, the time it took to print E-Reserves was considered poor by 30% of survey respondents. Although this was anticipated, based upon our discussions with other E-Reserves sites, we looked for ways to improve. To alleviate some of the congestion at the printers in the library, we have purchased three additional high-speed printers for our public areas. We are now also “optimizing” our E-Reserves PDF files to reduce the time it takes to display documents on the computer screen and then to print them.

And third, access to E-Reserves within the library was higher than anticipated (57.3% of survey responses). We had hoped that the capability to access E-Reserves remotely would encourage users to access and print them outside the library (e.g., in computing labs, dorm rooms, or at home). We have now included additional tips for accessing and printing that stress the availability and benefits of remote access.

Was our pilot project a success? Certainly! Although there is always room for improvement, the service appears to be a hit with our faculty and students.

*Terry W. Brandsma
Information Technology Librarian*

“Ps & Qs”: Guides to Good Behavior

Benjamin Franklin and Cotton Mather authored examples. The wife of President Grover Cleveland wrote one, as did the daughter of Julia Ward Howe. Feminists such as Margaret Sangster and Sarah J. Hale compiled their suggestions, along with novelists such as Donald Ogden Stewart and Hallie Rives. Young men and young women wrote them, and old men and old women wrote them. Wealthy society matrons tried their hand, and middle-class working mothers tried theirs. In the late nineteenth and early twentieth centuries, it seemed as if almost everyone felt compelled to share their thoughts on “how to do it right.” Almost everyone is familiar to one degree or another with etiquette books, at least those authored by popular practitioners such as Emily Post or Amy Vanderbilt; but few know the history or widespread variety of such books. Defined as books delineating “the forms required by good breeding or prescribed by authority to

be observed in social or official life,” etiquette books date back to the middle ages, although the modern book of manners had its origins in the eighteenth century. The OED identifies Lord Chesterfield as the first to use the term “etiquette” in the modern sense. His famous Letters to His Son became the prototype of the “book of conduct,” although there are earlier examples in English.

Although many etiquette books were written for both sexes, others were devoted to giving advice to either men or women. The Woman’s Collection in Jackson Library contains over sixty examples of etiquette books written exclusively or primarily for women, covering over two hundred years of evolving manners. The earliest book in the collection is Richard Allestree’s The Ladies’ Calling (1673), a companion to his earlier The Gentleman’s Calling. This work, which focused on woman’s morality and spiritual conduct, was popular in both England and America and was recommended by Benjamin Franklin to his daughter as an indispensable title for her education. Lord Halifax’s Lady’s New-Year’s Gift; or Advice to a Daughter (1688), which preached woman’s duties and her obedience to her husband, was a similar early title much read in America during the following century.

In the eighteenth century, John Gregory’s A Father’s Legacy to His Daughters (1793) cautioned all “daughters” to “keep [education] a profound secret, especially from the men, who generally look with a jealous and malignant eye on a woman of great parts and a cultivated understanding.” Not unexpectedly, much of the advice given to women by men preached subservience, and a surprising number of early conduct books by women echoed this message. In the early colonial years, America imported etiquette books from England or France, but by the mid-nineteenth century, an average of three such books was published yearly in this country. In the years following the Civil War, as America developed its own aristocratic class and strove to shake the European image of most Americans as boorish and ill-mannered, this number increased steadily. By the advent of World War I, at least five such books were being produced each year.

As the nineteenth century progressed, most etiquette books dropped their strict religious orientation and adopted a more secular focus, giving advice on table manners, meeting strangers, or proper behavior at formal house calls or parties. Many included tips on fashion as a necessary complement to good conduct: “Bonnets, with a snout as long as an elephant’s proboscis . . . are merely ridiculous.” Although most etiquette

books were rather cut-and-dried lists of “do’s” and “don’ts,” some managed to be very entertaining as well as instructive. Many were written in epistolary form as “advice to daughters” or “guidebook for nieces.” A few were even cast as novels, with plots placing the heroines in social predicaments. Some made the advice more palatable through humor. Jane Collier’s “inverse” etiquette book, An Essay on the Art of Ingeniously Tormenting, with Proper Rules for the Exercise of That Pleasant Art. . . with Some General Instructions for Plaguing all Your Acquaintance (1753) advised the following dictum: “Remember always to do unto every one, what you would least wish to have done unto yourself.”

Although most early etiquette books seem unintentionally humorous today, with their detailed advice on how to bow or shake hands, wear a hat, or discreetly blow one’s nose, such books generally were treated very seriously, and men and women wishing to create a good impression in society considered them bibles of proper conduct. A Virginia gentleman of the late seventeenth century echoed the sentiment of many of his own and later generations when he affirmed that his children had “better never be born than ill-bred.”

An anonymous etiquette book of 1870 boldly declared that “neither the history of mankind in general, nor the history of any one nation in particular, can be duly understood and appreciated without a much fuller knowledge of the rise and progress of manners and customs than has hitherto been deemed necessary.” Although the author here may have overstated his case, it is nonetheless true that etiquette books give a very clear indication of the attitudes and priorities of a particular generation. As one late nineteenth-century etiquette text stated, “From the rudest savage who dares not approach his ignorant, barbarous ruler without certain forms and ceremonies, to the most polished courts in Europe, or the home circles of America, etiquette reigns.”

Bill Finley
Special Collections Librarian

Jackson Library News

(Continued from page 1)

Librarian **Tim Bucknall** has been giving a series of talks. These include: “Click on NC LIVE” at the biennial meeting of the North Carolina Library Association on Sept 22; “Taming the Beast: Strategies for Coping with Your Library’s Umpteen Links to Electronic Resources” to be given twice at the national LITA meeting Nov 6 and 7; and “Implementing and Integrating a Proxy Server: A Cheap and Secure Approach to Providing Database Access to Remote Users” at the LITA meeting Nov 7. **John Felts** will present his paper, “Creating an Interactive Web Interface for the Delivery of Database Content: One Solution for Providing Access to Electronic Journals” at the same meeting.

Keith Buckner and his colleagues in Martha and the Moodswingers have released a CD called “Hep Cat’s Holiday.” It features swing music, jive, jumpblues, and jazz standards.

Sarah Dorsey and **Joan Staples** presented “The Cello Collections at UNCG’s Jackson Library: A Method to Our Madness,” at the South East Music Library Association (SEMLA) annual conference at Middle Tennessee State University Oct 22. Sarah gave an overview of the collections and demonstrated the web pages that document them, and Joan compared in detail four of the cello method books in the collection. The presentation ended with Sarah and Joan playing a series of duets from those method books. UNCG’s cello music collection is the world’s largest.

Robert James, Head of Circulation, recently moderated a luncheon discussion group addressing the orientation of new student employees at the North Carolina Library Association’s biennial conference. The luncheon was sponsored by the Library Administration and Management Section’s Personnel and Staff Development Interest Group. Issues discussed included orientation models, teamwork, training, supervision, turnover, and professional recruitment. UNCG’s Jackson Library employs over 100 federal work-study and library-funded student assistants annually. Their contributions are critical to the Library’s mission. Effective orientation ensures that the Library’s organizational culture of quality service and intellectual freedom is passed on to each generation of new student employees. The Circulation Department’s employee orientation website is <http://library.uncg.edu/depts/circ/orientation.html>.

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Upcoming Events

Jackson Library staff members receiving University Service Awards this fall include:

5-Yrs. **Amy Smith**
 Justin Ervin

10-Yrs. **Laura Hayworth**
 Robert Clair
 Sue Brusnahan

15-Yrs. **Cathy Griffith**

20-Yrs. **Janis Pardue**
 George Keck

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