Univ. of Maryland a customer service winner

The University of Maryland (UM) McKeldin Library Reference Information Desk staff recently won third place in the campuswide UM Welcome Challenge.

During the first week of classes, unannounced and anonymous student evaluators visited and phoned the 55 service and office areas on campus that had entered the competition. The evaluators rated the competitors on various aspects of customer service; winners were treated to a trolley ride and lunch with university president William E. Kirwan. Sonia Bernardo, Yu Wsiu Wang, and Natalie Ateto represented the library and accepted the plaque on behalf of the library.

In preparation for the competition the library added a welcome banner, staff wore special buttons, and the facilities were spruced up. However, Sonia Bernardo, student supervisor and manager, Information Desk, was confident that her staff and student assistants could compete with any service area on campus. "Since the day they were hired," she said, "I have trained them to provide good customer service at the Information Desk. I tell them to be friendly, helpful, considerate, hospitable, competent, and informative."

George Bush visits Texas A&M Library

President George Bush visited with Texas A&M University library dean Fred Heath and viewed a digital demonstration in the new Policy Sciences and Economics Library (PSEL) during the dedication of the Bush School of Government and Public Service, Wednesday, September 10. The PSEL provides access and services for students, faculty, and staff in political science, economics, and the Bush School through electronic and print resources. The approximately 5,000 square foot library is housed in the George Bush Presidential Library Center. The PSEL offers a limited, specialized collection of periodicals, reference works, and current monographs in political science, government and public service, and economics. It also provides access to electronic journals, databases, and the Internet.

Dean Heath said, "The Policy Sciences and Economics Library represents a dual partnership in which we take great pride. It strengthens the bonds between the library and the College of Liberal Arts faculty whose specific disciplines we serve. And it forges a new alliance with the Bush Presidential Library and Museum which will open in November. These relationships affirm Texas A&M's commitment to providing outstanding library resources."

Past exams on the Web at UConn

The University of Connecticut's Babbidge Library has loaded more than 500 previously used course exams on the Web as part of its Electronic Course Reserve (ECR) project. The exams file, known as the X-File, is part of a four-

News from the Field

Mary Ellen Davis

President George Bush and Texas A&M University library dean Fred Heath at the dedication of the new Bush School of Government and Public Service at Texas A&M University in September.

year effort to digitize and network as much course reserve material as possible. The file can be accessed at http://www.lib.uconn.edu/ECR/

Students are enthusiastic about the timesaving aspect of the new X-File. No longer do they have to visit the library, wait for their turn to view the materials, and then wrestle with the photocopier. Now they can get the information from the nearest networked computer.

Guided by the Reserve Services coordinator, and with the help of a programmer, student employees scanned the file of paper exams and then linked them to an academic department index from which they are accessible by course name, number, and instructor. Scanning time will be minimal in the future, since faculty now send their exams to Reserve in digital format whenever possible. Library staff are also benefiting from the switch to electronic access. The labor-intensive process of creating and maintaining a multicopy paper file has been eliminated, and repetitious charging and discharging of exams, one of the most heavily circulated materials on reserve, has been reduced. For additional information, contact Dipa Roy, Reserve Services coordinator at ecr@spirit.lib.uconn.edu or (860) 486-2307.

ACRL's WESSWeb wins award

The German newsweekly *Die Zeit* recently named WESSWeb, the Web service of ACRL's Western European Specialists Section, as one of 67 key sites in the emerging digital library. In a four-part article, reporter Dieter E. Zimmer identified the major issues confronting Internet users today and singled out WESSWeb for its efforts to provide easy access to information, especially electronic texts.

Zimmer's article is available on the Web at http://www4.zeit.de/bda/int/zeit/littwett/

Resources on accessible Web design and adaptive technology for libraries

An innovative cooperative project between the University Libraries and DO-IT (Disabilities, Opportunities, Internetworking and Technology) at the University of Washington has produced a training packet of materials on issues related to accessibility for people with disabilities to library resources. Portions of the materials were presented and enthusiastically received at ACRL's 8th National Conference in Nashville last spring.

Director of DO-IT, Sheryl Burgstahler, comments, "We were very interested in joining with the University Libraries on this project as libraries play such an important role in providing information in our society. We are happy to report that the project sent over 300 complementary copies of the training materials to libraries across the country and that we reached over 1,500 librarians and educators through conference presentations."

The University Libraries were equally excited to join the partnership. "We enthusiastically joined DO-IT in this project," said Betty Bengtson, director of University Libraries. "As a result, our staff are more aware of the issues related to serving students and staff with disabilities. And more importantly, we are working to be better equipped to provide them services."

The training packet includes materials on accessibility issues for libraries, adaptive technology, and accessible Web design. Included are two videotape presentations on adaptive technology and accessible Web design, a presentation script that can easily be modified to one's needs, overhead transparency templates, and handout templates covering adaptive technology, accessible Web design, and library accessibility issues.

The training materials are available for purchase from DO-IT at a cost of $50.00 U.S. for the entire package. To order, contact DO-IT by e-mail at doit@u.washington.edu, by fax at (206) 221-4171, or by mail at 4545 15th Ave. NE, Seattle, WA 98105-4527. Many of the materials are also available at DO-IT's Web site at http://weber.u.washington.edu/doit/UA/.

Funding for the development of the materials was provided by the Telecommunications Funding Partnership and the National Science Foundation. DO-IT is directed through the College of Engineering and Computing & Communications at the University of Washington.—*Beth M. Fraser, University of Washington Libraries, bamf@u.washington.edu*

"TELL THE DIRECTOR MIKE'S COMING — AND HE LOOKS LIKE A MAN WITH AN AGENDA."

will take place at area libraries including the New Orleans and Jefferson Parish Public Libraries, New Orleans public schools, Dillard University, and Southern University. Volunteers must register in advance; the September *American Libraries* included a registration form. Transportation will be provided to and from the local libraries. As more information becomes available, it will be posted at http://info.jefferson.lib.co.us/alavol.htm.

STS offers collegial counsel

The Continuing Education Committee of ACRL's Science and Technology Section (STS) is offering assistance to those new to science librarianship. Coined "Collegial Council," the new service provides a listing of 42 experienced individuals who are willing to help less-experienced librarians with all aspects of

digbib/index.html. WESSWeb is managed by ACRL member James Campbell, who is director of library technology services at the University of Virginia in Charlottesville. WESSWeb is at http://www.lib.virginia.edu/wess.

ALA hosts first Volunteer Day at 1998 Midwinter Meeting

As part of ALA president Barbara Ford's theme, "Global Reach, Local Touch," ALA will hold its first Volunteer Day at the 1998 Midwinter Meeting in New Orleans. The event, cosponsored by the Louisiana Library Association, will give volunteers the opportunity to promote library services, make a personal contribution to the local community, and have a model to replicate in their local communities.

Says Ford, "My first experience with a volunteer opportunity at a conference was with the National Peace Corps Association. Conference participants had the opportunity to contribute to the community where the conference was held and to add a rewarding experience to the conference. Community volunteer activities are now being added to some other association conference. The ALA conference volunteer activities will provide 'local touch' and reach out to the local community in the conference sites as well as provide examples of activities that might be adopted at state association conferences."

Activities such as read-alouds, puppetry, Internet training, storytelling, and shelf reading

librarianship. Do you have to provide reference service, build the collection, evaluate collections and services, organize/shift stacks, create a homepage, design flyers, etc.? If your job has ever required you to do something you did not learn in library school, Collegial Counsel may help. The next time you are asked to do, write, shift, present, catalog, teach, organize, or administer something for your job and do not know where to start, turn to STS's Collegial Counsel resource list. The list includes the names of volunteers, their areas of expertise, and contact information. You may choose to contact anyone on the list whose experience and expertise matches your needs or interests. Experienced sci/tech librarians willing to share their expertise are also sought. For more information or to request the list, send your name,

ACRL cares: Share your ideas with a focus group

Because ACRL values its members and wants to provide good programs and services it is conducting focus groups. The one at the ALA Midwinter Meeting will discuss professional development issues and the one at the Annual Conference will focus on ACRL services. To volunteer for a focus group send your name, title, institution, phone, fax, and e-mail to Tanga Morris (800) 545-2433, ext. 2514; e-mail: tmorris@ala.org.

Preview of the past: The American Library Association Archives

The University of Illinois at Urbana-Champaign (UIUC) Archives is the major North American research center for the study of the history of librarianship. Central to these resources is the ALA Archives, which contains nearly 2,000 cubic feet, or the equivalent of 1,125 file drawers, of the official records, personal papers, and publications of the American Library Association (ALA).

In addition, the UIUC Archives includes materials on librarianship with its holdings on the University of Illinois Library and the Graduate School of Library and Information Science. Complementing the strength of these resources are other association archives: the American Association of Law Libraries, the Association for Library and Information Science Education, the Geoscience Information Society, the Health Sciences Librarians of Illinois, and the Map and Geography Section of the Special Libraries Association.

papers, and scrapbooks. The University of Illinois Library and library school archives date from the school's founding in 1893, and of special interest are course materials and alumni files dating from those early years.

The formats are numerous. Materials are in the form of manuscripts, typescripts, photographs, slides, filmstrips, motion pictures, videos, audio recordings, postcards, and posters. Major strengths include the activities of SRRT, the Washington Office, and the International Relations Office, as well as the history of library education and cataloging.

Your papers are wanted

ALA members are invited to contribute to the continued growth of this unique research collection. The UIUC Archives is interested in receiving publications, photographs, postcards, scrapbooks, personal papers, and the archives of other groups, associations, and organizations that deal with important aspects of the history of librarianship. For further information, please contact the University of Illinois archivist: William J. Maher, University of Illinois Archives, 19 Main Library, MC-522, 1408 W. Gregory Dr., Urbana, IL 61801; phone: (217) 333-0798; fax: (217) 333-2868; e-mail: illiarch@uiuc.edu.

For more information on the ALA Archives, you can examine a selection of ALA Archives holdings on the Internet through a connection on the ALA homepage or directly at the World Wide Web URL: http://www.library.uiuc.edu/archives.—*Elizabeth R. Cardman, University of Illinois at Urbana-Champaign*

Miss J. A. Rathbone at the ALA Conference in Colorado, 1895.

Archives expand

Last year the ALA Archives expanded by nearly 70 cubic feet. Among the more important recent accessions were the additions to the Executive Director, RASD, and ASCLA subject files; ALISE and GODORT files; and the Sanford Berman Papers. There are also six new records series: Public Information Office Photographs, the National Library Power Program Files, RASD Occasional Papers and the Douglas M. Knight Papers, Lester Asheim travel diaries, and the Cargill/ALA Partners for Family Literacy Project Files.

ALA materials date from the first American library convention in 1853. They include formal proceedings, reports, correspondence, subject files, financial records, publications,

position title, work address, e-mail address, and phone number to: Kathleen "Pix" Fleming, Science & Engineering Library, Wayne State University, Detroit, MI 48202; e-mail: kflemin@cms.cc.wayne.edu; phone: (313) 577-6310; fax: (313) 577-3613. Please specify how you would prefer to receive the list (U.S. mail, e-mail, or password-protected Web site).

STS deadline for sci/tech abstracts: Nov. 21

ACRL's Science and Technology Section's (STS) Forum for Science and Technology Library Research Committee wants your research for presentation at the 1998 ALA Annual Conference in Washington, D.C. Send an abstract not exceeding 250 words by November 21, 1997. Details about the submission and selection process were published in the October issue of *C&RL News* and are available on the Web at http://www.ala.org/acrl/nffoct97.html. For information or questions, contact: Tamera Lee, Auburn University, AL 36849-5606; phone: (334) 844-1749; fax: (334) 844-1758; e-mail: TammyLee@Lib.Auburn.Edu

NOTIS creator replaces automation software with Endeavor's Voyager

Endeavor Information Systems Inc. announced that Northwestern University will convert to Voyager, Endeavor's information management system for academic and research libraries.

Northwestern was a library automation leader in the late 1960s and early 1970s, developing a number of firsts in research library automation: first online system, first circulation system, and first online catalog with real-time circulation status. Under the leadership of former university librarian John P. McGowan and his colleagues James Aagaard and Velma Veneziano, NOTIS (Northwestern Online Total Integrated System) became the system of choice for many large academic and research libraries. In 1987 Northwestern formed NOTIS Systems, Inc., a wholly owned company whose mission was to actively market the system.

Jane Burke, former president of NOTIS and now Endeavor's president and CEO, said, "This is both a wonderful and humbling opportunity for Endeavor. To put the Voyager system into the mother library of NOTIS is probably every library automation company's dream."

David Bishop, Charles Deering McCormick University Librarian, stated that "the purchase of the Voyager system represents a major commitment by the university administration, Information Technology Division, and the library to enhance library service in the 21st century. When fully implemented, Voyager will improve service to users and allow the library staff to function more effectively and efficiently."

Submissions needed for ACRL book: Academic libraries and student success

Does your library have an impact on the success of students on your campus? Have you developed a successful course or program focusing on student research skills or campuswide activities? ACRL is developing a book on academic libraries and student success, and the editor would like to hear from academic librarians. There will be sections on technology initiatives, campus committee activities, working with diverse and disabled populations, the image of the library and librarians on campus, freshman seminars, and more. To contribute or for more information, contact: Maurie Caitlin Kelly, Environmental Resources Research Institute, Penn State University, at mck4@psu.edu.

NCES issues report on distance education

Distance Education in Higher Education Institutions is the title of a report issued by the National Center for Education Statistics (NCES) in October. Although the data in the report are from 1995, the report is being billed as the "first comprehensive national survey of distance education by colleges."

The full-text electronic version of the report is available at http://nces.ed.gov/pubs98/distance/index.html. The highlights section of the site offers 10 summary items, including one about libraries. The report found that "access to library resources varied depending on type of library resource": 56 percent of the institutions offered an electronic link to the library, 62 percent had cooperative agreements for students to use other libraries, 45 percent assigned library staff to help distance education students, and 39 percent made library collections available at remote sites.

1998 IPEDS survey changes

The 1998 Academic Libraries Survey that is part of the Integrated Postsecondary Education Data System (IPEDS) has been updated. The survey, which collects data about staff, expenditures, collections, library and electronic ser-

vices, makes changes to some of the counts and definitions used. Details about the changes may be found on ALA's homepage at http://www.ala.org/ors.html (click on "The 1998 IPEDS ALS").

CCLA delivers computers for visually impaired

The College Center for Library Automation (CCLA) in Florida has delivered special workstations to the 60 campus libraries of Florida's 28 community colleges. J. Richard Madaus, director of CCLA said, "Delivery of Assistive Technology Workstations to all LINCC [Library Information Network for Community Colleges] libraries is a significant milepost on our road to providing universal access."

The workstations allow visually impaired users to independently access LINCC, the online catalog of community college library holdings, and a variety of research databases and electronic information resources. Developed by CCLA, each workstation is a personal computer equipped with a screen that reads aloud the text on the monitor, a magnification program that enlarges the size of the text on the screen, and terminal emulation software. The LINCC Assistive Technology Workstation was tested by students, faculty, and library staff at Florida Community College at Jacksonville and at Broward Community College, Central Campus.

CCLA was created in 1989 to enhance the community college educational experience via statewide access to shared library resources. CCLA provides LINCC, an automated information system that features computerized library resources, electronic information services, and automated library management functions. LINCCWeb is available at http://www.ccla.lib.fl.us. ∎

Plans set for 1998 rare books preconference

"Getting Ready for the Nineteenth Century: Strategies and Solutions for Rare Book and Special Collections Librarians" is the theme of the 39th Preconference of the Rare Books and Manuscripts Section of ACRL to be held in Washington, DC from June 23–26, 1998.

The preconference will explore strategies and solutions for the acquisition, preservation, and research use of published and unpublished materials from the nineteenth century. These scholarly materials—often not found within the current purview of rare book repositories, archives, and special collections—present a significant and growing intellectual, financial, physical, and administrative challenge to librarians, archivists, and scholars.

The program includes a diverse array of plenary addresses, seminar sessions, paper presentations, and workshops designed to foster the investigation of collection development, preservation, public service, technical service, and administrative issues central to the work of rare book and special-collection librarians and information professionals.

Plenary session speakers—including John Cole, Center for the Book, Library of Congress; Nancy Gwinn, Smithsonian Institution Libraries; Alice Schreyer, University of Chicago; Paul Conway, Yale University Library; Sandria Freitag, American Historical Association, and others—will address key issues relating to the development, research use, and preservation of nineteenth-century materials.

A series of seminar sessions will include presentations on a wide range of topics. Seminars that focus on the nineteenth century include sessions on the cataloging of publications, including but not limited to ephemera, western Americana, and publishers' bindings; managing photographic collections; and the development of picture books and the "Image Populiare."

Additional seminar topics focus on such issues as printed booksellers' catalogs in the electronic age; the evaluation of exhibitions and exhibition catalogues on the World Wide Web; in-house rare book auctions for libraries; the revised security guidelines proposed by the RBMS Security Committee; and the role and future of the RBMS Web site.

For additional information, please contact William E. Brown, Jr., Archives and Special Collections, P.O. Box 248214, University of Miami, Coral Gables, FL 33124; phone: (305) 284-3247; e-mail:wbrown@umiami.ir.miami.edu.