



## Library Directions/ A Newsletter of the University of Washington Libraries

Volume 7

No.2 Winter 1997

### Everyone Loves Librarians: a shaggy dog story with a couple of pieces of useful information

Dick Startz, Economics

It was a typical day in the city. I was reading my *Daily* when I realized I needed to take a look at "A Note on Sargan Densities" in the March 1996 issue of the *Journal of Econometrics*. Bad news: Wouldn't ya know, the volume is at the bindery. Good news: The B-School librarian said I could get it from Interlibrary Borrowing Service in Suzzallo. Bad news: IBS has limited hours. The sign on the door says to go to the reference desk on the ground floor.

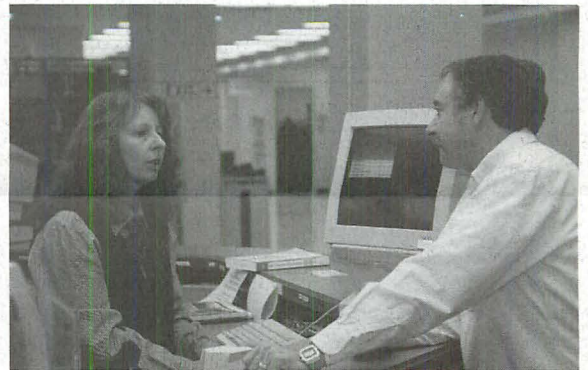
Good news: I went. I explain which volume I need. The reference librarian says it's easy to get an article—what's the title? Bad news: I haven't the slightest idea. All I remember is I need the March 1996 issue. Good news: Librarians have magical powers and like to help people. (We're getting to the information part here.)

The library has a new service called *Current Contents Search* which lists the contents, 1996 only so far, of every journal in the *Social Science Citation Index*. You can get to it through UWIN (Libraries, Library Databases, Social Sciences, Current Contents). UWIN lets you browse the contents of 1996 journals and grab citations and abstracts.

Back to the story here. So we found the article I wanted. The librarian takes me over to *Netscape* and shows me how to make an on-line request. (The library will get books and articles that aren't in the library holdings at no charge.)

Browse to <http://www.lib.washington.edu>. Click on **Interactive Requests and Specialized Services** and then on **Interlibrary Borrowing Services Forms**.

Good news: By the time I got back to my office I had e-mail saying the library was getting the articles. Bad news: Being a member of the faculty, I didn't have the wit to ask the librarian's name so I could thank her here by name.\*



Dick Startz, Economics, and Nancy Huling, UW Libraries, recreate their discoveries.

### From the Editor:

We are reprinting the above testimonial from the *Department of Economics Newsletter* for October 7, 1996, with the kind permission of the author, in order to demonstrate the value of a new database available campus-wide.

*Current Contents Search* reproduces the tables of contents of recent issues of not only those journals indexed by *Social Sciences Citation Index*, but also those indexed by *Science Citation Index* and the *Arts and Humanities Citation Index*. It covers more than 7,000 journals and 1,700 books relating to the life sciences, clinical medicine, agriculture and the environment, the physical sciences, engineering and technology, the social and behavioral sciences, and the arts and humanities—truly an interdisciplinary database.

You may search the database by keyword or author, or browse through specific journal issues to keep yourself up-to-date. You can then decide whether a trip to the library is necessary. Most records include abstracts. The Libraries is presently working on a current awareness alert system that will send you e-mail notification of new publications listed in *Current Contents Search* based on your profile.

The best part of all this is that you don't need to leave home to find it. *Current Contents Search* is one of the UW Libraries databases found through terminals in campus libraries, or via UWIN or the UW home page, <http://www.washington.edu/home/complib/databases.html>. Try it out. And we thank Dick Startz for his kind testimonial.

\*P.S. A little investigation provided us with the name of Dick Startz' mystery librarian. She is Nancy Huling, reference and research services in Suzzallo.



**New Databases available  
on UWIN:**

Russian Humanities/Social  
Sciences Index, 1990 to date

Russian Academy of  
Sciences Bibliographies, a  
unique and rich source of  
information for students and  
specialists in Slavic studies,  
social sciences and the  
humanities, includes  
materials published in the  
Commonwealth of  
Independent States, in  
Eastern European  
countries, and elsewhere,  
including books,  
manuscripts, dissertations,  
and articles from more than  
10,000 periodicals.

English Short Title  
Catalogue, 1473 to 1800

The English Short Title  
Catalogue, published by the  
British Library, contains  
records for works printed in  
any language in England or  
its dependencies from the  
beginning of printing  
through the end of the  
eighteenth century, as well  
as works printed in English  
anywhere else in the world  
during that period.

## State of the Libraries, 1995-96

Betty G. Bengtson, Director of Libraries

At the beginning of each academic year, we have an all-staff meeting in the Libraries at which I report to the staff on their accomplishments during the past year. The list is always impressive and 1995-96 was no exception.

During the year the Libraries' staff improved services in several ways. We surveyed library users, provided training for all staff in service provision, expanded the UWired program, implemented a new Loan Code, began planning for enrollment increases, and appointed a Task Force on Library Services and Distance Education. Our Health Sciences Library and Information Center expanded its services to faculty and students, and to health professionals in the region, and continued its important work in the IAIMS program.

Electronic services and resources were enhanced with additional databases added to the campus network, by the provision of links between some citation databases and our journal holdings, and through the expansion of our Web presence, equipment upgrades, and development of a Windows 95 migration strategy. We implemented online circulation in our last library, the East Asia Library, and Special Collections mounted our first electronic exhibit, *No Finer Site* (<http://www.washington.edu/exhibits/site/>).

We increased our annual private support by 17 percent. Through a special legislative appropriation requested by the University, we were able to give long-overdue attention to improving salary competitiveness for librarians and professional staff.

Lastly, the staff spent a great deal of time on facilities-related issues, beginning intensive planning for the renovation of the Suzzallo Library in 1997-99, and continuing work on the new Foster Business Library. The Media Center, HSLIC, Suzzallo Periodicals and Microforms/Newspapers benefited from renovation projects. Two additional collaboratories and a Center for Teaching, Learning and Technology were created in the Odegaard Undergraduate Library as part of the UWired program.

In addition to these new initiatives, the staff continued a high level of routine work. We added over 120,000 print volumes to the collections and

circulated more than 1 million items. Each week we provided services to more than 100,000 people who entered our libraries. About 10 percent of those users were not affiliated with the University.

It is the hard work and dedication of the staff that make it possible to accomplish so much in a time of budget constraints and increasing workload. They have my admiration and thanks.

## College Honors Betty Wagner

The College of Architecture and Urban Planning is planning a celebration to honor Betty L. Wagner. Betty has served the UW and the Architecture and Urban Planning Library for 45 years. The College plans to establish the Betty L. Wagner Endowed Library Enrichment Fund which will pay tribute to her many years of dedicated service, and will provide additional support to the Architecture and Urban Planning Library. For more information, contact Lyn Firkins at (206) 685-0931 or [jasper@u.washington.edu](mailto:jasper@u.washington.edu).

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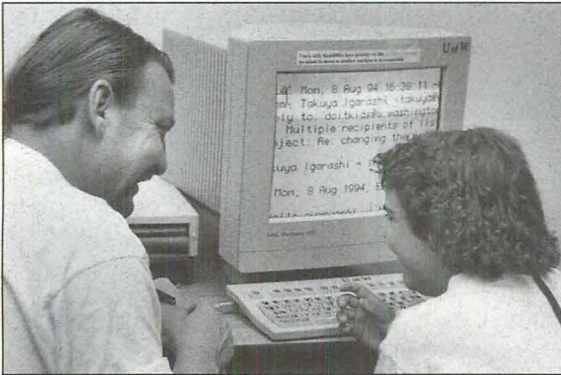
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Several sources are used for mailing labels. If you receive multiple copies please pass them on to others or return the labels of the unwanted copies to *Library Directions*.

Printed on acid-free, recycled paper.





A DO-IT student, Kristin Sederstrom, and instructor, Charles Bullock, check out a large print monitor.  
*Photo by Mary Levin.*

## DO-IT and the Libraries

*Beth Fraser, Universal Access Project*

Entering a room crowded with computers, wheelchairs and a guide dog, and buzzing with the sound of a Braille printer, voice output speakers, and most importantly, students working together, the librarian greets students as they explore the World Wide Web, type documents, and return a class assignment via e-mail. A student approaches the librarian and asks her to wear a small transmitter and microphone. The student wears a receiver and tiny earphones to amplify the librarian's voice. The librarian distributes handouts in Braille, in large print, and in regular formats, and the class on searching the Web begins.

This is the second week of DO-IT's summer camp. DO-IT—Disabilities, Opportunities, Internetworking and Technology, an innovative program at the UW sponsored by the National Science Foundation, prepares high school students with a broad range of physical and learning disabilities for college and careers.

Students accepted for the program are loaned computers and adaptive technology, and taught how to use them to access a variety of electronic resources including the Internet. They attend a summer camp at the University for two years, and participate in e-mail discussion lists with their DO-IT friends and adult mentors throughout the school year.

While many people with disabilities have found new opportunities for learning, communication, and employment through the development of adaptive technology and computers, the rapid increase in

multimedia resources has raised new problems for them. A poorly designed Web page that does not provide text alternatives to flashy, but now standard, features such as image maps, video clips, or sound, can be a real barrier to a student who is deaf or blind. Providing a consistent and clean design makes it possible for everyone to utilize the information including people with learning disabilities, people learning English as a second language, and people with physical disabilities.

Last spring, DO-IT and the UW Libraries received a \$60,000 grant from the Telecommunications Funding Project to educate librarians about adaptive technology and universal access design. These design principles ensure that everyone can access World Wide Web and electronic resources, even if they are using a text-based browser like Lynx, a voice output program, or other adaptive technologies.

"The project gives ample evidence of the value of cooperative programs in addressing new technologies and providing new services," said Betsy Wilson, Associate Director of Libraries for Public Services. "The Libraries have benefited immensely from the knowledge of DO-IT's staff, and the many resources they have already produced to educate people about adaptive technology."

DO-IT Director Dr. Sheryl Burgstahle agrees. "We really needed someone who knows libraries and librarians to work with us on this project. It's been very successful, and when you think about it, this is something unique that universities can offer our society. We have all kinds of people with special expertise on campus. It is a great privilege to capitalize on that through collaboration."

Videos on universal access design and adaptive technology and an accompanying resource binder are being developed to help libraries become more user-friendly to people with disabilities. They will be distributed to libraries and presented at regional and national conferences including the annual conferences for the Association of College and Research Libraries and the American Association of School Librarians.

If you would like more information on this project, or if you would like to receive an order form for DO-IT videos and resources, call Beth Fraser, Universal Access Project Librarian, at (206) 685-1594. Or check DO-IT's World Wide Web home page at <http://weber.u.washington.edu/~doit>.

## Universal Access Design Tips:

*When designing your Web page, remember these simple guidelines:*

*Maintain a simple, standard layout throughout the document.*

*Use backgrounds that are simple and provide a high level of contrast for your text.*

*Use universally recognized HTML tags.*

*Test your pages with a variety of browsers including a text-based browser like Lynx.*

*Provide text alternatives for image maps.*

*Write captions for pictures, and transcribe audio.*

*Use frames and tables with care. People using screen readers and voice-output have a hard time understanding the information in these formats, as the programs read across columns from left to right.*

*For more information on Universal Access Design principles, check the DO-IT homepage: <http://weber.u.washington.edu/~doit>.*



## Music Library Provides Electronic Services

David Wood, Music Library  
John Gibbs, Music Listening Center

For 45 years, the Music Library has collected books, scores and performing parts, facsimiles of manuscripts and early editions, recordings, ear-training software, and music education materials. Special collections include recordings of the music of many cultures, early editions of opera scores, the Eric Offenbacher collection of recordings of Mozart's vocal music, and the Hazel Kinsella collection of early American hymnals.

These music sources are now significantly enhanced by electronic products. The *Music Library Reference Desk* home page (<http://www.lib.washington.edu/libinfo/libunits/soc-hum/music/resource.html>), created by John Gibbs, serves as the gateway to a vast array of musical information, which would not have been possible to access just a few years ago.

Planning to visit Amsterdam in early February and want to know if any operas are being performed then? The Opera Schedule Server (<http://www.fsz.bme.hu/opera/main.html>) allows searching on titles, casts and performance dates in opera houses all over the world. Netherlands Opera is mounting Wagner's *Parsifal* on February 3rd. You can also find the address of the ticket office and the price of tickets.

Or you might want to know the broadcast schedule for the Metropolitan Opera's coming season. The Texaco-Metropolitan Opera page (<http://www.texaco.com/met/methome.htm>), provides this information, along with casts, production overviews, and plot synopses. Discovering that the February 8 broadcast will be Mozart's *Marriage of Figaro*, you can then query the Opera Schedule Server and learn when other performances of this opera will take place at the Met.

By far the most popular source on the Music Library's Web page is the page for Ethnomusicology, Folk Music and World Music (<http://www.lib.washington.edu/libinfo/libunits/soc-hum/music/world.html>). The site provides access to online journals, organizations, and bibliographical and discographical sources, and to Web sites throughout the world devoted to the music of all cultures.

Also on the Music Library's home page is a Web site devoted to the Offenbacher Mozart Collection, a

collection of recordings of Mozart's vocal music by the great singers of the early twentieth century. This collection was donated by Dr. Eric Offenbacher, a Seattle collector and benefactor. The Web site (<http://www.lib.washington.edu/libinfo/libunits/soc-hum/music/mozart.html>) provides catalog access to the complete collection. Users can call up color images of selected recording labels in the collection, and audio samples from five of the recordings.

Music Library patrons often need recent death dates of composers and musicians, both for publications and for inclusion in concert programs. Washington University's Gaylord Music Library Necrology at <http://library.wustl.edu/~music/necro/index.html> is an excellent source for the years 1980 to date.

In addition to the Web resources, the Music Library provides other electronic products. As part of their educational program, music students need to build a knowledge of the physical characteristics and sounds of musical instruments, both standard and less commonly encountered. The CD-ROM product *Microsoft Musical Instruments* provides an audio-visual guide to musical instruments in all of the world's musical cultures. Students can view an image of the instrument, read a description of it, and listen to a performance. This product was developed locally with input from students and graduates of the School of Music's Ethnomusicology program.

One of the Music Library's special services is a sound restoration program, using equipment jointly purchased by the Libraries and the School of Music. This service was originally conceived in order to tape and restore the sound on early recordings in the collections. However, since it is the only service of its kind in the area, it has been used for other, more unusual purposes: to assist the Seattle Police to bring out background noise on a 911 tape of an assault case, and to assist a professor of history by making audible voices that were distant from the microphone in a Franklin Delano Roosevelt Cabinet Meeting.

Although the Music Library has extended its reference service by developing its Reference Service home page, the staff still maintains a program of traditional library assistance, including locating specific pieces of music in collections; offering bibliographic and research instruction; furnishing a reserve service for books, scores and recordings; and providing a listening facility for its large collection of recordings.



## Staff Training: an excellent service

Elaine Jennerich, Staff Development

To excel as a service organization, a library must support its staff with appropriate training and opportunities for personal development. Few large academic research libraries offer that training and development to the extent the UW Libraries does. The program is designed with better service in mind.

In a typical day, a Libraries staff member may:

- help users locate materials and information through print and computer access tools;
- teach a faculty member to use a new database;
- use software programs to compile a monthly report;
- send electronic mail throughout the day;
- interview and hire a student employee;
- answer several telephone questions from users.

To accomplish such a myriad of tasks, at least 60 percent of the 380 staff members take advantage of the training program each year. Staff may apply for funding to take a class from the UW's departments of Training and Development or Computing & Communications. The Libraries' offerings include a new staff orientation; **BriefCases**, which focus on topics such as "Policies and Procedures for Hiring Student Employees" and "Ethics for Librarians"; and **InfoTech Updates** which keep staff informed about new or enhanced computer products.

Each supervisor is expected to take at least one class per year to sharpen management skills, and a teaching technique workshop is offered each quarter for staff who teach library classes. This year, as staff and public workstations are being upgraded to Windows 95, staff are attending classes to learn its features and capabilities.

An important program is **Quality Customer Service Training** which all new staff and student employees who work with library users attend. The program informs staff of the qualities of good service, and the programs and services that are available both to our primary users on campus and to our visitors.

Such an ambitious program requires both commitment and dollars. The Libraries was fortunate in 1996 to receive a generous gift, and has established the Helen Johns Library Staff Endowment (see "Bequests to the Libraries," page 10). To supplement the endowment, the Libraries has instituted a

program called "GOOD FOR US!" that enables anyone to recognize publicly the excellence of a library employee or department. Upon receipt of a gift (\$25 minimum) to the endowment, a certificate is tailored to recognize the recipient's excellent service, good deed, or special day. The recipient's name also appears in the Libraries' weekly online newsletter. To make a donation or for more information, contact the Libraries Development Office at 543-1760.

## The Baby Boomer's Frontier

Richard H. Engeman, Special Collections and Preservation

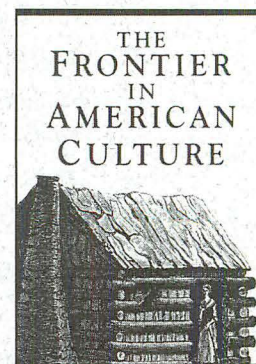
"The Baby Boomers' Frontier" is the subject of a talk by noted Western American historian Patricia Nelson Limerick at the January 10, 1997 reception for a major traveling exhibition at the Allen Library. *The Frontier in American Culture* depicts the continuing influence of the frontier idea from many perspectives.

Historian Frederick Jackson Turner saw the frontier as a moving line of agrarian settlement across an empty land that held no Indians. To Buffalo Bill Cody, the frontier was a wild and fearsome place of Indian enemies and harsh conditions. These ideas have persisted, giving us an iconographic legacy of log cabins, covered wagons, the cowtown shootout, the vanishing Indian, and an agricultural Eden.

The exhibit originated at the Newberry Library, Chicago, curated by UW history professor Richard White, with a catalog written by White and Patricia Nelson Limerick. The traveling show is sponsored by the American Library Association with funding from the National Endowment for the Humanities.

The Frontier exhibit runs until February 6 in the Allen Library lobby. On the mezzanine is a companion exhibit, *Northwest of the West: the Frontier Experience on the Northwest Coast*, curated by UW Libraries staff. The Libraries is also co-sponsoring, with the College of Education, a workshop for educators, and, with the Center for the Study of the Pacific Northwest, a lecture series. The lectures on January 11 feature three noted historians who will speak on the American frontier as expressed in three areas of our culture: Brian Dippie (art), Phil Deloria (film), and William Kittredge (literature).

For more information on the reception, call Carolyn Aamot at 543-1929. For information on the lecture series, call the Center for the Study of the Pacific Northwest at 543-8656.





UW Libraries

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1 July 1995 to 30 June 1996\*

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We are looking for...

- \$200 to acquire Gould Hall architectural drawings for the Architecture-Urban Planning Library.
- \$250 for acquisition of maps for selected regions of the world for the Map Collection and Cartographic Information Services.
- \$100 for English as a Second Language collection support for OUGL.
- \$120 to buy a mobile video cart for Manuscripts and University Archives.

To make a contribution towards any of these items or for more information about gifts to the Libraries, please contact:

Marjan Petty  
 Director of Development  
 UW Libraries  
 Box 352900  
 Seattle, WA 98195-2900

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## Bequests to the Libraries

*Marjan Petty, Libraries Development Office*

“I don’t need a will. I don’t own anything of value” is a statement made by many people when asked if they have a current will. But those same people are surprised when they actually add up their assets and assign a contemporary value to them.

A will is a very important document. It gives instructions regarding the guardian of minor children, and not only directs how the person’s assets are to be distributed, but it also names the person (or company) to direct the distribution. A will can be changed at any time and does not require the individual to give up any assets during his or her lifetime. Yet it provides the satisfaction of knowing that specific instructions have been left behind for final disposition of the estate to family members and/or to the donor’s favorite charitable organization.

Gifts made under the terms of a will are a powerful way to leave a lasting legacy to the UW Libraries. Such bequests help to insure that the Libraries can stay abreast of the latest technology, make resources available to students, provide teaching tools for our faculty and public service to our community.

One recent example of a bequest to the Libraries is the Helen Johns Library Staff Endowment. This gift, received in May from the estate of Helen Johns, is a testimonial to Miss Johns herself. Head of the Circulation Division for 28 years, Miss Johns loved her work and libraries in general. She would often invite the library staff to her home for luncheon or tea. Her charitable bequest now makes it possible for the library staff to attend conferences, workshops and training sessions. The income from her bequest will subsidize registration fees, travel and other costs associated with furthering staff training.

Dan and Ellen Blom have also included the Libraries under the terms of their wills. They have made a generous provision to add to the Blom Endowed Library Fund, which was established by their daughter in their honor. Income from this endowment is used to facilitate an annual lecture. UW History Professor Suzanne Lebsock was the inaugural speaker.

Bequests like these can take various forms: a specific dollar amount, a specific asset, a percentage of property, or the property remaining after other gifts have been made. If you need more information, please call 685-1973. All inquiries are confidential and without obligation.





## Renovations Completed

Kay Denfeld, Media Center

Glenda Pearson, Microform and Newspaper Collections

The UW Libraries Media Center moved back into its newly remodeled work space on the mezzanine of the Odegaard Undergraduate Library just in time for the beginning of Autumn Quarter. The removal of the south wall added 232 extra square feet and allowed the installation of compact shelving units, along with new carpeting and custom storage cabinets. Improvements include an ergonomically designed operator station at counter height; a wheelchair accessible requester window; and new cabling for Husky TV to improve the quality of off-air broadcasts taped at faculty request.

While the remodeling was being done by the architect Van Horne & Van Horne and the contractor, MDM, Inc., staff continued to upgrade the aging Telenorm system. VCRs for audio were installed to replace reel-to-reel decks that were wearing out and could no longer be repaired. Work continues on installing other equipment such as audiocassette recorders, CD changers, turntables, and new dubbing equipment. With the completion of the equipment upgrades and the remodeling, the Media Center is better able to meet student and faculty needs.

The Microform and Newspaper Collections also installed compact shelving units funded by an allocation from the 1995-97 Program Renewal Minor Repairs budget. The 12 units have increased storage capacity by up to 30 percent, holding over 44,000 reels of 35 mm microfilm, and replacing 73 standard microfilm floor cabinets. The staff has been busy shifting the 150,000 reel collection.

The remainder of the allocation is purchasing new tables, more microfilm readers and microform printers, and other equipment additions and upgrades for library users.

## Suzzallo Renovation Planned

Paula Walker, Library Administration

Suzzallo Library will soon undergo a large renovation project designed to address critical structural, mechanical, electrical, and life safety deficiencies. Phased over the next several years, the project includes seismic bracing of the 1925, 1935, 1947 and 1963 sections, upgrading of elevators, and new mechanical, electrical, and fire alarm systems. Also, the exterior masonry, glass, and roof areas of the 1925 and 1935 sections will be cleaned, repaired and sealed.

This comprehensive infrastructure renovation also provides an opportunity to reconfigure the Libraries' departments and collections for optimal use. Public service departments such as Reference and Circulation will be relocated to give greater user access. In addition, the renovation will improve access for individuals with disabilities.

The project is scheduled to begin on July 1, 1997. Project architects are Mahlum & Nordfors McKinley Gordon and Cardwell/Thomas & Associates. Turner Construction Company is the contractor. Paula Walker, assistant director of libraries and special assistant to the Director, will manage the renovation project for the Libraries working with Olivia Yang, project manager from the UW Capital Projects Office.

The Spring 1997 issue of *Library Directions* will report on the impact of the renovation on Suzzallo Library services and user access.

## Libraries Briefs

### Appointments

**Tym Parsons** joined the Libraries staff December 16, 1996 as Marcive Retrospective Conversion Project Librarian. Tym comes from Indiana University-Purdue University, Indianapolis. The Marcive Recon Project will create cataloging records for the Libraries monographic U.S. documents holdings from 1975 through 1994.

### Deaths

**Ruth Krader**, who retired from the Philosophy Library in 1976, died November 16, 1996 at the age of 85. She originally came to the U.S. from Germany in 1939, received a Ph.D. from Yale in 1945, and her MLS in 1955 from the University of Washington. She was the first librarian in what was then the Far Eastern library, now the East Asia Library.



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An 8 by 12 foot mosaic by senior ceramics major, Rachael Carpenter, was recently dedicated in the OUGL UWired collaboratory. The mosaic was selected in a competition sponsored by UWired and the Friends of the UW Libraries.

