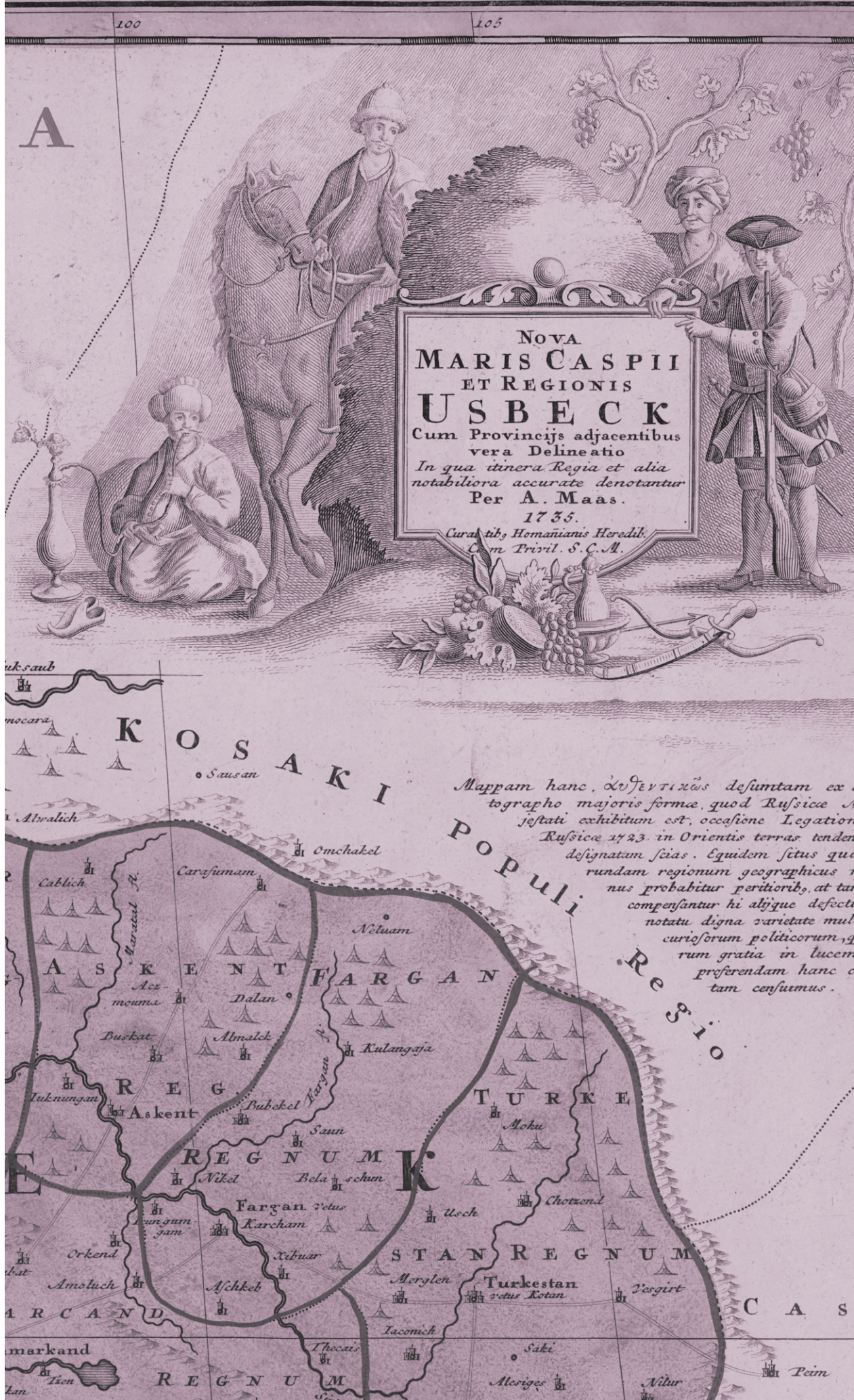


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**Library Directions**  
University of Washington Libraries  
Box 352900  
Seattle, WA 98195-2900  
(206) 543-1760  
([aamot@u.washington.edu](mailto:aamot@u.washington.edu))

**Gordon Aamot**, Managing Editor  
**Susan Kemp**, Editor, Photographer  
Diana Johnson, Mark Kelly, Mary Mathiason,  
Anita Smith, Mary Whiting, Copy Editors

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#### **On the Cover:**

Among the Libraries' collection of hand-colored historical maps is this 1735 map of Central Asia, depicting the region now known as Uzbekistan. The colonizing spirit of 18th-century Europe is evident in its decorative drawings

Nova Maris Caspii et regionis Usbeck [map] by Abraham Maas; Johann Baptist Homann; Johann Peter von Ghelen. [Norimbergae?]; Curatibg. Homanianis Heredib, 1735.

This map is held in Manuscripts, Special Collections, University Archives.

## Letter from the Director



Only connect! That was the whole of her sermon. Only connect the prose and the passion, and both will be exalted, and human love will be seen at its height. Live in fragments no longer. Only connect, and the beast and the monk, robbed of the isolation that is life to either, will die.

*E.M. Forster Howard's End (1910)*

*Libraries are all about connecting. Connecting readers to books. Connecting researchers to elusive slivers of information. Connecting students to generations long forgotten. Connecting scientists in their labs to electronic journals at their keyboards. Connecting the aspiring poet to the handwritten manuscript of Theodore Roethke. Connecting the geologist out in the field in Alaska to an expert reference librarian through email. Connecting the middle school student to digital images of Chief Seattle. Connecting future generations to the wisdom we are recording today. Day after day, the UW Libraries enriches the quality of life and advances discovery by connecting people with knowledge.*

*In this issue of Library Directions, you will learn how "only connect" has taken on new meaning for faculty and students as they use the UW Libraries in increasingly rich and distributed ways. Steve Hiller reports on we have learned about the rapidly evolving "any place, any time" library of the 21st century from listening to faculty and students. Travel along with Mary St. Germain as she winds her way throughout Central Asia, building connections with libraries, publishers, and booksellers on your behalf. The Tribal Connection project staff share their fascinating stories of connecting tribes and Native consortia with critical health information and the Internet. You will learn about how we have enriched the Libraries Catalog so you can more efficiently mine the treasures of our over six million volumes, carefully selected and preserved for over 150 years. I hope you will be touched, like I was, to learn how a life-long love of learning inspired Winnie Spiecke and Elizabeth Hatchett, and David C.H. and Martha Y. Hsiao to deepen their connection to the UW Libraries.*

*Betsy Wilson*

# Listening to our Library Users: 2001 Survey Results

by Steve Hiller, Head, Science Libraries/Library Assessment Coordinator

The University of Washington Libraries is unique among academic research libraries in its efforts to systematically survey the University community on an ongoing basis. User surveys and other assessment efforts are critical to achieving the goal of a user-centered library based on providing the most effective support for faculty and student teaching, learning and research.

During Spring 2001, 1345 faculty (36.2% return rate) and 563 graduate students (40.4% return rate) took the time to complete and return a four-page library survey. The undergraduate sample was flawed in that it relied overly upon seniors and fifth-year students, and another undergraduate survey will be done in Spring 2002. The results from this triennial survey of faculty and students (previous surveys were conducted in 1992, 1995, 1998) affirmed the UW Libraries' primary importance to the campus community and continued to show exceptionally high satisfaction ratings for library services and resources. Survey results also showed a definite trend toward remote use of the Libraries and a user priority for full-text information.

Among the highlights from the 2001 surveys:

- More than 90% of faculty and graduate students were very satisfied with the Libraries (less than 1% not satisfied).
- Remote use continued to increase as more than 75% of faculty and nearly 60% of graduate students use the Libraries at least weekly from an office computer.
- In-person library visits and use generally declined, especially among graduate students.
- Information technology and online information resources lead to more productive research and teaching.
- UW Libraries was considered the most important information resource with 93% of faculty and 96% of graduate students rating the Libraries as very important to their work.

- There is significant variation in use patterns and library needs by academic area.

The top three priorities for the Libraries were not only the same for faculty and graduate students but nearly identical in the percentage for each group:

- Delivering full-text to the desktop
- Providing electronic full-text access to older journals
- Maintaining the quality of the Libraries' print collection

The Libraries also participated in the LibQUAL+ 2001 survey which was administered at 43 North American universities. A sample of 600 UW undergraduate



**Don't compromise the print collection by going electronic. The technology is much too new and uncertain. The libraries provide indirect support of all university scholars by helping to pay for publishing outlets. Electronic outlets are NOT acceptable for academics. Maybe they will be in 20-30 years.**

— Assistant Professor, Anthropology

**To reduce costs it would be good to rely on full text online journals. However, it's important to subscribe to other journals not available on the web. Your library has allowed me to become a world recognized scientist and writer. Keep it up! Love you guys.**

— Associate Professor, Medicinal Chemistry

The UW Libraries provide excellent services. They remain critical to the teaching and research mission of the university. They are not going to be made irrelevant by publicly available web resources. Every effort should be made to maintain adequate budgets for library operations.

— Professor, Medicine

students and 600 UW graduate students were asked to complete this Web-based survey. As in the 2000 version of this survey, the UW Libraries exceeded student expectations by a wide margin.

## Survey Results

This brief discussion will concentrate on some of the more significant findings derived from the library

surveys. More complete survey results can be found on the Libraries' Web page, at [www.lib.washington.edu/surveys/](http://www.lib.washington.edu/surveys/).

**Table 1. Type of Library Use by Group and Academic Area**

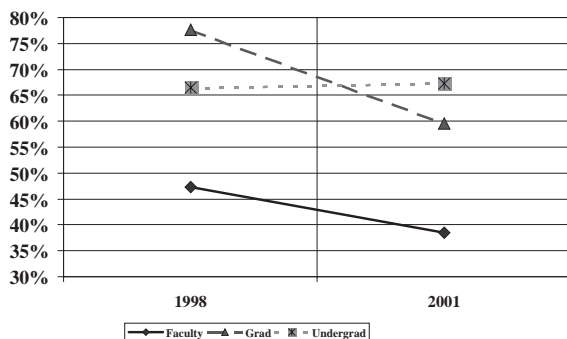
% of respondents who marked at least weekly

	Visit in person		Use office computer		Use home computer	
	1998	2001	1998	2001	1998	2001
<b>Faculty</b>						
Health Sciences	37.9	28.1	76.2	75.7	40.5	43.4
Humanities-Soc Science	60.7	56.4	70.2	76.7	47.1	51.5
Science-Engineering	49.3	41.8	64.7	75.4	23.6	33.9
All Faculty	47.3	40.6	71.0	76.1	37.4	43.0
<b>Grad</b>						
Health Sciences	79.7	59.6	39.8	50.6	49.2	59.6
Humanities-Soc Science	82.5	72.1	47.5	56.1	52.0	62.6
Science-Engineering	68.2	45.1	57.4	69.4	32.6	42.5
All Grad Students	77.7	59.6	48.1	58.5	45.7	55.2

**Use Patterns**

While survey results showed continued high satisfaction and high importance ratings for the UW Libraries, the ways in which faculty and students use the Libraries to support teaching, learning and research are changing rapidly. Results showed a noticeable drop in the frequency of in-person visits and a corresponding increase in the proportion of faculty and graduate students using the Libraries from remote locations (Figures 1 and 2). All categories of in-person use dropped for faculty and graduate students, with the sharpest increases for remote use and decreases for in-person use found among graduate students. There was significant variation by academic area with faculty in the arts, humanities, and social sciences showing the smallest drop in visits.

**Figure 1.**  
**In-Person Library Use 1998 and 2001**  
(Percent visiting at least weekly)

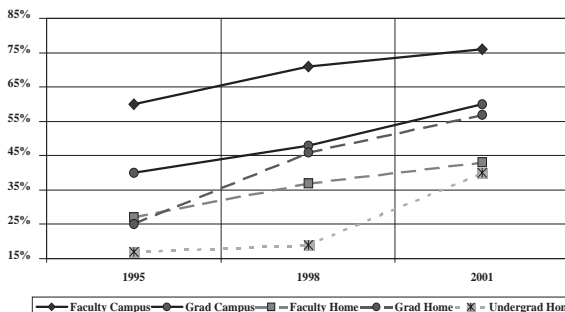


The frequency of undergraduate visits remained unchanged from 1998, when comparing seniors and fifth-year students from both surveys.

While there was a clear trend towards fewer library visits by faculty and graduate students, remote use continued to increase with little difference by academic area. Approximately 75% of all faculty use an office computer at least weekly to connect to library services or resources. More than half of the faculty in the humanities and social sciences connected at least weekly from home compared to just about one third of faculty in the sciences and engineering. However, the latter group showed the sharpest increase compared to 1998.

graduate students were similar. As Table 2 shows, faculty in the arts, humanities and social sciences searched the UW Libraries Catalog more frequently while the top use for health sciences faculty was full-text electronic journals.

**Figure 2**  
**Remote Library Use Continues to Increase**  
(Percent who connect at least weekly)



What did faculty and students do when using the library remotely? About half the faculty reported that they looked for full-text articles and searched the catalog or bibliographic databases at least weekly. Results from

Love those electronic full text journals. Need to get more in my field.

— Graduate Student, Anthropology

The paper-based research library is obsolete. A responsible researcher should be willing to learn to use the new technology. As far as I'm concerned, the best library is one I never have to set foot in.

—Research Associate, Materials Science and Engineering

Online availability of journals of scholarship are not a good replacement for printed hard copies of journals. If we are to maintain our high national rating for our graduate program, we cannot depend on online material.

— Assistant Professor, Drama

I think that the UW Libraries are a tremendous resource. It is rare that I can't find needed materials—usually journals—in the UW collection.

I love the convenience of being able to download articles. Expanding the number of journals available electronically would be my first priority.

— Associate Professor, Social Work

**Table 2. Type and frequency of use when using the library remotely**  
% who connect to the Libraries at least weekly to:

	Search Lib Catalog		Search databases		Look for e-journals	
	Faculty	Grad	Faculty	Grad	Faculty	Grad
Health Sciences	37.9	28.1	76.2	75.7	40.5	43.4
Humanities-Social Sciences	60.7	56.4	70.2	76.7	47.1	51.5
Science-Engineering	49.3	41.8	64.7	75.4	23.6	33.9
<b>All</b>	<b>47.3</b>	<b>40.6</b>	<b>71.0</b>	<b>76.1</b>	<b>37.4</b>	<b>43.0</b>

## Priorities

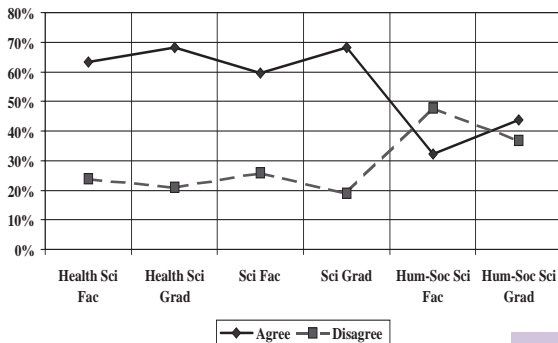
Faculty and graduate student priorities concentrate on library collections and information resources, with desktop delivery of full-text resources ranking highest. Once again, there are differences by academic areas as shown in Table 3, with faculty in the arts, humanities and social sciences strongly favoring maintaining the quality of the print collection as their top priority. Those in the health sciences and sciences focus on desktop delivery.

**Table 3. Top priorities by academic area 1998 and 2001**

% identifying as top priority

	Deliver full-text to desktop		Maintain print collection quality		Preserve library materials		E-access to older journals
	1998	2001	1998	2001	1998	2001	2001
<b>Faculty</b>							
Health Sciences	71.5	86.2	63.3	45.7	33.7	32.1	64.8
Humanities-Soc Science	43.5	48.2	76.1	78.9	49.5	50.2	38.6
Science-Engineering	59.1	72.5	72.1	60.3	44.1	42.5	69.4
All Faculty	60.4	73.4	69.6	57.4	40.0	39.4	59.6
<b>Grad</b>							
Health Sciences	68.0	85.3	43.0	42.9	25.0	23.1	58.3
Humanities-Soc Science	47.5	59.6	53.5	59.6	37.0	41.3	55.2
Science-Engineering	57.4	78.6	58.9	54.3	41.9	36.4	73.4
All Grad Students	56.0	72.7	52.1	53.2	35.0	34.6	61.8

**Figure 3**  
Go to Electronic Only for Journals by Academic Area



When asked to choose from a list of options for funding the acquisition of books and journals during a period when funding has not kept pace with the increased costs of materials, only one option received a majority in favor – converting print journal subscriptions to electronic-only where available. However, while this option was an overwhelming choice for those in the health sciences and sciences, that was not the case for faculty and graduate students in the arts, humanities and social sciences.

Finally, information technology and online information resources enabled faculty and

students to be more productive. While faculty and graduate students are less likely to visit the library they are more likely to find the information they need to make them more productive researchers and teachers. These changes were most pronounced in the health sciences, sciences, and engineering.

I like to do research from my home computer. More online access to books/articles in the future would be great.

— Undergraduate Student, Business Administration

the UW Libraries system is organized and the types of services and resources that are needed to support the work of the University community in the future.

## Conclusion

The UW Libraries retains a cherished position in the University community. Faculty and student satisfaction and rating of the importance of libraries to the support of teaching, research and learning remain very high. However, analysis of the 2001 results indicates that significant changes are taking place in the way faculty and students are using libraries. As the proportion of library services and resources that are available from the user's computer grows, the number of in-person visits to the Libraries among faculty and graduate students will continue to decline. While this change is not occurring at an even pace by academic area, the trend is established and is likely to accelerate in the coming years. The library as a place, however, remains critical to undergraduates, as they use it primarily as space to do their work (both individually and collaboratively). Clearly a "one-size fits all" approach will not address the needs of our diverse faculty and student communities. These changes have important implications for the way

**Table 4. Impact of information technology and online information resources on work**

% more likely or less likely to do the following:

	Faculty 2001	Faculty 2001	Grad 2001	Grad 2001
	more likely	less likely	more likely	less likely
Visit library in person	9.3	64.3	21.1	40.5
Find books in the library you need	39.1	12.6	56.8	8.8
Find citations to journal articles you need	61.2	18.3	69.6	10.4
Use interlibrary loan or article delivery	28.0	16.4	41.8	11.8
Consult reference librarians	8.8	24.0	15.4	21.7
Use library services in teaching	24.7	11.7		
Acquire info from non-library sources	29.4	12.3	32.3	13.4
Keep current in your field	66.8	5.7	64.5	5.2
Be a more productive researcher	75.7	3.6	82.9	3.2
Be a more effective instructor	62.6	3.6		

# A Central Asian Odyssey: Renewing Connections



Mary St. Germain, standing near an abacus in an Uzbekistan bookstore

by Mary St. Germain. Adapted with permission from "The Central Asian Studies Collection at the UW Libraries," which appeared in the *REECAS* Newsletter of the UW's Russian, East European and Central Asian Studies Center, Jackson School of International Studies, Autumn 2001/Winter 2002 issue.

*Mary St. Germain is the UW Libraries' Near Eastern Studies Librarian. She traveled to three Central Asian republics in June and July 2001 to make contacts with libraries and acquire materials for the Central Asian Studies collection and also to provide materials for the CEIR website, <http://depts.washington.edu/reecas/atlas/ceir-1.htm>. Michael Biggins, Slavic and East European Studies Librarian, contributed to this story.*

With the dissolution of the Soviet Union, the former Central Asian republics found themselves transformed into sovereign, but land-locked and cash-starved countries. Libraries and academies that had exchanged books and periodicals with the UW Libraries for decades were deprived overnight of the far-reaching, subsidized postal service available to them in Soviet times, and were unable to ship materials to the U.S. They lacked discretionary funds to support exchanges with the UW, and many could not even buy books for their own collections. Most fell silent, preoccupied with their very survival.

At the same time, there were throughout the 1990s no known booksellers in Central Asia, independent or otherwise, who could supply U.S. libraries with materials. The only options were a small handful of distributors based in North America or Europe, who typically asked disproportionately high sums for little product.

To try to rectify this situation and to acquire material needed for the U.S. Department of Education-sponsored website at the UW, Central Eurasian Information Resources (CEIR), I traveled to Uzbekistan, Kyrgyzstan and Kazakhstan in the summer of 2001. My goal was to purchase suitable books, statistical publications, census data and maps, and to identify parties who could provide a good selection of titles at a reasonable price. I began my trip in Tashkent, Uzbekistan, and traveled to Bukhara, Samarkand, then on to Bishkek, Kyrgyzstan, and finally to Almaty, Kazakhstan, before returning to Seattle about five weeks later.

I noted three consistencies in all the places I visited:

- Scholarly periodicals are not distributed through either bookstores or kiosks.
- Authors must pay to have their books published, which many cannot afford.
- Although the official language of each of these three Republics is a Turkic language, popular books in Russian are still common.

## Uzbekistan

Uzbekistan is not well linked into the world banking system. Currency is usually exchanged "unofficially" in the bazaar and abacuses are still used for totaling purchases. This means that it is not possible for small businesses to conduct business beyond Uzbekistan; distribution channels are very limited. Arriving in Uzbekistan's 100-plus-degree heat, I felt wilted and found that these limiting factors left the book trade in a similar state. Tashkent has five sizeable bookstores for current publications and two for antiquarian books. In Bukhara, although I had hoped to find Tajik books and possibly books from the Jewish community, the sole bookshop sold mostly textbooks. Samarkand's four bookstores included one, opposite the University of Samarkand, with an excellent selection. The others were close to perishing. One bookstore of approximately 40' x 60' was now reduced to two shelving units in a small cubicle selling office supplies.

Between 1991 and 1993, the years after Soviet subsidies abruptly ceased, very little of interest to a research library was published in Uzbekistan; between 1993 and 1996, presses generally published two to four titles per year. When the economy began an upswing in 1994 and 1995, several publishers produced 10 to 15 books a year. After a subsequent slide, a couple of presses now produce 15 to 20 titles per year, but most still produce fewer than five. Although Uzbekistan plans to switch from Cyrillic to a Latin alphabet, so far only a few such books have been published, with just the title page and cover in the Latin alphabet. After all, it will be expensive to convert the presses.



A building in Bishkek housing the Rarifet bookstore. Photo by Mary St. Germain

The subject range of publications is limited. Censorship is heavy, so many writers limit themselves to apolitical poetry or fiction and some history. A few books on Islam are produced through private

printing and sold from tables in the Charsu Bazaar. Students of Islam often use old handwritten books, and miniature painters also buy these books to use their high quality paper. Most use only the blank pages, but I did see full pages of text with recently added margin paintings for sale in Bukhara. Librarians in Uzbekistan had excellent training, but currently work in extremely difficult circumstances. None of the libraries I visited had adequate budgets for current publications nor a budget line for exchanging books with foreign libraries. In one library, salaries had been halved and many books had been taken from the central library to form departmental libraries. In another, shortsighted administrators were insisting librarians discard all books containing the words “communist” or “communism.” Library associations supported by the Soros Foundation publish a journal, which the librarians in Uzbekistan avidly read. It was clear that a fully functional professional life was more enticing than present conditions.



al-Farabi Kazakh State National University. Photo by Mary St. Germain

### **Kyrgyzstan**

Conditions improved as I moved eastward. Bishkek, Kyrgyzstan, is a very green city, since its founders deliberately planted over 200 species of trees to eliminate swamps and mosquitoes. Practically every third store is a currency exchange office. Unfortunately the ability to convert money and conduct foreign business has not yet trickled down to most small businesses. There were four bookstores, two substantial kiosks and a Central Statistical Office. The Center for Kyrgyz Books was run by two women, a Kyrgyz and a Russian, who had unparalleled knowledge of the book trade, authors, and publishers. The Central Statistical Office was also a ray of light, publishing a full array of census and statistical publications, and even accepts payment by wire transfer! Another bookstore distributed a good selection of maps.

Although the subject range of publications was much broader, presses have not fully stabilized. Language, literature, and history are thriving, and small numbers of books appear on law, politics, ecology, economy, folk music, culture and the large Korean minority. Approximately one-third of the books on the market are in Russian. During the 1990s, while two presses publish around 30% of the books, most post-1991 presses have only published one to three books in their entire existence.

I had the good fortune to visit the Knizhnaia Palata, or book depository, where I was struck by the range and high quality of current economics publications. I also visited the National Library, the Chernyshevsky Public Library, the Library of the National University, and the Kyrgyz-Russian Slavic University (KRSU), none of which had sufficient funds for their acquisitions or budget lines for exchanges.

### **Kazakhstan**

The book trade in Almaty, Kazakhstan, was a feast after famine. There are eight large presses and many smaller presses, including authors publishing their own works. Most of the presses are located in one building, the Dom Izdatel'stva, each with its own sales display and the lowest prices. In addition there are eight large bookstores. One, Kitab Alemi, was closing for renovation the day I visited, and allowed me to stay four hours beyond closing. I must have doubled their weekly, if not monthly, sales figures! The Central Statistical Office sells a good range of publications, when the underpaid clerks can be coaxed to open it.

Language, literature and history are the major topics here, but politics, foreign relations, treaties, traditional culture, law, ecology, economics, and minorities in Kazakhstan are not far behind. Historical materials, works of folk poets and writers from the turn of the century, particularly materials that could not be published under the Soviets, are being systematically republished, and works such as telephone books and Internet directories are beginning to appear. Easily a fifth of scholarly publication is in Russian.

In Almaty, I visited the National Library, the Library of the al-Farabi University, and the Library of the National University. The latter is well organized and has a very strong Kazakh collection. The National Library is making a name for itself by sending its staff to international meetings and representing itself as responsible for standards throughout the country. Budget lines for exchanges had just been restored in the National Library and the Library of the National University.

In total, last summer's trip to these three countries was of great interest to the UW's Central Asian Studies program, and netted the UW Libraries a total of over 950 new books, most of recent publication date. Of these books, 543 were from Kazakhstan, about 248 were from Uzbekistan, and 190 were from Kyrgyzstan, and all were selected at bookstores, kiosks, or in library exchange departments, and shipped back to Seattle.

At each of the twelve libraries I visited, I explored the likelihood of future book and periodical exchange arrangements with the UW. Although response was not overwhelmingly positive, the UW now has some hopeful prospects to pursue. The potential for revived exchange activity, together with direct purchasing from booksellers, are now our primary avenues for maintaining Central Asian acquisitions in the coming years. The Libraries' **Near East Section** and our **Slavic and East European Section** collaboratively will develop these avenues of supply in the next months.

# Tribal Connections in the Pacific Northwest

In 1998 the Pacific Northwest Regional Medical Library (PNRML), based in the UW's Health Sciences Library, embarked upon a project called **Tribal Connections**. They offered funding and expertise to help tribes and Native consortia in the Pacific Northwest connect with the Internet, and to help them find and use health information on the Web. It was hoped that this connectivity would minimize the isolation of Native groups and improve access to remote social and health resources.

*Library Directions* met recently with three key participants from PNRML to learn about the project and how it has evolved. **Nancy Press**, Consumer Health Coordinator, **Neil Rambo**, Associate Director, and **Roy Sahali**, Community Resources Coordinator, have learned much from the first stages of the Tribal Connections project, and are advancing their experience into new directions.

## Phase 1

**LD:** *How did the Tribal Connections project begin?*

**NR:** Since the late 1980s, the **National Network of Libraries of Medicine**, administered by the **National Library of Medicine (NLM)** has mounted an active outreach program focused on health professionals. For the last few years, that approach has broadened to include the general public—those who consume health services—and has shifted toward underserved communities and to partnerships within those communities. Tribal Connections began as a pilot project to test health information outreach in American Indian/Alaska Native (AI/AN) communities.

Roy came into the picture as Project Manager, hired with the help of representatives from the AI/AN communities, to see what the internet connectivity was for a given community, and what response might be best. The second major step was appointing a Tribal Connections Advisory Panel made up of national experts in Native cultures, telecommunications specialists, and project staff from the National Library of Medicine (NLM).

**RS:** We sent a Request For Proposals (RFP) to all federally recognized tribes in the Northwest, inviting interested and “ready” groups within the tribal communities to develop and submit a proposal. With the help of the Advisory Panel, we developed a sample proposal with imaginary names and information, put it up on the Web, and advertised it. We received 16 proposals from communities in the five Northwest states [Alaska, Idaho, Montana, Oregon and Washington] in our region.

I scheduled site visits both to verify or modify the proposals, and to provide a quick assessment of the community's ways of doing things, or of their technology, so we could determine where the gaps were.

**LD:** *Were you dealing with a finite amount of money for this project?*

**NR:** All 16 proposals received were eventually funded, which limited the funding for each site to a maximum of \$25,000 hardware and connectivity costs. Our staff time and the health information training component of the project were provided at no cost to the communities. Sites that already had some level of connectivity in place could apply the funds toward upgrading connections, or acquiring additional public access computers, for example.

**RS:** Some folks bought computers, others dealt with infrastructure such as network cabling. Others concentrated on getting ready for network connectivity. In most cases, it was a combination of all of those things.

**NP:** In other words, there were no set procedures, no—what did you call it?

**RS:** No “drive-by installations.”

**NP:** Right. They were able to use the money for their unique needs, and not for what a federal agency wanted to give them. So we were part of a greater whole, rather than a special program off by itself.

**NR:** That actually is an important point about the overall project. Because of Roy's work in the community, Tribal Connections became known not as another stand-alone tribal program, but a way to work with existing projects and structures to fill in the gaps, sometimes as the glue to make things stick together. I think the project had more effect within the individual communities because of that.

**RS:** We joined cultural events and gatherings on reservations rather than planning our own promotional events. We participated in exhibits at Powwows and health fairs, and a tribal radio station agreed to broadcast programs on health information.

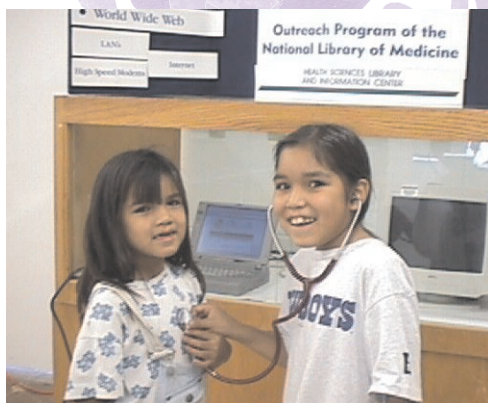
We solicited any outside partners who might have an interest in developing Internet connectivity, such as the **Indian Health Service**. When we did not find partnerships, it was necessary to build them—for example between a health department and a school that were both planning to install T-1 lines, but on opposite sides of the main street.

**LD:** *It seems that you went in with an attitude of flexibility and were able to make yourselves fit the needs of the community.*

**NP:** We felt that we should not predict what people need and want. Perhaps we got a good response initially because anybody could apply as long as they included health information for the community and a public access computer...somewhere, and would agree to have us come and train them.

**NR:** The flip side is that it becomes very hard to determine what you're trying to do, and how you evaluate it.

**NP:** Also, the way we awarded funding had to be changed. Usually the University reimburses budgets months in the future. In this case, the PNRML bought everything directly, dealing with all the purchasing processes, and then transferred ownership to the sites. This meant that equipment was often stacked to the ceiling around our desks, and we would tag it, set it up, and in many cases, drive it out there. We found creative new ways to handle regulations.



Participants at a wellness display, Spokane Powwow.  
Photo by Roy Sahali

## Phase 2 and Beyond

**NR:** Tribal Connections is not intended to be a library program, in that we are not a provider of library services. We're promoting health education rather than simply health resources or librarianship. We worked with NLM to explore an approach to healthcare information for "disenfranchised" communities, to see what can be done in the area of connectivity. Four years into the project, NLM is still very involved with us and interested in our progress.

We worked with the first 16 tribes from 1998 through last year, and that phase formally closed at that point, although it doesn't end the relationship or communication back and forth.

**RS:** After what I consider a successful completion of Phase 1, we started testing four other tribes in the Southwest, in Arizona, New Mexico and Nevada—again, selected on the basis of a Request For Proposals process—partnering with three academic health sciences libraries there. We set up connections and offered consultation, and then the Southwest tribes took over.

**NP:** The connections that we found for them were not those of a traditional academic library, but those that can be found free on the Web, or links to local public and tribal libraries, things that people will use.

**NR:** There is also a new piece to the project, called Tribal Health Connections (different from Phases 1 or 2), which started last year. Tribal Connections' successes caught the attention of the Bill and Melinda Gates Foundation, which has a national program to enhance public libraries, especially in poor communities. They found that they weren't getting to Indians in the more isolated communities and started a "Native American Access to Technology" program focused on the Navajo Nation in the Four Corners area of the Southwest. They knew about Tribal Connections, and funded us to hire a full-time trainer. We now have a librarian who is based in New Mexico, funded by the Gates Foundation.

**RS:** She provides the health piece to the Gates library project. Hopefully, out of that, a network of trainers will continue to develop health resources for the Navajo Nation.

**NR:** Although the Gates project is separate from our Phase 2, there is some overlap of interest and influence. Because we're in their region, we are working with academic health sciences libraries in the Four Corners region, in this case four active, statewide libraries. We want to make sure that they're brought into the process, and that they have outreach people who can participate in the planning and training. Again, working with existing structures is part of the process.

**RS:** I'd like to add here that within the communities, I was working with a relative lack of existing structures and boundaries. I felt that the project would work well, partly because of the way the Internet itself shatters geographic boundaries.

**NP:** With Roy's community development expertise, we're approaching the project not from what we intend to accomplish, but very much from what the community wants. Native communities can be suspicious of federally funded projects, and our community-based approach works where those of other institutions and agencies don't.

**RS:** It's made it easier for folks to realize the commonalities between them. Often people who worked across the hall from each other had no real information exchange, or no sense of how their jobs intersected. By learning what the communities themselves considered important, I could help build the necessary relationships.

**NR:** But one of the things we've found is that it's very hard to do—it takes a lot of time. A lot of federal agencies have one- or two-year funding cycles: they don't have five years to see a result come in. That's beginning to change, but it's tough when you have to go back to Congress without a result. It's important to realize at the outset that this work takes frequent contact, repeated training, and a relationship built on mutual, time-tested trust and respect.



Nisqually youth and computers. Photo by Roy Sahali.

**RS:** As we move into Phase 3, there's a heavier emphasis on evaluation, on proving that the things we've done are actually working. Earlier, it was hard to tell how the connectivity actually affected the community, especially since the education was the last step.

**NR:** In Phase 3, we're going to try to connect the education component to something the community is doing. For example, some of the tribes will have a wellness committee or health board, and will have activities planned such as health fairs, promotions or campaigns. If they have a diabetes awareness campaign,

for example, we would do a training on diabetes information resources.

**RS:** *Medline Plus.gov* (available through NLM) is one of the primary consumer health websites we promote, but specialists at the Indian Health Service haven't felt that it is particularly well-suited to the needs of tribal communities. So we (led by Nancy) are working with the IHS to develop a consumer health information page for Native communities. Another positive outcome is that we've enabled tribal agencies, in communities we have worked in, to take the lead in "closing the digital divide" in the communities. Also through our work, communities have wider access to all kinds of computer resources and e-mail that they didn't have before.

**NP:** Roy made arrangements with the Indian Health Service so that the community could use, in new ways, the ethernet connections that were already in place.

**RS:** We've learned a lot that will help us guide Phase 3. Elements of time will be dealt with differently, especially the relationship between contract time and tribal time. The important thing is to build relationships and stay connected throughout the project.

# Awards & Recognition

**T**he *Committee*, a novel by the Egyptian author Sunallah Ibrahim and translated from the Arabic by **Mary St. Germain** and Charlene Constable, received a positive review by Robert Irwin in the December 16, 2001, Sunday *New York Times* book review section. The book, published in November by Syracuse University Press, is Mary's first translation. Read the review at: [www.nytimes.com/2001/12/16/books/review/16IRWINT.html](http://www.nytimes.com/2001/12/16/books/review/16IRWINT.html). (The site requires registration, at no charge to the user.)

**G**lenda Pearson, head, Microform and Newspaper Collections, wrote an article on the World Treaty Index that is the lead article in the latest issue of *The International Journal*

of *Legal Information*, 29 (Winter 2001): 543-559. "Rohn's World Treaty Index: Its Past and Future" describes the history behind this unique research tool, the importance to and uses of international treaties in scholarly research, and the current efforts now underway to update the database. The WTI was the brainchild of Dr. Peter Rohn, now retired UW Political Science professor. First published in 1974, the multi-volume index quickly became a mainstay in international law research. A second print edition appeared in 1983. The challenge over the last 15 years has been to continue data entry activities, to update the database software and, most recently, to create a Web-accessible version.

**T**he January 24 issue of *University Week* ([depts.washington.edu/uweek/archive/2002.01\\_jan\\_24/](http://depts.washington.edu/uweek/archive/2002.01_jan_24/)) features an article about Collection Development Librarian **Linda Di Biase's** research on Episcopal deaconess Margaret Peppers, who chose to join her Japanese-American congregation in a World War II internment camp (see publication notice in *Library Directions*, Autumn 2001—[www.lib.washington.edu/about/libdirections/current/](http://www.lib.washington.edu/about/libdirections/current/)). The article by Nancy Wick entitled "In Search of Stories" relates how Ms. Di Biase's great interest in historical research led to ongoing research on "forgotten women."

## News and Events

### OCLC Western Digital and Preservation Resources Center

OCLC has announced the establishment of the OCLC Western Digital and Preservation Resources (DPR) Center. Based in the OCLC office in Lacey, Washington, the Western DPR Center will offer reformatting (microfilming and digitization) services, and related training and consulting services to libraries, museums, archives, and other institutions. The creation of this Center is in many ways an outgrowth of the ideas and concerns expressed at the September 2000 "Swimming Upstream" meeting on cooperative preservation held at the University of Washington.

The Western DPR Center will be a partnership between the Western Service Center and the new OCLC Digital & Preservation Services. The Center will:

- offer libraries, archives, and museums high-quality, cost-effective services to preserve analog materials on microfilm, convert text and images to digital format, and provide public access to and long-term retention of the materials
- assist institutions with the planning of preservation and digitization projects and the design and management of cooperative projects

- increase the awareness in the region of preservation and digitization issues, the knowledge of best practices, and the level of expertise among librarians, archivists, curators, and administrators

For more information on the Western DPR Center, please see the OCLC Western Service Center website page: [www.oclc.org/western/services/preservation.htm](http://www.oclc.org/western/services/preservation.htm).

For more information on OCLC's Digital and Preservation Resources, see the press release of January 15, 2002 at [www.oclc.org/oclc/press/20020115.shtm](http://www.oclc.org/oclc/press/20020115.shtm) and the website [www.oclc.org/digitalpreservation/](http://www.oclc.org/digitalpreservation/).

OCLC plans to have the reformatting services in Lacey available by Summer 2002.

### January Lecture and Slideshow by Photographer Phil Borges

The Libraries recently hosted a photography exhibit by celebrated Seattle-based photographer Phil Borges, known for his portraits of people from "endangered cultures." His books *Enduring Spirit* (New York: Rizzoli, 1998) and *Tibetan Portrait: The Power of Compassion* (New York: Rizzoli, 1996) have won international praise. Mr. Borges has hosted documentaries for the Discovery Channel, worked on National Geographic's



Bequim. Photo by Phil Borges

Ethnosphere project, and is a co-founder of the Blue Earth Alliance, a non-profit organization sponsoring photographic projects about endangered cultures and threatened environments.

A standing-room only crowd attended a January 16 lecture and slideshow in Kane Hall, followed by a reception in the Odegaard Undergraduate Library, where photos were on display from January 7 through February 15, 2002. The slideshow highlighted photographs from Borges's summer 2001 trip to the Pakistan/Afghanistan border. His portraits of the local Kalash people were taken just weeks before the September 11 attacks. Examples of the artist's work can be seen at [www.philborges.com/](http://www.philborges.com/)

The event and exhibit were co-sponsored by the University Libraries, South Asia Center (Jackson School of International Studies), and the School of Art Photography Program.



### Three New Digital Initiatives Collections

The Digital Initiatives program has added three new collections to the Libraries Information Gateway. **Transportation** is a growing (currently about 300) set of images of early trains, motor vehicles, boats, and airplanes, and **Stereocards** consists of 171 stereoviews, mostly landscape and documentary. **WTO Seattle** can now be accessed through a Digital Initiatives entryway as well as through its original connection with the WTO History Project.

Digital Initiatives is on the Web under "Image Collections" on the Information Gateway, or at [content.lib.washington.edu](http://content.lib.washington.edu).

### Urban Horticulture Library Reopens

As of December 10, 2001, the **Miller Library** is open again to serve the UW community, horticultural professionals and the general gardening public. The library is now housed in Isaacson Hall at the Center for Urban Horticulture, across the courtyard from its previous location, damaged by fire on May 21, 2001.

Although the interim space is small, about half the collection has been reinstalled. Most reference books, recent issues of most journals, vertical files and the lending collection are included. For access to a specific title, patrons are urged to call ahead.

Hours are Monday from 9:00 a.m. to 8:00 p.m., Tuesday through Friday from 9:00 a.m. to 5:00 p.m., and Saturday from 9:00 a.m. to 3:00 p.m. The library can be reached at [hortlib@u.washington.edu](mailto:hortlib@u.washington.edu) or 206-543-0415.

The Plant Answer Line quick reference service has a new number, 206-897-5268 or 206-UW-PLANT. New extended hours are Monday through Friday from 9:00 a.m. to 5:00 p.m.

## In the Catalog

### Making of America Resources

*Making of America* (MOA) is a digital library of primary sources in American social history from the antebellum period through Reconstruction ([moa.umdl.umich.edu](http://moa.umdl.umich.edu)). MOA includes both books and journals. Analytical records for over 7000 of the MOA e-books have recently been added to the UW Libraries Catalog, thanks to records supplied by the University of Michigan. You can find these records by doing a title search on the series "Making of America (University of Michigan)."

### Display of Non-Roman Characters

Many catalog records for materials written in Chinese, Japanese or Korean (CJK) include characters from those languages as well as a romanized form of the text. This data is stored in a library standard that was developed well before the Web became available. The standard is the East Asian Character Code, a font set which can only be viewed using specialized commercial viewers. The UW Libraries is having character tables installed by the vendor that will map characters to more commonly used character sets. The first of these available was the Chinese set commonly known as Big5. We now have the ability to search and

display CJK and other non-Roman characters using **Unicode**, which provides access to all the languages in one character set. Access is through a link on the yellow bar at the bottom of all UW Libraries Catalog screens, "Non-Roman Character Sets." Since users must configure their browsers for encoding fonts in order to properly display non-Roman characters, the link will take them to an **explanatory page** with links to all of the ports.

### Change in Computer File Records

Due to a revision in national cataloging rules, the designation "computer file" seen in square brackets in titles on catalog records is changing. This designation has been used on catalog records for disks and CD-ROMs as well as online resources such as Web pages and e-journals. Catalogers have begun to use the new phrase "electronic resource," and all computer file records have been retrospectively changed. At the same time, CD-ROM software physical description terminology will change from "computer optical disc" to the conventional term for the carrier, such as "CD-ROM" or "DVD-ROM." See the title "Totem poles: myths, magic and monumental art on the Pacific Northwest Coast" as an example.

### Appointments

**Joyce Agee**, Assistant Director of Development, Administration/Development Office, 11/26/01.

**Julie Keeler**, Development Officer, Administration/Development Office, 12/1/01.

**John Bolcer**, Assistant University Archivist, Manuscripts, Special Collections, University Archives, 10/1/01.

**Emalee Craft**, Systems Librarian, Library Systems, 1/1/02.

**Jennifer Ward**, Systems Librarian, Library Systems, 1/7/02.

**Nanette Welton**, Head, Information Resources, Health Sciences Libraries, 1/1/02.

### Retirements

**Yoon-whan Choe**, Korean Studies Librarian, East Asia Library, 12/31/01. Awarded Librarian Emeritus status, 1/1/02.

**Marie-Noelle Deseilligny**, Reference Librarian, Reference & Research Services Division, 12/31/01.

**David Luse**, Library Technician II, Serials Services Division, 10/31/01.

**Agnes Smith**, Library Technician III, Serials Services Division, 10/31/01.

**Constance Worley**, Library Specialist I-Supervisor, Health Sciences Libraries, 12/31/01.

### Visiting and Exchange Librarians

**Antony Hopkins**, Romance Languages & Literatures Librarian, Reference & Research Services Division, 1/1/02. Visiting librarian from School of Slavonic & East European Studies, University College London.

**Janice Thomas**, Circulation Systems & Government Publication User Services Librarian, Access Services. Exchange librarian, School of Slavonic & East European Studies, University College London, 1/1/02.

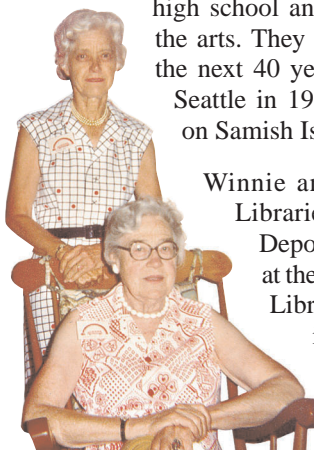
# Development News

## Two Lifelong Friends

By Julie Keeler, Development Officer

Two friends' lifelong love of learning, books and libraries was the impetus behind a recent legacy left to the University Libraries. Alice Winifred "Winnie" Spieseke was a Seattle native and graduate of the University of Washington. She lived in New York City and taught history at Columbia University. Elizabeth Hatchett, of Kentucky, and Winnie met at Columbia University where Elizabeth was earning her master's degree. Elizabeth taught at a NYC

high school and was heavily involved in supporting the arts. They became inseparable friends, spending the next 40 years exploring NYC before retiring to Seattle in 1975 to spend more time at their cabin on Samish Island.



Winnie and Elizabeth named the University Libraries the beneficiary of a Certificate of Deposit, leaving a generous sum to be used at the discretion of the Director of University Libraries upon their death. Such a legacy is a wonderful way to contribute to the University Libraries, allowing the allocation of assets for future use without taking anything from current investments.

The generosity of Winnie and Elizabeth will be recognized by the Libraries in two ways: The Spieseke/Hatchett Art Library Endowed Fund will be established as the first endowment for the Art Library, with income used to enhance programs, collections, preservation projects and services. The remainder of the proceeds from their Certificate of Deposit will go towards the purchase of the *Mary Randlett Photographic Collection*, which spans more than fifty years of work and documents Pacific Northwest artists and environs. In this way the University Libraries pays enduring tribute to both Winnie and Elizabeth and their love for the arts and libraries.

**University of Washington  
University of Washington Libraries  
Allen Library, Room 482  
Box 352900  
Seattle, WA 98195-2900**

## New Chinese Studies Endowment

by Marjan Petty, Director of Development

In these times of great change and uncertainty, it is a pleasure to share some good news—and a challenge! Steadfast friends of the UW Libraries, David C. H. and Martha Y. Hsiao, contributed \$50,000 to the East Asia Library to establish a permanent fund in memory of David's father, Professor Kung-chuan Hsiao.



Professor Hsiao taught Chinese history and political thought at the University of Washington for nineteen years. His publications are still being read today. He was the first in East Asian studies in this country to win a prestigious American Council of Learned Societies Prize for Distinguished Scholarship in the Humanities. Professor Hsiao's accomplishments as a poet of the classical Chinese style and as a calligrapher were no less impressive than his scholarship.

The endowment named in his honor will provide income to purchase books, online databases, curriculum needs, preservation of rare Chinese books, hiring of graduate students to create indices for Chinese sources, and funding of exhibits, for example. It will be the first endowment for Chinese studies managed by the East Asia Library. Apart from donating this generous gift and Professor Hsiao's collection of books and other scholarly materials, Mr. and Mrs. Hsiao have presented the Library with a matching gift challenge. They asked that others who believe in libraries and learning, like Professor K.C Hsiao, bring the fund to \$100,000. The challenge was accepted with enthusiasm!

Gifts from friends and colleagues are already underway. Further information on how to help the East Asia Library complete this matching gift challenge is available from Marjan Petty, Director of Development, 206-685-1973 or [mcpetty@u.washington.edu](mailto:mcpetty@u.washington.edu).

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