

Library Directions/ A Newsletter of the University of Washington Libraries

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The University of Washington Digital Library

Geri Bunker, Libraries Administration/UW Digital Library Initiatives

Using the library today can mean traversing through a rich mix of materials. Today's learners move among electronically delivered resources, regardless of where they are located, as well as traditional print-based materials. Learning doesn't stop at the end of class, nor does it cease when the library is closed.

Consider this scenario:

An environmental studies project aims to discover the links between environmental exposure to disease and low income and minority communities. From her apartment in Tacoma, a medical geography student connects via her laptop to the UW Digital Library World Wide Web interface, and searches several databases simultaneously with a natural language query. The results of the search include references that are linked to full-text articles, pictures and graphs, all of which can be printed instantly. The student opens up a Geographic Information System (GIS) program, takes the data listing disease incidents in the state, and maps minority and low income distribution in the Tacoma area. She builds a class presentation using information from the journal articles, images from the Internet, and her disease distribution map. She e-mails the Web address of the presentation to her instructor and classmates, located in every county in Washington, and her presentation is available to them immediately through the high-speed Internet II connection. Other class participants emulate this exercise to cover the entire state.

The University Libraries is working to make such a scenario a reality.

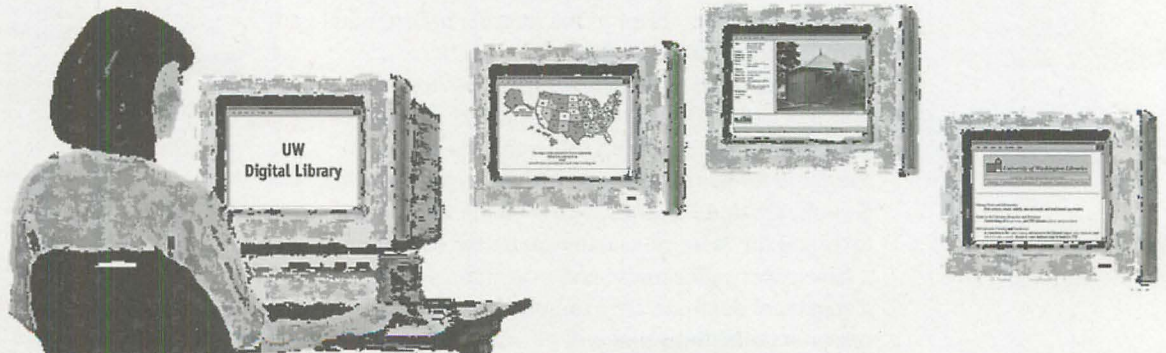
In this issue of *Library Directions*, we focus on the building of a Digital Library for the University community and for our constituents across the region, showcasing some of the faculty and librarians who are using digital technologies to reach out to their students and clients. Providing materials in digital format is a key strategy for enriching and extending library services and resources. This is true whether we are digitizing our unique holdings or providing access to commercially available materials.

The University Libraries' Strategic Plan, 1995-99, declares that in order to champion the University's mission, the Libraries will support

the transition ... from an entirely print-based library ... to an electronic library in which documents and other sources of information are stored in digital or other formats and can be searched or manipulated by computer, accessed remotely, and delivered electronically as needed. This concept of the electronic library assumes an increasingly predominant and powerful environment of national and international networks, networked information, and network navigation tools.... [However], for the foreseeable future, it is certain that academic research libraries will be responsible for providing a full mix of both print-based and electronic library resources.

Maintaining high quality traditional services while building a Digital Library program requires collaboration not only within the University, but also with government and industry partners. Many repositories are already online at UW Web sites to which users need guided yet powerful access. The

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University Libraries, with advice from a broad-based alliance of faculty, staff and students, seeks to serve as an interpretive and navigational hub for a coherently organized UW Digital Library.

Keeping our libraries "state-of-the-art" requires that we deliver the full text and images of articles and books to the user's desktop. Some of these are commercially available, whether purchased outright or leased for remote access. These include full-text monographs, journals, graphical works, datasets, maps, and the abstracting and indexing databases which serve as "finding aids" to these materials. Providing access to commercially available full-texts and indexes is a high priority as we mediate demands for all types of materials across the disciplines. See the article and sidebar on page 8 for some recently added databases.

A second type of resource found in the UW Digital Library involves converting existing printed or other analog materials (e.g., sound and video) to digital format. We can exploit digital technologies to create new knowledge by assembling and scanning our unique and rare materials to form virtual collections. From the health sciences' Integrated Advanced Information Management Systems (IAIMS) projects to the Burke Museum Dinosaur Study Kits, digital collections, databases and works of art are found in every corner of the University. In this issue we highlight, among others, the Asahel Curtis photographic collection, currently accessible at <http://content.lib.washington.edu>.

Digital Northwest Project

The University Libraries has many significant collections of materials of regional and historical significance. The *Digital Northwest Project*, an early focus of our digital imaging efforts, promotes the cross-disciplinary nature of modern scholarship and exploits the capabilities of the Internet to foster and deliver collaborative research. The Pacific Northwest, in all of its demographic, environmental, political and historical diversity, defines the project's parameters. The resulting research sites will be available for use by UW and off-campus users alike. Searchable oral histories with both the transcribed texts and the recordings themselves, the entire run of a newspaper in facsimile and in searchable text, and a statistical database are examples of the kinds of research collections that will be accessed online,

anytime and anywhere, through the *Digital Northwest Project*.

The UWired Program's outreach efforts have already begun to contribute to the *Digital Northwest Project* by producing curriculum packets for Washington state history teachers. The Center for the Study of the Pacific Northwest (CSPN) extends educational outreach services using digital images of library and departmental print resources. This is a collaborative effort led by Professor John Findlay, History Department, and Scott Macklin, Undergraduate Education/UWired, with librarians Carla Rickerson, Karyl Winn, Richard Engeman and Theresa Mudrock. The curriculum packets are described in this issue [see box], and are available at <http://www.washington.edu/uwired/outreach/cspn/html/packet.htm>.

Some of our campus resources reside in the University Libraries, while others are being developed in "studios" such as the Center for Research and Technology in the Arts and Humanities (CARTAH). In this issue, Associate Professor Richard Karpen talks about technology and the arts, collaboration and the UW Digital Library. Our goal is to weave these resources together using the seamless framework for navigation being developed through the Web Initiative.

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The current version of *Library Directions* can be found online at <http://www.lib.washington.edu/libinfo/libdirections/current/>, along with several previous issues.

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*.

As these projects are developed, a faculty and librarian advisory council will collaborate with researchers in information literacy and technology to continually assess the effectiveness of our Digital Library tools and resources. Usability studies are being designed by information professionals both in the Libraries and across the academy, and student and faculty feedback will guide development efforts.

In lieu of additional funding, library staff are also collaborating with faculty to leverage our varied skills and resources and to provide broad and organized access to teaching and research materials. The Digital Library Initiatives Working Group has been formed to select, organize, describe and scan materials in partnership with on-campus and off-campus projects. Digital archives of images, sound and video will be stored in *Content*; geographic information systems and numeric databases will also be linked into the UW Digital Library.

Access to Resources

The missing link to the digital treasures scattered across the campus is a comprehensive map. As part of the Digital Library, the University Libraries is developing coherent systems of organizing and navigating the expanding set of available digital resources with easy-to-use, yet flexible electronic interfaces. To organize, maintain and display new resources and collections, we are using both commercial and locally created access tools.

In the following article, Professor Greg Zick, Center for Information Systems Optimization (CISO), describes *Content*, the high-performance multimedia database management system in use by the UW Digital Library. *Content* makes the organization, maintenance and display of our digital archives fast, reliable and easy to distribute around the world.

In a related article, Beth Fraser and Betsy Wilson

describe the Libraries' recently formed Web Initiative Steering Committee, which is developing a Web Gateway through use of a prototyping team and high-performance tools. A digital resource database will provide the infrastructure for the Gateway. Collaboration with campus creators of communication tools, as well as learning from industry, are key to its success.

Content: Multimedia Archiving

Greg Zick, Electrical Engineering / CISO

One important element of the Digital Library effort is the digitization and archiving of audio visual media for online access by a wide variety of users. In the last

few years there have been dramatic improvements in the cost and availability of peripherals that allow the digitizing of this material. The real challenge is to be able to store and catalog this information in a reliable way that supports effective queries and delivery of the right material to the user.

To address this challenge, the Center for Information Systems Optimization (CISO) and the Department of Electrical Engineering have developed a visual media archiving tool called *Content*. This software runs on standard Windows and NT computers, is scalable and extendible, able to handle millions of media

objects efficiently, can be configured to support custom metadata, and is 100% Web-compatible.

The *Content* software package is being used to make online multiple graphical collections available to the University community. This, in conjunction with an Intel equipment grant, will provide the initial infrastructure for the Digital Library. One of the most exciting aspects of *Content* is its ability to allow archivists to define rich and complex metadata to enhance the searching of very large image collections. In addition, these searches can be on indexes across multiple servers, linking diverse archives into a

Center for the Study of the Pacific Northwest (<http://www.washington.edu/uwired/outreach/cspn/>)

Scott Macklin, UWired

Educators in Pacific Northwest history, from middle school on, will find the Center for the Study of the Pacific Northwest Web site an exciting place designed to assist them on their classrooms' expeditions across this vast and rugged region of ours. On this Web site a variety of scholarly resources is available that explores the Northwest region's broad and eventful history; connects educators and students to news and current events based on topics critical to PNW history; and provides a forum for online discussion with PNW scholars and fellow instructors in PNW history. Educators, students and interested others will find access to a wealth of information and resources intended to enhance their teaching and study of the multi-faceted region that is as diverse as it is beautiful—the Pacific Northwest.

Libraries Web Gateway Design Principles

User-centric: *The Gateway will be designed, implemented and refined according to user needs to best support the teaching and research missions of the University.*

Supports a diversity of users: *The Gateway will accommodate a wide range of users in terms of expertise, subject area, type of information need, experience with this and other systems, and equipment used to access the system.*

Individualized services in a confidential

environment: *The Gateway will recognize and treat each user individually to best meet individual information needs and promote individual efficiency in an environment created to preserve confidentiality.*

Supports the instruction goals of the Libraries: *The Gateway will provide instruction tools to assist users and further the educational goals of the Libraries.*

Supports the teaching and research missions of the University: *The Gateway will allow integration of information resources with course resources and into class and research projects.*

Iteratively evaluative: *User feedback is critical to*

virtual, single collection for the user. Finally, the performance of *Content* allows the user to retrieve one of a few million images in less than a second.

We have formed a very productive collaboration among CISO, the University Libraries—including the Health Sciences Libraries and Information Center—and CARTAH to begin development of an integrated and well-indexed set of visual media databases. Future versions of *Content* will incorporate speech recognition, video indexing, and image processing functions. Our goal is to develop *Content* as a user-friendly, multimedia archival tool.

Web Gateway to Electronic Resources

Beth Fraser and Betsy Wilson, Libraries Administration

Every day the number and kind of digital resources available through the Libraries grows: online journals complete with illustrations, computerized geographic information and modeling systems, digitized photograph collections and much more. Electronic finding aids for archival materials, microfilm, photographs, music scores and other special collections are making it easier for researchers to locate materials formerly accessed only through printed indexes. Many of these resources and aids are being created at the Libraries, and we subscribe to others, e.g. *Britannica Online*, so that faculty and students can access them from computer labs and their desktops via the Web.

With this ever-expanding collection of electronic resources, it is often difficult to know what is available and where to find it. Add to that the rapid pace of the digital revolution, and the situation can be confusing. The Libraries Web Gateway, currently under development, will help students and faculty use this multitude of resources by providing a single location through which the Digital Library can be accessed. In addition to resources, the Gateway will integrate services such as book renewals and holds, personalized current alerting and awareness programs, document delivery, and interlibrary loan.

The Gateway will be available to the campus community Autumn Quarter, 1998. Individuals interested in evaluating or testing the Gateway during its development may e-mail wisc@lib.washington.edu.

The Gateway is being developed according to the design principles listed in the sidebar with an overall goal of creating a single integrated gateway with seamless linking to tools and resources.

Arts, Humanities and the Digital Library

The Center for Advanced Research and Technology in the Arts and Humanities (CARTAH) supports and promotes computer-based research and creative work in the arts and humanities at the University. Geri Bunker recently interviewed its director, Professor Richard Karpen, about CARTAH and the Digital Library. The lab facility is located in Room 35 Thomson Hall and serves faculty, graduate students and advanced undergraduates. Karpen may be contacted at karpen@u.washington.edu, or see <http://www.washington.edu/cartah/> for more information.

GB: Would you tell us a bit about how you see the use of digital technologies in the arts and humanities?

RK: The use of digital technologies in the arts and humanities is natural, normal, and happening. It's not a prediction of the future. It's no longer radical. It's happened already. Technology has always been part of how we create and record knowledge. It provides the means to the externalized expression of our creation, whether that be writing on papyrus, on stone with hieroglyphics, in fine arts, through the type of paint which best adheres to canvas, or with plaster or mosaics. Technology and science helped provide the tuning systems for our musical instruments. Even advances in metallurgy made changes possible to the piano frame enabling an increase in the degree of string tension the instrument can sustain. These technologies significantly enhanced our ability to create and record new ideas leading towards new knowledge.

GB: How do you see CARTAH's relationship to the Libraries?

RK: The Library helps us to display and archive the recorded knowledge we create. Imagine CARTAH as a studio where the canvas is painted; the Library is the archive, museum and gallery for the paintings. (And if you've ever visited a working artist's studio

where cherished works may pile up in disarray, you can appreciate the stewardship role of curator and librarian.)

GB: How do you see CARTAH's role in the building of the Digital Library?

RK: New technologies in use at CARTAH and on campus allow us to explore new media. As we create works in our studios, the Library is able to keep originals or copies for preservation, to organize them for access, and to manage and display them as parts of collections. Thus the Library really serves as a clearinghouse for and major disseminator of our cumulative knowledge. This has always been true for printed text, maps and pictures, and is now extended to digital images, sound recordings, even moving images.

GB: CARTAH is collaborating not only with the University Libraries in this effort, but also with other Digital Library builders on campus. Care to comment?

RK: The best collaborations are those where you can play to the strength of each party. Artists at CARTAH cooperating with archivists and librarians is a great start. *Content*, the multimedia database system developed at the CISO (Center for Information Systems Optimization in Electrical Engineering), is a great resource for us. We're very excited to be collaborating with Professor Zick, as this allows us to focus our creative interests while engineers provide us with a state-of-the-art presentation and management system for our works. The most important part of this partnership is interest in all concerned to share ideas giving the artists and scholars input into the look and feel of the archiving systems. It's a much more positive way to develop advanced technologies than to have hard and fast divisions of "content providers" on the one hand, and technologists on the other. This needs to be a concerted effort where we learn from one another how to navigate through this new landscape. And CARTAH's work with the CISO group and the Libraries is just a perfect model for this kind of partnership.



Many motion picture theaters in 1914 were tucked into existing buildings. The Isis theater was located in Seattle's Washington Building near Pioneer Square. A. Curtis 31226.

Digital Photographs

Richard Engeman, Special Collections

Nearly a decade ago, an ambitious experimental project in the Special Collections and Preservation Division resulted in transforming more than 24,000 historical photographic prints into a single silvery disc that held the digitized images linked to a database that indexed their contents. We thought we were on the verge of a transformation in the way that researchers would access photographs and other images. Now we know that this transformation is well underway. That initial project, the J. Willis Sayre American Vaudeville and Theatre Photograph Collection, is once again at the forefront of change.

Three years ago, the Center for Information Systems Optimization (CISO) was looking for a test database for a new product that was under development called *Content* that would permit extremely rapid searching and retrieval of both images and text, and could deal with the huge digital files that are required for quality images. For the test, the J. Willis Sayre project was converted to an early version of *Content*, and the result was a dramatic improvement in speed of access to data and images, and a vast new flexibility in searching options.

Special Collections is now involved in developing other projects that will combine digital images and data using the *Content* software. A collection of 1,704 historical photographs from the well-known Asahel Curtis studio, documenting Washington state and the Pacific Northwest from the 19th century until

the success and continued refinement of the gateway.

Modularity and interoperability: The Gateway will be modular and interoperable in order to take advantage of and incorporate emerging technologies and new resources.

The UW is one of many electronic libraries: The Gateway will provide essential resources, regardless of the format or location.

Contributes to the organization and dissemination of knowledge: The Gateway will provide a method for dissemination of and access to digital collections and finding aids for non-digital collections unique to the UW.

A cable car on Madison Street, Seattle, during a regrading of the street in 1907. A. Curtis 01885.



1940, has been scanned and combined with a detailed descriptive inventory. You can see a preview of the photographs at:

<http://content.lib.washington.edu>

A number of other projects are either underway or proposed. A student from the Graduate School of Library and Information Science is working on the William Meed photo collection, which depicts the Klondike gold rush, especially steamboat transportation on the Yukon River, from 1897 to 1907, as documented by a number of photographers, including Meed himself.



Native Americans from throughout the Pacific Northwest gathered on the banks of the Spokane River for the First National Indian Congress, October 1925. A. Curtis 49602.

A grant proposal has been submitted for a collaborative Web-based project with the UW, the Eastern Washington State Historical Society and the Museum of History and Industry. If funded, this project would combine historic photographs of American Indians from all three institutions, along with descriptive data, historical documents from the Manuscripts and University Archives Division, popular essays written for the site, and a series of study questions based on the photographs. The intent is to provide a Web site of photographs of Pacific Northwest American Indians broad enough and deep enough to support serious research on a number of topics. Students from grade school to graduate school would find useful images that could be easily downloaded for personal research or school projects.

Other proposals using the unique or scarce materials in Special Collections are in the discussion stage. The history of theater and entertainment in the Pacific Northwest (including the Sayre collection

mentioned above) is a possible topic, one which might involve not only historical photographs but also resources such as theater programs, posters, scrapbooks, manuscripts, and architectural plans. Other possibilities involve particular collections of photographs and architectural drawings, such as those by Frank LaRoche (western Washington and southeastern Alaska photographs from the 1880s and 1890s), Wilhelm Hester (maritime photos on Puget Sound in the early 1900s) and Charles A. Darmer (Tacoma architectural plans of the 1890s and 1900s). Early travel publications, maps, and promotional magazines are also possible future projects.

At the heart of all proposals is the immense opportunity that the new technology offers of making scarce resources widely available, while at the same time the resources themselves are spared from excessive use and handling. It also means that the Libraries must make a heavy investment in preparing these materials for use by this new worldwide audience, a task that involves research, writing, graphic design, software design, and user studies. It's daunting, but it's also *immensely intriguing*.



A digital representation of Red Square on the UW campus, showing a digital orthophoto overlaid with building outlines. Data copyright 1998, City of Seattle. Source: City of Seattle GIS.

Digital Geographic Information

Jenny Stone, Map Collection

As part of the Digital Library initiatives, the Libraries has strengthened its commitment to digital geographic information. Three pieces of this commitment are a growing collection of digital geospatial data, increasing geographic information systems (GIS) and mapping services offered to

library patrons, and the October 1997 hiring of a geographic information systems librarian.

A GIS is

a computer-based tool for mapping and analyzing things that exist and events that happen on Earth. GIS technology integrates common database operations such as query and statistical analysis with the unique visualization and geographic analysis benefits offered by maps. (ESRI, "What is a GIS?" http://www.esri.com/base/gis/abtgis/what_gis.html)

Although GIS is a database management system, it is not a database and it does not necessarily contain the data needed for mapping or analysis. Using a GIS for graphical display or spatial analysis can require extensive preparation in terms of finding and formatting the needed data. Library staff in Government Publications and the Map Collection and Cartographic Information Services units assist students and faculty from a variety of departments to locate and reformat data, in addition to helping them incorporate that data into new or existing GIS or mapping projects.

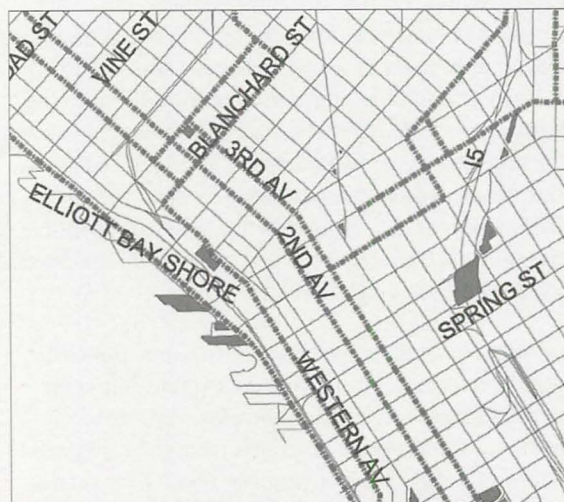
Collecting mainly for the Puget Sound area and Washington state, the Libraries' holdings of digital geospatial data also include information on other states, countries and the world as a whole. The Libraries stores this digital data on computer servers and on CD-ROM, and maintains a page of links to selected GIS information on the Web at <http://weber.u.washington.edu/~maplib/digdata.html>. The Libraries has also established the Washington State Geospatial Data Archive (<http://wagda.lib.washington.edu>), a collection of regional and state data for use by UW students, staff, and faculty. The use of GIS on campus as a whole is growing rapidly. The most veteran users of the software are in forest resources, geography and urban planning. However, students, faculty and staff from disciplines as varied as sociology, epidemiology, and music are becoming more frequent users of GIS. The Libraries offers consultations and reference information for patrons needing assistance with their GIS projects.

To stay in touch with GIS trends and use on campus, the Libraries is involved in the University of Washington Consortium for Geographic Information and Analysis. In addition, the campus is involved in the Consortium for Geographic Information Science,

a nationwide organization of research institutions dedicated to studying spatial relationships and GIS technologies. The Libraries is also a member of the statewide Washington Geographic Information Council.

Hand-in-hand with collecting digital geographic information is the collection of metadata. Metadata is "data about the data" and the information about a dataset providing details such as who created the data and when, the sources for and accuracy of the data, the scale of the original data, and what format it is in. Metadata is essential to ensure accuracy, accountability and reliability of a dataset for analysis. The United States government has recognized the importance of metadata and requires all federally produced geospatial data to have metadata. The Federal Geographic Data Committee (FGDC) was established to create "Metadata Clearinghouse Nodes" around the country to serve as central locations where users can search for and locate metadata. The Libraries has established an FGDC Metadata Clearinghouse Node for the state of Washington, in conjunction with the Washington Department of Information Services.

For more information about GIS data, workstations and services available at the Libraries, see <http://weber.u.washington.edu/~maplib/gis.html>. GIS librarian Jenny Stone can be reached by e-mail at jnstone@u.washington.edu, or by phone at (206) 543-9392.



This snapshot of downtown Seattle was created by the author using ArcView, a popular desktop GIS package available to UW affiliates in the Libraries. Data copyright 1998, City of Seattle. Source: City of Seattle GIS.

Digital Library

The UMI Databases include:

ABI/INFORM Global Edition, a highly-regarded indexing and abstracting service for business and management literature: <http://www.lib.washington.edu/asp/databases/umi/abi.asp>

Periodical Abstracts Research II, a general-interest indexing tool like *Expanded Academic Index*: <http://www.lib.washington.edu/asp/databases/umi/per.asp>

Newspaper Abstracts, covering 9 national papers, including text of the *New York Times* and *Wall Street Journal*: <http://www.lib.washington.edu/asp/databases/umi/news.asp>

Washington Newspapers, including the *Seattle Times*, *P-I* and others: <http://www.lib.washington.edu/asp/databases/umi/wanews.asp>

Digital Dissertations, providing online access to images of recent dissertations. (Digitized UW dissertations are available free to UW users. Dissertations from other schools can be ordered for \$19.95 each.)

All of these databases provide substantial full-text coverage, with **ABI/INFORM** and **Periodical Abstracts** offering a choice of ASCII text, page images, or "text plus graphics"; the newspaper files are in simple ASCII text.

Lexis-Nexis UNiVerse can be found at <http://www.lib.washington.edu/databases/LexisNexis/>

The Complete Article

Tim Jewell, *Electronic Information Program*

In January 1998, the Libraries began making the "complete article" available to students and faculty, from databases provided by the UMI and Lexis-Nexis companies. This enables users across campus to quickly locate, download and print articles from an extensive array of full-text news sources, general-interest and scholarly articles, dissertations, legal documents and other reference tools.

Like many other major developments, these databases present substantial challenges for the Libraries over the next few years, such as how best to provide printing services and other user support, and how to fund and evaluate them on an ongoing basis. The Libraries will very likely approach the funding challenges—and probably some of the others—through building the kinds of partnerships on campus and across the state that have brought these new services to the UW.

1. UMI Databases.

For several years the Libraries has provided some general indexing/abstracting databases from the Information Access Company, such as *Expanded Academic Index*, with a long-term goal of adding full-text. The five other public colleges and universities in Washington (WSU, EWU, CWU, WWU, and Evergreen) have provided similar services but have used different vendors and approaches. Last year, the schools began discussions of joint purchases of "core" database services to make their dollars go farther. A proposal sent to the Washington state legislature was not funded, but the UW and four of the five other schools decided to pool their funds and purchase a group of databases from UMI for a year as a "trial run" for future cooperative buying. Descriptions of these databases are included in the accompanying sidebar.

As valuable as their contents are to users, the UMI databases have not been entirely trouble-free with occasional service outages and slow response. However, the experience gained from their use will position the Libraries to better evaluate new vendor proposals this spring. The six schools may choose a somewhat different collection of databases for the next few years, but it is quite likely that joint purchasing of similar services will continue.

2. Lexis-Nexis UNiVerse.

The Libraries has provided student access to Lexis-Nexis for more than ten years through the company's Educational Program which offered the database to academic institutions at a discounted rate. Students in many disciplines, especially business, communications, and international studies, relied heavily on the text from hundreds of newspapers from the US and around the world, news-wires from many countries, extensive company financial information and exceptional coverage of legal and legislative materials contained in Lexis-Nexis.

Although restrictive and awkward to manage, the program became so popular nationally that the company found it was costing too much money, and recently announced plans to eliminate it by August 1998. A new Web service, Lexis-Nexis UNiVerse, was offered instead. Although access to the database is expensive, testing indicated that this system is user-friendly and nearly comparable in scope to the traditional Lexis-Nexis system without the restrictive licensing requirements. Consequently, the Libraries has purchased a two-year subscription. Only about 25% of projected costs are funded by the Libraries, with another 30% contributed from more than eight different budgets, from those of the College of Arts and Sciences and Schools of Business and Communications to the Development Office. Additional funding was acquired from Allen Endowment funds. Reactions to these new databases have been positive so far, and suggest that the combined funds are being well spent. Lexis-Nexis UNiVerse may even prove to be a candidate for state-wide licensing, which would make it available to several schools for the first time.



Service at a Distance: The Social Work Library Experience

Angela Lee, Social Work Library

Distance learning has become a buzzword in the academic scene in the last few years. Providing access to courses at a distance has been a key issue for many institutions of higher learning. Education planners have been trying busily to determine how to mount programs and also provide academic support to students. From the library point of view, providing services to these students can be a major challenge. How we provide these services and at what cost is a complex issue. This article describes the Social Work Library experience and explores one way of meeting the challenge.

In 1996, the School of Social Work began a pilot distance learning program on the Olympic Peninsula at Peninsula College in Port Angeles. Two social work courses were offered by the School in Summer 1996 and Spring 1997. The Social Work Library's role was initially to provide reserve readings and document delivery for the program. However, the Social Work Library agreed to take on the provision of a full range of services to students enrolled in the courses as a test case for planning and delivery of future distance learning services. The librarian initially made three site visits to check out facilities and equipment, train library staff, teach students about library resources, and evaluate library services. All other contacts with library staff and students were via phone and e-mail over the course of the pilot project.

The two courses offered were foundation courses in Social Work (SW 502/503 Human Behavior and the

Social Environment and SW 504 Cultural Diversity and Social Justice). Instruction consisted of several face-to-face interactions, phone contacts, and e-mail communication, with the bulk of student learning focused on independent study or group work. Each course differed in terms of its needs for services and materials; both provided a framework by which a range of services could be delivered—greater services for the research-oriented courses and less service for the experiential.

For the library, the key concerns were how to provide specific services and what would be the mode of contact between the library and student. The specific services offered were: (1) providing reserve materials, (2) delivering documents, (3) teaching about technology and resources, and (4) answering reference questions.

A small collection of course reserve materials was purchased with funds from the Libraries and UW Distance Learning. The materials were processed as an off-site collection with on-site circulation and housing at Peninsula College Library.

Document services (delivery of books and journal articles) were offered to students and subsidized by the Health Sciences Libraries. Requests could be made by e-mail, fax, or phone with a turnaround time of 24 to 48 hours; materials could then be delivered by mail or faxed to a student's home.

A critical part of the service was teaching about computers and library resources which was done on-site to give students some experience with accessing resources from afar. Teaching focused on starting up the computer, knowing the various computer applications including e-mail, and learning about library and Internet resources.

For those unanswered questions, reference assistance was available to students by phone or e-mail. Questions ranged from topical (unionization of social workers) to resource (access to videotapes) to technology (connecting to UWIN). Most dealt with computer access to library resources from home (connecting and installing software).

Besides providing traditional services, the librarian took on several other tasks, as demanded by the project, including helping with course design by planning research assignments, training computer users on the workstation designated for distance learners, and consulting with Peninsula library staff

Angela Lee,
Social Work Library



to set up collections and circulation policies.

This pilot experiment showed that library services are needed and can be delivered to a distant site given enough preparation and material support from both institutions. Some of the lessons learned from the project were: (1) Distance learning demands that the librarian not only be proactive in developing such programs but must learn

to take on the tasks of coordinating activities across institutions. (2)

The use of just a modicum of technology such as e-mail, fax, and phone can enhance current service modes; however, any future services should have a Web-based design for more efficient and comprehensive delivery of services and resources. (3) The key to distance learning is in teaching students about the strategies for getting access to resources whether through electronic or other means. The provision of library services to distance learners is still at an early stage, but librarians must be prepared to design services that will meet their needs as higher education transforms itself in the next century.

Suzzallo Library Renovation Update

Paula Walker, Libraries Administration

The latest information on the Suzzallo Project is now available on the University Libraries home page, <http://www.lib.washington.edu>, under the heading "Library News and Information." The Suzzallo Project home page includes a full description of the proposed renovation as well as a frequently asked questions list. Another new source of information is an exhibit table in the Allen North lobby.

The University's next opportunity to request funding for the Suzzallo Project from the Legislature will be the 1999-2001 biennium.

In recent weeks, Betty Bengtson, director of University Libraries, has made informational presentations to the Associated Students of the University of Washington (ASUW) Senate, and to the

Graduate and Professional Students Senate, seeking their advocacy for the Suzzallo Library renovation project. Future presentations are planned for faculty groups. In addition, two public meetings will be held on campus at a future date to share information about the need for the project and to seek support. See the *Libraries home page* for the exact dates, or contact Paula Walker, assistant director of libraries/special assistant to the director, at (206) 616-8513 or pwalker@u.washington.edu for more information.

Development News

The Jones Endowment

Marjan Petty, Library Development Office

A new endowment has been established to benefit the University Libraries. Named the Herschel V. III and Janet Schraegle Jones Endowed Library Fund in honor of the donors, the income will be used at the discretion of the director of University Libraries. This designation provides great flexibility since the moneys can be directed where the need is greatest to support any of our many libraries. As a perpetual fund from which income only can be used, the endowment will serve generations of students still to arrive at the University. The Jones's generosity and foresight in

Invitation to Book Collectors

Gary Menges, Special Collections

The Rare Book Committee of the Friends of the UW Libraries will sponsor a program on book collecting on Saturday, May 9, at 2 p.m. in the Smith Room, 3rd floor, Suzzallo Library. (Enter Suzzallo through the west entrance and go up the stairs to the reading room. The Smith Room is at the south end of the reading room to your left.)

The program will feature a panel of local book collectors and book dealers. Topics to be addressed include why to collect books, what to collect, how to find books, and how to evaluate the condition and value of a book. Following the program, the dealers will offer informal appraisals of books brought by those attending the session.

Admission is free for Friends members. Non-members may attend for \$5.00, which is payable at the door. Each person is limited to one appraisal. If time allows, participants may have additional books appraised for \$5.00 each.

Net proceeds go to the Friends. To reserve your place, please RSVP by calling Special Collections at 543-1929 before May 1. There is no charge for parking on campus after noon on Saturday.

contributing \$25,000 helps the Libraries to be better prepared to meet the critical demands of the present and future.

Both of these library benefactors are graduates of the UW. Mr. Jones (Shelly) graduated with an MBA in International Business from the School of Business Administration, and is Managing Director of Korn/Ferry International in Seattle. A principal with the Jones Consulting Group, Ms. Jones is an alumna of the Graduate School of Library and Information Science with an MLS. She is also currently serving as a member of its Visiting Committee.

Libraries Briefs

Artist Images Bookmark Awarded Prize

The 1997 University Libraries Artist Images bookmark featuring the work of artist Alfredo Arreguin has received the Silver Award from CASE, the Council for Advancement and Support of Education, in the Juried Awards Design competition. There were 148 submissions in the Design, Illustration and Photography category from institutions in Washington, Oregon, Idaho, Montana, Alaska and six Canadian provinces.

Congratulations are due to Dean Driskell and Anne Totoraitis, UW Publications designer and coordinator, respectively; Marjan Petty, University Libraries' liaison; and LithoCraft, printer.

Student Employee Appreciation Week

The Libraries will celebrate its 450+ student employees the week of May 17 - 23, 1998. Thanks to all of you!

Recognition of Length of Service: Librarians

In 1997, these librarians reached the following anniversaries in their employment with the University Libraries.

Ten (10) years of service: **Linda Di Biase**, Administration; and **Jill McKinstry**, OUGL.

Fifteen (15) years of service: **Thom Deardorff**, Access Services; **Pamela Mofjeld**, Fisheries-Oceanography Library; **Glenda Pearson**, Microforms/Newspapers; and **Nancy Press**, HSLIC.

Twenty (20) years of service: **Harriet Selkowitz**, Administration.

Twenty-five (25) years of service: **Janet Schnell**, HSLIC; and **Colleen Weum**, HSLIC.

Thirty (30) years of service: **Eleanor Chase**, Government Publications; **Ramona Leer**, OUGL; **Clairann Schickler**, Serials Division; **Karyl Winn**, Manuscripts & University Archives; and **David Wood**, Music Library.

Service Awards: Classified and Professional Staff, 1997

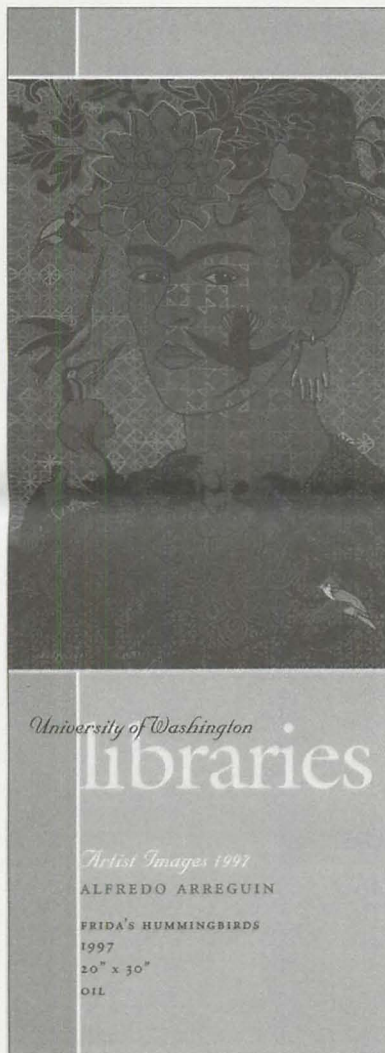
The following staff members received service awards during the past year in recognition of service to the University of Washington.

Ten (10) years of service: **Victoria Butler**, HSLIC; **Nguyet Van Duong**, Architecture & Urban Planning Library; **Christine Nelson**, Art Library; **Jana Petersen***, Special Collections and Preservation; **Jo Ann Ryan***, Administration; and **Margaret Sandelin**, Circulation Division.

Fifteen (15) years of service: **Lili Angel**, Cataloging Division; **Shirley Cho**, East Asia Library;

Soraya Clemans, Serials Division; **Curtis Cronn**, Serials Division; and **Leslie Giba**, Tacoma Campus Library.

Twenty (20) years of service: **David Chan**, South Asia Section; **Ardis Dull**, Resource Sharing Service; **Margaret Hinshaw***, Forest Resources Library; **Gloria Jeffcott***, Acquisitions Division; **Wendy McDaniel***, Natural Sciences Library and Map Collection; **Guita Monfaredi**, OUGL; **Huong**



Thanh Ngo, Cataloging Division; **Walter Reeves**, Receiving Room; **Hilary Reinert**, Government Publications; **Elizabeth Robertson***, HSLIC; **Agnes Smith**, Serials; and **Henry Stowell**, Receiving Room.

Twenty-five (25) years of service: **Mary Kalnin**, Cataloging Division; **Jo Lewis**, Manuscripts & University Archives; and **Dennis Montgomery**, Acquisitions Division.

Thirty (30) years of service: **Katherine Staatz**, Foster Business Library.

*These staff members received service awards in 1997, but were eligible prior to 1997.

Deaths

Merwin M. Moores, former UW Libraries staff member, died on February 10, 1998. Moores began working for the Libraries in September, 1963, in the Reference Division. At the time of his retirement in 1973, he was assistant director for personnel, a position he had held since 1968.

University Libraries Plans Spring 1998 Survey

During Spring Quarter, 1998, the Libraries will be conducting its triennial survey of faculty, graduate and undergraduate students. The survey will ask the members of the campus community about their library use, satisfaction with the Libraries collections and services, and their library and information needs and priorities.

Gathering information through surveys is critical to the Libraries' goal of meeting the needs of its users. The information gleaned from the earlier surveys has been used in many ways, including forming service decisions and guiding important initiatives and programs.

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