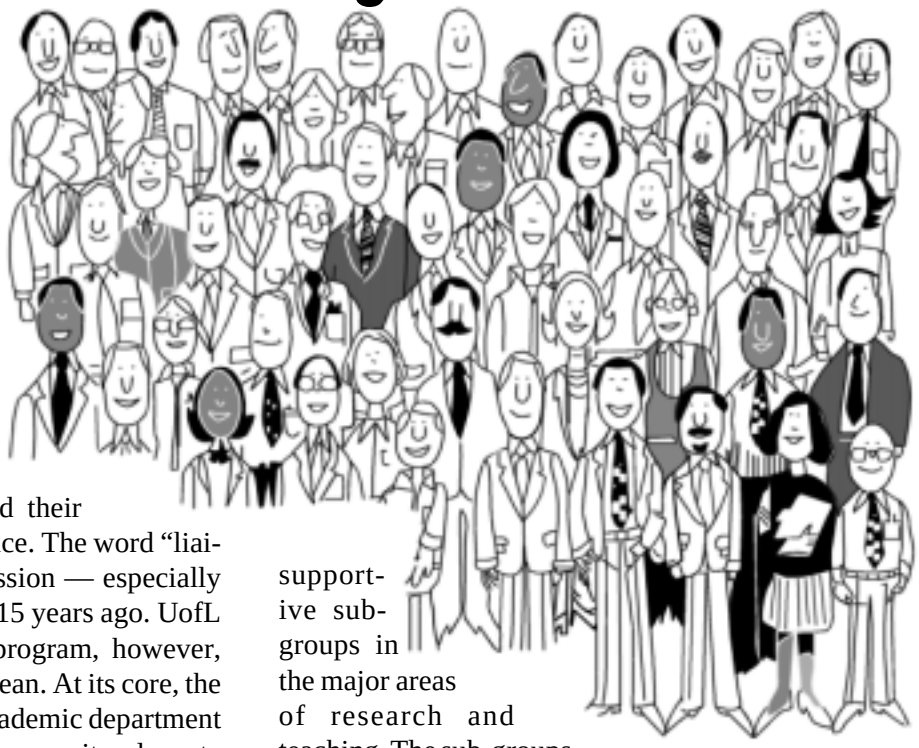
The Newsletter for Employees of the University of Louisville Libraries
Vol. 18, No. 6 ⚜ September, 2003

The Owl

"The Owl of Minerva takes flight only as the dusk begins to fall." — Hegel

The Library Liaison Program Unmasked



by Mary Barbosa-Jerez
Reference Department, Ekstrom Library

By now you've probably heard about the Library Liaison Program, but have you ever wondered just exactly what it is, and what "Liaisons" do besides "liaise"? Now's your chance to find out! The concept of librarians serving as "liaisons" to their constituents isn't really new. Historically, librarians across the profession have worked to understand their user groups and provide useful service. The word "liaisons" came into usage in the profession — especially among academic libraries — about 15 years ago. UofL libraries didn't start their liaison program, however, until Hannelore Rader joined us as dean. At its core, the liaison program ensures that each academic department in the University has a librarian to serve as its advocate within the libraries — its friendly face, listening ear, problem solver …

Liaison programs have been rather unstructured, with each liaison acting independently of the others. Ours has been similar in past years, and liaisons continue to have quite a bit of autonomy. That's a good thing! The academic departments and the teaching and research faculty that work within them are so different and contain such diverse personalities that a one-size-fits-all plan would be counterproductive. But this year, we've been working to draw on our collective strengths and knowledge to make the liaison program more supportive of those librarians working within it, and more productive.

At UofL, library liaisons have recently re-established supportive subgroups in the major areas of research and teaching. The sub-groups function as a way for those of us who serve similar departments to brainstorm with one another about ways to reach out and make personal contact with our faculty, and to share information about departments that can be helpful to both the libraries and the departments themselves. We share our successes and our failures, and to support one another. The different liaison sub-groups are: engineering and hard sciences, business, education, social sciences, humanities, and health sciences. The librarian liaisons from art and music have been gathering with those from humanities.

This year, the sub-groups have done excellent work as part of a renewed effort to provide ourselves with a support structure. Each sub-group, working with the mission statement of the Library Liaison Program, has

created its own set of goals for the academic year. You can find those goals in the libraries' intranet pages, under the Liaison Program links. Each group's set of goals is a little different, but each group generally focuses on: 1) providing information to faculty about the many library services available to them; and, 2) promoting the benefits our faculty can gain from their librarians as a group. Many faculty are unaware, for example, that our librarians often hold advanced degrees outside librarianship. Many are also unaware of the extent to which we work together, sharing ideas and solving problems. Many of our faculty are unaware of the role librarians play in shaping the collections to the needs of their students and their research. One of the library liaison's main jobs in being a personal, friendly face at the libraries is to help make faculty and students in each assigned department feel good about the UofL libraries and what we can do for them.

The liaison sub-team serving the College of Business and Public Administration has really been successful this year, leading a series of on-site faculty "Research Refresher" sessions for each of the departments in the CBPA. Those were so well received that Glenda Neely received email from CBPA faculty who were out of the country asking for the materials she had distributed!

Glenda and her sub-team agreed to lead a liaison "teach-in" session for other librarians to share the secrets of their success. The other librarians at UofL ate it up, leaving invigorated, and with fresh ideas for their own work. Glenda's team, however, hasn't been the only group of liaisons to share success stories in the new liaison structure. Each month, liaisons from different sub-groups and different areas of the library have been calling together their colleagues to share fresh ideas and information with one another as part of an ongoing teach-in series. Carol Brinkman and her sub-group (made up of Jan Kulkarni and Catherine Lavallée-Welsh) led a teach-in on the success of the Kersey user's group as a tool for liaison work – a talk which helped other librarians think about concrete formats for interaction with faculty members. The Info-Lit Program and the New Wing Team have also led successful teach-ins designed just for library faculty and staff. And in a few days, Margo Smith and Lois Severt will be demystifying Minerva's many cryptic messages.

A lot is going on with the Liaison Program, and we're moving in many exciting directions — from exploring what it would take to do an in-depth analysis of the libraries' many collections, to redesigning the subject area research links on the libraries' website. And the good ideas keep coming. Some people might wonder, since our jobs are so varied, and since liaison work is so much a part of what we do as librarians anyway, why we bother having a liaison program at all. For me, the answer is simple: having a structured program helps us focus and support one another in our efforts inside the library and out. It's that support – to faculty, certainly, but perhaps more importantly to each other – that being a liaison is all about.

Read *The Owl on the Web*
at http://owl.library.louisville.edu

Note: The web sites cited in this issue are active at the time of publication but may not be available later.

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From the Dean of Libraries . . .

I WOULD LIKE TO EXPRESS MY GRATITUDE AND APPRECIATION TO all library faculty and staff for their excellent and productive work during 2002-2003. Our statistics indicate another major growth in collection and use. I will soon issue the 2002-2003 Progress Report, but I wanted to let you know that our volume count is now well over 1.9 million and more than 1.9 million persons came to the Libraries, another substantial increase from the previous year. The statistic that was most impressive was the number of instructional sessions provided: 1,553 sessions to 13,374 students, 600 more than the year before. This indicates a growing partnership with our teaching faculty to ensure that students learn important information skills.

The IFLA (International Federation of Library Associations) annual conference was held in Berlin, Germany August 1-9, 2003, with more than 4,000 delegates from 160 countries in attendance. More than 200 vendors exhibited their products and provided industrial update sessions. The conference featured many excellent programs and workshops related to various types of libraries. There is now a new IFLA Section on Information Literacy. I was elected the session's Information Officer together with Jesus Lau from Mexico as Chair and Christina Tovote from Sweden as Secretary. We will have much work to do to represent the global ideas and activities related to information literacy. I also attended the IFLA Pre-Conference on collection development "Is Digital Different?" held at the Bavarian State Library in Munich July 30-31, 2003. The following website lists the papers presented at the conference: http://www.bsb-muenchen.de/ifla/papers.htm. Conference participants discussed new trends and challenges in acquisition and collection development globally.

The Student Senate held its annual planning retreat on the Shelby campus August 12 and invited me to brief the members about the libraries. They were most interested in our planned activities, especially the addition to Ekstrom Library. The students, both graduate and undergraduate, had many excellent questions about the libraries and I was impressed with their knowledge of our services and collections.

The Library Associates Board held its fifth meeting on August 14 with Martha Neal Cooke as chair. Dan Knapp from Leapfrog has worked with Mark Paul and Justin Combs from his company to create a new website for the Library Associates, which will go live in 1-2 months. The group is pursuing several ideas for future fundraising and to add new special collections. Mary Ellen Stottmann Brown, President of Online Printing, was elected to the Board membership. One more vacancy remains at this time. Dan Knapp will head the next membership drive. The next reception at Coach Crum's house will be held on November 13. The libraries will participate in the campus phone-a-thon, for the first time using student assistants.

At the last meeting of the Steering Committee of the Kentucky Virtual Library, held in Frankfort on August 15, the Chief Executive Officer (CEO) of the Kentucky Virtual University, Daniel Rabuzzi, briefed the group about the adult education activities, new K-12 education projects, and a new voice recognition software package. We were informed that although the KYVU servers are located in Toronto, the blackout did not affect them. We were notified today that Daniel resigned as of September 15 as CEO of the Virtual University to assume the position of CEO of the Leader to Leader Institute (formerly the Drucker Foundation) in New York.

Charlene Davis reported on the database situation for KYVL. A new database, *International Index to Music Periodicals*, will be added to the available KYVL set of databases. All residents of Kentucky can use these databases and get passwords through their particular library. Private schools K-12 can become members of KYVL if they are KDE-certified. A new representative from Adult Education will be added to the KYVL Steering Committee. KYVL has the following workgroups at this time: Outreach workgroup, ADA workgroup, and Portal workgroup.

August 18 and 19 I evaluated the University of South Florida libraries and their research-related activities. It proved to be a very interesting and educational endeavor. I was pleased to note that our libraries, activities, and services are definitely ahead of many other similar library institutions.

I have recently been appointed to the campus-wide Strategic Technology Executive Committee to help address several of the academic computing issues summarized by the Academic and Administrative Technology Committee. Many issues related to viruses, data warehousing, security, and grants tracking are being discussed and addressed. The latest information regarding students' email accounts specifies that all students will be informed that their official University correspondence will be sent to their "louisville.edu" email addresses in People Soft and Blackboard.

On August 26 the Faculty Senate Committee on Libraries met to discuss the latest library developments. Since Professor Charles Covell will be on sabbatical this semester, Professor Elaine Wise will chair the committee this fall.

I was so glad to see so many of you at our annual staff dinner at the Glassworks. I hope you enjoyed the event as much as I did.

— Hannelore Rader, Dean of Libraries

Library Dept. & Team News

Marketing Team

"Success begins @ your library"

You may have seen this phrase lately and are wondering what is afoot. Beginning in mid-September, the UofL Libraries will kick off a two-year marketing campaign under the slogan, "Success begins @ your library." The hoped-for outcomes for the campaign are that patrons will:

- √ know that they are welcome
- √ know that they can ask questions and find expert answers

This campaign will draw upon and incorporate work we are already doing such as feedback gathered by the Assessment Team and outreach efforts of the Liaison Team. In order to take advantage of the work we already do and success we've already had, we ask that events, programs and activities that the libraries already do be conducted under the new slogan. For example, a student orientation may use flyers or banners with the "Success begins @ your library" slogan.

The Marketing Team is coordinating the campaign. On the Marketing Team intranet site you'll find the Publicity Toolkit which will help you promote your activities and events. More on this and details about logos and graphics will be coming soon.

This campaign is part of a nationwide initiative, the American Library Association's Campaign for America's Libraries. Its purpose is to promote the value and role of academic libraries. This campaign has been already underway in public libraries for a couple of years. For more information see www.ala.org/@yourlibrary/.

If you have any questions, suggestions, or other comments, contact Elizabeth Smigielski.

Art Library

New Use for the Conference Room

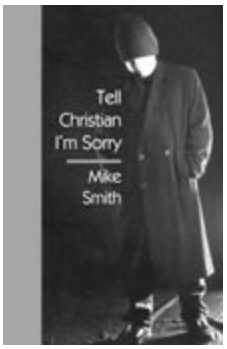
Apparently, Information Literacy training is out and video production is in. In a first for the art library, a video was made in our classroom. We began to wonder what was going on when a small table disappeared into the room, and we heard the lone occupant of the room declaiming in a variety of loud voices. Investigation revealed a small tableau of tiny putty figures, a large soft drink and a variety of cold cuts. Don't ask — we didn't. But hours later, the smell of pastrami still lingered ...

Ekstrom Library Circulation and ILL

The course and electronic reserve operation is running smoothly and efficiently. Any questions or concerns should be sent to Mike Smith.

ILL Lending supervisor Carrie Turner will be leaving us to pursue other avenues in New York. We'll miss you, Carrie. Have fun in the Big Apple!

September birthday wishes are extended to Jami Allen. We wish a happy birthday to Jami and everyone else celebrating September birthdays!



The Libraries will be hosting a "Literary Performance Festival" in Ekstrom Library's auditorium on September 29 from 11:30 a.m.-2:00 p.m. Mike Smith will be reading from his new novel, *Tell Christian I'm Sorry*, recently published by Wasteland Press. UofL instructor Mickey Hess and local writer Ron Whitehead will also perform, as will Circulation staff members Katrina Butcher, Jami Allen, and Katie Meyer. Stop by!

Content Access

Rock Garden String Band

In her spare time, Karen Hild, performing as Karen Ephyria, sings with Brian Badgett (guitarist) and Dave Emery (dobro player) in an acoustic trio called the Rock Garden String Band. As many library employees already know, they play delta blues, mountain music, bluegrass, and both old and modern folk classics. The band has been together for about a year, first just for their own

Photo by Keith Clements, *Louisville Music News*

pleasure out on their guitarist's farm (next to his rock garden!) with the crickets and the deer as their only audience, and eventually around town at various clubs, coffee houses, private parties, weddings, and farmer's markets. In the last month, they have been mentioned twice in the *Courier-Journal*, had their picture printed in the *LEO*, and played live on WFPK. Last month, the band competed for the first time in the prestigious Kentuckiana Blues Society Unsigned Blues Band contest at Stevie Ray's Blues Bar, and won first place! As a result, they get eight hours of studio time (which they will be using to record their first album of original music), $500 (which they are planning to spend on equipment), a featured spot on WFPK's Saturday night blues show, and a trip to Memphis, where they will be representing the region in the Annual International Blues Contest on Beale Street. If anyone is interested in hearing the Rock Garden String Band, please feel free to contact them at RockGardenBlues @hotmail.com (a website is coming soon!) to be added to their mailing list. The recent publicity and big win at Stevie Ray's have done a lot to launch Rock Garden String Band's career; they will be playing out a lot more often, so there will be plenty of chances soon to hear their brand of home-grown music!

New Face

Content Access welcomes Marette Irwin, who accepted the position of library assistant in Serials Acquisitions and began work on July 28. Marette has worked in libraries for the past 15 years in various positions, most recently at NetFirst for 4.5 years as an abstractor and indexer. Marette, who is originally from South Africa, is married with two children and loves to sew. Welcome, Marette!

Office of Libraries Technology

GroupWise Upgrade (version 6.5)

IT has upgraded the GroupWise server. The clients need to be upgraded by 10pm on Friday, October 17, 2003. OLT is planning to implement the upgrade starting September 15.

One of the new features of this version is SPAM filtering. Another important feature is the maximum size of your account. After the deadline, this limit will be enforced. If you have a lot of items (everything in your account, including email messages, calendars, etc.), you need to clean up or archive them. An overview with additional information can be found at http://www.novell.com/products/groupwise/quicklook.html.

To help the Libraries' faculty and staff members prepare for this upgrade, OLT scheduled several sessions in the CLC for a GroupWise 6.5 preview/overview. Mike Purcell and other OLT personnel explained some new features, such as blocking junk mail, and answered questions.

IT's free GroupWise intro classes are on 9/15, 10/21 and advanced classes ($20) on 9/29 and 11/4. See more details at www.louisville.edu/it/itis/training/calendar.html.

Symantec AntiVirus Client Upgrade (version 8.1)

The University upgraded the Symantec AntiVirus client to version 8.1 at the beginning of September. OLT helped IT test the upgrade and distributed it over the Libraries' network.

MS Office XP

We've learned from some test installations that MS Office XP is not compatible with the current version of Ariel that is in use, and not compatible with Adobe Acrobat 4 (full version). Due to license and budget limits, we will look into related issues and hold off on any further implementation of MS Office XP.

Office of the Dean

The University Libraries welcomes our new staff member in the Metropolitan Computer Lab. We bid farewell to our summer interns.

David Cris joined the Metropolitan Computer Lab as the Graduate Assistant Lab Supervisor. David is a music major and was previously employed in the Music Library and the Ekstrom administrative staff.

Farewell to our graduate intern, **Celine Nichols**; our French intern, **Delphine Cayrel;** and our Reclaim Our Children Interns, **Joshua Dobbins** and **Faith Grady**.

New Wing Presentation

In case you missed it at Ekstrom, Diane Nichols, Delinda Buie and Suzy Szasz Palmer will be presenting the latest information on the Ekstrom new wing and answering any questions you may have. It will be Monday, October 6, at 2:30 p.m. in the Kornhauser Library History room. Everyone is invited.

Preliminary concept drawing showing Ekstrom Library Building Expansion.

Reference

Along with our permanent intern Tracie Wright (as reported in the last issue of *The Owl*), the Reference Department has two fall semester interns. Brian Reynolds works at the Westport Branch of LFPL and is a student at the University of Kentucky's School of Library and Information Science. Brian is also working in Information Literacy and wants to get a taste of academic librarianship. Tracy Treece is also interning in the department. She is a student in Indiana University's SLIS program.

Kersey Library

New Student

Kersey Library is very happy to announce the hiring of a new student assistant for the fall semester. Sophia John, who is from India, is a graduate student majoring in Electrical Engineering. Sophia has only been here for about three weeks and is still trying to get acclimated to Louisville and life on campus. We are glad to have her aboard.

September Birthdays

Carol Brinkman and Melissa Wheeler, one of our student assistants, will be celebrating their birthdays this month. Kersey wishes to extend greetings to all of you celebrating your very special day in September.

Special Collections

SAA Workshop

Amy Purcell had the opportunity to attend the SAA Workshop "Archival Cataloging as a Component of Description" in St. Louis from July 31-August 1. The teachers were excellent and entertaining. She learned a lot and looks forward to applying her new skills to her work in Special Collections.

Welcome New Student Assistants

Special Collections welcomes two new student assistants, Joel McDonald, a Fine Arts major, and Keely Cowen, an incoming freshman.

Hattie Winston Visit

Hattie Winston visited Ekstrom Library and her collection of African American Scripts and Screenplays on August 22. In Louisville for the Ned Beatty Classic, Ms. Winston also kicked off the 10th anniversary of UofL's African American Theatre program, and her new season

on the CBS comedy series *Becker*, with a press conference in Ekstrom Auditorium. With Ms. Winston in the photo above is Tracie Wright, a library intern in Ekstrom Reference. *(Photo by Andy Anderson.)*

Law Library

Jim Becker, Brandeis School of Law Computer Services Manager, and his wife, Melinda, had a baby girl, Lily Kathleen, on June 10. Lily's their first child and weighed 6 lbs., 5 oz. — not a state record, but still a handsome trophy.

Music Library

The Circulation Desk welcomes back returning student assistants Rachel Hay, Kyle Lueken (just returned from European traveling), PJ Felice, Cecil Edford, Rebecca Frank (newly engaged this summer), Andrea Paez, Angela Slaughter, Anita Slaughter, and Whitney Allen! We also welcome new student Jonathan Raley!

A big group hug to them all. Now, you all know where the reshelving trucks are, so …

UARC

Carrie Daniels, Bill Morison, Chad Owen and Kathie Johnson attended the annual meeting of the Society of American Archivists in Los Angeles, August 21-23. One of the highlights of the meeting was an evening reception at the Getty Museum — a true wonder to behold. They also got to spend some time with former UARC staffers, Dale Patterson, Cynthia Stevenson, Deborah Skaggs, Sherrill Redmon, and Mary Margaret Bell, now located in New Jersey, Oregon, Massachusetts, and at JCPS Archives.

LIFEstyle

Opening the Doors to Healthier and Stress-Free Living
A column by Alice Abbott-Moore, Ekstrom Library

WORKSPACE MANAGEMENT

Much has been written about workspace management. Anyone who has a somewhat busy schedule and workload has experienced at some point, the trials and tribulations of a cluttered work area. Much of the problem is due to information overload and technostress. Information overload is receiving so much information so rapidly that it becomes impossible to absorb. Technostress is a condition that an individual experiences upon the introduction and utilization of new technology. During 1984, Craig A. Brod defined techostress as a disease caused by an inability to cope with new computer technologies (Saunders, 771).

A lot of us spend more waking time at our work areas than anywhere else. Many folks not only work in their work areas, but they also eat snacks and meals, and conduct other activities.

The following tips will help eliminate clutter in your workspace. If you find you can't do this on your own, ask for help. Often an impartial perspective is exactly what is needed to streamline the items in one's work area. Also, a vital key is to have a place for everything and to have everything in its place.

With regard to food items . . .

• Any container with anything growing in it needs to be thrown away.
• Any other food items that are still edible need to be stored properly.
• Dirty dishes need to be taken to a sink to soak and be cleaned. Do not forget about them and leave them for your co-workers.

With regard to papers and email . . .

• Schedule time to organize.
• Start small; do not overwhelm yourself.
• Take your time — organization does not happen overnight.
• Handle papers and email once.
• Divide and conquer; make files or folders.
• Use junk mail handling system for email.
• Weed through and sort; get rid of trash.
• There is a high probability that most of what you find will be items too old to use.
• Be very critical and save only what is truly important information; dispose of the rest.

Magazines

• Many of us get lots of magazines, thus creating information overload. If any magazines are older than 6 months, recycle.
• If you haven't read a magazine by now, chances are you may not.
• Scan the index of each magazine. If there is an article that is very important, rip it out, staple the pages together and put it in a "to read" file.
• Put the magazines to be kept in a separate area to be organized.

Some other helpful tips:

• Clean your desk before you go home.
• Take the last 15 minutes of your work day to prepare a "to-do list" for the next workday.
• Be selective on what you keep on your desk. If an item isn't used at least three times a week, then put it away.
• Add a table or a bookshelf.

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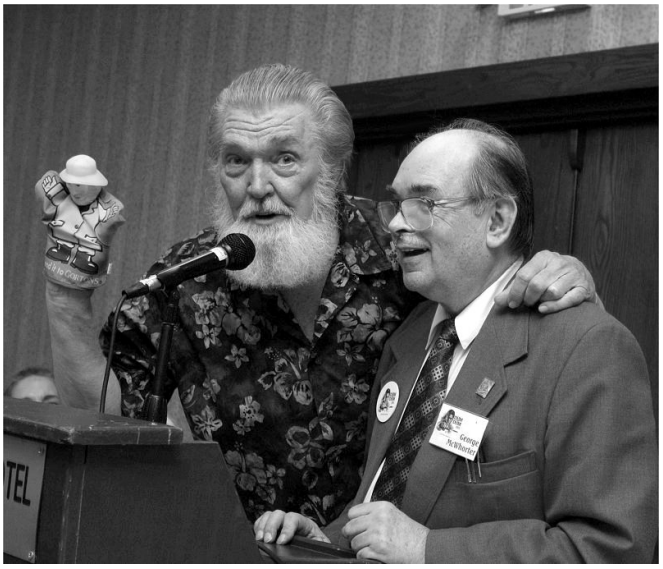
Burroughs Fans Gather at UofL

The Edgar Rice Burroughs convention (Dum-Dum 2003), held jointly at UofL's Ekstrom Library and the Galt House, was a huge success with 135 conventioneers from as far away as Vienna, Austria and London, England. A reception was held at the library with short welcoming talks by Beth Denham, Hannelore Rader and Delinda Buie, to the delight of all. Boris Vallejo, fantasy artist, and his wife Julie Bell, also an artist, (top photo) were guests of honor, along with Burroughs' grandson Danton Burroughs and Tarzan actor number 12, Denny Miller, now in his thirteenth year as the Gorton's fisherman on TV commercials. Feedback from attendees indicates that this was the best convention since 1960 when the organization was founded. Many of the guests expressed interest in donating their private collections to the Libraries' Burroughs Collection, rather than have them dispersed and scattered to the winds. *Photos by Andy Anderson (above and below) and John Nation (above right).*

Guests Boris Vallejo and Julie Bell.



Denny Miller introduces the Gorton Fisherman (that's him on the left!).

DARE TO SAY THANK YOU!

"My thanks to Karen Hild and Vicki Niehaus for helping me with some editing a little while ago! Their fine editing skills were so helpful to me!" *—Alice Abbott-Moore*

Exhibits

Art Library

Belknap & Covi Galleries & Gallery X

Thinking with Blood: Conflict & Culture in the American South

September 5 - October 19, 2003

Ekstrom Library

Lobby

Enduring Excellence: Kentucky's Centennial Businesses

Through September 2003

Special Collections

Photographic Archives Gallery

Aaron Siskind 1903-1991: A Centenary Celebration

July 14 – September 26, 2003

Rare Books Gallery

Edgar Rice Burroughs: Tarzan and Beyond

July 28 – September 26, 2003

Music Library

First Floor Gallery

Selected Accomplishments of School of Music Faculty

August 18-September 30, 2003