

Library Update

Spring 2004

Message from the Dean



Spring is always a time of renewal and transformation. Nowhere is that spirit more evident

than in the Libraries where, thanks to the support of many donors and friends and the hard work of library staff, we have been able to make many positive changes in our environment and services this year. Some changes are clearly visible to our users — the recently opened leisure reading lounge in the University Library where students can browse the latest books added to our collections, read the newspaper, or surf the net. Other changes are less visible to our users — the hundreds of staff hours now devoted to providing electronic reserve and document delivery services. However, we hope that all changes have resulted in better services that respond to our users' needs.

The Libraries have received accolades from students, faculty, administrators, and alumni, many of whom have noticed the large and small changes we have made and are pleased with the results. We are especially proud of the excellent ratings Albany undergraduate students gave us for the quality of our services and improved facilities (see article on page 2). We are grateful for the support from alumni, faculty, staff and other donors that made many of these improvements possible.

We are proud of our accomplishments, but we don't plan to rest on our laurels. Our Libraries are more than their collections, their services, and their physical environments. They also play an essential role in the intellectual life of the campus and community. In January, the Libraries sponsored a public forum and exhibition on civil liberties and civil rights in honor of Dr. Martin Luther King, Jr. and Black History Month. On April 19, 2004 we will host our sixth annual symposium on issues in scholarly communication. Distinguished scholars will discuss the profound changes taking place in scholarly publishing and the need to integrate these changes into the promotion and tenure process. These symposia have always attracted a large number of faculty, graduate students, and information professionals from many regional schools and colleges. Given the outstanding speakers and panelists invited this year, our symposium is likely to be standing-room-only.

As the Campaign for Albany moves forward, the Libraries continue to enjoy strong support from generous alumni and friends. Thanks to the members of our dynamic Library Development Committee, we have five new collection endowment initiatives. Both the Fund for Materials in Fine Arts and Performing Arts and the Greatest Generation Fund have attained 20% of their respective goals. We have welcomed three new members to the Library Development Committee. They are all eloquent spokespeople for our Libraries, and all have made planned gifts to support endowments.

The Friends of the Libraries provide vibrant programming to strengthen our ties to the community. They bring together a diverse audience to participate in programs that exemplify the best of what the University at Albany has to offer.

You can read more about these programs, people, innovations, and changes in this issue. It has been a good year, and I thank each of you. Your support will make the University Libraries the measure of the University at Albany's vitality in the 21st century.

Meredith A. Butler

Reunion Weekend to Feature "An Afternoon with Minerva"

Spend "An Afternoon with Minerva" beginning at 2:30, Saturday, June 5! Library Development Committee members Philip Shepherd '60 and Frances Cicero Shepherd '62 have invited all members of MYSKANIA to join them to recapture some of UAlbany's history.

Brian Keough, Head of the M.E. Grenander Dept. of Special Collections and Archives, and Geoffrey Williams, University Archivist, will speak about UAlbany's rich history, and direct viewers to specific exhibits especially mounted for this day. The talk will begin in the Atrium, New Library, and conclude with exhibits in the Marcia Brown Reading Room.

Come learn more about our shared rich history! Refreshments will be available in the Standish Room, New Library. Deans plus faculty will be on hand to talk with attendees.

"This is an opportunity for MYSKANIA to reunite with old friends and share memories," says Fran Shepherd.

University Library Opens New Leisure Reading Lounge

Albany students are enjoying the new leisure reading lounge on the first floor of the University Library. In addition to a new book and leisure reading display, this area provides some additional computer workstations for information access especially to electronic resources for the U.S. Federal Documents collection.

Mary Casserly, Assistant Director for Collections, remarks that "This new space will allow us to show-



case our new books as we receive them. We may also house books authored by our faculty and books about the University in this space. We're still considering our options. Much depends on what the users want and need."

Plans for the leisure reading lounge grew out of a suggestion made by Professor Emeritus Ben-Ami Lipetz, President of the Friends of the Libraries Board of Directors. "I remember the positive contributions that leisure reading collections made to the quality of student life at Yale, and I wondered if we might capture some of that advantage here at Albany." The new leisure reading lounge is likely to develop into a prime location for exhibits and programs for the Libraries, as well as for the Friends of the Libraries.

Albany Students Rank Albany's Libraries Best Among SUNY Research Libraries

In the recently published results of the Spring 2003 Student Opinion Survey, student satisfaction with access to Albany's University Libraries resources and services received a rating of "Very Satisfied" or "Satisfied" from 90.3% of the respondents, for an overall mean rating of 4.33 on a 5-point scale. Student satisfaction with library facilities received a rating of "Very Satisfied" or "Satisfied" from 89.7% of respondents, for a mean rating of 4.30 on a 5-point scale.

The library survey items received the highest ratings in the survey that asks a representative sample of undergraduate students to rate their satisfaction with multiple aspects of their educational experience, including academic services and facilities, academic experiences, and the University's contribution to educational outcomes.

"This survey is given to a large sample of SUNY undergraduates at each SUNY school every three years," reports Meredith A. Butler, Dean & Director of Libraries. "We were pleased that student satisfaction with our facilities was strong in 2000, but we are delighted to see such a large jump in student satisfaction in 2003 — the percentage of respondents who were satisfied or very satisfied with library facilities increased by 13 percentage points between the 2000 and 2003 surveys. Coupling this information with the finding that student satisfaction with access to library resources and services, a new question on the 2003 survey, was equally high tells us that students appreciate the quality of services that our library faculty and staff provide and are pleased

with the many environmental changes we have made in the past three years."

Carlos E. Santiago, Provost and Vice President for Academic Affairs, indicated that he was justly proud of Albany's Libraries. "Not only did the University Libraries maintain the highest student satisfaction ratings from an overwhelming number of Albany students, but they even improved upon them. This is a fine tribute to our Libraries and we celebrate their success."

UA Delivery Services Advances Use of Inter- disciplinary Materials for Grad Students

In August, the Libraries launched UA Delivery Services, to make it easier to access to materials from the collections. With one feature of this book and article delivery service, the Libraries now scan an article from any of our print periodical collections and deliver it to the user's desktop. This process is managed through state-of-the-art request management software called ILLiad.

Since fall 2001, ILLiad software has been used by Interlibrary Loan staff to identify and obtain research materials from other libraries nationally and internationally. The migration to ILLiad delivery for locally owned items, under the umbrella of UA Delivery Services, is another leap forward. It has dramatically enhanced access for users with disabilities and for distance education students.

A semester's worth of experience with the service reveals that the heaviest users of the new service are graduate students, according to Barbara Via, Chair of the Intercampus Document Delivery Committee.

“The departments and schools making the most frequent use of the service are Social Welfare, Psychology, Counseling Psychology, Educational Psychology and Statistics, Criminal Justice, Information Science and Policy, and Educational Theory and Practice. Courses in these departments and schools tend to be interdisciplinary, and often rely on library materials housed in all three of the UA Libraries,” says Via.

For more information, go to: <http://library.albany.edu/services/delivery.html>.

Wireless Access Continues to Expand in University Library

Like to work without being tethered to an electrical outlet? Come to the University Library for a liberating experience! Since last summer, wireless access has been activated throughout the basement study areas, the locked carrels on the second and third floors, and in the President’s Reading Room on the second floor. Access also extends to the west side of both the second and third floors. Check out a wireless network card from the University Library’s circulation desk.

See the Wireless page under “more Services” on the Libraries’ main Web page for more information on how to use wireless access and for updates as new areas are added (<http://library.albany.edu/services/>).



Timothy Gatti, Head, Cataloging Services

Friends Bring Diversity to Albany’s Libraries

The Friends of the Libraries worked with other Library groups as well as a variety of campus Schools and departments to present a great variety of “Community Conversations” this spring.

The “Faces of Liberty” exhibit, curated by the New York Civil Liberties Union (NYCLU), was on display from early January through February. On January 22, there were two programs to complement the exhibit. Melanie Trimble,



Dr. Alice P. Green

Executive Director, NYCLU Capital Region chapter, attorney Scott Fein, and Capital Region activist Alice P. Green discussed legal cases exemplified

by these “faces.” Later that evening, Daniel Levitas, author of *The Terrorist Next Door: The Militia Movement and the Radical Right*, spoke on “Domestic Terrorism and the Paramilitary Right Post-9/11: The Challenges to Civil Liberties and National Security.”



Daniel Levitas

Other presentations included:

➤ **Wednesday, February 11.**

“Challenges and Opportunities in Cities Today: Lessons from Albany,” Professor Helen Desfosses, Associate Dean, Rockefeller College of Public Affairs and Policy, member Albany Common Council.

➤ **Thursday, March 25.** *The Beast in the Garden* author David Baron to discuss questions raised in his book: what happens when humans

impinge on other predators’ habitat? Co-sponsored with Science Library’s Science Colloquia.

➤ **Wednesday, April 14.**

“Issues Regarding Public School Finance and Its Reform: New York City and Beyond,” Professor R. Hamilton Lankford, Department of Economics. Professor Lankford participated in the lower court trial as an expert witness for the plaintiffs in this important case.

➤ **Thursday, April 29.**

“Education Past and Present,” Dean Susan Phillips, School of Education. Co-sponsored with School of Education.

➤ **Monday, May 3.** *Rational*

Mysticism: Dispatches from the Border Between Science and Spirituality author John Horgan will discuss his latest book as well as other works on scientific topics. Co-sponsored with Science Library’s Science Colloquia.

Del Ropke Cummings, Vice President for the Friends Board of Directors, said, “It has been a very good year for us. We’re pleased to expand our offerings and attract more people to the Libraries.” She also notes that the group sponsors a trip to Glimmerglass Opera every summer. “This year, we’ll be going on Sunday, July 18, to see Gilbert and Sullivan’s *Patience*. We are also planning a trip in May to Hyde Park, to see the new Roosevelt Library.”

Go to
library.albany.edu/giving/friends.htm
for updated information
about the
Friends of the Libraries.

Three New Members Join Library Development Committee

Dr. Maureen Gillespie Andrews '62, Doris Vater Ward '52, '53, and Dr. J. Paul Ward '53, '54 have joined the University Libraries Development Committee.

Maureen Gillespie Andrews '62 is an emerita professor of English at Northern Michigan University, where she taught courses in British literature of the eighteenth century and the Romantic periods, among other courses. A native of the Capital Region, Maureen attended Lansingburgh public schools. At UAlbany, she was influenced by a number of wonderful professors, among them Professor Emeritus Arthur Collins '48.

"When I was young, there was generous public funding for university education, and my experiences



Dr. Maureen Gillespie Andrews

at Albany shaped my life in very beneficial ways," says Maureen. "I want to do what I can to help guarantee the same opportunities to today's students."

Maureen worked in the New York State Library while she was a student at UAlbany. As a professor, Dr. Andrews was the English Department's liaison to her university library for nearly 20 years. "The educational function of libraries seems to me to be more important than ever. Today's students have access to vast amounts of information and misinformation, which they must learn to evaluate and put into context," she remarks. "My

husband, Hugh, and I have created a Charitable Remainder Unit Trust to benefit the educational institutions that have contributed so much to us. UAlbany's share will go to the Libraries, to be used for materials and programs that support the study of British literature."

Maureen and Hugh attended last fall's celebration of the acquisition of William Kennedy's papers. While there, Maureen met Professor Emeritus Art Collins, and spoke with him for the first time in decades. "I told him how important he had been to my life and to my choice of career," Maureen reflects. "I

was delighted to see Professor Collins again at Albany; it made me feel that I had come full circle, back to my intellectual home."

For both the Wards, working on behalf of the University at Albany is a tradition. Paul began working for UAlbany in 1962. During his 20 year tenure at the University, he taught in the School of Education's Teacher Education Program and directed the International Student Program.

Paul earned a doctorate in History from Boston University; he taught UAlbany's first yearlong undergraduate course in African history, first in the Department of History, later in the Department of Africana Studies.

Doris taught secondary school science in Massachusetts and New York State as well as abroad for more than 30 years. Both Wards enjoy travel, the arts, and the study of historical topics.

Their interest in Albany's Libraries has been constant, given their shared passion for knowledge and their many connections with the university. They decided to establish a charitable gift annuity for endowment for the Libraries. "We decided to support the *University Libraries Fund for Materials in Fine Arts and Performing Arts* because this endowment reflects our various interests," says Doris.

"Costs of teaching materials in these disciplines are incredibly expensive, and often resources aren't budgeted by academic departments."

Paul adds that "We are delighted to



Dr. J. Paul and Doris Vater Ward

work and participate in achieving the goal of \$250,000 for this endowment. I feel the work will be rewarding because we'll be joined by many University alumni. We can urge them to commit to planned giving for this endowment because we can explain the benefits of a substantial guaranteed income for people of our generation."

UNIVERSITY

LIBRARIES

New Endowed Collections Funds

Albany's University Libraries are proud to announce new endowment opportunities for donors to the Campaign for the University at Albany. Housed in three facilities on two Albany campuses, library collections are vital to the intellectual life of our students, faculty, and scholars worldwide.

As the University evolves, its Libraries must move forward at an accelerated pace to meet the demands of one of the nation's finest public research universities — now as well as in the future.

Here are new endowment opportunities, for donors who wish to strengthen and enrich library collections that support learning and research at the University at Albany.

University Libraries Fund for Materials in Fine Arts and Performing Arts. Established in 2003 by donors who care deeply about supporting the arts at the University, this fund enables the University Libraries to enhance and maintain collections of materials related to the fine and performing arts. Supporters include Carla Craft; Georgiana and Jim Panton '53; Mary Sellen; and Dr. J. Paul '53 and Doris '52 Ward. Goal: \$250,000.

UAlbany's Greatest Generation Fund for the University Libraries. Established in 2003 by members of the Class of 1948 on the occasion of their 55th reunion, this fund provides support to the University Libraries' collections in arts and sciences. Other classes and individuals 1940–1949, the "greatest generation" of Americans, also contributed to this fund. Goal: \$100,000.

University Libraries Fund for Materials in Economics. Established in 2003 by Jeremy Schrauf '75, retired professor in Economics, this fund is used to strengthen and maintain the Libraries' collection of materials related to the research and study of Economics. Goal: \$50,000.

University Libraries Endowment for Enriching Programs in Science and Technology. Established in October 2003 by Dr. Charles '73 and Rene '75 Gibbs; Ms. Edith Quake '63; and Dr. Roy '56, '58 and Shirley Stevens. Goal: \$500,000.

The Preservation of Tradition Fund for the University Libraries. To be established March 2004 by Philip '60 and Frances Cicero '62 Shepherd, to provide funds for the preservation of the University's history and traditions through support of the M.E. Grenander Special Collections and Archives related to this purpose. Goal: \$100,000.





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Libraries Sponsor Sixth Symposium on Scholarly Communication

The University Libraries and the New York State Higher Education Initiative (NYSHEL) are co-sponsoring a symposium on "The Transition to Open-Access Scholarship: Can the Reward Structure for Faculty Publishing Change Fast Enough?" on April 19. The event will feature keynote speakers, Professor Jean-Claude Guedon, Department of Comparative Literature, University of Montreal; and Heather Joseph, President and COO of BioOne Central. Professor Guedon is internationally recognized for his work on theoretical and practical issues regarding electronic publishing. Ms Joseph's work has focused on innovative electronic publishing projects, especially in the sciences.

Panelists will include UAlbany Professors Deborah Andersen, School of Information Science and Policy; and Gerald Zahavi, Department of History, as well as Susan McCormick, Ph.D. candidate, UAlbany Department of History. Another panelist will be Professor Ryan Johnson, Head of the Humanities and Social Science Libraries, Washington State University.

The symposium is supported by UAlbany's Office of the Provost and the Office of the Vice President for Research. According to Dean Meredith Butler, "These symposia are an integral part of the Libraries' continuing work to educate our faculty, graduate students, and regional librarians about current issues in scholarly communications."

Librarians Do Chat

This spring, Reference Librarians in all three libraries will test a new service, "Chat Reference," as the Libraries launch the Virtual Reference Librarian and Online Reference Expert system at Docutek University. Docutek also provides the software for the Libraries' Electronic Reserves service. This virtual reference system allows users to talk in real-time with a librarian, and it provides a searchable database of library reference. According to Mary Sellen, Assistant Director for User Services, "We hope to capitalize on the popularity of "Instant Messaging [IM]" and chat rooms on the Web by allowing our users to 'chat' with us about their information needs."

What's New in the Libraries

Albany's librarians have been busy presenting papers at conferences and publishing. Among the presenters were **Lorre Smith**, who spoke about copyright and fair use issues at two conferences in the northeast. She also presented a paper, "Interoperability Defined," at the Society of American Archivists in Los Angeles last summer as well as speaking on the same topic at the American Library Association (ALA) meeting in Toronto in June 2003.

Karen Brown was a program chairperson, moderator, and panelist at the annual ALA meeting last summer. She spoke about preservation education abroad. With **Amy Schindler**,



Brown has attended conferences and symposia in the area of audio preservation. The resulting dialogues among sound engineers, librarians, archivists, and vendors will be incorporated into the Preservation Department's plans for preserving and making accessible the Department of Special Collections' growing audio collections, including the folklore recordings of Norman Studer and the WAMC Northeast Public Radio holdings.

In July, the Department of Special Collections received a \$12,000 grant to arrange and describe collections that document the history of environmental affairs and policy in New York State, according to **Brian Keough**, Head of M.E. Grenander Department of Special Collections and Archives. The grant will be used to arrange and describe the papers of the Sierra Club (Atlantic Chapter), Environmental Advocates of New York State, and the New York Coalition for Alternatives to Pesticides. These collections are part of the Libraries' holdings in the Archives of Public Affairs and Policy.

Mary Casserly co-authored, with James Bird, "Web Citation Availability: Analysis and Implications for Scholarship," in *College & Research Libraries* (July 2003).

FY05 Acquisitions Budget Calls for Increase

It is the time for planning for FY05. In November, the Libraries submitted a request to the Provost for a \$350,000 acquisitions budget increase. The request includes approximately \$240,000 for inflation and \$110,000 for new electronic resources, including digital newspapers, research databases, and electronic journals.

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For more information, contact Roberta Armstrong, University Libraries, at (518) 442-3540 or rarmstrong@uamail.albany.edu

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