



Library resources and instruction continue to be important

*"We may sit in our
library and yet
be in all quarters
of the earth."*

John Lubbock

"I like to compare the web to the interstate highway system: it's good, and it gets you to a lot of places, but not necessarily to your destination," said Paige Gibbs, chair of the Information Services department and reference librarian for engineering, philosophy, psychology and textile science, among other disciplines.

"When students use a web search engine instead of the library's resources, they're not getting to the vast amount of information we have made available, and they're depriving themselves of the best information. We have the best work by the best scholars in the world, in all areas. Each database we offer speaks the language of that subject."

Gibbs said that "more faculty members are getting very specific about students' being able to discern the sources of the information they are using in papers and research."

"There are two layers of dependability with the library's resources: the vendors who are making them available and the librarians who are helping you gain access. You can trust these resources. On the Internet, you might be getting trash. How do you sort it out?"

Offering "library instruction" is therefore an integral part of the library's mission, just as it was in the days of card catalogs and printed indexes. Now called "information literacy," the instruction occurs, ideally, at a number of points in a student's academic career, beginning in the freshman year.

Reference librarian Geri Cubbal coordinates library instruction for the freshman English courses, the first opportunity for students to discover what the library offers and to meet the professionals who can help them.

"We address both computer literacy and information literacy when we work with students in the English 101 classes," said Cubbal. "We demonstrate how to use the library's home page, how to get into a database, how to send a full-text article to their own email accounts: the real nuts and bolts."

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Scientist and politician John Lubbock wrote his praise of the library in the latter half of the nineteenth century, but his words are just as true today. In addition to being transported by the written word, the contemporary library user can garner information from every corner of the globe: not only from printed books and journals but from a burgeoning array of electronic resources that offer full-text articles, chapters from books, and full-color images, all at the press of a fingertip.

Today's challenges are two-fold for the academic library: to acquire the resources necessary to support the university's educational goals; and to ensure that students and faculty know the value of these resources and how to use them effectively.

Costs for all library resources are increasing at astronomical rates, but the expenses associated with electronic resources are some of the most daunting. Prices for online databases can range from \$2,500 to \$50,000 *annually*.

Initiatives to purchase electronic products collaboratively with other libraries help lessen the strain on the budget. And continued financial support from the university's administration, as well as from our donors and friends, helps the University Library maintain excellence in all aspects of its collection.

The second part of the challenge is to help our students understand the value of the resources we make available to them, and use them effectively.

Having "surf'd the web" for years, many of today's computer-savvy students need to be taught the difference between the "information" available on the Internet and the information provided through the library's collections. Their professors are starting to demand that they learn to weigh the relative merits of information: Where did it come from? Who checked its accuracy and reliability? Who stands behind it?



The third floor of the library is a popular spot for study groups.

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Measuring library quality objectively

In spring 2003, the library conducted a survey of library users' satisfaction and expectations using LibQUAL+™, a rigorously tested web-based survey that helps libraries assess and improve services, change organizational culture, and market the library.

More than two thousand individuals in the three main user categories (undergraduates, graduate students, and faculty/staff) were contacted by e-mail and asked to complete the web-based survey. Of that number, 307 responded: enough to yield statistically significant results. More than one-third of the respondents also added written comments.

Data from the survey will help library staff evaluate the library's operations and plan for the future. Areas of consideration include access to information, service, the library as a place, and users' personal control of resources and technologies. Dean of the Library Ann Montgomery Smith said that the survey and the subsequent strategizing will "foster a culture of excellence in providing library service and help us better understand our users' perceptions of service quality."

Three hundred and eight academic libraries participated in LibQUAL+™ this year, providing the opportunity for the library to compare itself to institutions that are similar in size, funding and mission.

For detailed information about the survey, contact Ann Montgomery Smith at 508-999-8664. You can visit the LibQUAL+™ web site at <http://www.libqual.org>.



Message from the Dean

The UMass Dartmouth Library is not your mother's library. Undoubtedly you've noticed that the librarians don't shush you much and there's a television monitor in the first floor lobby displaying campus messages or, when appropriate, breaking news. The card catalogue is long gone and computers are ubiquitous. These changes have been driven largely by technology, which today shapes the way we choose and store information and the role of the librarian in connecting the user with the information. We are no longer worried about literacy; today we're concerned about *information literacy*.

In the 20th century library we measured the institution by inputs and outputs: number of dollars spent, number of volumes, number of square feet, number of staff, number of circulations, number of attendees at programs, number of teaching sessions. Today we add: the number of web site hits, number of multi-site hits, number of electronic journals full-text, etc.

In addition, computers are facilitating other means of measuring library effectiveness. For example, this spring we participated in LibQual+™ an electronic survey of user satisfaction and habits. (See story to left.) Because 308 libraries participated in the same survey this year, we can compare our results with those of peer and aspirant peer institutions; we can use the best practices of libraries with high ratings where we are weak to improve our performance. Also provided by the survey is information on user preferences for research: in library use, Internet search of library web site, or other gateways like Yahoo which will provide useful background information to the librarians involved in library instruction. (See p. 1.)

The economic downturn severely affected the University of Massachusetts, forcing all areas to reevaluate services, staffing, and resources. Unfortunately, the Library lost four long-term temporary employees: Eleanor Lowe in Information Services, Justin Maucione in PhotoGraphics, Juanita Baptista in ILL, and Luann Viera in Cataloging. In addition Cynthia Marks retired from Cataloging in December and Charles Chenard in A-V was out on disability for much of the year. Elizabeth Lindsay, reference librarian, left the library at the end of December to take a new position at the Washington State University Libraries; Geri Cubbal has been hired to assume Lindsay's responsibilities temporarily until a permanent replacement can be recruited. The remaining staff in Technical Services, PhotoGraphics, Information Services, and Access Services is commended for maintaining service levels in such reduced circumstances. One of the Library's working premises has been that the students and faculty of the institution have not created the fiscal problems and should therefore not be penalized if at all possible. Consequently, key services such as interlibrary loan have been maintained as close to previous levels as possible.

Looking towards the library of the future, we find ourselves planning for both the short- and long-term. The questions facing us and the university are more complex than before. We can no longer assume that more books will fill the shelves. What will the effect be of electronic books and journals? Can the library be virtual and, if so, will a brick and mortar library still be needed? Will we need more or less space? Will activities be solitary? In groups? Equipment based? What resource types will be collected? In what proportion? What kind of staff will work for the library? Where? With what skills? How will the library respond to (already existing) conditions like: online programs, off-campus sites, blended courses, e-courses?

As we debate these issues among ourselves and work with campus planners, we will be seeking answers to these and other questions. Shelby Foote, author of *The Civil War: A Narrative* (published 1958-1974) defined, "A university [as] just a group of buildings gathered around a library." It's up to us now to define that library for the future.

—Ann Montgomery Smith,
Dean of the Library

Brown Bag Lunch Series

The library once again sponsored the Brown Bag Lunch Series with the Faculty Senate. This year's programs included:

- *Learning Communities*, an emerging concept in higher education that fosters a living-learning environment for students. Panelists discussed a learning communities model being tested at UMass Dartmouth;
- a program on African music that featured percussion **professor royal hartigan** (pictured below) and students in his African drumming and dance classes;
- *Security, Iraq and the Politics of War*, a balanced discussion of the situation as we anticipated war, presented by political science professor Kenneth L. Manning;



- *German-American Relations: Partnership in Crisis*, presented by a special guest, **the Honorable Rolf-Dieter F. Schnelle** (pictured at lectern above), Consul General of Germany's Consulate General in Boston;
- *Reflections on U.S. Policy: Looking to the Future*, offered by professors Michael Baum, John Carroll and Kevin Curow of the political science department;
- *What you need to know about the Stock Market*, presented by economics professor Lew Dars.

Instruction

continued from page one

Cubbal noted that many incoming freshmen "have been using web search engines since they were very young," so librarians try to help them "capitalize on the skills they bring with them, and transfer those skills in searching the web to searching our databases."

"We try to help them start to evaluate when to use a print source such as a book, when a journal article is a better source, and when it's appropriate to use a web source."

Once students advance to second semester English (102), class assignments require an expanded set of searching skills.

"Then we start teaching more of the subtleties of the databases, how to use database features, how to search for an article in a specific journal. The databases have a lot of sophisticated features for them to use."

Cubbal said that in the sophomore year, "the focus shifts from basic skills to focusing their skills in one subject or discipline. Searching becomes

more specialized, depending on the course or the major."

Students begin to work with reference librarians with particular subject specialties, and gain a greater awareness of the specialized databases within their disciplines.

"They're still trying to find out where these things are in the library, fitting a lot of puzzle pieces together," said Cubbal. "When they put them all together successfully, they have very nice research projects."

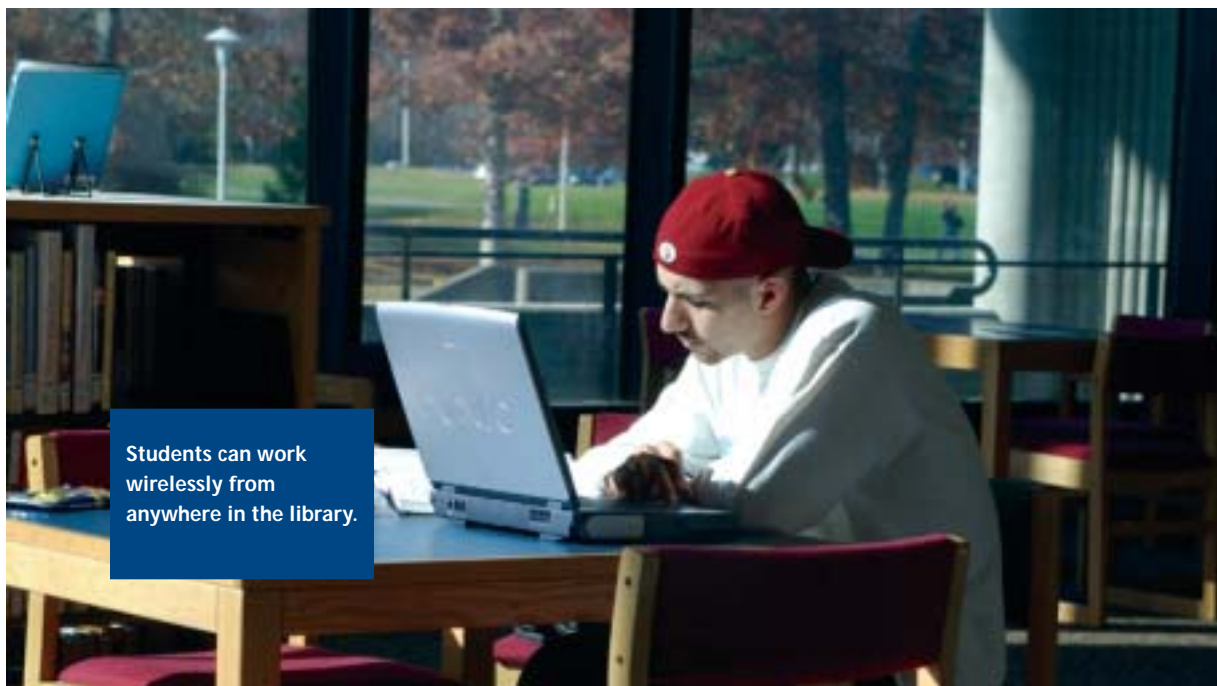
Interesting facts from the library's web page statistics:

April 2003 was the busiest **month**, with 17% of the total requests.

Monday was the busiest **day** of the week, with 19.5% of the requests.

The **hour** from noon to 1 p.m. was the busiest, with 8.7% of the requests.

www.lib.umassd.edu



Students can work wirelessly from anywhere in the library.

Implementing new information technologies

As part of the Division of Library Services, Information Resources and Technology (LSIRT), the library's staff members participated in the planning and implementation of projects in the university's 2002 bond initiative for Information Technology.

In a joint venture with Computing and Information Services (CITS), staff members from the library's Access Services department equipped 10 large classrooms across campus to be "technology classrooms," each with a ceiling mounted projection system, screen, sound system, document camera, VCR, DVD player, personal computer, wireless keyboard, and two wireless microphones. Access Services and CITS staff members provide ongoing service to these classrooms and offer training to faculty members in how to maximize the new technologies now available for teaching.

The second-floor reference area now has twenty-one new computer workstations that form a reference/instruction suite. The suite can be temporarily partitioned from the rest of the reference area and used for library instruction. It provides more flexibility for reference/instruction librarians to present instruction sessions and to provide "on-demand" instruction. A new computer workstation and digital scanner enhance the ability of visually disabled library users to access library resources.

The Mobile Computing Lending Program (MCLP) pilot project was a success. A joint project between the library and CITS, MCLP allows university community members to borrow laptop computers and portable projectors for use anywhere on campus. The laptops take advantage of the campus's wireless network, so that borrowers can even sit outside and use a computer. A number of repeat users were very pleased with the program, which continues to operate at the Circulation Desk.

The library's Photographics Department established a lending program for digital cameras (DCLP) in the spring. Department staff also provide photographic file downloading services for faculty and students.

An integral part of the information technology initiative, the Library Systems department supervised the installation of Encompass and LinkFinderPlus, sophisticated software products that make searching for library materials easier for the user. Library Systems also provided specialized technical support for technology related to other projects such as the new reference suite and a file server for Photographics. As always, this department provides the technical know-how that is the underpinning of almost every aspect of the library's diverse services.

Charlie McNeil, head of Library Systems, summed up the library's technology objectives: "The goal is to provide an ever more seamless approach to accessing information and library services, regardless of the source."



The second floor reference/instruction suite is equipped with twenty-one new computer workstations.

Selected statistics and information about the University Library for academic year 2002-2003

306,965

Number of people entering the library this year.

461,523

Number of volumes in the collection.

22,373

Number of full-text electronic journal and newspaper titles available to students, faculty and staff via the library's web page: www.lib.umassd.edu.

4,133

Number of students served in information literacy classes taught by librarians.

11,831

Number of reference questions answered by librarians, whether in person, over the telephone or via the Internet.

55%

Increase in the amount of activity in the Virtual Catalog from last year. The Virtual Catalog allows patrons to search online for and request books from our consortial partners if those books are not available in our own collection.

23,040

Number of requests by students to access class reserve materials electronically rather than on paper. This figure is almost twice as large as the traditional reserve activity figure of 11,778 requests, yielding a grand total of 34,818 requests by students to access materials placed on reserve by their professors.

1,888,323

Number of successful online requests to access the library's computer file server. From those requests, there were 466,071 requests to view pages within the library's site. The most popular page, of course, was the library's main page, with 235,907 requests; the next most popular was the main reference page with 68,103 requests.

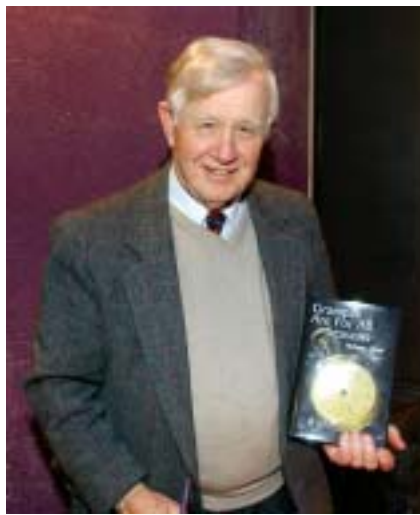
Library Associates News

At their first program of the academic year, Library Associates' president Dr. Mel Yoken presented the Associates' gift of \$4,000 to the Library. The October program featured author Robert Coover, considered one of the leading writers of American experimental fiction. Coover read from a number of his works, including *The Public Burning* and *The Universal Baseball Association, Inc., J. Henry Waugh, Prop.*

In December, the Associates sponsored a holiday program with guests Dr. Richard Ward, dean *emeritus* of the UMass Dartmouth College of Business and Industry, and soprano Nancy Overlock. Dr. Ward read passages from his book *Grampas Are For All Seasons* and shared his reflections about the writing process. Ms. Overlock entertained with a selection of holiday songs.

In the spring, the Associates once again sponsored an Antiques and Books Appraisal Day featuring appraisers Duncan Gray of Compass Rose Auctions and David Nelson of D.R. Nelson Booksellers.

The group also offered an Evening of Mystery featuring best-selling mystery authors Gary Braver, Hallie Ephron and Donald Davidoff. The authors, all based in the Boston area, read from their works, spoke about the writing process, answered questions from the audience and signed books for their fans.



Dr. Richard Ward proudly presents his memoirs (left). Robert Coover poses with Associates president Dr. Mel Yoken (above) and signs books for fans (below).



New resources for teaching and learning

ScienceDirect

The library's acquisition of the ScienceDirect electronic resource provides UMD faculty, students and staff full-text, online access to approximately 950 journals in the scientific, medical and technical fields. Titles are available online from 1998 forward, although some titles go back to 1993. The library collaborated with the UMass Amherst and UMass Boston libraries to purchase the collection. The joint purchase allows for the availability of many more journals than would be available through a stand-alone purchase.

Although it focuses on the sciences, ScienceDirect is multi-disciplinary, with content in the arts and humanities, business, economics, nursing and the social sciences with such journals as *Brain Research*, *Journal of Archaeological Science*, *Evolution and Human Behavior*, *Art Psychotherapy* and *Speech Communication*.

UMD Journal Locator

The library's new Journal Locator is an online tool that allows library users to find full-text online, print and micro-filmed journals within the UMass Dartmouth print and online electronic collections in a single search. Users may search using a journal's title or use an alphabetical list to browse for a journal or magazine title.

Archives News

Archives and Special Collections had an eventful year, from assisting the Center for Jewish Culture with its oral history programs to acquiring new materials for a variety of collections.

The Center for Jewish Culture's oral history project focused on women in the Jewish community, and culminated in an exhibition based on collections of local Jewish women's organizations entitled "Celebrating Wise Women: Local Jewish Women and Women's Organizations." The Center organized a fundraiser, which netted about \$5,000 for Archives improvements. The funds will be used to transcribe oral history interviews and to purchase new recording equipment. Acquisitions of records collections from the Jewish community include the Lipp Family papers, the Brandeis National Women's Committee and the Jewish War Veterans Fall River Post 168 and Ladies' Auxiliary.

The Portuguese American archives saw the addition of the Baptista family photograph albums. A local family of Madeiran descent, the Baptistas ran Liberty Market in the South End of New Bedford for many years. The Cape Verdean American Archives documentation project continues, with more oral history interviews completed. We also acquired our first collection from the Italian American community of New Bedford, in the papers of Paul Vancini, a New Bedford art teacher who was active in civic and Italian American organizations.

Archivist Judy Farrar continues to work with retired design professor Howard Glasser on the establishment of his archives of folk music. He has already turned over his university Eisteddfod material, and we are in the planning stages of making arrangements to house his important collections of recordings of other folk music events, as well as his many oral interviews and recordings of folk musicians in the U.S. and Scotland.

University records acquired this past year include programs and recordings from the Music Department, records of the Gerontology Center, and the papers of the late Ora De Jesus, UMass Dartmouth professor and the center's founder.

Howard Glasser's cover design for the CD version of his taped 1960 and 1963 interviews with Scottish folk musician Hamish Henderson.



Photographic postcard of Porto da Cruz, Madeiras Islands, from the 1952 travel album of Mr. and Mrs. Joseph Baptista.

In October, Archives assisted with the first annual Swain School of Art reunion held on campus by presenting an exhibit tracing Swain history through the decades. The exhibit was well received and netted the archives many important alumni contacts. Archives also presented an exhibit on Artists' Books from Nexus Press, selections from Special Collections on the third floor, and an exhibit of selections from the Archives of the Center for Jewish Culture in the Auditorium Gallery.

Moira Bowen, a Simmons College graduate student intern in Archives Management, processed three collections: the Earle P. Charlton Family Papers, the Milton Travers papers, and the João Cordeiro, Jr. papers. For her spring semester project, Moira catalogued 25 collections in Voyager, the library's online catalog.

Archives assistant Pat Sikora continues to process the voluminous records of the Office of News and Public Information, which consist of press releases and virtually every newspaper clipping in which the university has been featured, dating from the 1960s to the present. She also spends considerable time on reference questions, including those focusing on the RFK Assassination Archives.

Other reference highlights included hosting a University of Madeira graduate student for his research project on Madeiran immigrants to the New Bedford area, who looked through countless decades of the *Diario de Noticias* over a two-month period. Another interesting project has been assisting with a cable television documentary on the late Abraham Landau, a Holocaust survivor whose papers are in the Archives. The collections know no geographic boundaries, as we periodically provide copies of records to a Norwegian researcher studying the controversy surrounding the assassination of Robert F. Kennedy.

Finally, PSC 444, "Politics of Assassination," taught by Professor Philip Melanson, met in the archives during the fall semester. Enrollment was higher than normal this year, and as always, we assisted students in locating primary source materials for their papers.

We would also like to thank the many individuals responsible for these donations and others, including Martin Butler, Donna Huse, Edith Swift, Cindy Yoken, Stan Lipp, Albert Hill, William Teixeira, Joseph Baptista, Francis Sylvia Gracia, Fernandes E. Lopes, Mary Beth Dowd, Rhoda Miller, Eli Heimberg, Lorraine Kaplan, Arline Alpert, and David Rosenfield.

Donor reception

More than forty guests attended the library's first reception for donors, held this June to recognize those who have made gifts to the library in recent years.

Guest speaker Len Travers '80 of the History Department described how he used items in the Archives and Special Collections to provide history majors with experience using primary and secondary source materials. Classical guitarist George Little '04 entertained guests before and after the presentation, and the Archives was open for informal tours. Vice Chancellor Don Ramsbottom extended greetings and thanks from the Foundation Office.

Many of our friends and donors expressed their delight with the event, which we hope to be able to offer annually.



Prof. Len Travers (above, left) and Vice Chancellor Don Ramsbottom were guest speakers at the donor reception.



George Little (right) entertained on classical guitar.

Too tired to return your library materials?

There's a new and convenient way to return your books to the library: a drive-up book return receptacle has been installed at the end of the library's access road. When the weather's bad, when it's dark, or when you just don't feel like walking into the library, simply deposit your books and other library materials (videos, CDs and cassettes) at the book return.



News of the staff

Archivist **Judy Farrar** presented a talk on processing records at the state's annual Community Forum on Historical Records, Documenting Underdocumented Populations & Communities.

In preparation for preserving UMass Dartmouth archival materials in digital formats, Farrar attended conferences and workshops on digitization, digital cameras, and how to put finding aids on the Web.

Reference librarian **Linda Zieper** is editor of the Art Libraries Society of North America's bi-monthly newsletter, *ARLIS/NA Update*. She reviewed the *Dictionary of Artists' Models* for the *Art Libraries Journal* and writes abstracts on Renaissance studies for *Historical Abstracts*.

Reference librarian **Elizabeth Winiarz** attended the annual conference of IAMSILIC, the International Association of Marine Science Libraries and Information Centers, held in Mazatlan, Mexico. She serves as the association's secretary.

Winiarz received a \$7,500 grant from the UMass President's Office Cranberry Research Fund, for the purchase of library materials in support of cranberry research, especially for collaborative projects among UMass Dartmouth faculty, researchers at the Cranberry Experiment Station in Wareham and cranberry growers.

Winiarz and systems librarian **Charlie McNeil** shared in a \$20,000 professional development grant from UMass to develop the library's first digital collections online. Other participants were from the UMass Boston and UMass Lowell libraries.

Reference librarian **Paige Gibbs** is president of the Rhode Island chapter of the Special Libraries Association. She has also been appointed archivist for the Engineering Libraries Division of the American Society for Engineering Education.

Reference librarian **Mary Adams** is secretary/treasurer of the Public Services Section of the national Medical Library Association (MLA). She also participates in the mapping of nursing literature research project for MLA's Nursing and Allied Health Resources Section.

Regionally, Adams is secretary of the Southeastern Massachusetts Consortium of Health Sciences Libraries (SEMCO). She served as site coordinator for SEMCO's sponsorship of MLA's satellite teleconference "Get HIP to HIPAA: Health Information Professionals and the Health Insurance Portability Act," which was held at the library. She also served on the planning committee for the annual program for the New England Library Instruction Group.

Thank you

A most sincere thank you to the benefactors and donors who have made gifts to the University Library through the University's Annual Fund, special University Foundation Funds, Archives and

Special Collections fund raising efforts, the Book Plate Program, and membership in and support of the Library Associates. We appreciate your continuing generosity.

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