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 is published twice a year to inform the Mortensen Library Board of Visitors, faculty, staff, and others interested in the University Libraries of the University of Hartford. Please direct comments to Randi Lynn Ashton-Pritting at (860) 768-4268.

Resources online version – library.Hartford.edu/llr/publications/newsletter/newslett.htm

Libraries: The Future is Now

– *Debbie Herman*



The other day a particularly intense sushi craving inspired me to reach for my cell phone to make the call (yes, I happen to be on a first name basis with my sushi chef, which makes me a bonafide addict). In that brief moment, I recalled one of my favorite reads of long ago childhood, an article in the hand-me-down set of *Golden Book* encyclopedias my sister and I shared. The article dealt with the future and all the amazing technological marvels that would be commonplace by the time we reached adulthood. Of the gadgets featured, the telephone of the future captured my imagination above all others. The accompanying illustration depicted something that closely resembled a telephone receiver, yet attached to it was a large, clunky cube, like a television, in which you could actually SEE the person to whom you were speaking! The future would be exciting, I thought, just like one of my favorite cartoons, *The Jetsons*.

As I was about to shelve this train of thought under “space age kitsch” and order dinner, it occurred to me that the future is now! Although we don’t consume our meals in pill form (well, most of us don’t anyway) or have talking pets and robotic maids (ditto) à la *The Jetsons*, it’s fast becoming commonplace to send photographs over the wireless phone, and make telephone calls over the Internet, and videoconferencing has become downright ordinary in business for over a decade.

So you might wonder where I am headed with all this reminiscing about sushi and space age telephony? Like other professions, technological advances in communication of the past 50 years have changed librarianship. While our professional role as information gatekeepers has not been altered substantially since the professionalization of librarianship in the 1870s, technology has enabled us to move away from a one-size-fits-all model to one that provides more personalized service tailored to the scholarly and everyday life demands of the individual. Although many of us secretly wonder if we spend more of our time reacting to change than being in the forefront of it, few would argue that it’s an exciting time to be working in libraries!

Over the last six months, the staff of the University Libraries have been active participants in this excitement, as we undertook the task of selecting a new library system that would meet the complex scholarly information needs of our patrons, many of whom do not remember a time when computers were not omnipresent. We entered into the selection process with a few guiding principles, namely that the system would: Interact with the growing array of campus information systems (Blackboard, SCT Banner); Provide the campus community with sophisticated features such as the ability to search multiple library catalogs, indexing and abstracting databases, and web sites through a single portal; Allow for the saving of search queries for rerunning at intervals determined by the user and the viewing of all materials checked out, Interlibrary loan and hold requests at once.

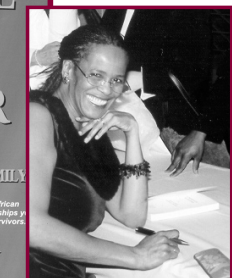
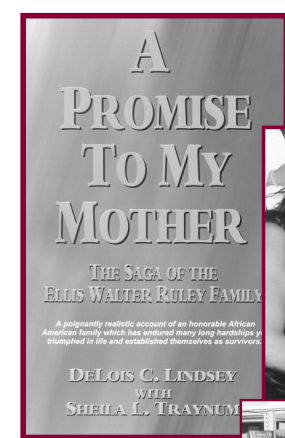
Throughout the summer and fall of 2002, the University Libraries invited the four major integrated library system vendors to campus to demonstrate their product’s functionality. The vendor presentations were followed by a formal Request for Proposals (RFP), which contained detailed system and subsystem specifications compiled by the various working groups devoted to this undertaking. An oversight committee comprised of selected library and information technology staff, administrators, and faculty evaluated vendor responses.

Almost immediately, one company rose to the top when judged against its competitors and the aforementioned criteria. Endeavor Information Systems, best known perhaps for their largest customer, the

Tales of African-American Life in Post-Slavery New England – a Book Signing

A reception was held on February 15, 2003 for DeLois Traynum-Lindsey, Director of the Office of Multicultural Programs, and her sister Sheila L. Traynum at Mortensen Library in honor of their new book, *A Promise to My Mother*. The event was hosted by University President Walter Harrison.

The book offers a historical account of African-American folk artist Ellis Ruley, the authors' great grandfather. *A Promise to My Mother* is a series of captivating and delightful stories that are tearful, thought provoking and poignantly realistic about the trials, tribulations and good times of the Ruley family from 1849 until 1959.



The authors have brought attention to the life and death of Ellis Ruley, who was acclaimed for his unique style of painting - using common house paints on cardboard. Several pieces of Ruley's artwork are included in a current exhibit of African-American art at the Wadsworth Atheneum in Hartford, CT. Ruley, the son of a runaway slave, did not garner any critical acclaim for his paintings until he was in his 50s.

The authors have also described and depicted numerous aspects of African American life in post-slavery New England. *A Promise to My Mother* is the culmination of the sisters' pledge to write a book that would honor those relatives who came before them.

DeLois has worked at the University of Hartford for the past 18 years and is currently Assistant Dean of Students. Sheila is a licensed nurse's aide and has been a foster parent for the State of Rhode Island for the past 10 years.

A copy of the book is available in Mortensen Library or copies may be purchased through Black Forest Press Marketing, 914 Nolan Way, Chula Vista, CA 91911 or by calling (888) 808-5440. ■

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Library of Congress, serves an exclusively academic and research library clientele. This focus is evident in their suite of software products, which is designed for the particular needs of academic and research collections. The University entered into contract negotiations with Endeavor this past February and a contract was signed on the 24th.

The next steps in the migration from our current system to Endeavor Voyager will include installing the necessary hardware and system software, insuring the complete migration of our patron and collection databases, and staff training. I am happy to report that we are adhering to the proposed migration schedule, which means, if all goes well, students returning to campus in the fall will be greeted with a new set of scholarly tools that provide access to and management of materials in disparate formats: print materials, digital objects such as sound files and electronic journals, and archival collections.

The staff of the University Libraries would like to express our gratitude to Provost Donna Randall and the University administration for their tremendous financial support of and belief in this project! We would also like to express our sincerest thanks to George Brophy and Dave Kelley of Information Technology Services, Dennis Gacioch, Purchasing, and faculty members Paul Hagner and Natalie Segal for their guidance and expertise.

With that, I shall return to my initial topic, gizmos of the future. Though the adult me is not as enamored with the concept of a phone in which a person to whom you're speaking can actually see you (to guard against being seen in my bedclothes or eating a bag of Oreos, I've decided to keep a glamorous file photo of myself on-hand for such embarrassing moments as they arise!), contemplating the gadgets of the future still gives me a thrill though I really hope that robot-maid thing pans out soon since the drudgery of spring housecleaning is nigh! ■

State Library Display – Barbara Dessureau

The Connecticut State Library (CSL) hosted its annual photo exhibit representing over 150 public, academic and corporate libraries in the state. This year, University Libraries displayed two photographs, both taken by University of Hartford employees.

Dave Kelley, Information Technology Services, provided a digital photograph (shown at left) showcasing the exterior of Mortensen Library with a vast rainbow in the background.



Photo by Dave Kelley

Jeff Feldmann, Grounds, Operations and Maintenance, took a photo of the interior of Mortensen Library (shown at right) focusing on the staircase to the upper level. A similar one by Jeff was featured on the cover of *Choice* magazine in August 2000.



Photo by Jeff Feldmann

The exhibit ran from April 1 – 15, 2003 in the underground concourse that links the Legislative Office Building to the Capitol in Hartford. ■

A "Database of Databases"

As the Libraries' collection of databases containing information about journal articles and other research sources has grown to some fifty titles, an alphabetical list of links for access became impossible to navigate. Students didn't know what database to use, or only used one or two that were familiar. They weren't taking advantage of the wide array of resources available to them. Librarians saw this as a significant problem. The solution – develop a searchable database of databases.

Using Microsoft Access and Active Server Pages software, Library Webmaster Barbara Dessureau developed a new way of finding and connecting to our databases, which was unveiled for the Spring 2003 semester. When users now go to the Databases page, they have the option of getting a list of databases in a broad subject category; finding databases which include a particular type of information – abstracts or full text of articles for example; or searching for databases using a word or phrase from the name or description of the database. It's even possible to combine the three searches. ■

Construction started on CLI

Construction has already begun on the main level of Mortensen Library for the new Center for Learning and Instruction (CLI).

The photo to the right shows the first glimpse of this new facility as of May 27. What you can't see is that the room is now completely enclosed and wiring will be in place by June 15. See the story, *Center for Learning and Instruction (CLI) Update*, on page 2 of this publication. ■



Mortensen Library Board of Visitors

The 2003-2004 Mortensen Library Board of Visitors:
Front row (left to right): David Carson, Minerva Neiditz, Ralph Elliot, Randi Ashton-Pritting, Betsy Cathles, Judy Wawro, Karen Breda, Belle Ribicoff.

Back row (left to right): Debbie Baker, Nora Anthony, Keith Stevenson, Louise Loomis, John Woods, Charles Ross, Nancy Rankin, Humphrey Tonkin, Eunice Groark, Ellsworth Grant, Jim Lyon, Sid Pinney. ■



Student Awards

– Debbie Herman and Kaitlin Earley

Jolie Chrisman is a first year graduate student at The Hartt School, majoring in Oboe Performance. She has been working as a catalog assistant in the Allen Library Technical Services Department since September 2002. Her primary focus has been creating bibliographic records for recordings of performances at the Hartt School. Jolie has shown herself to be a fast learner and attentive to detail, and the quality of her work is excellent and consistent.

Erin Cook is a senior at the Hartford Art School majoring in illustration. She has been working in the Periodicals Department since fall 2001. She consistently demonstrates a willingness to help patrons as well as the desire to thoroughly understand the library's policies and procedures. The staff member who nominated Erin writes, "Erin is an all-around exceptional employee. Her positive attitude and quiet smile reflect the thoughtful, hardworking, and committed person she is."

Katie Dower is a junior Human Services major who has worked in the Mortensen Library Access Services Unit for the past two years. She demonstrates an out-

standing commitment to service through her patience and efficiency in assisting library patrons. The staff member who nominated Katie states, "Katie is a joy to work with and a wonderful worker. It will be a mix of joy and sadness when she graduates and leaves us."

Laura Gershman is a junior, majoring in Oboe Performance at The Hartt School. She has been working at the Circulation Desk at the Allen Library since September 2001. Her duties at the music library include basic circulation, music information, instructing patrons on web and catalog searching, and searching for missing items. Laura renders excellent and reliable customer service to library patrons, and we appreciate her attitude and patience.



Students Jolie Chrisman, Laura Gershman, and Amina Syedullah accept their BOV student awards.

Amina Syedullah is a sophomore Asian Studies contract major. This is her third semester working in the Circulation Unit of the Mortensen Library. The staff member who nominated Amina observed the graciousness and enthusiasm she demonstrates for any new project. The nomination states that Amina's "poised demeanor and readiness to help others is appreciated by staff and patrons alike." ■

Hartford Libraries: Preserving the Past – Planning for the Future

The Mortensen Board of Visitors together with the President's College sponsored a symposium on libraries in the Hartford area. The event took place on February 18, 2003 between two snowstorms. The symposium was open to the members of the University community and to the general public.

The guests for the evening were Louise Blalock, Hartford Public Library; Richard Ross, Trinity Col-

lege Library; John Teahan, Auerbach Art Library, Wadsworth Atheneum; and Randi L. Ashton-Pritting, University of Hartford Libraries.

The libraries, historically connected, now all support different patron groups. There was an interesting discussion among the librarians as well as with the audience. Because of the interest in libraries, future events are being planned. ■

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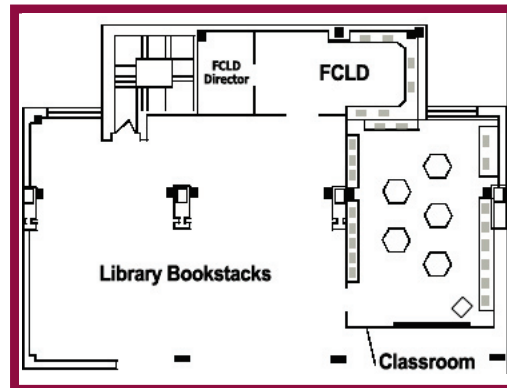
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Center for Learning and Instruction (CLI) Update – Kitty Tynan

In the Fall issue of *Resources*, we introduced you to the Mortensen Library Center for Learning and Instruction (CLI). The Center, a joint project of the Libraries and the Faculty Center for Learning Development (FCLD), will provide new instruction and training spaces for students, faculty and staff at the University. We want to bring you up to date on progress toward its completion.

- Randi Ashton-Pritting, University Libraries Director, has been extremely successful in raising outside funds for the Center, but we still need to establish an endowment for its continued support.
- The University has hired C. Peter Chow of Oak Park Architects, West Hartford, to work with Libraries and FCLD staff in finalizing the design of the Center. Peter worked with Tai Soo Kim and was involved in the design of



the Harry Jack Gray Center (which houses both Mortensen and Allen Libraries). He is a former Adjunct Professor in the University's architecture program, and well known locally and nationally.

- During Spring Break (March 17 - 21), a small crew of students shifted thousands of books from the shelves which must be disassembled to make room for the new Center. The books have been relocated in nearby areas. The shelves will be relocated to other areas of the Libraries where they are needed.
- Libraries and FCLD staff will be selecting furniture and ordering equipment soon.
- Construction began immediately after graduation.
- The Center is scheduled to open in late August for the beginning of the Fall 2003 semester. ■

A Gift – Randi Lynn Ashton-Pritting

University Libraries received the most amazing gift of \$100,000 in support of the new Mortensen Library Center for Learning and Instruction. The donation came as a true gift from the heart.

This gift was received from the Woods Family in memory of Andrew H. Woods of Baltimore, MD.

I would like to tell you a bit about this man.

He never married, yet loved children. He had one niece whom he adored and who adored him. As a school social worker he fought for urban social rights such as housing, employment, and attendance and attention at school. After burning out as a social worker, he embarked on a new career as a legal aide. This man always kept people as his main focus in life.

He supported the right to bear arms and was a lifetime member of the National Rifle Association. Yet, he only shot targets.

This gentleman supported urban higher education his entire life. He was an avid sports spectator and would drive for miles to attend his

niece's lacrosse games. He believed that schools should be for both the mind and the body.

He saw the value of computers, yet, his own IBM 5.25 disk machine accumulated dust. So, from one perspective, it might seem odd that his gift to Mortensen Library will be used to support the new Center for Learning and Instruction. However, it was his true passion to support both students and higher education that makes this gift a perfect match.

The new Center will allow for integrating presentation and practice into a single bibliographic instruction session, actively engaging students in learning and enabling librarians to move from tool-focused to information-focused instruction. When this Center opens in the first year, there will be more than 3770 students passing through the doors. This man from Maryland, who never set foot into Mortensen Library, will have an enormous impact, now and in the future, on how our students learn and for that we thank him.

Thank you Andrew H. Woods and the Woods Family. ■

Music Library Association – Statistics Subcommittee – Diane Napert

I have been on the Music Library Association's Statistics Subcommittee for two years now. Since I had a background in accounting prior to working in a music library and enjoy analyzing things, I thought this would be a good way for me to contribute to the music librarian profession. I had been on the committee less than a year when the chair asked two of us if we would be interested in chairing the committee once he stepped down. We decided we could handle the workload if it were split, so David Hursh, East Carolina University, and I became co-chairs of the committee in 2002 at the Las Vegas annual meeting.

The Statistics Subcommittee reports to the Administration Committee, which also includes the Integrated Library Systems, Library Facilities, and Personnel Subcommittees. There are four members on the committee in addition to the two co-chairs. A big part of our subcommittee's work is a study entitled: "Annual Survey of Music Collections in the United States."

The survey is split into several sections and includes questions about reporting structure, facilities, services, staff, resources and expenditures. The current year's survey is available at <http://www.ecu.edu/elearning/music/>. David and I had worked on streamlining the survey prior to becoming co-chairs. We devised four different questionnaires based on type of library: academic, public, ensemble, and special. This way the survey questions could

be tailored to reflect the library's primary functions and collections. We also created multiple choice responses to make responding easier. After this was completed the survey response rate went up. For the current survey, FY 2001-20002, we made the survey easier to submit via the web. All committee members get an automatic e-mail copy of the completed survey also. Again the response rate went up.

Once all the responses are in we have the task of putting all the information into SPSS, a statistical software package. This allows us to run many graphs and percentages and analyze the results. All of this is a time consuming process and, like many things in life, takes longer than one might think. The goal is to provide statistics for music librarians to use in running their libraries. Questions such as, "how many FTE does the average institution with doctoral programs have?" can be answered. It also provides hard data for certain concepts, such as institutions with higher degree levels have bigger collections and more FTE.

A future goal is to be able to spot trends in music librarianship, such as dollars spent on materials going up (or down). The final results for FY 2001-2002 are not complete, as surveys are still coming in, but preliminary results reported at the annual meeting in Austin, Texas in February 2003 are available on the Music Library Association's website: <http://www.musiclibraryassoc.org/> under the links for committees/administration/statistics. ■

The University Libraries are wired – for Laptops! – Mariellen Baxter

Information Technology Services (ITS) wired the libraries last year and provided the laptops, which started circulating to University members at the end of the fall semester. Faculty, students, and staff may check out a laptop, with power unit, mouse, and headphones, for 4-hour loan periods. Use is restricted to the libraries, with one 2-hour renewal allowed. Mortensen Library has four laptops available for circulation; Allen Memorial Library has two.

The pilot program has been very popular. Since its inception, the four units housed at Mortensen Library have circulated 148 times (through March 31st). The favorite times for check out are between 4:00 pm and 8:00 pm, with 54 patrons enjoying the privilege. From late December through March, there were 33 laptop circulations in the Allen Memorial Library.

Laptops are circulated on a first-come, first-served basis. ■



George Brophy, ITS CIO, gives instructions on the use of the wireless laptop to President Harrison and students.