



Library Adopts New Interlibrary Loan System

In Spring 2003, Walker Library implemented ILLiad, a new interlibrary loan system. This new system offers several new features. In the past, users completed online requests or filled out paper forms in the interlibrary loan office. Users then had to either call or come by the interlibrary loan office to check on the status of their requests. With ILLiad, however, users set up individual accounts online and then submit requests through the account. Users can

monitor the status of their requests, review a list of previously requested items, resubmit unfilled requests, or request items again. ILL staff can also post electronically received articles to users' ILLiad accounts, thus eliminating the need to come by the library to pick up photocopies. Users can access ILLiad twenty-four hours a day from any computer with an Internet connection.

Extended Hours

Walker Library has extended its hours of operation in response to student requests. The extension of hours is supported by special funding from President McPhee. This schedule is being adopted as a trial for the spring semester.

Hours for the library will be:

Monday-Thursday	7:30 a.m.-midnight
Friday	7:30-5:00 p.m.
Saturday	8:00-5:00 p.m.
Sunday	1:00 p.m.-midnight

Consideration is being given to extending hours to 1:00 a.m., similar to the extension adopted last term.



A rare Tennessee snowstorm closed the library on January 16.

Research Coach

The library recently launched Research Coach, a new service for students needing more in-depth assistance with the research process than can usually be provided at the busy reference desk. Librarian coaches meet with students for one-on-one assistance in brainstorming for topics, searching for and selecting the most appropriate resources, and creating bibliographies with proper citations.

The inaugural Research Coach service ran during the week of February 17. Seventeen students took advantage of appointments with coaches in Group Study Room 114D in the reference area. Students enjoyed the opportunity to talk privately and more extensively with a librarian about their research.

Research Coach will be offered again this semester on

weekdays April 7–14. In the future, User Services hopes to offer Research Coach at least twice per semester during especially busy times. The library would especially like to thank Phillips Bookstore and the MTSU Athletic Department for their sponsorship of Research Coach. Be sure to visit the Research Coach display case next to Room 114D to see an MTSU sports and Blue Pride exhibit donated by our sponsors.

For more information about Research Coach, contact Sharon Parente by e-mail at sparente@mtsu.edu or by phone at 898-2549.



New E-Resources at the Library

The American Civil War: Letters and Diaries includes approximately 52,000 pages of letters, diaries, and memoirs from 849 individuals. When complete, the collection will include more than 100,000 pages of primary materials. Each source has been carefully chosen using leading bibliographies.

Digital Sanborn Maps, 1867-1970 provides online access to detailed fire insurance maps of over 100 Tennessee towns and cities, including information such as the outline of each building, construction materials, and function of structures, as well as street names, property boundaries, business names, and house and block numbers.

Dictionary of Old English Corpus is a complete digital version of surviving Old English texts, except for some variant manuscripts of individual texts. The 3,037 texts in the corpus are ordered by their Cameron numbers.

Gerritsen Collection: Women's History Online includes books and periodicals reflecting the evolution of a feminist consciousness and women's rights that were collected from the late 1800s to 1945. The materials span four centuries and fifteen languages, presenting two million page images exactly as they appeared in the original printed works.

Grove MusicOnline includes the full text of *The New Grove Dictionary of Music and Musicians*, second edition, and *The New Grove Dictionary of Opera*.

North American Women's Letters and Diaries offers the experiences of some 200 women as revealed in more than 28,000 pages of diaries and letters, with more than 150,000 pages of primary materials spanning more than 300 years.

Opposing Viewpoints Resource Center is based on the popular print series that collects documentary

sources and advocacy writing on controversial subjects: the facts, as well as the arguments for each topic.

ReferenceUSA provides detailed information on more than 12 million U.S. businesses ranging in size from one employee to over 10,000. Search by company name, number of employees, geographic location, etc.

Safari Tech Books Online gives the full content of books for programmers and IT professionals. It includes titles from such publishers as Addison-Wesley, Alpha, Financial Times Prentice Hall, Cisco Press, New Riders, Peachpit Press, Prentice Hall PTR, Que, and Sams.

Ulrich's Periodicals Directory is the online version of a library standard reference that provides bibliographic and access information for over 165,000 periodicals published worldwide. Find journals by title or field.

Distance Education – Reaching Beyond the Library

The library works to provide students participating in MTSU's online courses, correspondence courses, Regents Online Degree Program courses, telecourses, and video conferencing courses with library resources equivalent to those provided to students in traditional campus settings. Through its distance education services, the library provides off-campus students with research assistance, instruction in using the online catalog and full-text electronic databases, and the ability to borrow books. Students are also eligible to request that books and copies of periodical articles be mailed to them at times during which no appropriate library resources are available in the local area. In addition, the library offers reference services by e-mail and telephone.

This year, the library cooperated with the Department of Academic Out-

reach and Distance Education to incorporate library services into a new CD orientation tool. This tool, aptly named *Meet in the Middle*, will be mailed to all distance students beginning in the Fall semester 2003. Along with student services departments, the library will be featured in a virtual tour. This project will serve as a valuable introduction to the library for MTSU distance students.

Other distance education activities of library staff this year have included participation in the Southern Accreditation Committee review of the Regents Online Degree Program as part of a review of substantive change, and visits with the University's off-campus student coordinator to Columbia Central High School, Motlow Community College, Columbia State Community College Lawrence County campus, and the Saturn plant in Spring Hill to intro-

duce students and instructors to the distance learning resources provided by the Walker Library.

Through the end of this academic year, Distance Education and Extended Library Services will continue to explore avenues that increase communication between the library and distance students.

For more information on the library's distance education program, consult the program's Web page at <http://www.mtsu.edu/~library/tour/extenew.html>.

Faculty who are teaching online or off-campus courses may wish to contact Rachel Kirk for more information: phone (615) 898-2535 or e-mail at rakirk@mtsu.edu.

UCLA Internet Study: Online Info Less Reliable

Users are increasingly wary of the content they find on the Internet, according to the third annual UCLA Internet Report, a yearly examination of the impact of online technology in America. According to the report, only 52.8 percent of Internet users believe that most or all online information available on the Internet is reliable and accurate, down from 58 percent in 2001. The report addresses five subject areas: Internet users and nonusers, media use and trust, consumer behavior, communication

patterns, and social effects. It is an outgrowth of the World Internet Project (WIP), coordinated by the UCLA Center for Communication Policy. The WIP includes studies from partners in 18 other countries in Asia, Europe, the Middle East, and South America. It was funded by several tech corporations, as well as foundations. The complete report, as well as earlier studies, can be found at <http://ccp.ucla.edu/pages/internet-report.asp>

Only 52.8 percent of Internet users believe that most or all online information available on the Internet is reliable and accurate.

National Library Week

First sponsored in 1958, National Library Week is a national observance sponsored by the American Library Association (ALA) to celebrate the contributions of our nation's libraries and librarians and to promote library use and support. National Library Week will be celebrated April 6-12, 2003. The Walker Library will be sponsoring a contest to test information gathering skills of students.

Ten Reasons Why the Internet Is No Substitute for a Library

by Mark Y. Herring, dean of library services, Dacus Library, Winthrop University, Rock Hill, South Carolina

Reading, said the great English essayist Matthew Arnold, "is culture." Given the condition of reading test scores among school children nationwide, it isn't surprising to find both our nation and our culture in trouble. Further, the rush to Internetize all schools, particularly K-12, adds to our downward spiral. If it were not for the Harry Potter books one might lose all hope who languishes here. Then, suddenly, you realize libraries really are in trouble, grave danger, when important higher-education officials opine, "Don't you know the Internet has made libraries obsolete?" Gadzooks! as Harry himself might say. In an effort to save our culture, strike a blow for reading, and, above all, correct the well-intentioned but horribly misguided notions about what is fast becoming Intertopia among many nonlibrarian bean counters, here are 10 reasons why the Internet is no substitute for a library.



Not Everything Is on the Internet

With over one billion Web pages you couldn't tell it by looking. Nevertheless, very few *substantive* materials are on the Internet *for free*. For example, only about 8% of all journals are on the Web, and an even smaller fraction of books are there. Both are costly! If you want the *Journal of Biochemistry*, *Physics Today*, *Journal of American History*, you'll pay, and to the tune of hundreds of thousands of dollars.

The Needle (Your Search) in the Haystack (the Web)

The Internet is like a vast uncataloged library. Whether you're using Hotbot, Lycos, Dogpile, Infoseek, or any one of a dozen other search or metasearch engines, you're not searching the entire Web. Sites often promise to search everything but they can't deliver. Moreover, what they do search is not updated daily, weekly, or even monthly, regardless of what's advertised. If a librarian told you, "Here are 10 articles on Native Americans. We have 40 others but we're not going to let you see them, not now, not yet, not until you've tried another search in another library," you'd throw a fit. The Internet does this routinely and no one seems to mind.

Quality Control Doesn't Exist

Yes, we need the Internet, but in addition to all the scientific, medical, and historical information (when accurate), there is also a cesspool of waste. When young people aren't getting their sex education off XXX-rated sites, they're learning politics from the Freeman Web page, or race relations from Klan sites. There is no quality control on the Web, and there isn't likely to be any. Unlike libraries where vanity press publications are rarely, if ever, collected, vanity is often what drives the Internet. Any fool can put up anything on the Web, and, to my accounting, all have.

What You Don't Know Really Does Hurt You

The great boon to libraries has been the digitization of journals. But full-text sites, while grand, aren't always full. What you don't know can hurt you:

1. articles on these sites are often missing, among other things, footnotes;
2. tables, graphs, and formulae do not often show up in a readable fashion (especially when printed); and
3. journal titles in a digitized package change regularly, often without warning.

A library may begin with X number of journals in September and end with Y number in May. Trouble is, those titles aren't the same from September to May. Although the library may have paid \$100,000 for the access, it's rarely notified of any changes. I would not trade access to digitized journals for anything in the world, but their use must be a judicious, planned, and measured one, not full, total, and exclusive reliance.



States Can Now Buy One Book and Distribute to Every Library on the Web – NOT!

Yes, and we could have one national high school, a national university, and a small cadre of faculty teaching everybody over streaming video. Let's take this one step further and have only digitized sports teams for *real* savings! (Okay, I know, I've insulted the national religion.) Since 1970 about 50,000 academic titles have been published every year. Of these 1.5 million titles, fewer than a couple thousand are available. What is on the Net are about 20,000 titles published before 1925. Why? No copyright restrictions that cause prices to soar to two or three times their printed costs. Finally, vendors delivering e-books allow only one digitized copy per library. If you check out an e-book over the Web, I can't have it until you return it. Go figure, as they say. And if you're late getting the book back, there is no dog-ate-my-homework argument. It's charged to your credit card *automatically*.



Hey, Bud, You Forgot About E-book Readers

Most of us have forgotten what we said about microfilm ("It would shrink libraries to shoebox size"), or when educational television was invented ("We'll need fewer teachers in the future"). Try reading an e-book reader for more than a half-hour. Headaches and eyestrain are the best results. Besides, if what you're reading is more than two pages long, what do you do? Print it. Where's a tree hugger when you really need one? Moreover, the cost of readers runs from \$200 to \$2,000, the cheaper ones being harder on the eyes. Will this change? Doubtless, but right now there's no market forces making it change. Will it change in less than 75 years? Unlikely!



Aren't There Library-less Universities Now?

No. The newest state university in California at Monterey opened without a library building a few years ago. For the last two years, they've been buying books by the tens of thousands because—surprise, surprise—they couldn't find what they needed on the Internet. California Polytechnic State University, home of the world's highest concentration of engineers and computer geeks, explored the possibility of a virtual (fully electronic) library for two years. Their solution was a \$42-million traditional library with, of course, a strong electronic component. In other words, a fully virtualized library just can't be done. Not yet, not now, not in our lifetimes.



But a Virtual State Library Would Do It, Right?

Do what, bankrupt the state? Yes, it would. The cost of having everything digitized is incredibly high, costing tens of millions of dollars just in copyright releases. And this buys only one virtual library at one university. Questia Media, the biggest such outfit, just spent \$125 million digitizing 50,000 books released (but not to libraries!) in January. At this rate, to virtualize a medium-sized library of 400,000 volumes would cost a mere \$1,000,000,000! Then you need to make sure students have equitable access everywhere they need it, when they need it. Finally, what do you do with rare and valuable primary sources once they are digitized? Take them to the dump? And you must hope the power never, ever goes out. Sure, students could still read by candlelight, but what would they be reading?



The Internet: A Mile Wide, and Inch (or Less) Deep

Looking into the abyss of the Internet is like vertigo over a void. But the void has to do not only with what's there, but also with what isn't. Not much on the Internet is more than 15 years old. Vendors offering magazine access routinely add a new year while dropping an earlier one. Access to older material is very expensive. It'll be useful, in coming years, for students to know (and have access to) more than just the scholarly materials written in the last 10 to 15 years.

Staff News

Harriette Gaida (User Services librarian) is retiring on May 23, 2003 after more than 31 years of service at MTSU's library.

Rachel Kirk, distance education, spoke at the *Reaching and Serving our Distance Learning Students Conference* held at MTSU's James Union Building. The presentation addressed electronic resources available to distance students and "information anxiety" issues that returning students face.

William Black, library administration, coauthored two works for publication: a monograph entitled *Recruitment, Retention and Restructuring: Human Resources in Academic Libraries*, published by the Association of College and Research Libraries, and an article entitled "Fostering Success: The Socialization of Entry-Level Librarians in ARL Libraries," published in the *Journal of Library Administration*, volume 36, number 4, issued in March 2003.



New staff appointments include (l-r) Suzy Burkhardt, Library Assistant I, Circulation; Kim Ralston, Library Assistant I, Curriculum; and Kim McAdams, Account Clerk I, Administration

University Library Update

Update is published by the Walker Library Public Relations Committee, Diane Baird, William Black, In MacBeth, Momolu Massaquoi

Editor: William Black

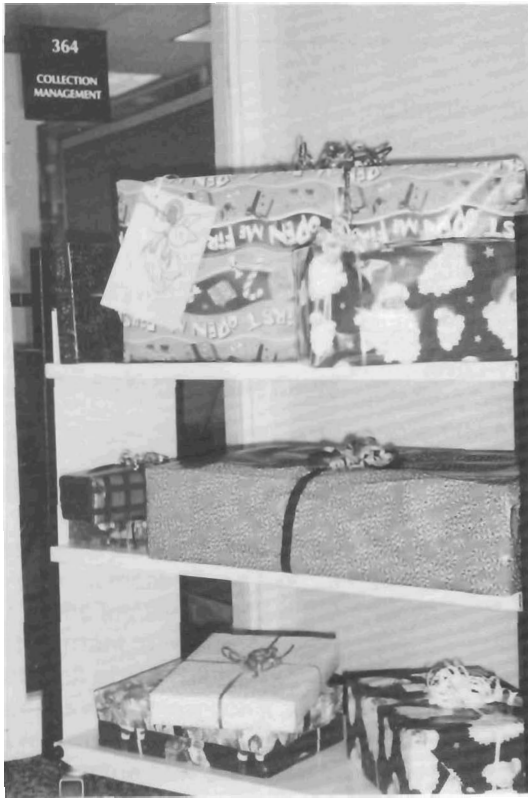
Contributors to this issue:
William Black, J. Donald Craig,
Melvin Davis, Mayo Taylor



Six Walker Library staff were honored for their service to the University. From left: Gary Moss, 10 years; Mike Wheaton, 10 years; Wilma Marable, 20 years; Momolu Massaquoi, 20 years; Sue Copeland, 10 years; and Don Craig, 30 years

AA202-0303

MTSU, a Tennessee Board of Regents institution, is an equal opportunity, non-racially identifiable, educational institution that does not discriminate against individuals with disabilities.



A book truck with presents for the MTSU Angel Tree Program sat by the door in Collection Management. This past Christmas, staff participated in the annual Police Department Angel Tree Program. The campus-wide effort donates Christmas gifts to children of students living in Family Housing.

MIDDLE TENNESSEE

STATE UNIVERSITY

Janes E. Walker Library
Box 13
Middle Tennessee State University
Murfreesboro, Tennessee 37132

2-40100