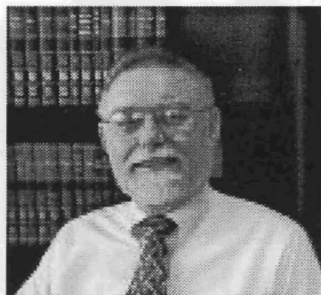




From the Dean



Assessment has become a major topic of discussion within the library profession in recent years. Much of this emphasis comes from increased attention to outcomes assessment activities on the part of various accreditation agencies.

Walker Library personnel have intensified their assessment efforts in the past year in response to this national trend, President McPhee's emphasis on student-centered learning, and as a part of our preparation for the next Southern Association of Colleges and Schools accreditation review.

Last spring, Walker Library participated in LibQUAL+, a national research and development assessment project undertaken by the Association of Research Libraries (ARL). This project has been developed in collaboration with Texas A&M University and with financial support from the U.S. Department of Education's Fund for the Improvement of Postsecondary Education (FIPSE). One hundred sixty-four libraries across the nation participated in this assessment project, including four others from Tennessee: Cleveland State Community College, the University of Memphis, the University of Tennessee-Knoxville, and Vanderbilt University.

The LibQUAL+ project defines and measures library service quality based on the SERVQUAL instrument, a standard measuring tool for service quality in private enterprise. The goals of LibQUAL+ are:

- establish a library service quality assessment program at ARL;
- develop Web-based tools for assessing library service quality;
- develop mechanisms and protocols for evaluating libraries; and
- identify best practices in providing library service.

A Web-based survey was sent to 4,792 individuals on the MTSU campus: 3,618 undergraduates, 411 graduate students, and 763 faculty members. Seven hundred eighteen successfully completed the survey, for a response rate of 15%. The breakdown of respondents is as follows:

Undergraduates	366	(51%)
Graduates	53	(7%)
Faculty	299	(42%)

Results of this survey were received in July 2002 and are presently being studied and evaluated by the Library Effectiveness Committee. Through LibQUAL+, the Walker Library has sought to identify users' perceptions of service quality and uncover gaps between desired, perceived, and minimum expectations of service. LibQUAL+ has focused on four major areas of library service:

- access to information
- affect of service
- library as a place
- personal control

A preliminary review of the survey results shows that the Library exceeds minimum expectations on 22 of the 25 questions. Respondents indicated most satisfaction with the questions in the "library as a place" and "personal control" areas of the survey. In these two areas the Library was given scores exceeding those for the aggregate group. The area in which these same users indicated that service quality was less than the minimum acceptable was in the access to information category. Specific gaps were indicated for "complete runs of journal titles," "convenient business hours," and "comprehensive print collections." Interestingly, data for all 164 participating libraries revealed that these were also weak areas for the other institutions as well.

The Library is following up on this recent campus-wide survey with additional assessment activities to gather more information. For example, the Library Effectiveness Committee is working with a professor in the management and marketing department to conduct additional focus surveys during the fall semester. Another assessment activity being introduced this fall is the creation of a service quality team made up of student assistants from the Library Administration Office. The team will be roaming the building as time permits, asking students questions about their success in finding what they need and their experience with our points of service. This activity will provide additional feedback on how we are meeting the needs of our students.

The Library extends its thanks to the many students and faculty who participated in the LIBQUAL+ survey this past spring. Your responses will make a difference.

Private Fundraising Priorities: Hitting the Books

By now you've all heard something about President Sidney A. McPhee's priorities for private fundraising. These priorities were created in order to unify the campus community in terms of fundraising—to get us “all on the same page.” The president asked each division and college at MTSU to create a list of funding needs. From that input, the president and his staff formulated ten priorities. Many of these priorities relate to one of Dr. McPhee's central messages about MTSU: We must focus on improving academic quality by building on our strengths. One of the president's priorities that will improve MTSU's academic quality is the enhancement of the James E. Walker Library's collections and services. The library's significance to the University's future demonstrates why this funding initiative is one of the president's top priorities.

By investing in the library, MTSU is building on a promising foundation. Everyone who visits the Walker Library agrees that the three-year-old building is one of the most beautiful they've seen. Functionally and aesthetically, the building is truly well-designed. With 350 public computer workstations, the Walker Library is also extremely well-equipped in terms of technology and electronic access. Many carefully selected databases are available online from any computer.

To complement this wonderful infrastructure, we are now focusing on building up our collections—books and periodicals that are not available online—and increasing the number of staff members available to assist students and faculty. Our book acquisitions have declined from 22,000 in 1974 to 7,000 in 2000. We are also working on catching up to our peers in terms of library expenditures per student, volumes per student, and staff per student. We have a books-per-student ratio that is 60 percent of the TBR libraries' average, and collection expenditures that are 80 percent of the TBR average and 50 percent of the average at the University of Memphis.

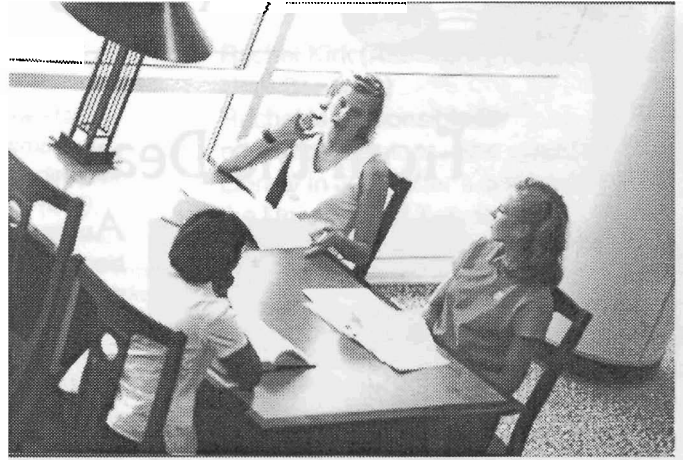
Trained staff members who help researchers and large collections of books and periodicals are essential to a quality undergraduate or graduate education. The recent gift of the Robert Allen Ragland, Sr., Memorial Civil War Collection to the library's Special Collections area is a great asset, and we hope to attract similar gifts in the future.

Now, you may be thinking “They just finished the new library and spent \$32 million. Why didn't they use some of that money to enhance collections and staff?” The funding for the building came from state dollars exclusively designated for facilities, equipment, infrastructure, and furniture.

Some of the factors driving the current effort to enhance the library's resources are:

- an Academic Master Plan that calls for expansion of graduate programs,
- the planned conversion of D.A. degrees to Ph.D. degrees,
- a desire to charter a Phi Beta Kappa chapter at MTSU, and
- recommendations by the Southern Association of Colleges and Schools for collection expansion.

As enrollments continue to expand and demands for information increase, the University must provide the books, journals, and research materials necessary for academic excellence. The cost of library materials, particularly scientific journals, continues to increase at a pace that exceeds the general rate of inflation. State funds are not adequate to meet the demands placed on the library. Increasing our support from friends and alumni will greatly benefit the effort to maintain and enhance the Walker Library's collections and services.



Students take advantage of the opportunity to study together at the Walker Library.

Several programs are in place to encourage gifts to the library. Individual donors can endow and name faculty positions in the library—for example, the dean, the special collections librarian, or a preservation librarian. For gifts of \$1,000 and higher, a donor can have a library carrel named in honor of a loved one. Larger gifts allow donors the privilege of naming rooms or areas of the library.

The Student Book Honor Program gives parents, family members, and friends the opportunity to highlight individual student achievement and, at the same time, enhance resources in the library for all students. Donors may also wish to support the Library Book Fund, the Special Collections Fund, or the Preservation Fund. All gifts go directly to library support.

For more information on ways you can help strengthen the Walker Library, please contact the Development Office at 898-2502 (toll-free at 877/444-6878), or the Library at 898-2772.

(reprinted with permission from the MTSU Foundation *Development Digest*)

Student Uses Library Collection to Write Award-Winning Essay

When 21st century Americans try to interpret the works of Shakespeare, Jonson, Donne, Chaucer, and Spenser, much can be lost in the translation. For MTSU student Susan Cavitch, it translated into money and national acclaim.

The Early English Book Online (EEBO) Collection at the James E. Walker Library was the source authority for Cavitch's second place showing in the EEBO/EEBO-TCP Undergraduate Essay Competition. She won \$750 for her efforts. First and third place prizes went to students from Northwestern and Duke universities, respectively.

The collection provides students and professors with access to images of the original printed editions of more than 125,000 literary and historical classics published from 1473 to 1700, said Ginny Vesper, associate professor, library. Images can be accessed by keyword, author, title, publication date, or Library of Congress subject heading.

"Works in the database range from the essays of Sir Francis Bacon to the scientific writings of Galileo and Sir Isaac Newton. Also included are prayer books, calendars, musical exercises, and almanacs," said Vesper. Cavitch says she found EEBO easy to use. With a part-time job as a teacher at University School

of Nashville and a child to raise, she says she needed it to be user-friendly.

The 48-year-old nontraditional student's paper was titled "Ben Jonson and John Donne: Exploring Two Different Approaches to Patronage Through Praise Poems to Lucy, Countess of Bedford." The essay is about how two major English poets of the early 17th century solicited money and approval from the same benefactor.

In a letter to Cavitch, Hillary Nunn, EEBO project development liaison, wrote, "Your work serves as a wonderful example of the exciting uses students can find for primary texts, and your paper also illustrates the noteworthy contributions that undergraduates can make to the field of early modern studies."

The Old English language in the texts was no barrier to Cavitch, even though the Web site features only the texts without glossaries or analyses. "Once you're steeped in the language, the rhythms become familiar," she said. Her interest was piqued during a course taught in the Spring 2001 semester by Dr. Ted Sherman, English. In fact, she credits all her instructors in the English Department with reigniting her love of learning for learning's sake. "Their intelligence and their articulation just astounds

me. My writing has really progressed since I've been here...because of the professors I've had here," she said.

Sherman, who lobbied for the acquisition of EEBO by the library, considers it an invaluable tool. "It automatically increases the library's holdings in terms of number of volumes by about 100,000," he said.

English students aren't the only ones who can benefit from EEBO, since the collection includes works about economics, politics, history, astronomy, physics, theater, and philosophy, among other topics, Sherman said. "This tool provides them with access to material they would otherwise find (only) at major research institutions," Sherman said.

Another point of fascination for Cavitch, who is Jewish, was the emphasis on Christian liturgy. The period covered by EEBO begins not long after the printing of the Gutenberg Bible in 1455. As for the prize she won, it couldn't have come at a better point in her life, Cavitch said. She received notification of her winnings just prior to the 2001 Christmas/Hanukkah season. "It was right around the time I was wondering how I was going to put all those presents under the tree!" Cavitch said.

(reprinted with permission, University News and Public Affairs)

Thanks to MTSU News and Public Affairs and the Office of Development for permission to reprint the two articles which appear in this issue.



New Developments with U.S. Government Documents Depository

The James E. Walker Library is a selective depository for U.S. government documents. The Library is committed to providing the best access to all selected items in different formats: print, microfiche, and electronic. The overall goal is that complete holdings for all Library government documents will be accessible through the Voyager online catalog. Recently, the focus has been to provide online access to government Web sites and links to electronic versions of selected documents deposited at MTSU in other formats. Concurrent projects

include cataloging, relabeling, and reboxing of both new and previously received "pamphlet" materials, located on the second floor in Microtext. When this project is complete, a similar initiative will begin targeted at providing access to the microfiche format documents. A systematic evaluation of the entire document collection will begin soon. With additions submitted at the end of July 2002, these changes have resulted in a three percent increase in government publications collected by the Library.

As another goal, the Library will be exploring ways to promote the federal documents collection as a resource for the University and greater Murfreesboro communities. Any suggestions or comments in support of this endeavor are welcome.

If you have any acquisition requests for U.S. government Web sites, agency sites, or specific documents, particularly those available for purchase, please submit them to Lucinda Scanlon by telephone/voice mail at 904-8510 or by e-mail at lscanlon@ulibnet.mtsu.edu.

Library Computer Use

In recent months the Library has received complaints from students, faculty, and staff about offensive behavior at computers located in the public areas. In addition to these complaints, there has been behavior at these computers that has resulted in arrests for indecent exposure. In order to preserve a learning and working environment that is free from hostile or offensive activities that could constitute sexual harassment, the Library is enforcing TBR and University policies concerning sexual harassment and the acceptable use of computers. A message informing computer users of these policies is now on all public computers, and those who access sites that could be hostile or offensive as defined by these policies will be asked to terminate their connection.

"Serials Solutions" Provides Direct Access to Online Journals

Given the size, diversity, and frequent changes in most electronic journal collections, finding a specific journal in full-text electronic format can be time-consuming and difficult. Managing these resources can be just as complex, placing a tremendous burden on scarce library resources. To help provide a better means of accessing and controlling electronic journals, the Walker Library has

recently purchased a subscription to the "Serials Solutions" service. This new product will help students and faculty use library resources more efficiently by providing a list of all full-text electronic serials available at MTSU.

Through a regularly updated alphabetical listing of all MTSU's online subscription journals, the service provides a single location

where you can now find journals with links to full-text journal databases. To see how this service works, look at the electronic journals page in the Research Gateway (<http://www.mtsu.edu/~library/gateway.html>). "Serials Solutions" will reduce search time when looking for a specific electronic journal and will help find resources that might be overlooked.

Internet Resources Now Available in Library Catalog

Internet resources have become vitally important for research on nearly every topic and are essential in meeting the information needs of our library users. The Voyager online catalog now provides access to Web sites on the Internet. With this availability, users can easily find relevant and authoritative resources, whether in print or online.

The librarians at Walker Library have been selecting Web sites that meet high standards of quality and provide reliable information. In

reviewing these sites for inclusion in Voyager, they have examined the authority of the publisher or sponsor of the Web site; its relevance to the learning, teaching, and research needs of the university community; and the site's longevity and permanence. Selection criteria also include the timeliness of the site, especially its currency and frequency of updates, as well as its scope of coverage. Additionally, the site's usability is reviewed to evaluate its searching

capabilities and technical requirements.

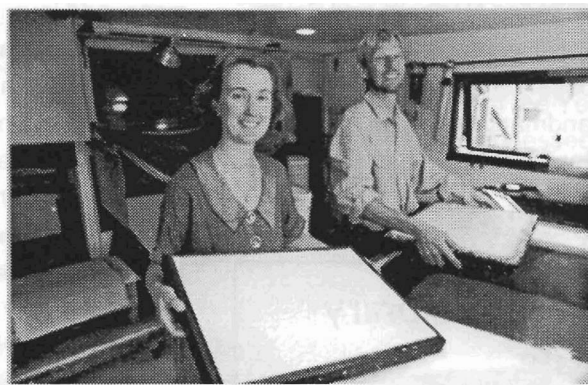
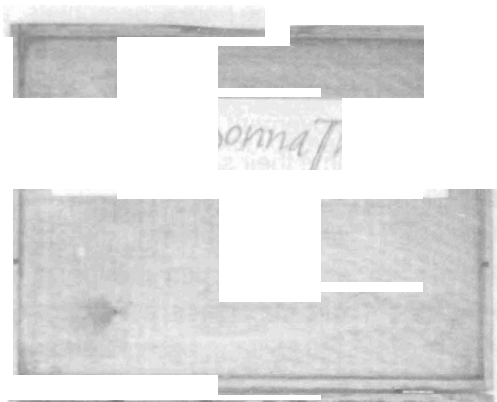
If you have a great Web site you would like to have considered for inclusion in the Library's online catalog, please let us know. We are particularly interested in resources that are useful in meeting current research and teaching needs. E-mail your recommendations to Eloise Hitchcock, Collection Management Librarian, at ehitchcock@ulibnet.mtsu.edu

Library Hosts Talk by Renowned Book Artist

One of America's premier book artists, Peter Thomas, will be on campus October 14th and 15th to work with the book arts classes. During his visit he will give a talk in the Library's Special Collections area.

The talk coincides with a Special Collections exhibition of fine letterpress limited editions as well as one-of-kind artists' books created by Peter and his wife, Donna, at their studio in Santa Cruz, California.

Peter Thomas's talk centers on the literary book as a form of art. It is scheduled for Monday, October 14 at 4:15 p.m. in the Special Collections Reading Room. The exhibition of his books will be on display in Special Collections until late November.



“Each book we make begins with a dream. Not a dream telling us what to do, but a dream for what our book can be and do.”

— Peter and Donna Thomas

New Databases

An enriching set of online databases has been added to the Library's collection of electronic resources. These resources are accessible using the computers in the Library and any of the computer labs and offices on-campus as well as off-campus.

The Civil War was responsible for an unprecedented displacement of Americans, and this in turn resulted in a large number of letters. This was also the last time a major war was fought without significant censorship. **The American Civil War: Letters and Diaries** knits together more than 400 sources of diaries, letters, and memoirs to provide fast access to thousands of views on almost every aspect of the war, including what was happening at home. The writings of politicians, generals, slaves, landowners, farmers, seamen, wives, and even spies are included. The letters and diaries of over 800 authors include both the famous and the unknown, giving Northern and Southern perspectives as well as those of foreign observers.

The landmark **American National Biography** offers portraits of more

than 17,400 men and women—from all eras and walks of life—whose lives have shaped the nation. The publication of the online edition makes this resource even more useful as a dynamic source of information. Updated quarterly, it includes hundreds of new entries each year plus revisions of previously published entries to enhance their accuracy and currency. The ANB Online will also feature thousands of illustrations, more than 80,000 hyperlinked cross-references, links to select Web sites, and powerful search capabilities. Note that all the articles originally included in the ANB Online were on biographical subjects who died before the end of 1995. Articles on important figures who have died since then are added in the quarterly updates, but coverage of all persons in this category is not complete.

Ethnic NewsWatch: A History is a full-text retrospective database comprised of newspapers, magazines, and journals of the ethnic, minority, and native press from 1960 to 1989. It is a historical collection that provides the other sides of the stories on local, national, and international events that changed the course of history during this period. Revisit, research, and reassess the dynamic social, political, and cultural events of the 60s, 70s, and 80s from the perspectives and experiences of the ethnic, minority, and native press (African-American and Caribbean, Arab and Middle Eastern, Asian-American, European and Eastern

European-American, Hispanic, Jewish, native and multiethnic sources).

The massive project to digitize the entire Evans Collection from Early American Imprints is underway. **Evans Digital Edition (1639-1800)** will include every item previously produced on microform plus more than 1,200 additional works located, catalogued, and digitized since completion of the earlier effort. The Evans Collection is the definitive resource for information about every aspect of life in 17th- and 18th-century America, from agriculture and auctions through foreign affairs, diplomacy, literature, music, religion, the Revolutionary War, temperance, witchcraft, and just about any other topic imaginable. Upon completion, Evans Digital will consist of more than 36,000 works and 2,400,000 images.

In the late 1800s, Dutch physician and feminist Aletta Jacobs and her husband C.V. Gerritsen began collecting books, pamphlets, and periodicals reflecting the revolution of a feminist consciousness and the movement for women's rights. By the time their successors finished the work in 1945, the Gerritsen Collection was the greatest single source for the study of women's history in the world, with materials spanning four centuries and 15 languages. **Gerritsen Online** finally brings this rich resource to the Web, with an easy-to-use search interface to conduct in-depth cross-cultural research.

University Library Update

Editor: William Black

Contributors to this issue:
Diane Baird, William Black,
Alan Boehm, J. Donald Craig,
Melvin Davis, Eloise Hitchcock,
In MacBeth, Momolu Massaquoi,
Lucinda Scanlon, and Julie Stepp

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Award-winning Librarian



Rachel Kirk, User Services Librarian (Instructional Services/Distance Education) and assistant professor, has received the

Roger K. Summit Scholarship award, given by Dialog to recognize work with electronic information services. Roger K. Summit founded Dialog in 1972 as the world's first online information retrieval system. Today, Dialog is the worldwide leader in providing online-based information services.

Rachel began work this semester, and we are pleased to include the text of the press release here.

Dialog, a Thomson business and a leading worldwide provider of online-based information services and integrated information solutions, has announced that Rachel Anne Kirk, from the School of Information Sciences at the University of Tennessee in Knoxville, is the winner of the company's Roger K. Summit Scholarship award for the North American region.

Dialog made the announcement during a ceremony at the 93rd Annual Conference of the Special Libraries Association.

"The pool of applicants from the U.S. and Canada was particularly strong this year," said Libby Trudell, Dialog senior vice president of information professional market development. "Rachel Kirk is an outstanding choice. She has already demon-

strated ability as an evangelist for electronic information, and we are delighted to help her proceed with her studies."

In addition to her current graduate work, Kirk recently accepted a position at Middle Tennessee State University.

Kirk also holds a master's degree in accounting. She has worked in the University of Tennessee's Hodges Library and at its Innovative Technology Center, where she supported technology-training programs for faculty. She also was a research assistant for the National Sciences Foundation's Digital Libraries initiative.

In addition to her studies, Kirk is active in professional associations. She is currently president of the student chapter of the American Society of Information Science and Technology and has attended its national conferences.

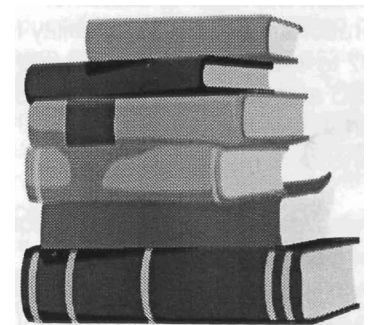
"It is a real honor to receive this scholarship from Dialog," Kirk said. "My goal is to teach college students how to use electronic information services to better undertake research in their academic pursuits. This prize will help me move toward that goal, and I am grateful to Dialog."

Summit Scholarships, awarded in different parts of the world, are given annually to graduate students in accredited library and information science programs who demonstrate aca-

demical achievement, keen interest in electronic information services and proficiency in using Dialog's online services and products, and also have strong recommendations from their faculty. Winners are determined by information professionals and educators based locally in each of the regions, and by Dialog staff.

Dr. Carol Tenopir, a well-regarded and prodigious researcher of electronic journals, commented on Rachel's success, "Roger K. Summit, the founder of the Dialog Information System, is considered to be the father of the modern online information industry. To receive this award in his name is a great honor for Rachel and for UT's School of Information Sciences. Rachel was judged not only on her excellent scholastic record, involvement in student activities, and professional promise, but on her performance on a rigorous Dialog searching test. Rachel can be proud of her accomplishment!"

In 2000, Rachel was the Information Science Student of the Year, named by the East Tennessee Chapter of ASIST.



New Appointments



New staff members include back row: (L-R), Jane Davis, Melvin Davis, and Jane Blakely. Front row: Mayo Taylor and Eloise Hitchcock

Eloise Hitchcock (Assistant Professor, Collection Management)

Eloise's responsibilities include collection development and book acquisitions. Prior to coming to MTSU, Eloise was head of the reference department at the University of the South (1996-2002). She has also served in library positions at Tennessee Technological University, Berea College, and MTSU. Mrs. Hitchcock has a Bachelor of Science degree from Tennessee Tech and an M.S.L.S. degree from the University of Tennessee

Jane Davis (Assistant Professor, Collection Management)

Jane assumes responsibility for the newly created computing applications position in Collection Management. Previously, she served as cataloger and systems administrator at Cumberland University Library in Lebanon. Before then, she was assistant manager of customer operations for Bellsouth Mobility from 1997 to 1999. Jane is a graduate of MTSU and also holds an M.S.L.S. degree from the University of Tennessee.

Melvin Davis (Assistant Professor, User Services)

Melvin is responsible for interlibrary loan services. He comes to MTSU from the Nashville Public Library where he worked in reference, binding, and microtext. Mr. Davis has

also held various positions at the University of Alabama library. He is an alumnus of the University of Alabama with B.S., M.A., and M.L.I.S. degrees.

Mayo Taylor (Assistant Professor, User Services)

Mayo is leader of the Access Services team. She will be involved in coordinating database services. Ms. Taylor joined the library after nine years at the Center for Popular Music where she was coordinator for research collections. She has also worked at the Vanderbilt University library and the old Todd Library here on campus. She holds a B.A. from the University of California (Berkeley) and an M.L.S. from George Peabody College.

Rachel Kirk (Assistant Professor, User Services)

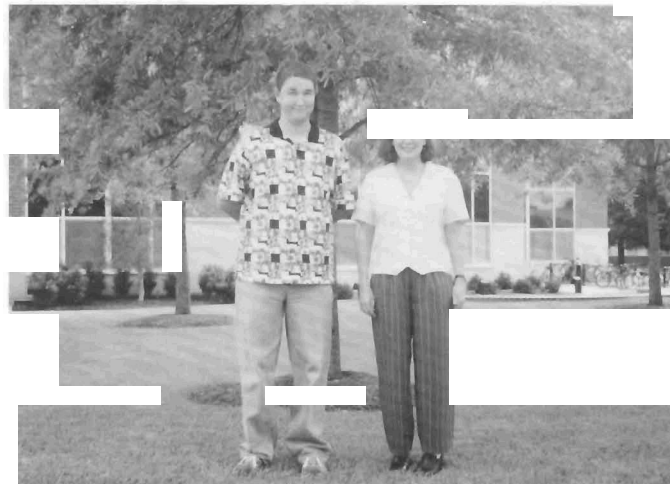
Rachel is responsible for distance education services. She joined the Library in June after a brief tenure at the University of Tennessee, where she held graduate research assistant positions. Rachel has also worked for Viaticus, Inc., Chicago (1996-99), Rosenthal Collins Group, Chicago (1994-96), and Deloitte & Touche, North Carolina (1991-93). Ms. Kirk has a Bachelor of Arts degree from Wake Forest University and an M.S.L.S. from the University of Tennessee.

Jane Blakey (Curriculum Collection)

Jane Blakey is serving as the temporary cataloger for the Curriculum Collection. She has both school and public library experience and was bibliographic services coordinator at the Tennessee State Library and Archives in Nashville. She is a University of Kentucky graduate and holds an M.L.S. from George Peabody College.

Jeremy Walker (User Services)

Jeremy was hired in June as a library assistant in Microtext. He spent the last four years at Volunteer State Community College in the distance learning department. He has an associate degree in radio and television broadcasting.



Jeremy Walker and Rachel Kirk are additional new staff members.