

Library Connection

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Colorado State University Libraries

Interlibrary Loan – Top in ARL Study

The results are in from the Association of Research Libraries (ARL) study which compares the interlibrary loan (ILL) performance of more than 100 libraries, including 97 research libraries. Colorado State University Libraries' ILL Service came out on top in all four categories – cost, fill rate, turnaround time, user satisfaction – and has been identified as the number one borrowing operation among research libraries.

Tom Delaney, Coordinator of Interlibrary Loan Services, shared some of our local secrets early this year at an American Library Association Conference in New Orleans, speaking at an all-day forum which highlighted “best practices” in ILL operations. The phone has been ringing off the hook in his office since, with librarians across the country seeking ways to improve their own ILL operations.

Recent visitors from Washington University, St. Louis, went home with plans to completely revamp their ILL service and also share ideas with other libraries in Missouri to improve efficiency of resource sharing throughout the state.

ARL staff members are making site visits to the top performing libraries to interview staff about work flow and other characteristics of the operation. Mary Jackson, ARL Access and Document Delivery Services Consultant and Principal Investigator of the study, noted that one feature in Colorado State's operation clearly stands out: “When it comes to automation, Colorado State is in a class by itself.”

The ARL study was conducted before the July 1997 disaster. While Colorado State Interlibrary Loan Service continues to enhance its operation to meet the

record-breaking, post-disaster request volume, librarians from research libraries across the country are watching closely. We are pleased to be able to contribute workflow and automation ideas to the

many libraries that continue to overwhelm us with generosity in their willingness to respond to our many requests for material from their collections.

*Julie Wessling
Assistant Dean of Public Services*

COLORADO STATE UNIVERSITY IS #1		
	CSU	Research Library Mean
Cost per item	\$9.05	\$18.35
Percentage filled	96%	85%
Turnaround time	9.8 days	15.6 days



ILL staff at the top



Camila Alire, Dean of Libraries, congratulates Tom Delaney, Coordinator of Interlibrary Loan Services

Welcome Back to Teresa Neely!



Teresa Neely, with her almost complete dissertation in her suitcase, returned to Fort Collins on January 12, 1998 to assume her new role as Acting Coordinator, Reference Services – Instruction, Outreach and Staff Training.

Teresa successfully presented her dissertation proposal titled “Aspects of Information Literacy: A Sociological and Psychological Study” on December 16, 1997; she will be collecting additional data by testing education students here at CSU in the summer. She plans to finish writing her dissertation by the end of this year. Teresa was a member of our Library faculty, serving as Business Librarian, before taking a two-and-one-half year leave to enter the Doctor of Philosophy in Library Science program at the University of Pittsburgh in the fall of 1995.

Teresa is anxious to hear your ideas and comments on the library instruction programs or suggestions for instructional guides – both print and web-based. You may contact Teresa at 491-5462, tneely@manta.colostate.edu.

Julie Wessling
Assistant Dean of Public Services

Welcome Sheila Young!



In January, Sheila Young joined the faculty in the Libraries as the Physical Sciences Reference Librarian responsible for liaison and collection development for the Departments of Chemistry, Computer Science, Mathematics, Astronomy, Physics, and Statistics.

Sheila may already be familiar to some of you, as she was a temporary Science Reference Librarian in 1997.

Sheila graduated magna cum laude with a B.Ed. in Comprehensive Science from the University of Toledo. She went on to receive both an M.S. in Plant Pathology from the University of Arkansas, and an M.L.I.S. from the University of Oklahoma. Sheila has worked in a number of laboratories and has published in the area of plant pathology. She is also a Cytotechnologist registered by the American Society of Clinical Pathologists and has worked in hospitals in Pasadena, California, and Oklahoma City, Oklahoma.

Sheila has an avid interest in scholarly communication and has particular expertise in electronic access to scientific information, especially in alternative publishing in the sciences. Sheila can be reached at 491-3918, syoung@manta.colostate.edu.

Anna DeMiller
Reference Coordinator, Collection Management

Welcome to Shirley Coleman!



We are pleased to announce that on October 1, 1997 Shirley Coleman joined the Libraries faculty as the Coordinator for Bibliographic Control and Electronic Services. She heads services that organize information including cataloging, linkages to electronic information, and the automation that supports these processes.

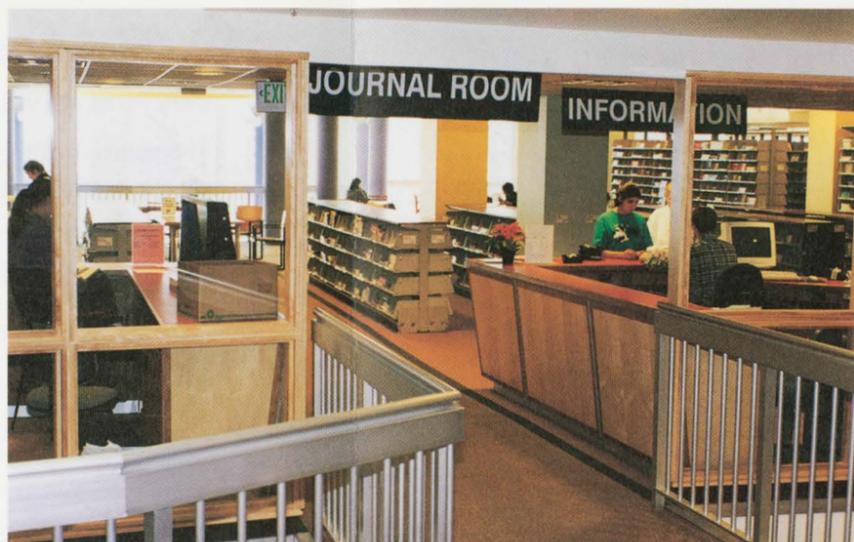
For the past five years, Shirley has been Head of Cataloging at the University of Missouri at Columbia. She received a B.S. from Illinois State University and an M.L.S. from Indiana University. Shirley brings extensive experience in bibliographic control and library automation. She can be reached at 491-1849, scoleman@manta.colostate.edu.

Carmel Bush
Assistant Dean of Technical Services

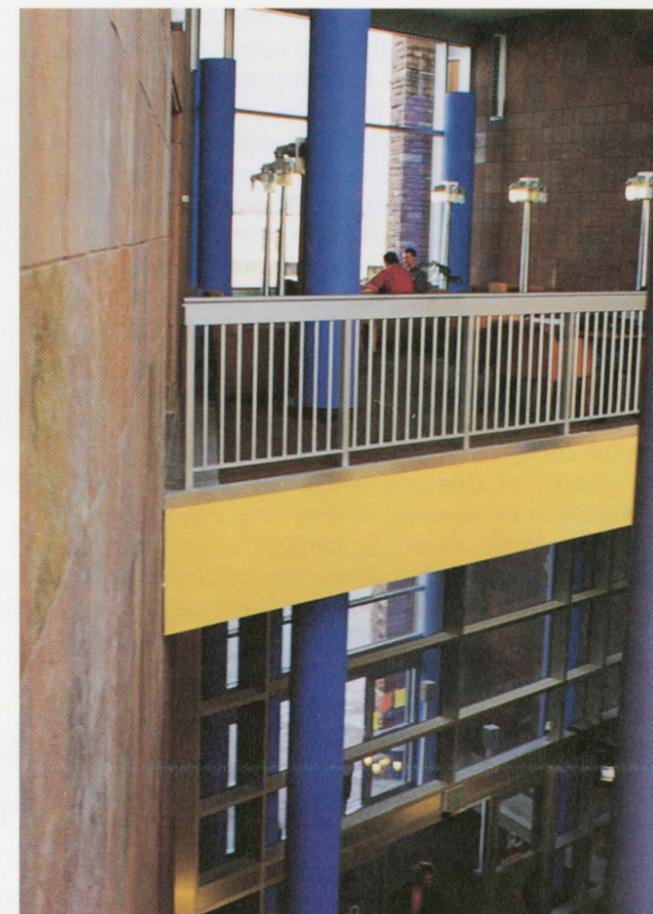
Main Floors Open Up



The completed Electronic Information Center (EIC) provides access to a variety of electronic services and is staffed to provide individual assistance.



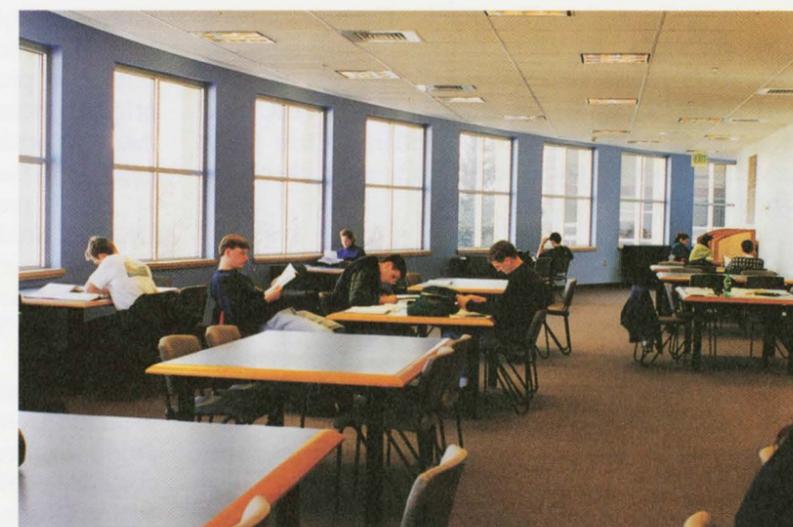
Warmth, light, and helpful assistance are all features of the new Journal Reading Room.



The new building provides more space for study and quiet reflection.



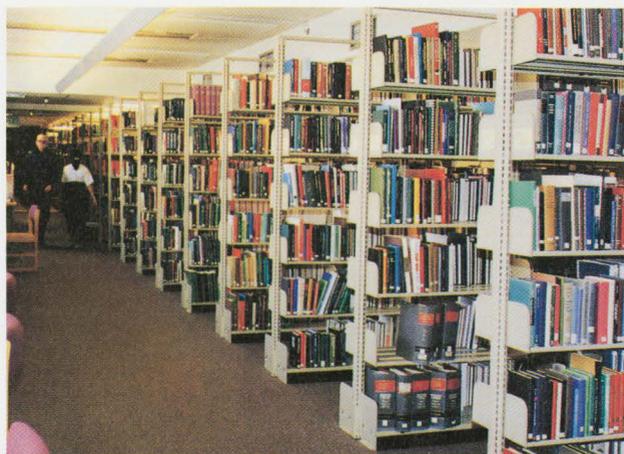
Reference staff look forward to meeting with you in their new offices.



Gifts Help Rebuild Libraries' Collections

From the morning after the July 28 disaster, we have been overwhelmed by the offers of books to replace damaged materials. The offers are still coming in. As of February, 3,000 donor contacts have been made, and 289,000 gift volumes accepted. Roughly, one of every five of these volumes is an exact match to damaged material and is being processed to be put on the shelves. Materials that have never been owned by the Libraries will be reviewed for future additions to the collections. Duplicate materials are delivered to the Overseas Development Network on campus for distribution to needy libraries.

Donations will never completely replace the damaged collections, yet a definite legacy will be in place for library users. Because of these donations, a large number of damaged books and journals will never have to be restored, having been replaced by gifts. Since many materials received as gifts have never been owned by the Library, the collections will be enriched. Most important to the University is the goodwill of thousands of donors who have contributed



Gifts to replace books lost in the July disaster are already beginning to fill the shelves.

in a meaningful way to the reconstruction of the CSU Libraries.

Joel Rutstein, Gifts Coordinator

Alternative Access to Journal Articles

Electronic access to full text articles continues to expand at CSU Libraries. A summary of the ways to obtain articles is located on the Libraries Home Page, under "Full Text Online." One source of the full text of articles is UnCover. The library subsidizes up to \$35 per article for fax delivery from UnCover for journals not owned at CSU.

UnCover also offers a table of contents service called REVEAL. REVEAL delivers journal tables of contents to your e-mail address. Subject librarians or staff at the Electronic Information Center (EIC) are available to help you set up profiles to use these services. To identify your subject librarian, check the Libraries web page at

<http://manta.library.colostate.edu>.

Reference librarians will be offering instructional sessions throughout the year in the library, at various computer labs on campus, and in the campus residence halls. Emphasis will be placed on using UnCover REVEAL, SAGE, setting up Interlibrary Loan profiles, and accessing full-text subject databases.

Sheila Young

Physical Sciences Reference Librarian

Assistive Technology – New Facility

Assistive Technology's new facility on the first floor, adjacent to the Electronic Information Center, boasts an array of technology designed to make printed text more accessible to users with disabilities. When users wish to read printed materials, they use the Arkenstone scanner to digitize text into an electronic format that can be either read aloud by the VocalEyes voice synthesizing software or saved to a word processing file. Some students use the attached HPLaserJet printer to produce enlarged print versions of their original documents. Users can convert scanned documents to braille and use the Juliet Braille to emboss paper with two-sided braille text.

A recent donation from the Committee for Disabled Students Access includes a pentium PC, HP color scanner and Dragon Dictate, a voice dictation program. Users can employ Dragon Dictate to edit, format, and dictate text through voice activated commands.

Appointments can be made by contacting Jean Winkler, Coordinator of Library Resources for Disabled Students, at 491-1847 (jwinkler@vines.colostate.edu) or Suzanne Laycock, Library Administration Office, at 491-1838.

Lindsey Wess, Library Technician

Jean Winkler, Coordinator of Library Resources for Disabled Students

Coming Soon!

A Pilot Loan/Reserve Desk Service

Very soon, we will offer a service that will save you time by retrieving the books you need from our stacks.

The success of this service depends upon having your e-mail address registered in SAGE. If you have not yet taken advantage of our e-mail notification offer, please do so now. Send us an e-mail with **SUBSCRIBE E-MAIL NOTICES** in the subject line and your **NAME** and **ID NUMBER** in the body of the message to:

CIRCADM@CATALOG.LIBRARY.COLOSTATE.EDU



**WATCH FOR THIS
SHOPPER ON A FLYER
IN YOUR MAIL TO
ANNOUNCE THE START
OF THIS EXCITING
NEW SERVICE!**

Library Connection is published four times during the academic year to acquaint users with the resources of Colorado State University Libraries. Requests to be placed on the mailing list or comments about the newsletter should be referred to the Newsletter Editorial Board: Julie Wessling, Chair (491-1838 or jwessling@manta.colostate.edu), Tom Delaney, Lyle Mitchell, Merrie Tabbert, and Suzanne Taylor.

**Colorado
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University

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