

Access Road

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Library and Information Technology Services Merged

“21st Century Library” Organization Announced

A new organizational structure merging library and information technology services to provide a foundation for the “21st Century Library” was announced by Dr. Reagan Ramsower, dean of libraries, at a Jan. 25 meeting for library and information systems staff. Dr. Ramsower, who is also associate vice president and chief information officer, was appointed as dean of libraries last fall.

At the meeting, Bill Hair was presented as associate dean and director of the Central University Libraries, and Tim Logan was named director of electronic libraries. These two divisions will work together to provide service for clients of the 21st Century Library.

New positions reporting to Bill Hair are held by Beth Tice, assistant director of resources and collection management services, and Jeff Steely, assistant director of client services. Dr. Mairi Rennie, Kent Keeth and Ben Rogers, directors of Armstrong Browning Library, The Texas Collection and the Baylor Collections of Political Materials, also report to the associate dean.

For the electronic libraries, Billie Peterson-Lugo serves as assistant director of resources and collection management services, and Richard Gerik is director of client services under Logan’s leadership. Directors of academic technology centers on campus also work closely with Logan.

Hair joined the Baylor faculty in 1994 as theology and philosophy librarian and was named acting dean in 2000. Logan, former director of the academic technology center, came to Baylor in 1981 as technical director/lighting designer in the theatre department and moved into the field of computing and technology in 1986.



The new administrative team of the “21st Century Library” includes, from left, Bill Hair, Tim Logan, Billie Peterson-Lugo, Richard Gerik, Beth Tice and Jeff Steely.

In her new position, Tice, former fine arts catalog librarian at Baylor, supervises collection development, acquisitions, bibliographic access and preservation units of the libraries. Steely, former outreach services librarian, now oversees circulation services, interlibrary loan and document delivery, reference and library instruction. Tice and Steely joined the Baylor faculty in 1999.

Peterson-Lugo is in charge of digital collection development and acquisition, electronic access and digitization. Former head of outreach services for the libraries, she has been at Baylor since 1983.

Gerik, former director of student technology services, will direct online teaching support and development, the information commons, residence hall information, classroom technologies and facilities’ units. Gerik also began working at Baylor in 1983.

Got a Reference Question?

Ask it Online at

<http://www.baylor.edu/Library/ElecRefService/ersservice.htm>

A Word From the Dean



Reagan Ramsower

The new organizational structure for the Baylor University

Libraries is designed to integrate information technology services and current library services and to provide a firm foundation upon which the 2012 vision of Baylor University can be realized.

The goal binding these diverse areas together is *service to people* associated with the extended Baylor family. The object binding these areas together is *information*, whether it exists in printed, digital, graphical, sound or video form.

Connecting people with ideas in support of learning, scholarship and academic distinction is the mission of the new organizational structure, and the mission has several objectives:

- **Physical space**—provide friendly world-class learning environments supporting individual contemplation, group collaboration and social discourse.

- **Information collection**—provide information or pathways to information supporting the anticipated needs of our clients and developing specialized collections of information that enhance Baylor’s academic distinction.

- **Accessing information**—provide information when requested with minimal wait and inconvenience.

- **Searching information**—provide extensive searching mechanisms for locating pertinent information together with a scheme for categorizing information for browsing and idea generation.

This structure, like all organizational structures, will evolve over time to accommodate future requirements, but it will provide the initial foundation upon which we can build the 21st Century Library. — Reagan Ramsower

Information Commons Planned

The information commons, a teamwork learning space designed to support group collaboration and social discourse, will become a reality thanks to the generosity of the Prichard Family Foundation and Mr. and Mrs. Lev H. Prichard III.

The library’s old reserve room on the second floor of Moody Memorial Library will be transformed into a comfortable learning environment with tables and chairs, lamps, soft seating, laptops for checkout and printers. A student in Baylor’s interior design program prepared the renovation plan for the room after receiving some feedback through a student survey approximately two years ago.

“We’re excited about this new area, which will be open 24 hours, the same as our present study hall,” said Bill Hair, associate dean of the libraries. “Our students have asked for an area like this in the libraries.”

Renovation of the room will be completed this spring.

New Checkout Point Added in Jones Library

As a convenience for library patrons, a new station for patron-initiated checkout has been added at the social science and humanities reference desk in the Jesse H. Jones Library.

A patron-initiated checkout is also available at the front information desk in Moody Memorial Library, and the main circulation desk in Moody will continue to check out materials for patrons.

Patrons may use the self-initiated checkouts by scanning their Baylor ID cards to activate circulation records. Exceptions, questions and problems will be handled at the main circulation desk. Patrons will continue to pick up interlibrary loan and other library materials held for them either in the reserve room or at the main circulation desk.

When either or both of the patron-initiated stations are closed, patrons will be able to check out materials at the main circulation desk. — Linda Cobbs



Andres Pena, a San Antonio senior, scans a book at the new patron-initiated checkout in Jones Library.

“Libraries should be the Access Road to the Information Superhighway.” — George Welles

Candace Gomez-Ortigoza, a freshman from California, receives help from librarian Janet Sheets during a bibliographic instruction class taught in Room 105 of Jones library. The renovated classroom includes 25 Dell GX150 computers with Windows 2000, new state-of-the-art projection and AMX control systems.



LIBRARY

News & Events

More Laptops Available

Nineteen laptop computers are available in the reserve room of Moody Library for Baylor students, faculty and staff to use while in the Central Libraries. Additional laptops were purchased this spring with state funds from a Telecommunications Infrastructure Grant (TIF).

Two other laptops were placed in Armstrong Browning Library and the Baylor Collections of Political Materials for patron use.

The laptops in Moody and Jones may be checked out for two hours for use throughout the libraries wherever the University's wireless network, AirBear, is available.

May Tour of Italy Scheduled

The libraries' Board of Advocates has scheduled a first-class tour of Italy, one of the most beautiful and historic countries in the world, from May 17 to 31.

Included on the 15-day tour are visits to Rome, Florence, Portofino, Lake Como, Venice and Milan.

Dr. Roger L. Brooks, former director of the Armstrong Browning Library and chair of the libraries' Board of Advocates, will lead the tour.

More information may be obtained from the libraries' website, www.baylor.edu/Library/LibDev, or by calling Mary Goolsby, (254) 710-6735.

Ernest Gaines to Speak

Ernest Gaines, African-American author, will be featured at the Distinguished Author Lecture Series planned by the libraries' Board of Advocates for Thursday, Oct. 17, in the Mary Gibbs Jones Concert Hall. Gaines has written several acclaimed books of fiction including *The Autobiography of Miss Jane Pittman* and *A Lesson Before Dying*.

Tickets for the library fund-raiser will go on sale Sept. 1. More information may be obtained from Mary Goolsby, library development associate, at (254) 710-6735.



Gregory Garden Replanted

After months of planning and work, the renovation and replanting of the Milton T. Gregory Memorial Garden is complete. Located at Moody Library, the garden is a favorite spot for studying or pondering the larger questions of life.

Those who use the snack area inside the library enjoy a wonderful view of this beautiful and serene garden.

Libraries Increase Access To Electronic Resources

The Baylor University Libraries continue to increase access to electronic resources in a variety of content areas. Many of these are full-text resources. To access all the electronic resources, go to the libraries' home page (<http://www.baylor.edu/Library>). Resources are listed in appropriate subject categories in the pull-down menu or specific resources can be found by title using the "Search by Resource Name" option. These options are also available from the "Other Electronic Resources" option on BearCat (<http://bearcat.baylor.edu>).

Contact Billie Peterson-Lugo at ext. 2344 or by e-mail if you have questions about or problems accessing these resources.

Below is a list (by subject) of major electronic resources added during the past six months:

Business

ABI/Inform
Kompas
Monthly Bulletin of Statistics
Wall Street Journal

Education

Children's Catalog
Children's Literature Comprehensive Database
Fiction Catalog
Middle/Junior High School Catalog
Public Library Catalog
Senior High School Catalog

Religion/Philosophy

ATLAS Religion Index (full text content added)
POIESIS
Religious and Theological Abstracts

General Interest

African American Newspapers: The 19th Century
Associated Press Multimedia Archive
CQ Researcher
Current Issues UNiVerse (access to gray literature)
Foundation Directory Online (available only in Moody Library)
Periodicals Contents Index Full Text

Full Text

ABI/Inform
African American Newspapers: The 19th Century
ATLAS Religion Index (full text content added)
CQ Researcher
Current Issues UNiVerse (access to gray literature)
Periodicals Contents Index Full Text
PsycArticles (links within PsycInfo)
Wall Street Journal

See the libraries' home page:
<http://www.baylor.edu/Library>
for more information

Watch for LibQUAL+ Survey in April

What is LibQUAL+?

The Central University Libraries will once again participate in the LibQUAL+ survey this spring. The survey is a user-based assessment of library service effectiveness. Developed by the Association of Research Libraries (ARL) and Texas A&M University, it is funded by the U.S. Department of Education. Last spring Baylor was one of 43 libraries to participate in the first year of this important service-quality instrument for academic libraries. This year 170 university libraries will participate.

Developing a Culture of Assessment

One of the goals of participating in the survey is to help develop a "culture of assessment" — an organizational environment where decisions are based on facts, research and analysis, and where services are planned and delivered in ways that maximize positive outcomes and impacts for library clients. A culture of assessment exists in organizations where staff care to know what results they produce and how those results relate to customer expectations. When our basic value has a "customer and learning focus," the organizational mission, values, structures and systems support behavior that is performance and learning focused.

We Need Your Help!

Between Monday, April 8, and Wednesday, April 17, a random sample of Baylor students and faculty will receive the 25-item questionnaire electronically. Since only 1,200 undergraduate students, 1,000 graduate students and 700 faculty will receive this instrument, we need everyone to take the time to complete the survey. Your participation will help us better serve you and your library needs. Responses from last year's survey have resulted in plans to provide an information commons and renovate group study rooms.

As an incentive, there are several prizes you will have a chance to win by completing the survey. Nationally, ARL will give away a Palm Pilot, and locally, the Central Libraries will give away five \$50 gift certificates to the Baylor Book Store. — Bill Hair

Telephone Numbers

Central Libraries

(254) 710-2112

Armstrong Browning Library

(254) 710-3566

Baylor Collections

of Political Materials

(254) 710-3540

Texas Collection

(254) 710-1268

Access Road is published two times a year and is available at: <http://www.baylor.edu/Library/WhatsNew/AccessRoad.html>
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Use of Electronic Articles Will Cut Copyright Fees

Although the Baylor libraries are committed to providing reserve materials electronically for students and faculty, copyright issues apply to materials that are scanned or photo-copied and placed on reserve every semester for the same class and professor.

To comply with copyright guidelines, the libraries must obtain permission and pay any applicable fees to keep those copies in the reserve collection. One of the solutions used to comply with copyright guidelines and reduce fees is to link to the full-text articles in e-journals or full-text databases owned by the libraries.

Ingenta Delivers Articles

The Ingenta document delivery service replaces the UnCover service. Ingenta can deliver articles not available in the Baylor libraries and also provides search and tables of contents alerting services.

For more information, contact Billie Peterson-Lugo at ext. 2344 or by e-mail or go to: <http://www.gateway.ingenta.com/baylor>.

How can you help?

You can help by identifying electronic articles for reserve and providing reserve room staff with the citation and database.

The best resources in the libraries' collection for static links to the full text of articles are: ABI/Inform, Academic Search Premier, Alternative Health Watch, Business and Company Resource Center, Business Source Premier, Expanded Academic Index, EBSCO Online, Health Source, JSTOR, Newspaper Source, Periodical Contents Index (PCI) Full Text, and Project Muse.

Another way that you can help is by sending your lists of reserve materials to the reserve room staff as soon as possible since it takes a little more time to set up electronic access to materials.

If you need assistance or more information, contact Linda Cobbs, ext. 4538, or Dorothy Griffin, ext. 6705.

— Billie Peterson-Lugo