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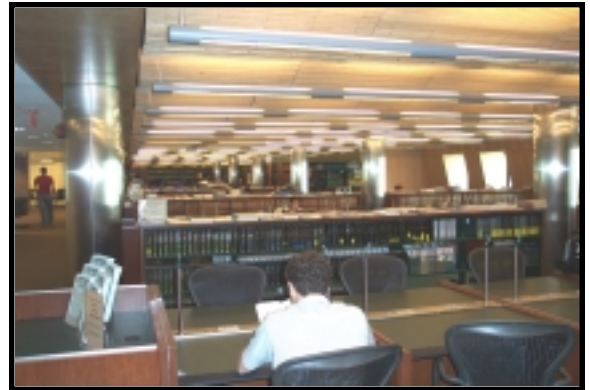
October/November 2002

Catherwood Renovations Completed

Gordon Law
Director, Catherwood Library

Renovation of the old Catherwood library building was completed earlier this fall as part of Phase II construction at Ives. The original Catherwood was built in 1961 and occupied the following summer.

During a space review conducted in 1973, it was determined that the 1961 library facility would be at full capacity well before the end of the decade. The effort to obtain funding for library construction/renovation at Ives dates from 1977, shortly after Shirley F. Harper assumed the directorship at Catherwood. By 1988, the school broadened the scope of our building initiative to encompass not only the library but also the entire ILR complex. Phase I was successfully bid in the winter of 1994 and completed four years later.



Catherwood's new reference reading room on the second floor
(Photo by Richard Strassberg)

The most recently completed portion of the Catherwood project (Phase IIa) is directly connected to the 1998 library tower. The second floor of this refurbished space houses the reference reading room with seating for 140, of which twenty-four locations have dedicated computer workstations.

An electronic classroom provides an additional eighteen machines offering the same screen image as that in the school's computing lab. Also on the second floor is space designed as a distributed/distance learning classroom with seating for nine people.

The distributed learning hardware in this room will be installed once funding becomes available from the Phase II building campaign. At this point, three-quarters of the approximately \$1,500,000 goal has been reached. Also on the second floor, in the



Casual seating is available close to Catherwood's main reference reading room
(Photo by Richard Strassberg)

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southeast corner of the building, is the reference suite, which includes six private staff offices opening onto a conference area.

The first floor houses the current periodicals and silent study area. At the north end are two group study rooms. The same comfortable/casual club-type seating on the second floor is also available downstairs near the current periodicals ranges. A pull-down gate permits this area to be secured and used as a late-night study space when demand warrants. There is a separate public entrance to this portion of the library that is accessible when the main Ives Hall building is open.

The third floor was designed as a continuation of the third-floor stacks in the 1998 building and conforms to the same environmental standard: 40% to 45% relative humidity and 65 to 70 degrees Fahrenheit. Presently the school is using the space allocated for new library stacks as surge space for extension and graduate offices until the Conference Center, Extension, and Research Buildings on Garden Avenue are renovated. That is anticipated in late 2003 or early 2004.

The architectural firm of Herbert Beckhard Frank Richlin that designed the 1998 library tower was retained for Phase IIa renovation as well. The interior finishes called for in their drawings give a reasonably continuous feel, moving back and forth from the newly renovated space into the tower. The walls in the first- and second-floor reading rooms are a beautiful maple veneer.

Window seats will have comfortable cushions, making these inviting spaces to curl up in with a book and study or to enjoy the views of the upper and lower quads at Ives. (Drawings have been developed for landscaping and reconstruction of the quads at ILR and will be the last portion of the project, to be completed



Left and above: Patrons studying and working in Catherwood's new reference reading room.

(Photos by Richard Strassberg)

in a few years. Work on the quads will be underwritten with gift funds.)

Phase I construction project costs (classroom wing and administrative offices as well as the library tower) totaled \$24,607,074, of which approximately half was spent on the Catherwood portion. The Phase IIa construction project budget is \$21,822,806 (the Garden Avenue complex now under way plus completed renovation of the 1961 library building). Of that total, approximately half is estimated to have been spent on the library portion. Investment in library facilities (new construction as well as renovation over this 1994 to 2002 period) totals \$23,250,000.

Completion of the library construction

projects at ILR doubles the potential space available for collections, services, and seating to 60,000 square feet. This brings to conclusion a twenty-seven year effort to provide state-of-the-art facilities and environmental controls for the foremost library of its type in North America.

The school hosted a celebratory dinner in the Memorial Room at Willard Straight Hall on Friday evening, October 18, at which state Senator Michael Nozzolio, ILR '73, delivered remarks on the subject of Martin P. Catherwood, second dean of the school (1947-1958) and New York State Industrial Commissioner (1958-1971). The library was named in Catherwood's honor during the school's twenty-fifth anniversary celebration in 1971.



Cultivating IRIS

Q & A with Anne R. Kenney, Assistant University Librarian for Instruction, Research, and Information Services

How did the IRIS vision evolve?

I remember that last fall, when Sarah and I first talked about the possibility of my becoming an AUL, she outlined a new entity within the library that would focus on research, instruction, and information services.

Because I had spent the previous decade doing research, training, and information provision, I was quite intrigued by her ideas. Frankly, it hadn't occurred to me that I would end up in senior management, but the opportunity to help craft a vision around that sacred trinity was too tempting.

I drafted a position piece for Sarah on how I would shape this new unit, and after several rounds of discussion and refinement, she approved it. Because I was still half-time with the Council on Library and Information Resources, I wanted to take six months to transition into this new role. It was a gift to be able to have that time to work with a transition team of ten members, chaired by Pat Schafer, to develop a shared sense of IRIS. Chester Warzynski, the director of human resources in Organizational Development Services, and Linda Bryant helped us in this process.

Our first task was to develop a vision that was broad enough to encompass all IRIS (Instruction, Research, and Information Services) units, but also evoked something clear and meaningful. I think our vision of "bringing individuals and information together" does just that. It's very much tied to a set of values developed by the transition team and is in line with the library's mission as well. The full statement of our vision and values is on the IRIS Web site at <http://www.library.cornell.edu/iris/vision.html>.

Although the ways we go about doing our work are still evolving, I think the vision itself will stand the test of time. In fact, I see it as a mantra for how we're trying to develop our administrative style as well: using the power of IRIS to bring individuals together with the information they need to do their jobs better.

Why was IRIS structured to include so many units?

I don't think you're the first person to ask that question! Recall that the development of IRIS coincided with other changes that were taking place, such as the reorganization of Central Technical Services and the appointment of Karen Calhoun as the AUL for technical services. In part IRIS inherited a legacy. It encompasses all the units under the former O/K/U administration that are housed in Olin, Kroch, and Uris. These include Access Services, Reference Services, the Asia Collections, and Collection Development. Because the Annex had traditionally been run out of Access Services, it too was included.

My home department, Preservation and Conservation, was also added to the pot. The Fine Arts, Music, and Africana libraries—those unit libraries most closely associated with the humanities and social sciences—completed the mix. Although IRIS is the largest entity within CUL, the combination of its individual parts makes great sense given our vision and subject focus. In many ways IRIS represents an organizational structure

comparable to those of EMPSL, the life sciences, and the professional schools.

What is IRIS's relationship to other CUL divisions?

Our primary focus is on users, and our goal is to provide high-quality content, expanded access, responsive services, and targeted learning opportunities. Doing our job well requires that we work closely with others throughout CUL—Technical Services, D-LIT, RMC, Library External Affairs, Finance and Administration, and the public service units in EMPSL, the professional schools, and the life sciences. We also believe that cooperation allows us to make the best

"The library's role in the future will be to shed light in places where it's needed, not just where we've always provided it."

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use of resources. Some of our services are explicitly librarywide: preservation, Web development, and the Annex, for example. Olin ILS supports lending and borrowing operations for thirteen libraries; the Commercial Binding Office provides binding services for eight libraries in addition to Olin, Uris, and Kroch-Asia.

Nancy McGovern's appointment as digital preservation officer is not IRIS-specific—indeed, she has as much a connection with D-LIT as she does with IRIS in that position. As the chair of the Public Services Executive Committee, I view my role as extending more broadly than IRIS, and it is Pat Schafer who represents IRIS interests on PSEC.

IRIS also plays a major role in library-wide development efforts such as Borrow Direct. In addition, we hope that things developed specifically for IRIS will be useful to other CUL departments, for instance, in such areas as research and design.

IRIS's relationship with other CUL departments is still very much in the making, and it is my hope that it will deepen over the course of the next year. For example, it is great that what began as an IRIS committee to investigate student-assistant recruitment has been expanded to become CUL-wide.

There is some confusion about what CUL administration is responsible for and what IRIS will manage. Can you clarify this?

It's not surprising that there is some confusion. At times, I have to stop and think through things myself. In the reorganization Sarah assumed direct control of the running of Olin, Kroch, and Uris. Authority to deal with issues related to facilities and use of these buildings is vested in Lee Cartmill.

Administrative Operations (Olin 214) now



Left: Kelly Thompson, senior circulation supervisor, helps a patron at the newly remodeled Olin Information Services desk.

Below: Lynn Thitchener and Megan Perez help patrons at the newly renovated Olin Reference desk, which received its makeover during Fall Break.



handles the assignment of keys and determines building-access privileges and facilities use by staff and outside groups. Admin Ops is also responsible for emergency planning, including acting as the liaison with university emergency personnel; the Olin staff lounge, and

liaison with Dining for the Olin and Uris cafés. IRIS supports all public services in Olin, Kroch-Asia, and Uris. Kim LaMorte assigns faculty studies, and Sara Spoonhower assigns graduate carrels. Olin 201 handles room scheduling.

What are the short-term goals of IRIS?

Short-term, we're working on how the pieces of IRIS fit together and developing policies and practices that help us make the best use of our resources. Some portions of IRIS are more in place than others. I think that the merger of Preservation/Conservation with Collections Maintenance went extremely well, for example. The development of World Area Collections is still in its early days, and we're planning to spend several months on a transition process to make it jell.

We're in the midst of a search for a director of Instruction—a brand new department—and how that program will develop will depend in large measure on the person selected for the position. We're also focusing on developing centralized support for all of IRIS in such key areas as resources, technology, and design.

By centralizing some services, we can identify frustrations and bottlenecks that affect more than one department and provide more uniform support for all units. Getting policies and procedures in place will assist units in their work, promote the principle of "self-help," and also enable us to manage expectations and develop priorities. We're also working to make information on our efforts and developments more visible—to both the staff and our users.

I've been gratified, for instance, by the number of CUL staff who have taken the time to comment on items included in our monthly update, *IRIS News & Notes*. In an effort to promote user self-reliance, we're looking into new ways to advertise our services and visual clues to help users navigate through our physical and digital spaces.

We're also trying to have a little fun and are not above taking a few risks in the process. It remains to be seen whether the *Loo Report* is a good vehicle for information sharing—at the very least we hope our users appreciate its humor as well as its intent.

And the long-term...?

Longer-term, we're working to develop the requisite flexibility and skill sets to respond to a changing world and the needs of our users. We realize that their expectations are in flux. A recent report from OutSell, a research company that analyzes trends in information services, indicates that users may start with the Net to find information, but they still trust printed sources to be more reliable and authoritative.

As the study points out, this trend represents a real disconnect, and it reminds me of the joke about the guy looking for his lost quarter under the lamp post even though he dropped it somewhere else. When asked why he was not looking where he'd lost it, he replied, "Because



Above: Patrons enjoy the new Tower Cafe, located on the 8th floor of Uris Library.

Right: Olin Library's renovated first floor (University Photography).



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the light's better here."

The library's role in the future will be to shed light in places where it's needed, not just where we've always provided it.

We must also remain tuned to the university's changing priorities and the role that higher education will play in serving an ever-broadening constituency.

The information landscape is becoming more complex, and it's been some time since we've been able to meet all information needs through our own efforts. I'd suggest it's



Above: A brighter study and research space on Olin's first floor (University of Washington, photo by [unreadable])

time to adopt a new bumper sticker: Think locally, act globally. I want IRIS to be poised to do just that.

Has this organizational model been introduced at other institutions?

If so, I'd sure like to get in touch with them! Many institutions are experimenting with new administrative structures that harness technological capabilities and support service-oriented organizations.

Recent ALA sessions, professional journals, listservs, and discussion groups have focused on changes that are reflected in IRIS, but this administrative structuring is still unusual. Ironically, one that comes close is Research and Instructional Services at the University of Washington, which Paul Constantine heads as an associate director of libraries.

This administrative structure incorporates Reference, Access Services, Instruction, and the Undergraduate Library as well as Special Collections and most of the branch libraries. At UW there are two other associate directors, one for Library Systems and the other for Resources and Collection Management Services.

Interestingly, almost all the reference librarians—and many tech services librarians—are also departmental liaisons, a role that incorporates selection and instruction.

Anne, can you think of any other questions or comments?

Although I don't want to speak for others in IRIS, I have found this past nine months to be incredibly stimulating and fun. The staff have been terrific and resilient, even when they weren't sure what was happening. Some things have worked well, others appear to be false starts, and we continue to think of IRIS as a work in progress.

My hope is to provide an environment in which we can experiment—to have both successes and "successful failures" that offer us incredible learning opportunities.

In closing, I'm reminded of Casey Stengel's great line, "They say you can't do it, but remember, that doesn't always work."



Make Your Caring Count: A Cornell Tradition

Elizabeth Teskey

**Assistant to the head of Technical Services, Law Library
United Way division deputy, Cornell University Library**

Hello library folks! The 2002 United Way Campaign is under way at Cornell. This year Cornell has set a goal of \$560,000 and twenty percent participation. For us in the library, that's good news. Our participation has always been higher than the average unit, and even after 9/11 we managed a thirty-three percent rate of giving, placing us third among twenty-five divisions in the university, where the average rate of giving was sixteen percent. Congratulations!

Nevertheless, this year let's try to improve our participation rate. Most of us struggle to make ends meet, and it is difficult to increase our giving. But if everyone were to give something, that would create a powerful opportunity to help others. Any amount can make a difference. It can be \$1.00

per paycheck or simply \$1.00. It all adds up. Why can't CUL be first in the university in giving?

On the back of your pledge card is a list of the Tompkins County agencies that benefit from your donation. You may write a check, use your credit card, or give through payroll deduction. Unless you designate a specific agency where you would like your gift to be exclusively applied, your gift will go to the community fund. That means it will be helping over thirty agencies and a hundred programs countywide. You may also exclude an agency or write in an agency that is not listed. For those who feel strongly about the way our county handled the Boy Scouts issue, this is your chance to have a voice.

The Cornell slogan this year is "Make Your Caring Count: A Cornell Tradition." The library will hold a contest to encourage giving, and the university will hold weekly prize drawings from cards returned. If you have any questions, please ask your department representative or me. Thank you for reading this, and thank you for your generosity.

Unit in the Spotlight

Interlibrary Services

From left:
*Jim Atkinson,
Matt Winberg,
Julie Copenhagen,
Caitlin Finlay,
and Anne Keville
(Janet Millman was on vacation)*





People News

Welcome to...

Eric Acree is the new Africana Studies Librarian at the John Henrik Clarke Africana Library. Eric received his M.L.S. degree from the University of Buffalo and holds a B.A. degree in history from Montclair State University. He was most recently the information literacy coordinator for the Arts and Sciences Libraries at the University of Buffalo.

Jennifer Chiment joined the Library on September 3 as a public services assistant IV with O/U Reference. She transferred to us from the Aegean Dendrochronology Project at Cornell.

George Cobb started at CUL as a delivery driver on August 8. He transferred from the Campus Store warehouse.

Rene Colledge, the new accounts representative III in Administrative Operations, started on October 21. She transferred to us from Campus Life at Cornell.

Emily Conway started as the new public services assistant II in O/K/U Circulation on August 13th. She earned her bachelor's and her master's degree from the University of Georgia in English literature.

Duane Edwards started in O/K/U



Pages 8-12: *scenes from the library picnic in August*

Duane Edwards started on August 4 as a public services assistant II. Prior to coming to the library Duane was a security guard at the Johnson Art Museum.

Eric Feinstein started as a public services assistant IV in the Music Library on August 22. Previously Eric worked in television production for Trinity Television. He also has experience in music production.

Laura Finkel has joined the Vet Library as archivist/records manager. She received her M.L.S. degree with a concentration in archives management from Simmons University. She also holds an M.A. degree in history from the University of Maine, and a B.A. degree in history and anthropology from SUNY New Paltz. Laura most recently worked as the project archivist in the Smith

College Archives in Northampton, MA.

Colleen Gardner joined CUL as the office systems specialist IV for Digital Library and Information Technologies on October 14. She previously worked with the Lansing Central Schools as a microcomputer specialist and part-time in the tasting room of Lucas Vineyards.

Ana Gabriela Castro Gessner started as the new public services assistant IV in O/U Reference on September 3. She is currently working on her Ph.D. degree in Near Eastern archaeology at Binghamton University.

Steve Gollnick has returned to the ILR Library as a public services assistant.

Sarah Gordon is the new collections assistant III in Rare and Manuscript Collections. She started on September 23. She graduated from Cornell with a



bachelor's degree in Russian language and literature.

Roger Gray started on October 7 as an office systems specialist IV in Digital Library and Information

Technologies. He is returning to Ithaca after two years of working at the College of Charleston in South Carolina.

Tina Hein, the new public services assistant IV in O/U Reference, began working here on August 12. She has her bachelor's degree from Alverno College in philosophy and her master's degree from the University of Chicago in integrated humanities.

Annie Hoff started at the Physical Sciences Library on August 2 as the new public services assistant III. She previously worked as a co-manager for BUSCA, Inc., in Hector, N.Y.

Paul Houle started as the new programmer/analyst specialist on July 25. He holds a Ph.D. degree in physics from Cornell and previously worked as an independent consultant for Honeylocust Media Systems.



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Petrina Jackson is one of two 2002-2004 Library Fellows at CUL this year. Petrina received her M.L.S degree from the University of Pittsburgh; she also holds a B.A. degree in English from the University of Toledo and a master's in English from Iowa State. Because of her interest in archival work, Petrina will spend the first part of her fellowship in RMC.

Valerie Jacoski joined the Library on September 16 as a consultant advisor I with IRIS Administration. She has a B.S. degree from Mansfield University in information systems and computer programming.

Kimberly LaMorte, the new administrative assistant III in IRIS Administration, began on August 28. She has a bachelor's degree from Loyola College and previously worked as a sales engineer at Allegiance Telecom.



Ida Martinez is the second of our 2002-2004 Library Fellows. She received her M.L.S. degree from Dominican University in Illinois and

holds a B.A. degree in psychology from the University of Notre Dame. She most recently worked as a reference assistant at the Lewis Library at Loyola University in Chicago. Ida will spend the first part of her fellowship in Reference Services in IRIS in Olin Library.

Paul McMillin has joined the IRIS Reference Services team as reference and digital services librarian. Paul is no stranger to Olin Library; he was the senior reference and Electronic Text Center assistant

before he decided to go to library school. Paul recently received his M.L.I.S. degree from the University of Texas at Austin.

Fiona Patrick began on October 7 as a library administrator II in Digital Library and Information Technologies. She previously worked with Corning Incorporated as a Web librarian and IT analyst.

Joshua Santelli joined the library on August 14 as a programmer/analyst II in Digital Library and Information Technologies. Prior to coming to the library, he worked in San Francisco with Scale Eight.

Lenora Schneller started as a public services assistant IV with the Music Library on September 5. She has an extensive music education and background. She also teaches the clarinet.

Brandt Stickley transferred from O/KU/ Circulation to the Fine Arts Library, where he has been serving as the evening circulation supervisor.



Congratulations to...

Internal Grants— Award Recipients

Kristine Alpi and Kathy Chiang, Library Support for Bioinformatics and Genomics Initiatives at Cornell University: A Joint Needs Assessment and Staff Development Approach

CUL Instruction Workgroup (Tony Cosgrove, Kornelia Tancheva, Virginia Cole, Ira Revels, Jill Powell, and Susanne Whitaker), Evaluation of Library Services and Resources

Sung Ok Kim, Thomas Hahn, Susette Newberry, David Jones, and Linda Fazzary, Photographs and Sketches of Willard D. Straight during His Stay in Korea, 1904-1905.

Greg Lawrence, Phil Dankert, and Pat Viele, Mining Grey Literature: Cornell's Undocumented Achievements

Jeffrey Piestrak, Jesse Koennecke, Carmen Blankinship, and Thomas Riker, Digital Audio Reserves Pilot Project



Professional Development Committee (Linda Bryan, Michael Cook, Angela Horne, Mihoko Hosoi, Lee LaFleur, Patrizia Stone, and Sarah Young) in partnership with D-LIT Library Systems (**Marcy Rosenkrantz, Surinder Ghangas, Peter Hoyt, David Fielding, George Kozak, Lydia Pettis, and Kristun Gunnarsdottir**), Promoting the Library's Learning Opportunities: The Creating of a Library-wide Events Database

Katherine Reagan and David Jones, Global Access to Cornell Library's Medieval Manuscript Illuminations

Leah Solla, Nancy Hyland, and Kristine Alpi, Science Reference and Instruction Retreats

Team for Injury Prevention (Marijo Wilson, Lyndsi Fieno, Sarah Blaas, Mary Smallwood Churchill, Swe Swe Myint, Barbara Taylor, and Teresa Whitaker), Establishing a CUL Ergonomic Resources Lending Library

Promotions

David Banush has been promoted to head of Bibliographic Control in Central Technical Services.

Lydia Pettis has been appointed senior programmer/analyst in Digital Library and Information Technologies.



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People News--continued from page 11

Martha Walker has accepted a two-year appointment as fine arts librarian beginning September 1. Martha was previously a reference librarian in IRIS Reference Services. Martha holds a B.A. degree in Fine Arts from SUNY Oswego and an M.L.S. degree from Simmons.

Staff Achievements

On October 1 **David Banush**, the head of Bibliographic Control in Central Technical Services, began a three-year term as the new chair of the Program for Cooperative Cataloguing's (PCC) Standing Committee on Training.

PCC is an international program coordinated jointly by the Library of Congress and participating libraries around the world.

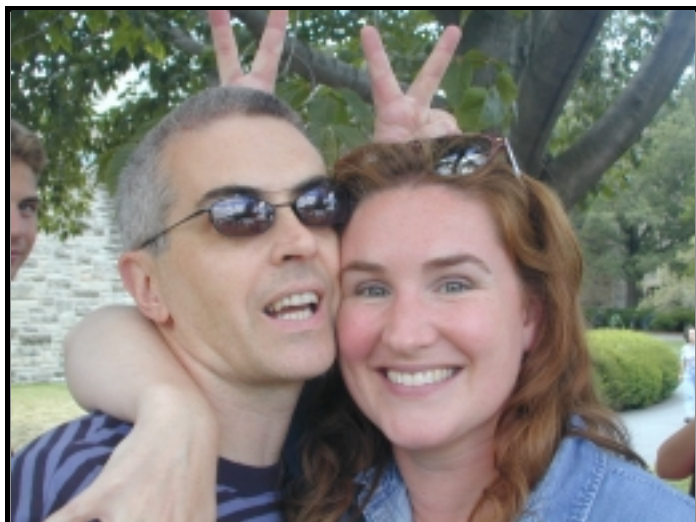
Marty Schlabach was honored with the 2002 SUNY Chancellors Award for Excellence in Librarianship this spring. Marty was recognized for his skills as a master reference librarian, for his strong leadership of the Frank A. Lee Library at Geneva and the Comstock

Entomology Library, and for the outstanding service that he's given to the life sciences and library communities for the past fifteen years.

The Business and Finance Division of the Special Libraries Association presented **Donald Schnedeker** with the 2002 Award for Outstanding Achievement in Business Librarianship. The award was announced on June 11 at the annual conference of the association in Los Angeles.

On October 17, **Sarah Thomas**, the Carl A. Kroch University Librarian, was elected vice-president/president-elect of the Association of Research Libraries (ARL).

On June 13, Dean Robert Swieringa announced that the staff of the **Management Library** was selected to receive the Johnson Graduate



School of Management 2002 Team Award. This award recognizes the outstanding contribution of the library staff to the school.

The U.S. Small Business Administration has announced an alliance with Cornell to enhance services provided on BusinessLaw.gov, an online resource guide to legal and regulatory information. Through the partnership, the SBA will combine resources with the **Cornell Law Library** to provide high quality content to BusinessLaw.gov users.

Farewell to...

Good-bye and good luck to **Jennifer Abrahamson**, from O/K/U Reference; **Amy Bennett**, from Rare and Manuscript Collections; **Annette Birdsall**, from the Engineering Library; **Nicole Brown**, from O/U Reference; **Ester Edelman**, from CTS-Acquisitions; **Linda Fazzary**, from D-LIT; **Joe Gregorio**, from the Music Library; **Shannon Hedtke**, from the Music Library; **Greg Hunt**, from Administration; **Sandy Lipsky**, from Rare and Manuscript Collections; **Peter Mattison**, from O/K/U Circulation; **Heather Quick**, from Administrative Operations; **Deborah Raftus**, from O/K/U Reference; **Kelly Sheridan**, from Access Services; **Stacey Silvestri**, from CTS-Acquisitions; and **Mary Warren**, from Rare and Manuscript Collections, who all recently left the library.