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Approaching the New Millenium

By Sarah E. Thomas

As we begin the last semester of 1999 and countdown to the year 2000, the Cornell University Library is in a very strong position. Graduating seniors consistently rank the Library as the leader among a suite of University services, and long-time faculty are equally positive in their praise. The University has named information science as one of three scientific areas in which it aims to excel, ensuring that the work of the Library will remain central to the University's endeavors in the future. The September 16 meeting of the Academic Assembly will feature members of the Computing and Information Science Task Force, of which I am a member, reporting on the first wave of recommendations that we made to President Rawlings in June. In the discussions of the Task Force we have predicted that information technology and information management will affect every discipline of the university in a transformative way, and Cornell's students will need skills in computing

and information literacy to conduct their study, just as today they enroll in Freshman Writing Seminars to ensure their competency in written expression. Although our entering students will have a degree of proficiency in using computers that will put most of us to shame, they are less likely to have a sophisticated understanding of how to retrieve and evaluate information. That's where the librarian can serve as knowledge navigator and can offer guidance on how to interpret the reliability of the information retrieved. We can also provide linkages, from works to related works, and from format to format, since it is unlikely in the next few years that a majority of publications will appear in electronic form, and even less likely that our vast historical stores will be converted to digital form.

To help our users during this period of rapid change, we must first understand what their information needs are, and then shape our services to increase their

chances of success in getting the material they require. We are in the process of preparing questions to learn more about the information-seeking behavior of our community and to gain knowledge of what our faculty and students want to know and how they are currently finding it. With the rise of the Internet, many folks feel their dependence on the Library is decreasing. Should it? I think

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BEWARE OF STRANGERS

By Deborah K. Shigley

Have you ever wondered what it would be like to have a stranger in your home, to find strange clothes in your laundry and find your groceries disappearing at an astonishing rate? Are you dying to hear the stomp, stomp, stomp of size 10 soccer shoes, or the desperate cry, "I have nothing to wear!"? If any of the above sounds interesting, I have just the program for you.

AFS (American Field Services) has a list of strangers, both male and female, 16 to 19 years old, who speak in foreign tongues, eat unusual foods, and want to take over your heart. Still interested?

If you are still reading, it is my guess that you are thinking this could be interesting and want to find out more about it. Let me explain how I learned about AFS and what it has to offer you.

About nine years ago my daughter brought home a brochure from her school, which described the AFS program. Having recently moved to this area and with one daughter off to the Navy, we had some extra room and our home was feeling a bit empty. So we discussed the program and called the number on the brochure to find out



Carolina with her AFS family: sisters Jean & Tricia, Dad Jim and Mom Debbie



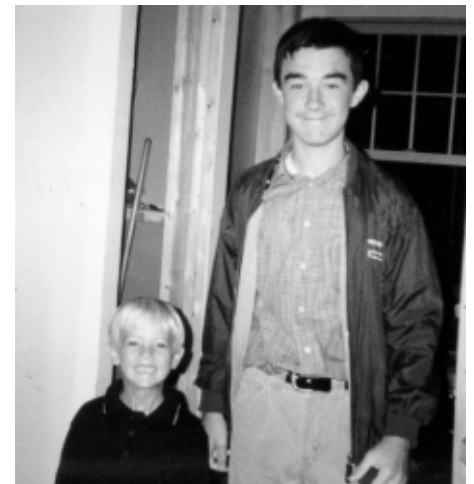
Carolina enjoying a US Santa

more. We decided it might be something we would want to do and asked for someone to come and speak to us about the program. A couple of days later, a volunteer with AFS came to our home and explained the program. She did such a good job we completed a Host Application immediately.

A week later the AFS volunteer was back with a packet of information about our new AFS daughter. As requested, they placed a girl from South America with us, specifically from Venezuela. She was soon to be 17 and had finished high school in her home country, but would spend the year with us as a senior at Dryden High School. We were very excited about having a new addition to our family and prepared our daughter's room for her arrival. Three short weeks later we went to Syracuse to pick her up at the airport. According to the information packet we received, Carolina spoke excellent English and had taught English in her home country for several years. That night she could understand almost nothing we said and could apparently speak no English; we

were wondering how we were going to manage. Within a day or two, and some much needed sleep, her English got much better and we learned to slow our speech considerably. It was a busy year, in which Carolina took every opportunity available to her to experience the USA. She quickly made friends, discovered Mars bars and pizza, and that we did not enjoy a midday siesta in this country, much to her distaste.

She quickly became part of our family with all the trials and wonders of every teenager. There was the problem with weight gain, finding the perfect prom dress from all those offered for free, learning new rules, curfews, overnight guests, parties, etc. The year sped by and before we knew it we were saying goodbye to another daughter.



Evren with his AFS brother Kody on their first day of school

Six years later, we got a call from AFS (fall of 98) asking if we knew of anyone who would be willing to host for the year. Finding no one who was interested, we agreed to temporarily host a young man from Turkey. A few months later it



Evren carving his first Halloween pumpkin with his AFS sisters Jean and Mackenzie

was determined he would spend the year with us. Evren was everything that Carolina was not. A quiet homebody, he liked studying and playing computer games, scrabble, monopoly, and soccer, and teaching us about Turkey. His English was much better than Carolina's but there were still many laughs over confusion with words and phrases. There was the sharing of Muslim holidays and Christian ones, the rewriting of recipes made for years with the forbidden pork. The year sped by and we recently said goodbye to our new son Evren.

It is sad when children leave home, even if they have only been on loan to you. However, the benefits of hosting an AFS student greatly outweigh the negatives.

We still hear from Carolina, our first AFS student. She calls us on our birthdays and sends us cards on holidays. We correspond frequently and she visited us last year for five days. We hope to see her again in the fall. Evren will be returning to the US in the fall to go to school here, and will be stopping by to pick up some of his winter clothes left at our house for safe keeping.

When people learn I have served as host mother to two international students they

always have many questions which I will try to answer below:

What is it like having a stranger in your home? At first it is a bit like having a long lost niece or nephew visiting. They are as unsure of you as you are of them, but quickly you get to know each other, recognizing the differences as well as the many similarities not only between countries but between teenagers also. There are many fun times teaching people about your country, your state, city, home, and family. There is much to share: vacations to plan with someone who has never experienced the US; family times which can be very different



Evren with his sister Evrim, father Ahmet, and mother Gulseren at the good-bye dinner

from the celebrations in their home; new celebrations and holidays from other countries, that you have never enjoyed before. Having a stranger in your home is exciting, invigorating, and interesting.

What problems did you have? Certainly the year did not go by without problems. Generally the problems were the same ones most parents have with teenagers. Carolina gained some weight and needed new clothes. Evren developed acne from the new foods he was experiencing. Both

kids needed to understand our house rules, no loud music, limiting phone calls, curfews, and bedtimes. There was some homesickness, but it was not a major issue for either student and handled differently each time it reared its quiet head. One of our students arrived with almost no spending money while the other arrived with a gold card. Each issue/problem was dealt with quickly and honestly, much the same way we have always dealt with our own children.

Was it hard to say goodbye? Absolutely, especially knowing you may never see them again. They do become part of your family and although you know they are only here for a short time, you do miss them when they're gone.

What was the best part? Seeing the growth that happens in each member of the family. Every person gets to share his/her world, from the youngest to the oldest and we are all better for it. Our students experienced having younger siblings for the first time and lots of nieces, nephews, and cousins. They experienced living in



Carolina with her mother Olga, sister Vicmary, and father Pablo at her graduation from the University of Venezuela.

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REMEMBER THIS?



Technical Services, 110 Olin Library, 1960s



George Alexander, Olin Library security desk, 1972



Manuscripts and Archives work room, Alexandra Lipsky and Mary Warren, 1978



Cornell Library Main Reading Room, ca. 1900 (currently the Dean Room in Uris Library)

that it's often hard to find information that is accurate or specific on the Internet, and that libraries have a lot to offer service providers and searchers in organization strategies and retrieval techniques. Also, some of the services our students regard as "free" on the Internet are actually licensed and paid for by the Library. So we have our work cut out for us. We need to continue doing much of what has been valued by our users for decades and, at the same time, adapt to the new information environment.

There are major changes underway in the Library that will help us maintain our high standard of excellence. In June the Library signed a contract with Endeavor for its Voyager software, following recommendations of the Library Management System Evaluation Team. Over the coming year we will work toward a June 2000 implementation date. All staff using the LMS will be trained, and we will need to prepare our patrons for changes. The LMS should enable us to move forward in our digital library initiatives because it will be based on a modern technological architecture. Another new service being developed is the Personalized Electronic Service, a combination of a current awareness service and personalized workspace on a library server, creating a "My Library" approach which reflects the strong desire for customization by our clients.

September will bring extended hours in Uris Library, replacing the 24-hour study in Willard Straight with the more versatile Uris Library staying open until 2 am Sunday through Thursday, and opening up at 10 on weekends instead of noon. This new service comes in response to repeated requests from students for more access to the Library. It is this attachment to the physical library that indicates that those people who say the library is being replaced by electronic resources are wrong. Students *do* want more access to computers and digital

texts, images, and data, but they are equally adamant about maintaining the Library as a secure environment that has a purpose that is both educational and social. To that end, we have engaged an architectural firm to consult with us about creating appropriately functional and aesthetically pleasing spaces for the next generation of students. Looking at Uris Library specifically, but also generalizing to all our information spaces, we hope to come up with a list of priorities for improvements in our physical spaces that will increase our ability to meet user needs. An anonymous donor has funded a proposal to build 12 CreationStations, powerful workstations that will enable students to put together multimedia projects. The prototype CreationStations will be part of the enrichment of computer services offered in Uris Library, but we expect to extend the concept to other libraries as well. The Library bridges the worlds of research and development on one side, and pragmatic applications on the other in a way that is both exciting and challenging. Thus, the CreationStation is research activity being conducted in conjunction with Cornell's Human-Computer Interaction Group, but it is simultaneously planned as a new service for our students in the year 2000. Similarly, the Library, partnering with Computer Science, is the recipient of a coveted National Science Foundation Digital Library Initiative (Round II) award of \$2.2 million over a four year period, to research areas we hope will lead to improvements in our real-life digital library. The Library will be investigating aspects of digital archiving that will shed light on how we can sustain the large files of electronic files others and we are building over time. This is not a problem of the future, but a dilemma we currently face, as we grapple with our local requirements to store and maintain access to our 3 million digital images from our math collections, Making of America, Icelandic holdings,

and many other projects. These various projects have taken on a programmatic aspect, and we must move forward from treating them as isolated opportunities into a strategic direction of information management.

The Library is in a period of enormous growth. The numbers of publications acquired and cataloged continues to grow, and the use of electronic resources, particularly the catalog and the networked resources referenced in the Gateway, increases daily. We are offering more instructional sessions, and the number of participants in these sessions is rising. Construction or renovation of facilities is resulting in a modern environment for library research and study. This advancement is exhilarating, although there may be times when you wish things would quiet down, and stay the same. Change can be unsettling, particularly if you aren't the one driving it. Perhaps it is some consolation that our situation is not unique. We live in times of rapid development, and our ability to learn and adapt becomes evermore critical to our success. Our training program is tailored to help us learn new skills and to learn how to cope and even thrive in changing times. I encourage you to take advantage of some of the many courses being offered through Human Resources.

After having spent 3 years at Cornell, I am absolutely certain of one constant: the Library will continue to be a vital and valued part of the University. You, with your tradition of outstanding, caring, and responsible service, will ensure that.

Sarah E. Thomas is University Librarian.

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WELCOME

Kyi Aung has accepted the position of collections assistant for the Annex Library. Kyi comes to the Library from Wilcox Press in Ithaca.

The Library technology department would like to welcome **Benjamin Coakley**. Benjamin comes to Cornell University after providing tech support at Grinnell College as a student. Benjamin recently graduated with his bachelor's degree.

The Preservation & Conservation Department welcomes **Carla Demello**. For the past five years Carla has managed a bookstore as well as done freelance design for several downtown businesses.

Linda Fisher has been appointed consultant/advisor in the Catherwood Library. She was working as an office systems specialist last year, and before that was media supervisor for Olin/Kroch/Uris Libraries.

Angela Horne has accepted the position of public services librarian in the Management Library effective June 1. Angela previously was a reference specialist in the Physical Sciences Library. She holds both her BA and MLIS from Dalhousie University in Halifax, Nova Scotia.

Library External Relations welcomes **Laurinda Johnson**. Laurinda previously worked as an admissions officer at the Shoals Marine Laboratory.

Zsuzsa Koltay has been appointed Coordinator for Electronic Publishing in the Division of Digital Library and Information Technologies as of July 1. Zsuzsa holds a degree in English and

Hungarian Studies from Kossuth University in Debrecen, Hungary, and an MLS from Indiana University. She was previously a public services librarian at Mann Library.

The Annex Library also welcomes **Shawn Pitcher** as a new collections assistant. Shawn worked previously at Cornell in the Department of Entomology.

Leah Solla has been appointed as the Chemistry Reference/Collection Development Librarian in the Physical Sciences Library. Leah is returning to the Ithaca area from Logan, Utah where she worked at the Science and Technology Library at Utah State University.

CTS Delivery Services would like to welcome **William Sayers**. Before relocating here William worked at various academic institutions, including the Council of Ontario Universities, and the Institute of Ocean Sciences in British Columbia.

TRANSFERS/ PROMOTIONS

Elizabeth Beyer has been promoted to senior library assistant in the Fine Arts Library. Elizabeth has been with the Cornell University Library since November of 1978.

Amy Blumenthal has transferred to the Library technology department. Previously Amy worked in reference services at O/K/U.

The Annex Library would like to congratulate **Christopher DeWilde** on his promotion.

O/K/U Access Services would like to welcome recent transfer **Abdoulaye Diatta** from the Annex Library.

The Physical Sciences Library would like to congratulate **Sonam Dongtsoe** on his promotion.

Htun Gyaw is welcomed by the Olin reference department after transferring from the O/K/U Circulation department.

The Library technology department would like to welcome **Laura Heisey** who came from the Technical Services Support Unit.

The O/K/U Circulation department is happy to welcome **Michael Herzog**. Michael transferred from the Annex Library.

John Howard has transferred to the Annex Library from Administrative Operations.

Access Services in O/K/U welcomes **Thomas Hunt** to their staff. Thomas transferred from the Annex Library.

Swe Swe Myint has recently transferred from O/K/U Circulation to CTS Delivery Services.

The Rare & Manuscript Collections Division would like to congratulate **Julia Parker** on her recent promotion.

Suzanne Schwartz has transferred to O/K/U Access Services from O/K/U Circulation. Suzanne joined Cornell in August of 1989.

CTS Delivery Services would like to welcome **Nancy VanWormer**. Nancy recently transferred from the Media Center.

Tsedal Yeshak has been promoted in the Central Technical Services department in Olin Library. Tsedal joined Cornell in September of 1986.

CONGRATULATIONS

Stuart Basefsky, Senior Reference Librarian in the M.P. Catherwood Library, was recently presented with the 1999 ILR Recognition Award, given to recognize exceptional contributions to the School of Industrial and Labor Relations and excellent service to the University.

Five staff members from the Albert R. Mann Library have received the 1999 Secretary's Honor Award for providing the public with free access to USDA information, by creating and maintaining the USDA Economics and Statistics web site. Congratulations to **Sandra Driscoll, Josephine Jaynes, William Kehoe, Gregory Lawrence, and Julie Peterson.**

Mark Funk, Head of Collection Development at the Cornell Medical Library, has been appointed to a three-year term on the National Library of Medicine's Literature Selection Technical Review Committee (LSTRC). LSTRC was established to review journal titles for inclusion in the international research database Index Medicus and its online counterpart MEDLINE.

GOOD-BYE

Good-bye and good luck to **Pat Armstrong, Andrew Ashton, James Cassaro, John Chase, Sigal Cohen, Shari Fallon, Alizah Holstein, Stephanie Lamson, Mia Lasat, Barbara Lauber, Phillip McCray, Jerome Ohlsten, Lynn Pendergas, Marc Schabbes, and Juan Serrano** who recently left the Library.

THE CHANGING DIVINE ORDER ROLE OF LHR

By *Deborah K. Shigley*

Library Human Resources has changed dramatically since I first started here over nine years ago. With the latest change we say good-bye to Shari Fallon and welcome to Lyndsi Abbey who has agreed to temp for us while we search for Shari's replacement. Please be patient with us as we once again go through the training process.

Part of the challenge with training Lyndsi is the many changes we have gone through in the past year. The change we are most concerned with now is Student Employment and of course specifically Student Appointments. All departments have been trained to enter their own student appointments directly to the system, and it is our hope that all of the system bugs will be worked out before we start doing our fall hiring.

Please contact Lyndsi @ 5-7021 with questions concerning COLTS, student and regular job postings, and new appointments. Our two student assistants, Laura and Heather, can help you with questions about vacation balances and open searches @ 5-7071. Lois Bobbett @5-5181 is the best person if you have questions concerning academic searches, and Pamela Rothbard @5-8587 can be contacted regarding any training questions. Susan Markowitz and I can be contacted for anything else you may have concerns with. As always, thank you for your patience!

By *Ardeen White*



Now is a good time to clean out your closets, basements, garages, and attics. Collect and label seven medium cardboard boxes with the following categories:

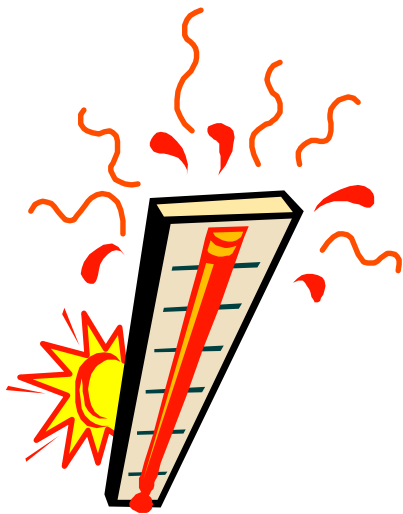
1. trash,
2. garage sale or charity,
3. belongs elsewhere,
4. not sure,
5. return to owner,
6. repair,
7. altering or mending.

Pick a closet or corner and assemble your boxes around you. Remove each item and plop it in the appropriate box. It's best to do this while home alone to avoid interruptions, but mainly because some difficult decisions will have to be made.

If clearing out your children's closets, give them two weeks notice that you intend to get rid of all unused stuff, giving them a chance to retrieve any wanted items before you start the job. This gives you a free hand and peace of mind as you sort through and make decisions about their possessions.

When you find yourself coming to item after item that you don't want to part with, remember why you started this project. The clutter has bothered you, is bothering you, and will continue to bother you. You will not miss these items when they're gone.

These pointers come from author Jeff Campbell. Check out his books, *Clutter Control*, *Spring Cleaning*, and *Speed Cleaning*, for more information.



Beware—Continued from page 3

farm country and visiting New York City. They experienced all that is good about our country and learned much of the bad. We learned that although we are separated by religion, country, education, and family beliefs, we have many things in common. We all love our homeland, want more education, and believe in families and the things that hold them together.

Would I do it again? YES! While I don't plan on taking a student this year, my husband and I agree that we will do it again. It was and is a fabulous way to make new friends and learn about other countries without actually going there.

To close, I would like to recommend that if you are looking for a way to add interest and excitement to your life, call AFS and invite a stranger into your home.

Debbie Shigley is assistant director of Library Human Resources.

TRAINING IS ALIVE AND WELL IN THE LIBRARY!

By Pamela Rothbard

This past summer approximately 150 library employees participated in more than 20 opportunities. The fall offers many new development opportunities. The Library is offering a packed training calendar with classes in everything from recognition and reinforcement to time management and searching the web. The popular "Supervisors Working Group" is being reinstated and topics for this brown bag lunch series will include flexibility in the workplace, injury prevention, and employee relations. In addition, we are gearing up for a training effort to support the implementation of our new Library Management System. You should be receiving your Fall Library Training Opportunities calendar soon, so get ready, set, sign up!

Pamela Rothbard is the Staff Development Specialist in Library Human Resources.

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