JUNE 1994 • NUMBER 72

CONFERENCE UPDATE: What's Coming Up

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MENUCHA 1994

Kudos and three cheers for **Jan Tudor** of Willamette University who wrote a wonderfully successful grant proposal for Menucha. The ACRL Executive Committee met in Chicago in April and approved funding for our proposal to the tune of $1,150!!

Plans for Menucha are well underway. We will have speakers from TCI and US West, as well as several librarians speaking to the general theme: "The Global Electronic Village: Urban Sprawl or Planned Community?" This money from ACRL headquarters will help defray travel expenses for invited speakers. Mark your calendars for October 20-21, 1994. The registration details will appear in the September 1994 newsletter.

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ACRL Conference in Pittsburgh

The ACRL 7th National Conference "Continuity & Transformation: The Promise of Confluence" will happen March 29-April 1, 1995 in Pittsburgh, Pennsylvania (where the new Andy Warhol museum just opened.) Four theme tracks will be explored in various sessions: knowledge workers and their organizations; technology and the service-centered library; multiculturalism and internationalism; and society, economics and politics. Yes, Pittsburgh is far from Oregon, but ACRL conferences are a wonderful opportunity to engage in conversation with academic librarians from all over.

–Susan Whyte, Linfield College

ACRL-OR Current Membership

We know you're out there...

As of this spring, there are 182 members of ACRL-OR Chapter. Since there are so many of you out there, perhaps some of you would like to volunteer to participate on the board or to coordinate activities. For example, there was great interest generated at the Jerry Campbell Preconference in Sunriver in continuing the discussion surrounding the issues of organizational changes within libraries, and more specifically, change within the reference arena. We really need someone to help coordinate this. Also, we are already thinking about OLA next year and invite your ideas for programs. **What issues concern you as librarians?** Are there people outside the state you would like to hear? Give one of the board members a call, or write or e-mail us. (See back of newsletter.)

CONFERENCE REPORTS

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Spring Sees a Blossoming of BI Conferences

"The Upside of Downsizing: Using BI to Cope"

By Jan Tudor, Rhona Klein and Barbara Valentine

On March 24-25, 1994, the University of California at Santa Barbara (UCSB) and the UCSB Friends of the Library sponsored the conference, "The Upside of Downsizing: Using BI to Cope." This excellent conference, held in Santa Barbara, focused on library instruction in college and university libraries. 157 librarians from 30 states attended. Three of those participants were from Oregon: Rhona Klein, Portland State; Jan Tudor, Willamette University; and Barbara Valentine, Linfield College.

Although the theme of the conference implies using BI as a means of coping with downsized library operations, the keynote speakers and paper presenters addressed creative and alternative ways of providing BI in times when librarians feel pulled in many directions. The conference was excellent and well worth a trip to Santa Barbara (though we had torrential rain instead of sun)!

Rhona Klein of Portland State reports:

Michele Hanson, University of Arizona, "BI and Collaborative Learning: A Partnership in Library Literacy."

Hanson discussed the advantages of collaborative learning to both librarians and students when it is utilized in the bibliographic instruction environment. Briefly, collaborative learning refers to groups of students working and learning together; they become active participants in the process and content of their own education. Most of the theoretical work has been done in composition studies, but other disciplines are starting to see the benefits of using collaborative learning.

Typical collaborative learning techniques may include having a class break into small groups to discuss ideas and then report back to the class, or asking the class questions and writing responses on flip charts. Another useful technique is the sharing of materials and equipment (e.g., periodical indexes and computer workstations) within small groups. Pairing a more experienced computer user with a novice at a workstation may help both students: the novice receives individual training and the experienced computer user develops his/her teaching and communication skills.

Some of the benefits librarians and students enjoy when collaborative learning techniques are employed are that this informal atmosphere encourages students to speak up, which, again aids the development of the students' communication skills: students learn how to interact with and teach each other. When the learning process is no longer a "one-way street"--with information moving only from the librarian to the student--new ideas are allowed to develop. This produces a more interesting environment in which to teach and learn and it enables the librarian to become a learner, and thus, a better and more knowledgeable instructor.

Sherry DeDecker, UCSB, "Public Services Strategies for Minimizing Library Anxiety."

DeDecker first described several barriers that exist which inhibit or prevent competent library use: the "information explosion," the effects of cutbacks and downsizing, users who lack prior computer experience and a fear of the unknown. To put the information explosion into perspective, it is helpful to remember that if many librarians feel they can't keep up with the rate of growth of or changes to new systems, how can we expect students to do any better?

The speaker then listed some of the strategies or programs that work to alleviate library anxiety: improving the physical environment (e.g., better use of signs, facilities for disabled patrons, bulletin boards, exhibits, etc.); handouts, bibliographies, point-of-use guides and pathfinders; ongoing training programs for staff and student assistants who work with the public; outreach programs with high schools and community colleges; developing a rapport with faculty and teaching assistants; and developing a program to reach "electronic users" who dial-up rather than come into the library.

Jan Tudor of Willamette University reports:

I attended two presentations that illustrated two programs that were developed to bring undergraduates, graduates, and existing librarians into the BI teaching staff.

Karen Downing, University of Michigan: "Peer Information Counselors: Experienced Students Assist Librarians in Extending Bibliographic Instruction Programs."

In 1985 the University of Michigan received special funding

from the University President's fund to implement a program "Peer Information Counseling (PIC)." The purpose of the program is to: provide opportunities for undergraduates to become "information-literate role models," and train assistants to teach in the increasingly busy BI program. For librarian Karen Downing, having student PICs help teach BI classes was an eye-opening experience. "Student PICs were asked more questions than the BI instructors." The student PICs teach their fellow students basic research and tool-based skills. The librarians believe that the PICs help make the library more welcoming and less intimidating for their peers. The PIC program is now included in the library budget. The program has been so successful that a few departments on campus have funded PIC positions. Although the program does require extensive training, the program is rewarding for all involved.

Trudi Jacobson and David Tyckoson, SUNY Albany: "Bringing in the Reserves: Generating Confident and Skillful New Instructors."

Jacobson and Tyckoson implemented the "Instructing the Instructor" program in order to train new and existing librarians and graduate students to teach bibliographic instruction. The training consisted of several weeks of sessions on subject-specific reference sources and strategies. The sessions are two hours, held weekly, and are taught by SUNY Albany librarians. Librarians from neighboring institutions are also invited to attend. Each session uses active learning techniques and participants are required to "teach" the others at some point in the training. Jacobson and Tyckoson believe that the Instructing the Instructor program is a successful way of training BI librarians and serving

as a refresher course. The program "built a team spirit" and the "graduates" of the program were well prepared to teach BI.

Barbara Valentine of Linfield College reports:

Both of the presentations discussed below demonstrated effective ways to empower users to navigate the library with no assistance. One was a low-tech solution, one a high-tech solution.

Ann Coder and Margie Smith, University of Hawaii at Manoa. "Overcoming Mazes and Minotaurs: Achieving User Independence in the Academic Library Labyrinth."

Coder and Smith related their experiences revising signs at the University of Hawaii at Manoa with the goal of enabling students to use the library more independently. The first step was to try to view the library from the users' perspectives. From this they discovered that many signs were misplaced, overused, and/or missing at key points making it difficult for the uninitiated to know where to go and what to do next. To remedy the situation they created a new signage program, using the metaphor of Roadside Assistance, and created signs which physically (large, attractive, eye level signs) and strategically (essential information at point of need) guided students to a new independence in the library. The concept of this program, from which any library could benefit, was simple: Only when one stands back and looks at the library as the maze it is to new users, can one begin to provide effective point of use guidance.

Fred Roecker: "Successful Research Using the Gateway to Information: Meeting the Challenge of User Independence."

Fred Roecker dazzled us with the history of the development and implementation of The Gateway to Information at The Ohio State University. The Gateway system, a hypertext-based computer program, was a three-year project funded by various government and private grants through the Library Education program and is only available at the University. It was designed "to help people define their information needs and then easily find, evaluate, and select materials regardless of format to meet those needs." As such, it is a virtual one-stop information shopping center which can guide the student through reference sources (electronic encyclopedias, etc. or manual suggestions with call numbers) to the local online catalog to appropriate periodical indexes (manual or electronic, some with full text). In addition, campus information is also available. The Gateway offers both a common screen format making movement into different databases quite seamless for beginners and an expert mode for sophisticated searchers. Although this system is not accessible through the campus network, there are 79 terminals in the library.

This is a solution to user independence which is working quite well and, although development of such a system is not feasible for all libraries (and unfortunately the software is only applicable locally), is a fine example of what can be accomplished educationally with the current technology.

Conference Reports, contd.

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LOEX
("Big LOEX", that is)

Connie Anderson of Southern Oregon State College and I recently had the good fortune to attend the original LOEX* (as opposed to the LOEX of the West sponsored by Linfield College, Oregon State University and Willamette University in early June) in Ypsilanti, Michigan. This conference has been going on for around 25 years, and always sells out within a short time. This year's conference featured Jim Rettig, from the College of William and Mary in Virginia, as the Keynote speaker. Rettig is not known for his unquestioning support of bibliographic instruction so he was an interesting choice to speak at LOEX. His talk urged us to focus more on the user and what that person needs to know, rather than what we as librarians think the user ought to know. He challenged us to become more involved in the design of library systems, rather than in spending countless hours explaining indecipherable systems. He quoted much from Tom Eadie, Barbara Fister, Linfield's Barbara Valentine and Constance Mellon. He predicted that both reference and bibliographic instruction will change dramatically (albeit slowly) in the near future, and requested that we as librarians participate fully in the changing information environment.

Dan Ream from the Virginia Commonwealth University Library gave a very funny after-dinner talk "Scratch that Glitch; or the Fine Art of Glitch Management." I'm not sure I've ever heard librarians laugh so much in one session. The other featured speaker was Cheryl LaGuardia from the University of California at Santa Cruz. She is new to the bibliographic instruction field and so brings with her a fresh perspective about teaching and hearing what the students/faculty/staff really want to learn.

Many of the sessions were devoted to various ways of doing Internet training for various constituencies. As always, the presenters were interesting and passionate about what they do. LOEX is a marvelous place to meet librarians who are enthusiastic about being a librarian and about connecting with people.

Susan Whyte
Linfield College

* "LOEX" stands for: Library Orientation/Instruction Exchange –Editor's note

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OREGON NEWS

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SOSC Library Automation: Full Steam Ahead

The SOSC Library will soon make most of their CD databases available on the campus network. The CD network should be available in the library by the beginning of summer term. Soon after, it will be available on the campus network. Making the CD network accessible to home users via modem is the ultimate goal, and, at present, the library is searching for the funds to provide that kind of access.

Also during Spring quarter, the SOSC Library will begin loading records from four Wilson Periodical indexes into one database file in RogueLinx (SOSC's OPAC). The merged databases will include Humanities Index, Social Science Index, General Science Index, and Reader's Guide Abstracts. Users will be able to do the same keyword, subject, author, and title searches available in RogueLinx. In addition, a search by journal title will scan articles in individual issues, and the system will show whether the SOSC Library owns the journal and if the library has a particular issue.

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And on the **people** side of things at SOSC...
Ruth Monical will be **returning** from her sabbatical at the American University of Cairo at the end of May. Ruth will **retire** from her position as Head of Reference in December 1994. She will continue to work at the SOSC Library through June 1995 on a 600 hour contract.

Connie Anderson
Southern Oregon State College

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More People News

Western Oregon State College Librarian New OEMA Representative

Peggy Cooper Collins, Access Services Librarian at WOSC, has been appointed the Higher Education Representative to the Oregon Educational Media Association Board. Anyone with higher ed issues that they would like brought to the attention of OEMA should contact Peggy at 503-838-8890 or cooper@fsa.wosc.oshe.edu.

– OSU –

Janet Lee-Smeltzer, Catalog Librarian at OSU, has been awarded the **1994 Samuel Lazerow Fellowship for Research in Acquisitions or Technical Services in an Academic or Research Library**. Her proposal, "Library Automation in Taiwan: Exploring the Potential for Cooperative Cataloging of Chinese Language Materials on an

International Basis," is twofold: to provide much-needed information in this area to foster further research and to serve as a framework for establishing cooperative cataloging between academic and research libraries in the U.S. and Taiwan. She will be visiting the National Central Library and other libraries in Taiwan as part of her project. The $1,000 award and citation will be presented at the 1994 ALA Conference in Miami.

Robert Lawrence, Coordinator of Library Information Retrieval Services and Collection Coordinator for the Physical Sciences at OSU, is **retiring** June 30. Robert came to OSU in 1974 as Head of the Science-Technology Library. He had previously held several positions at the University of Michigan: Assistant Head of Acquisitions, Head of the MEDLARS Center, and Head of the Public Health Library.

Patrick Grace, Head of Special Reference Services at OSU since 1989, has taken a position as Head of Government Publications at Seattle Public Library.

Dianne Hall has been hired as the **Reference LINK librarian** for Benton, Clatsop, Columbia, Lincoln, Linn, Marion, Polk, Tillamook, and Yamhill counties. Her "home base" will be OSU, but she will also work closely with the staff and collections of the Corvallis-Benton Co. Public Library. The Reference LINK position, which is federally funded and coordinated through the State Library, provides regional backup reference service previously done by the State Library. Dianne's appointment is .75 FTE and runs through June 1995. She previously worked for the Coos Bay Public Library and the Coos Cooperative Library Service. She has a BA in liberal studies from Linfield, and an MLS from the University of North Texas.

Karyle Butcher, attended and presented a paper at the First International Conference on TQM in Academic Libraries held April 20-23 in Washington DC. The conference was sponsored by ARL's Office of Management Studies.

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Victoria Mitchell, Science Librarian at Reed College, has accepted an appointment as Co-Chair of the **College Science Librarians Discussion Group**, ALA Science and Technology Section (STS). So, any Oregon sci-tech librarians from 4-year colleges or small universities that have issues you'd like to see discussed by your colleagues (we're always looking for good discussion topics for ALA) – give her a buzz or drop her a line at: mitchell@reed.edu, (503) 777-7272, Reed College Library, 3203 SE Woodstock Blvd, Portland, 97202.

** EXCLUSIVE **

The exclusive this month is that nobody sent me any gossip. Hmmm...

This kind of silence is *very* suspicious. (I mean, come on, you expect me to believe there's nothing going on out there?)

So, to prevent me from *really* digging up (or making up) some dirt (maybe on YOU), send your hot (or even tepid) items for the September newsletter to the ACRL Newsletter Editor – See back page.

★ UPCOMING EVENTS ★

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PNLA 1994 Annual Conference

When: August 10-13, 1994
Where: Eugene, OR, at the Valley River Inn. Conference room rates start at $71/single; for more information call 1-800-543-8266.

Program: The **keynote speaker** is **Theodore Roszak**, author of (among others) *The Cult of Information,* just issued in a revised and updated edition. He reminds us that voluminous information does not necessarily lead to sound thinking and he warns of the dangers that computers bring: efficient erosion of privacy, over-reliance on polling in politics. A professor of history and general studies at California State University, he has twice been nominated for a National Book Award and has received a Guggenheim Fellowship.

A day-long **preconference** will feature you and the Internet, based on the hugely successful Online Northwest program held each winter in Oregon. Whether you are an absolute novice or an experienced surfer, this cluster of programs will have sessions of hands-on value for you.

Workshops will include topics arranged by the Interest Groups, ranging from medical reference, Alberta's marketing program, preventing carpal tunnel syndrome, preservation and disaster preparedness, TQM, standards for bibliographic records, and more.

Conference preregistration forms will be mailed in May. For more information, call (503) 687-5454.

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☞ Don't forget to mark your calendar for:

MENUCHA, October 20-21, 1994

– and –

The ACRL 7th National Conference, March 29-April 1, 1995 in Pittsburgh, PA. For more information, see p.1.

AND WATCH
for the following in the September Newsletter:

*Menucha Registration
*ACRL-OR President & At-Large Board Members Election Ballot

From the Editor:

Please send submissions for the September Newsletter by August 26, to:

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