

# FOCUS online

NCSU LIBRARIES  
VOLUME 21 NO. 1  
2000

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## Out of Room: The NCSU Libraries' Growing Space Crisis

BY JUNE BROTHERTON, ORGANIZATIONAL EFFECTIVENESS, AND  
KATHY BROWN, LIBRARY SPACE PLANNING AND DESIGN

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**F**rom the outside, the main D. H. Hill Library is an imposing presence on the Brickyard, serving as an academic anchor on the north campus. Inside, the building hums with activity twenty-four hours a day, as the place where students and faculty converge to conduct research, to collaborate, and to study.

The D. H. Hill Library consists of four connected structures: the East Wing, built in 1953; the West (Erdahl-Cloyd) Wing, constructed in 1952 originally as a student union; and two nine-story towers completed in 1970 and 1990. The 1990 addition was built when the university served a student population of roughly 26,000 and included ten years of growth capacity.

The recent survey conducted by Eva Klein for the UNC system, however, found that the NCSU Libraries today is operating at 43 percent over its capacity in terms of quantity of space available for users, collections, services, and staff. The Southern Association of Colleges and Schools' (SACS) 1994 accreditation review stated that the library's seating capacity for 27,500 students—about 2,500 seats at the time—did not meet standards for comparable libraries. Today, seating for a student body of about 28,000 has further decreased to only 1,090 seats. Adding to the space crunch, the tower constructed in 1990 will be at capacity for book storage in 2001. Moreover, although the number of library staff has increased by more than a third in the last decade, no new staff space has been added since 1954. The Libraries is running out of space for users, materials, and staff.



*The Special Collections Department is one of the library areas suffering from deterioration and insufficient storage facilities. Overhead pipes are taped to stop leaks, and plastic sheets cover areas of collection storage to protect the materials from damage.*

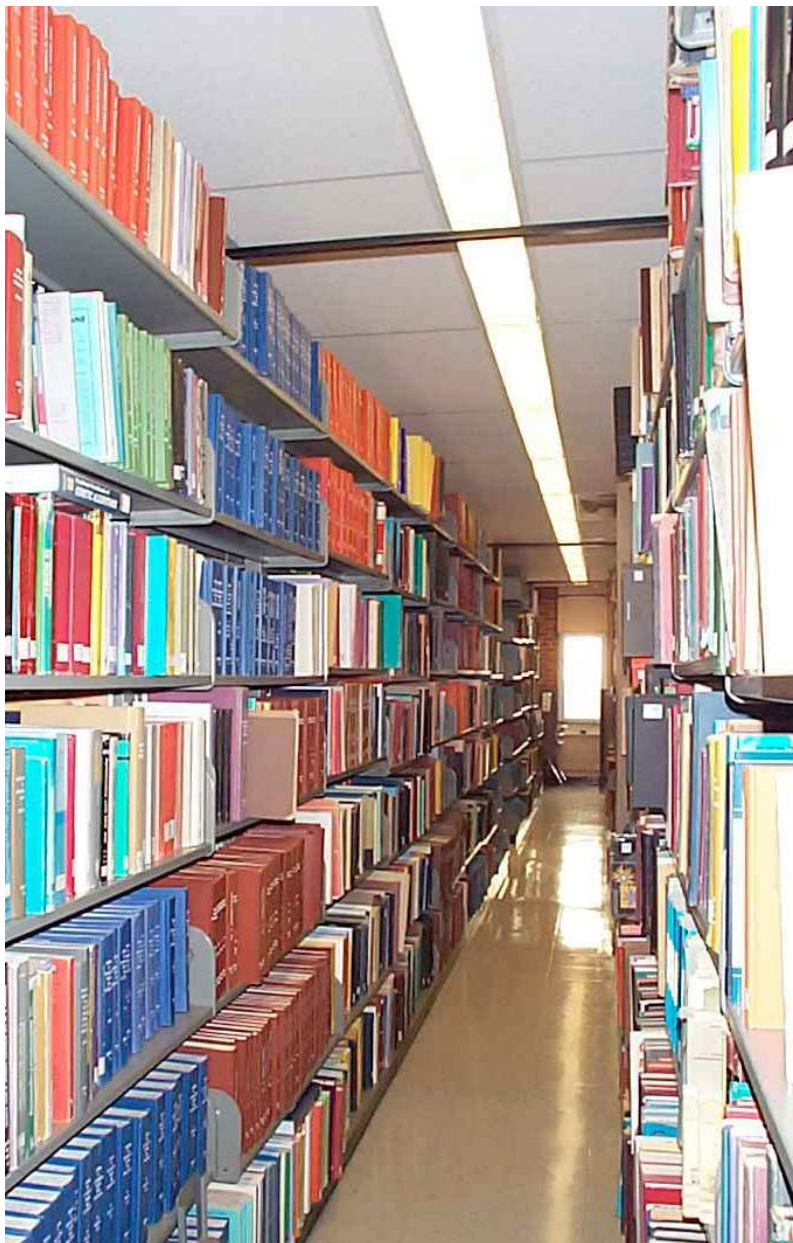
Add to the equation a minimum of 3,000 additional students enrolled by 2010 and 6,000 more corporate and government partners, faculty, staff, and students on Centennial Campus by 2002, all of whom will expect access to quality library resources, and the space problem becomes enormous. Without major renovation and expansion of the NCSU Libraries, its current infrastructure and facilities will be unable to serve the needs of its current users, much less new ones.

Quality of space is also a key issue. The East Wing, which originally served as the main library and stacks area, now houses numerous comput-

ers, printers, and other equipment to provide access to the library's electronic resources. It also holds most of the library staff, all of whom use computers and other pieces of equipment in their offices. The 1950s-vintage electrical system is strained to the limit; often, all it takes to overload the system—which then cuts off power to a section of the wing—is someone plugging in a vacuum cleaner. The same vintage heating and air-conditioning system means frequent breakdowns and a search for parts that are no longer made. In the meantime, faculty, students, and staff often swelter in the summertime or freeze in the winter when breakdowns occur. In

Special Collections and Archives, frequent leaks from an old cooling system used to control humidity and preserve collections force employees to cover boxed collections with plastic sheets for protection.

Walk over to the theater in the West Wing and step back in time. The 1950s theater houses the original yellow-vinyl auditorium chairs now cracked with age, and the sound-absorbing tiles on the walls are disintegrating and coming unglued. When classes meet there, sound permeates the entire floor, spilling across the hall into the multimedia room where students often struggle to view videos and listen to audiotapes for classes amid high levels of noise.



*Limited stack space for the collections has meant running stacks as closely together as possible to accommodate new books. The stacks are full, there is no room for expansion, and the aisle space is not ADA compliant.*

*The Libraries is in a crisis in terms of the quantity, quality, and flexibility of space. Follow a hypothetical user, Mary Wolfpack, through the main library to understand how lack of space affects users and their ability to conduct research, study, and learn. The scenario presents an amalgam of space problems that NC State students might typically encounter during their years at this university.*

Mary lives off campus but arrives at the library at 9:00 A.M. to find a parking space and to study for a test before her 11:00 A.M. class. She comes to the library looking for a quiet place to study but searches fruitlessly for an individual study carrel—they are filled with students who are also studying. It is now 9:15 A.M. Mary finally sits at a large table with several other students to study. She discovers, however, that they are working on a group project and are discussing how to approach the project and divide up assignments. She requests that they find a group study room to conduct their discussion but is told that all seven of the library's group studies are occupied. She sighs, closes her book, and decides to find a book she needs. It is now 9:30 A.M.

Mary goes to the reference area to use the online catalog to look up the call number of the book. She finds all computers in use and waits patiently for ten minutes until another student finishes using a computer. Finding the right call number, she goes up to the eighth floor to get the book, only to find it missing, even though the catalog states that it is available. Going back to the first-floor circulation desk to inquire about

the book, she learns that the staff did not have room to reshelve the book on that particular floor. Instead, her book is sitting in a cart in the back hallway behind the circulation desk, where she is invited to look for it. Mary finds it and checks it out. It is now 9:55 A.M.

Mary, needing to read her electronic mail to see if a professor has responded to a question she asked, decides to go to the Unity Computing Lab on the second floor to use a computer. As she walks around the corner, she is confronted with a line of students winding out of the lab. After waiting for fifteen minutes, she finally gets a computer, checks her electronic mail, and reads the answer from her professor. It is 10:15 A.M. Frustrated, she decides to find a chair in a quiet corner to study her notes for the test and to take notes from the book she just checked out. Mary goes back down to the first floor. Everywhere she turns, students have taken every available seat, and some are even sitting on the floor. At 10:30 A.M., after searching in vain for a seat, she gives up and decides to go have a cup of coffee, thinking, "Forget studying." ❖

The North Carolina General Assembly, understanding the critical need for additional and renovated space for the UNC system universities, voted during the 1999 session to place on the November 7, 2000, ballot a facilities bond for public universities and the community colleges. If passed, the \$3.1 billion bond will give NC State \$449 million to renovate outdated facilities and construct essential new facilities to address the university's current capacity problems. As part of the bond package, the NCSU Libraries will receive \$9.2 million for renovation of current space and/or construction of additional space. This funding is a vital first step in ensuring that the NCSU Libraries is able to provide critical research, study, and collaboration space so desperately needed by students and faculty now and in the future. ❖

# ScienceDirect Arrives

By TERRY WITTIG, COLLECTION MANAGEMENT

The NCSU Libraries and its partners in the Triangle Research Libraries Network (TRLN) are pleased to announce the purchase of ScienceDirect ([www.sciencedirect.com](http://www.sciencedirect.com)), Elsevier's electronic, full-text database. ScienceDirect is currently the largest electronic, full-text scientific database available. It offers more than 1,200 journals covering all areas of science, medicine, and the social sciences. The database includes over one million articles, and others are added daily. Under the terms of the TRLN consortial agreement, any TRLN user has access to any ScienceDirect journal owned by Duke, UNC-Chapel Hill, NC State, or NC Central. This greatly expands the number of journals available to students and faculty at all four TRLN institutions.

ScienceDirect is more than just a collection of full-text journal articles. It offers the full functionality of any bibliographic database. ScienceDirect offers users the ability to:

- ❁ go directly to a journal issue and retrieve a specific, known article;
- ❁ browse the table of contents of any journal in the database;
- ❁ search the entire database for any topic, using Boolean logic or keyword searching;
- ❁ follow cross-references in any article to other databases (such as EI Compendex, World Textiles, or Fluidex); users are linked directly to the cross-referenced article, many of which may also be in full-text; and
- ❁ set up personal profiles and receive regular electronic-mail alerts of new articles in a specified discipline.

Once an article is identified, display options are listed. The article can be viewed in a summary format that lists the abstract and provides an outline of the article with illustrations or diagrams in thumbnail sketches. The user may view the full text of an article directly on the screen or choose to download the .pdf file.

Although TRLN institutions individually own the majority of the journals contained in ScienceDirect, there are some journals in the database to which no subscriptions are held. For journals that are not owned within TRLN, users may still retrieve the full text of articles by using personal log-ins. A personal log-in can be created by going to the ScienceDirect home page and following the instructions. Once an account is created, it can also be used for setting up electronic-mail alerts and other personalized features.

Because of the continuing inflation of journal subscription costs, it is imperative that the NCSU Libraries maximize its purchasing power by cooperating with the TRLN institutions, as well as other statewide and regional consortia. The library will continue to explore ways to provide the most comprehensive collection possible by seeking cooperative-purchasing opportunities. The TRLN purchase of ScienceDirect is a firm step in that direction.

Access to ScienceDirect is restricted to users with authorized TRLN IP addresses. Direct queries to Terry Wittig, Collection Management Department, at (919) 513-5632; electronic-mail message: [terry\\_wittig@ncsu.edu](mailto:terry_wittig@ncsu.edu). ❁

## Laptop Lending Service Expands

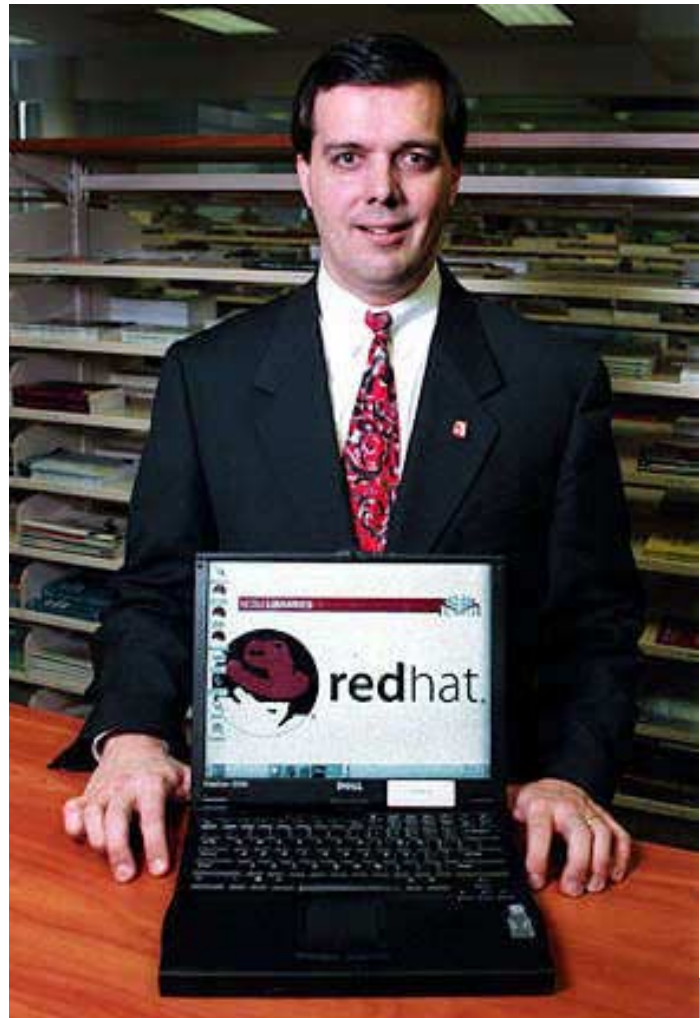
BY CAROLYN ARGENTATI, PUBLIC SERVICES

The fall 2000 semester ushered in some exciting changes to the NCSU Libraries' Laptop Lending Service. This service offers three different laptop configurations: Dell machines running the Windows '98 operating system, Dell machines with a dual-boot option offering Windows and Linux, and Macintosh laptops. Provost Kermit L. Hall, in recognition of the value of this service to NC State students and as a complement to the university's open-source strategy announced in spring 2000, made a set of twenty-five dual-platform laptops available for this service.

Laptops are borrowed from the Reserve Desk at the D. H. Hill Library and the circulation desks of the four branch libraries (Design, Natural Resources, Textiles, and Veterinary Medical). Any of the library laptops may be connected to the campus network at ports located throughout the Hill library. The four branch libraries provide wireless network access for laptops borrowed there. Beginning in fall 2000, wireless networking will also be available in the Reading Room on the ground floor of D. H. Hill, near the main entrance, for library and personal laptops equipped with an IEEE 802.11-compliant wireless networking card.

But that is not all. The D. H. Hill Library also began supporting "nomadic computing" this fall, in cooperation with the university's Information Technology Division. With nomadic computing, individuals may bring their own laptop computers into the library. After making a few quick changes to network settings and logging in to a special Web page with a Unity identification and password, these library users gain access to the Internet and campus network. More details about nomadic computing are available on the Laptop Lending Service Web page at: <http://www.lib.ncsu.edu/ads/laptop.html>.

From the time the Laptop Lending Service began in August 1999 through June 2000, these laptops circulated 5,288 times. Each loan is for four hours, with an optional four-hour renewal.



*As acting associate director for Information Technology, Scott Ross helped to configure the Laptop Lending Service computers with a dual-boot option offering Windows and Linux.*

User feedback on the hardware and software features of the machines and other elements of the service has been extremely positive. ❖

# Scanning Lab Opens

BY KEITH MORGAN, DIGITAL LIBRARY INITIATIVES

The NCSU Libraries' Learning and Research Center for the Digital Age (LRCDA) reached another milestone in summer 2000 with the opening of a Scanning Lab on the second floor, East Wing, of the D. H. Hill Library. The Scanning Lab joins the LRCDA services of the Scholarly Communication Center, Learning Technology Service, Information Technologies Teaching Center, Faculty Center for Teaching and Learning, Usability Research Laboratory, and the Digital Library Initiatives Department.

The lab is the first phase of a service whereby library staff enable users to create and develop digital instructional and research materials for university-related use. Presently, the lab contains four workstations with a variety of scanners, image-processing software, and data-storage equipment. Each of the two Macintosh computers has a high-resolution flatbed scanner. A Polaroid slide scanner is also available. Adobe PhotoShop is used for image manipulation. A Dell workstation deploys a high-speed Canon document scanner with Adobe software for creating files in the popular .pdf format, as well as TextBridge Professional optical-character-recognition software. A second Dell workstation connects to a microform scanner that will digitize microfilm and microfiche files.

The Scanning Lab has full network access, and all computers are equipped with either Zip or Jaz disk storage. Lab users have access to CD-R drives to copy images to CD-ROM discs. A small collection of books on scanning and digital-image manipulation is available for consultation.

During the first months of existence, lab staff assisted faculty with scanning images for new online courses, publication requirements, and book reviews. Students have used the lab to scan slides for disserta-

tion research, add images to presentations, and create electronic copies of lecture notes. Library staff have scanned materials from Special Collections and Archives for inclusion on multimedia presentations and for digital-collection building.

The lab's second phase, anticipated in fiscal year 2001–2002, will offer expanded services and specialized workstations for the creation of digital images and multimedia. When second-floor renovations to the East Wing are completed, the library will open phase two of the lab, which will more than triple the number of scanners and workstations.

For more information on the Scanning Lab, visit the Web page at <http://www.lib.ncsu.edu/dli/sdl>. It contains a list of hardware and software available in the lab and recommended Web sites for finding more information on scanning and digital image management. A larger list of scanning information and resources is also available, including Digital Media and New Media centers, scanner manufacturers, and digital photography sites. Queries about the Scanning Lab should be directed to Keith Morgan at (919) 515-4221; electronic mail: [keith\\_morgan@ncsu.edu](mailto:keith_morgan@ncsu.edu). ❖

*[Standing]: Keith Morgan (Digital Library Initiatives) coordinated the development of the Scanning Lab for the NCSU Libraries, which is open to the university community.*





## NCSU Libraries

### FELLOWS PROGRAM

### Enters Second Year

BY SOPHIA STONE,  
PERSONNEL SERVICES

*[Left to right]  
The NCSU Libraries Fellows  
for 2000–2001:*

*Lisa Sheets, James Jackson  
Sanborn, and Anne Pemberton.*

**T**he second year of the NCSU Libraries Fellows Program began with the appointment of another outstanding group of new librarians: Anne E. Pemberton, James Jackson Sanborn, and Lisa A. Sheets. The library established the Fellows program in 1999 for highly qualified graduates with master of library/information science degrees. The program identifies talented new graduates and introduces them to career-enhancing opportunities in academic librarianship in a research library with strengths in science, technology, and digital library activities. Fellows are appointed for a two-year term as full members of the library

faculty. The flexibility of this program and its focus on career development makes it an exceptional opportunity for new professionals.

Every member of the first group of Fellows has already joined the NCSU Libraries as a permanent employee on the library faculty. The new Fellows will follow the same model as past Fellows for developing career experience: each will work on an innovative project, combined with a half-time appointment in a home department. This year's Fellows bring an impressive and diverse array of credentials to the library, with outstanding leadership, information technology, and project-management skills.

Anne Pemberton's background includes a wide range of work experience in

several academic settings and exemplary leadership skills. As a graduate student at the University of Tennessee–Knoxville, Pemberton became the founding president of the student chapter of the Tennessee Library Association, an active member of the board of the Tennessee Library Association, and president and Webmaster of the University of Tennessee–Knoxville's Graduate Student Association. Her work experience includes an appointment as adjunct reference librarian and a practicum at the Lamar Memorial Library, where she performed reference and research services and developed Web pages for library use.

Pemberton's experience is well suited for a home department assignment in



Research and Information Services and a special recruitment project. The project involves the design and implementation of innovative recruiting strategies and new technologies into Web-based recruiting methods. Pemberton holds an M.S.I.S. and a B.A. degree in psychology from the University of Tennessee–Knoxville.

Fellow James Jackson Sanborn, an M.L.S. graduate from UNC–Chapel Hill, brings strong skills in project management, supervision, and experience working with online funding databases to the program. Upon receiving his B.A. degree in history from Bates College, Sanborn was an operations administrator for Home Counselors, Inc., where he provided operational support to the executive director, served on the management committee, and developed various databases for management of client and financial records. While pursuing his graduate studies, Sanborn held positions in several libraries, including Davis Library and the GrantSource Library at UNC–Chapel Hill. Sanborn has developed his information technology skills in client/server applications and Linux-based network administration.

Sanborn has been assigned to the Special Collections Department. His project assignment will focus on geospatial data archiving,

where he will help develop and implement a plan for acquiring and archiving geospatial data resources relating to local government.

Fellow Lisa Sheets brings impressive work experience in digital libraries from the Digital Research Library at the University of Pittsburgh. While in graduate school, she completed an independent study project to learn Perl scripting for specific digital library projects. She also completed work to encode finding aids using SGML for inclusion in the Historic Pittsburgh Project. After receiving an M.S.L.I.S. degree from the University of Pittsburgh, where she specialized in information systems and technology, she continued her education with a Certificate of Advanced Studies. She holds a B.A. in communication/journalism from Shippensburg University of Pennsylvania.

Sheets's experience with digital libraries will be valuable to her project assignment to further the integration and effectiveness of the Libraries' electronic resources. She will continue to build on her advanced information technology skills while working closely with staff from the Digital Library Initiatives Department.

The library welcomes these outstanding new professionals to the NCSU Libraries. ❖

## University Library Committee 2000–2001

Karl F. Bowman, chair	College of Veterinary Medicine
Joseph C. Dunn	Physical and Mathematical Sciences
Maureen W. Hamilton	University Advancement
Kerry S. Havner	College of Engineering (Faculty Senate)
Martin A. Hubbe	College of Natural Resources
Michael R. Hyman	College of Agriculture and Life Sciences
Jonathan S. Lindsey	Physical and Mathematical Sciences
Susan S. Osborne	College of Education and Psychology
Martha Scotford	School of Design
Carolyn M. Sommerich	College of Engineering
Terry M. Wright	Public Safety

Lisa P. Zapata	Student Affairs
David A. Zonderman	College of Humanities and Social Sciences

### *Student Members*

Keith Bowers	Graduate Student, Biological and Agricultural Engineering
Derek A. Brown	Graduate Student, Chemistry
Doddy Katanya	Graduate Student, Nuclear Engineering
Garrett B. Bugg	Undergraduate Student, English
Erich M. Fabricius	Undergraduate Student, Engineering
Two Vacancies	Undergraduate Students, TBA

### *Ex officio, nonvoting*

Susan K. Nutter	Vice Provost and Director of Libraries
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*Focus*, a newsletter published three times a year, seeks to promote the services, activities, needs, and interests of the NCSU Libraries to the university, the Friends of the Library, and beyond.

Editor: Terrell Armistead Crow.

NCSU Libraries Homepage: <http://www.lib.ncsu.edu/>