

# FOCUS online

NCSU LIBRARIES  
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Yoshino cherry trees outside the D. H. Hill Library, planted by library staff during the library centennial in 1989/1990.

Photo by Terrell Crow, NCSU Libraries.

### OTHER LINKS OF INTEREST

FRIENDS OF THE LIBRARY

LIBRARY DEVELOPMENT

SCHOLARLY  
COMMUNICATION CENTER

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CB 7111  
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## Ask a Librarian LIVE: Interactive, Online Reference Service

By Karen Ciccone, Research and Information Services

**T**he NCSU Libraries' patrons have a convenient and exciting new way to receive reference assistance from offices, dorms, homes, or anywhere they have access to a computer with a Web browser. By clicking on the "Ask a Librarian LIVE" link, patrons can "chat" online with a librarian and receive immediate answers to reference questions. The librarian can send Web pages to the user or engage in a process known as "collaborative browsing." By allowing the librarian to escort the patron through a series of Web pages, collaborative browsing provides a means for *showing* rather than just telling users how to find materials on the Web or in the library's catalog, databases, or electronic journals.

The product being used to provide this new service is the Library Systems & Services' (LSSI) Virtual Reference Desk, which incorporates eGain's Web contact center software. This software, developed for electronic-commerce sites, is currently in use by clients such as Garnet Hill and L.L. Bean. LSSI customizes the eGain software for the library environment.

In addition to Web pages, the software allows librarians to share files of all types over the Web. For example, a librarian can send screen shots of the computer desktop or of a Web page that the patron cannot access. Librarians also can send word-processing documents, .pdf files, audio files, and so forth.

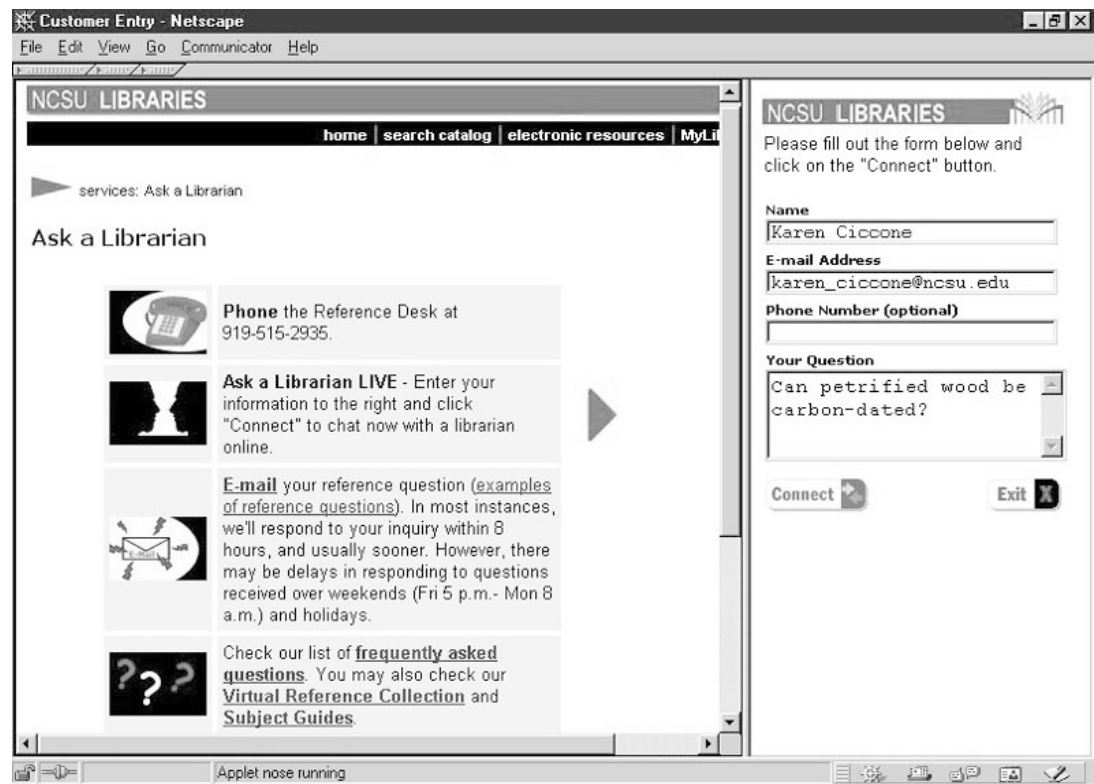
The software also can be used to conduct online meetings and training sessions. An unlimited number of people can enter a virtual "meeting room" at a specified time for a presentation seen by all participants. Librarians can create visual materials or "slide shows" using PowerPoint or similar software and then enhance the slides and scripted text with live Web pages and chat sessions. Attendees can ask questions using chat software, and everyone can see the questions and responses. At the end of the



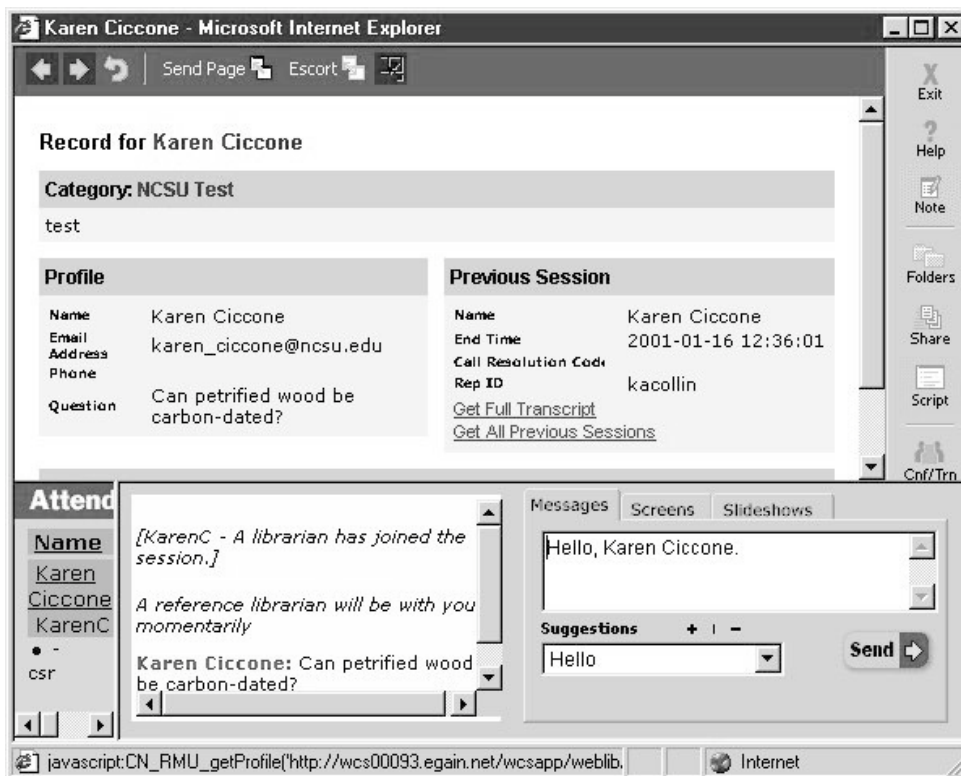
*Carol Vreeland (Research and Information Services) during her shift staffing the Ask a Librarian LIVE service. Here she also answers the telephone and responds to electronic-mail reference requests.*

meeting, all participants receive a full transcript of the discussion via electronic mail.

The library also intends to use this service when assisting patrons over the phone. When it becomes difficult to explain how to locate



*When a patron clicks on the “Ask a Librarian LIVE” link, a chat window opens on the right side of the user’s computer screen. On the left side, a browser window can be shared by the librarian and the patron—whatever the librarian sees on the screen will also be seen by the user.*



*Here is the librarian’s view of an online session. In addition to sharing Web pages, the librarian can send files and scripted messages.*

something on the Web during a telephone reference transaction, the librarian can instead suggest clicking on the “Ask a Librarian” link, to direct a patron to the right Web site or to demonstrate a search.

Also, the software allows the library to set up separate queues for different populations of library users. For example, patrons entering the “Ask a Librarian LIVE” service from the Distance Learning Services Web site (<http://www.lib.ncsu.edu/distance/>) enter the Distance Learning queue. The queue system allows reference librarians to anticipate users’ information needs by providing a context for requests. It also opens the possibility of assigning different librarians to staff the service from different locations at different times.

In addition to real-time online assistance, Research and Information Services librarians are available twenty-four hours a day during fall and spring semesters to answer questions in person at the reference desk, over the telephone, or via electronic mail. Reference requests can be submitted using the department’s Web form at <http://www.lib.ncsu.edu/libref/form.html> and will generally receive a response in less than eight hours.

Members of the university who wish to try “Ask a Librarian LIVE” should go to <http://www.lib.ncsu.edu/libref/> and click on the “Ask a Librarian LIVE” link. The department currently staffs the service Monday through Friday from 9:00 A.M. to 5:00 P.M., and intermittently during evening and weekend hours. ❖

## *The Tempe Principles:* A Challenge to Scholars

BY PEGGY HOON, SCHOLARLY COMMUNICATION

**T**he system of scholarly publishing continues to crack and crumble under the relentless pressure of double-digit increases in the costs of journals, promotion and tenure policies that encourage quantity of publication over quality, and copyright transfer practices that place the ownership and use of scholarly research in the hands of those who did not originally create or fund it. Unavoidable serials cancellations continue at research libraries across the country, and restrictive and expensive licensing terms shrink access to information and to the results of scholarship by teaching and research faculty. These are a few of the concerns addressed by the “Principles of Emerging Systems of Scholarly Publishing,” a set of tenets agreed to at a meeting sponsored by the Association of American Universities (AAU), the Association of Research Libraries (ARL), and the Merrill Advanced Studies Center of the University of Kansas. Held in Tempe,

Arizona, from March 2 to 4, 2000, the meeting was intended to engender discussion among key academic stakeholders in the scholarly publishing process. It also helped to build consensus on fundamental principles that could guide the transformation of the scholarly publishing system. These precepts, or the Tempe Principles as they have come to be known, provide a vision statement of the desired elements for tomorrow’s scholarly publishing system. It is hoped they will inform the design and evaluation of new systems of scholarly publishing.

Authors of the Tempe Principles include university chancellors, presidents, provosts, vice chancellors, library directors, representatives from university presses, AAU, ARL, and the [Scholarly Publishing and Academic Resources Coalition \(SPARC\)](#). They ask that participants in the scholarly publishing process, particularly faculty, take ownership of the issues and problems plaguing that process through discussion

and endorsement of these fundamental ideals.

The Tempe Principles advocate, among other goals, controlling the cost of published research so that access can at least be maintained, if not expanded. Concomitantly, scholars are urged to use electronic capabilities to facilitate access while developing common standards, permanent identifiers, reliable archiving, privacy protection, and systems of peer review. The document emphasizes responsible copyright management and continuance of fair use rights, as well as the need to revisit current promotion and tenure practices. To view the principles in their entirety, go to <http://www.arl.org/scomm/tempe.html>.

The Scholarly Communication Center of the NCSU Libraries and the Scholarly Communication Subcommittee of the University Library Committee have initiated an energetic effort at NC State to foster awareness and discussion of the Tempe Principles. Faculty members from the subcommittee and the scholarly communication librarian are available to address faculty groups or seminars about the Tempe Principles. They are joined by collection managers who can describe the effects of relentless periodicals price increases on the availability of scholarly information in the NCSU Libraries' collections. To date, about a dozen presentations have been made to

various faculty seminars, committees, and at NC State's General Faculty meeting in January 2001. The discussions have been lively and productive, and it is hoped that NC State will be even better prepared to contribute to similar discussions at the national level.

To learn more about the Tempe Principles or to sponsor a presentation, please call Peggy Hoon (Scholarly Communication Center, NCSU Libraries) at (919) 513-2046, or send an electronic-mail message to [peggy\\_hoon@ncsu.edu](mailto:peggy_hoon@ncsu.edu). To learn more about what scholars at NC State can do to help address the scholarly communication crisis, go to <http://www.lib.ncsu.edu/scc/scholardo.html>. ❖



*Signage Project at the NCSU Libraries*

The D. H. Hill Library, which served as a pilot site for testing signage standards for the entire campus, now has room identification and way-finding signs as a result of the project. [Left to right] Randy Reggi of NC State's Facilities Planning and Design coordinated the project, and Kathy Brown of the NCSU Libraries served as the library's representative on the signage committee. They are shown in front of the new main directory for the building. ❖

# Ford Engineer Intern

BY HONORA NERZ, TEXTILES LIBRARY



*[Left to right] Meghan Wutkowski, the first recipient of the Ford Motor Company Engineering Information Internship, and Honora Nerz of the NCSU Libraries.*

**T**he NCSU Libraries received a grant from the Ford Motor Company to establish a one-year internship for an undergraduate student in engineering. In May 2000 the Ford Motor Company Engineering Information Internship was awarded to Meghan Wutkowski, a third-year student at NC State double majoring in chemical engineering and textile chemistry. This pilot program is designed to expose NC State engineering students to applications of information technology in a real-world setting. It provides them with a working knowledge of the literature of their field and the superior information skills necessary to be successful in both the academic and professional arenas.

Wutkowski, who has an outstanding academic record and is also heavily involved in campus

leadership activities such as the Student Leadership Consultant program, received a thorough introduction to how libraries work and how to do research in a large academic library during the fall 2000 semester. This spring she will begin working on special projects. In assessing the internship, Wutkowski says, "Thus far, I'm very pleased with this program. I plan to go to graduate school, and the research skills I've learned here will really help me with that." In June Wutkowski will begin the last phase of her internship, during which she will work at the Ford Motor Company's Research Library in Dearborn, Michigan. ❖

## Special Collections Department Exhibit Schedule

**January 4 to April 30, 2001—**  
**The Sodfather: Jim Graham, A Friend of Agriculture in North Carolina.** D. H. Hill Library, First Floor.

**March 2 to June 2, 2001—**  
**Celebrating 100 Years of Women at NC State University.** This exhibit marks 100 years of women on campus. D. H. Hill Library, East Wing First Floor and Ground Floor.

**April 6 to July 2, 2001—**  
**The Campus of the Future: NC State's Innovative Centennial Campus.** The exhibit features the history of NC State's Centennial Campus and partners. D. H. Hill Library, Main Circulation Lobby and Mezzanine, First Floor.

# Documenting the Animal Rights Movement

BY BERNIE MCTIGUE, SPECIAL COLLECTIONS

The Special Collections Department of the NCSU Libraries has acquired the personal papers of Tom Regan, professor of philosophy and religion at NC State. The Thomas H. Regan Collection, which runs to more than seventy-five linear feet, documents the career of an individual whose work provides much of the philosophical and ethical underpinnings for the contemporary animal rights movement in the United States. The collection consists of notes, letters, manuscripts and type-scripts, books, pamphlets, and audiovisual materials that offer insight and context for the development of the ideas of a scholar who has been involved in this field for more than twenty years.

While less well known to the general public than Peter Singer, whose *Animal Liberation* (1975) has received wide circulation, Regan's *The Case for Animal Rights* (1983) is regarded by many scholars and commentators as the seminal work in the field. He argues that animals have moral rights of the sort enjoyed by humans, especially the right to life. In his view, support for the rights of animals is no different than support for human rights. The development of these views and their presentation in scholarly

and activist forums has brought Regan to the forefront as the "philosophical father" of the animal rights movement and a major figure

in the rise of a socially and economically significant phenomenon. As the collection's appraiser noted in his comments on the intellectual and research value of these materials, "This collection is the foundation for this field of study [animal rights], because the one who has assembled it is the intellectual genius who articulated philosophically the basis of the movement."

In recognition of the collection's significance, an anonymous donor has awarded the NCSU Libraries a substantial grant to facilitate processing of the collection.

It will also provide funds for an exhibition and symposium.

The NCSU Libraries, to augment its collections documenting the national development of the animal rights movement, is exploring ways to enhance its holdings in this area by acquiring personal and organizational records that limn this important contemporary movement. These collections, when acquired, will become part of the Tom Regan Animal Rights Collections, named to honor Regan's leadership in this field. ❖



See the article in Part II, the Development section, on "Tom Regan Collection Receives Development Funding."



*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/>