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COURTESY HORST FAAS AND TIM PAGE.

Larry Burrows (British, 1926–1971). This image, part of the exhibition Requiem: By the Photographers Who Died in Vietnam and Indochina, was taken near Khe Sanh, Vietnam, in 1966. The exhibit is on display in the D. H. Hill Library until May 31, 2004.

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SCHOLARLY

COMMUNICATION CENTER

Photographs by Becky Kirkland, NCSU, unless otherwise noted.

Please direct queries or feedback about this issue to terry_crow@ncsu.edu.

TRLN Discontinues Elsevier Science Consortial License

After months of rigorous but unsuccessful efforts to negotiate a fair and economically appropriate consortial license agreement, the three member universities of the Triangle Research Libraries Network (TRLN) that participated in an initial license for the Elsevier Science journals four years ago have elected not to renew that license. Beginning January 1, 2004, each of these libraries (NC State, UNC–Chapel Hill, and Duke) will subscribe individually to Elsevier journals, including print and electronic access as needed for its users. The NCSU Libraries will continue to provide electronic and print access to the large number of Elsevier titles required by its community of users, as well as speedy and convenient retrieval for those titles not served by a direct subscription.

BACKGROUND: For the past four years, the NCSU Libraries, through TRLN, has licensed electronic access to serial titles published by Reed Elsevier under a variety of imprints including Elsevier Science and Academic Press. These titles were available through the Elsevier electronic interface ScienceDirect. The TRLN consortial license provided electronic access to 715 subscriptions for NC State and electronic access to 533 titles subscribed to by the partner TRLN institutions. The ScienceDirect contract expired December 31, 2003.

The primary issues in the renewal consortial license offered to the TRLN Libraries were: the license required a three-year contract period that contained an annual 7 percent price increase, did not allow any cancellations, bundled necessary titles with titles not particularly needed by NCSU faculty, and was based upon a past subscription level that did not reflect the NCSU Libraries' planned cancellation of eighty Elsevier titles effective upon expiration of the 2003 license. Thus, to accept this license, the NCSU Libraries

would have had to renew its subscriptions to the eighty targeted titles that had been identified by NC State faculty as appropriate for cancellation. Other TRLN libraries faced a similar situation.

PROCESS: As it became apparent that Elsevier would not respond in a constructive fashion to the TRLN libraries' legitimate concerns over increasing costs and the inability to cancel titles to manage the appropriateness of the collection, the NCSU Libraries sought the guidance of the NC State community. The Libraries is committed to consulting with its users on major decisions and directions. In this instance, the University Library Committee (ULC), chaired by Assistant Professor of Microbiology Michael Hyman, facilitated the consultation. Working with the ULC, the Libraries developed and implemented a plan to educate, inform, and involve the NC State community in decisions concerning the proposed renewal of the TRLN consortial license for ScienceDirect. A specially developed Web site provided in-depth information on the background and issues. Informational meetings and presentations were held with faculty and graduate student departmental library representatives, as well as with more than twenty-five academic departments. Additionally, the TRLN ScienceDirect situation was featured on the agendas of the Student Senate, the University Graduate Student Association, the Staff Senate, and the Faculty Senate. The Faculty and Student senates adopted resolutions in support of rejecting the Elsevier proposal to TRLN.

In particular, the NC State user community understood and endorsed the NCSU Libraries' collection principles that emphasize flexibility and responsiveness to user needs. It is critical, particularly in tight budget times, that the Libraries control its collecting decisions at the title level to meet the teaching and research needs of its community. Elsevier's

TRLN Discontinues Elsevier Science Consortial License (continued)

ScienceDirect consortial offer to TRLN did not accommodate either the need for flexibility in managing the collections or the library's inability to devote a steadily increasing proportion of its budget to satisfy Elsevier's annual inflation rate.

In a memorandum to the TRLN community, Provost and Executive Vice Chancellor James Oblinger of NC State, Provost Peter Lange of Duke University, and Executive Vice Chancellor and Provost Robert Shelton of UNC-Chapel Hill stated that:

The breakdown of negotiation with Elsevier is only the most extreme symptom of a much larger problem. Academic libraries across the country have faced escalating costs to sustain the scholarly communication system for years. The Association of Research Libraries reports that, over the past fifteen years, serial costs for member libraries have increased 215% while the Consumer Price Index has increased by only 62%. Although libraries and universities are supporting new publishing models in an effort to maintain access to high-quality, peer-reviewed research at a manageable cost, there is still a reliance on the products of for-profit publishers. As a result of this dynamic, libraries can no longer offer the same range of publications to the academic community.

The NCSU Libraries firmly believes that universities must respond to the economic crisis affecting scholarly communication. Libraries must be empowered, through dialogue with the university community, to obtain appropriate research materials without sacrificing content and budgetary decisions to publishers. Future library negotiations should follow the principles adhered to in this particular process, so that libraries make collection decisions and manage costs.

Overall, TRLN's rejection of Elsevier's ScienceDirect offer was clearly the most fiscally responsible and best response in terms of both the short- and long-term needs of the institu-

tions. It is not, however, without its negative consequences, which include the loss of immediate electronic access to Elsevier titles only subscribed to by TRLN members other than NC State. Additionally, the nonconsortial or individual subscription rate imposed for Elsevier titles is substantially higher than the consortial rate and has required off-setting cancellations by NC State. Nevertheless, the remaining budget savings combined with the collection management control achieved allows the NCSU Libraries to meet user needs more efficiently. This includes the acquisition of important materials from other publishers such as scholarly societies and university presses.

The NCSU Libraries will continue to subscribe, both in print and electronically, to approximately 600 to 700 Elsevier titles most required by its faculty, researchers, and students. Those materials not available electronically will be retrieved for users via a newly developed, Web-based retrieval service that will provide articles within twenty-four to forty-eight hours at no cost to the requester. University students, faculty, and staff may make requests from the "E-Journal Finder," library catalog, subject databases via the "Full Text" button, or at <http://www.lib.ncsu.edu/ads/ils/elsevier-delivery.html>.

The ability to provide ready access to information is a very high priority for the NCSU Libraries. The erosion of access to research materials is a valid concern. Inflation in the costs of serial publications such as journals has exceeded 215 percent over the last fifteen years, which places great pressure on managing the library budget. The NCSU Libraries recognizes that open, ongoing dialogue and communication with the campus community is essential in making the right decisions for the collection and thanks everyone for their invaluable interest, participation, and support. ❖

Research and Information Services Wins First Year College Award

BY LINDA SAUNDERS, RESEARCH AND INFORMATION SERVICES

North Carolina State University's First Year College (FYC) selected the NCSU Libraries' Research and Information Services Department (RISD) for its First Year Student Advocate Award 2003–2004. Linda Saunders, Amy VanScoy, and Megan Oakleaf (all with RISD), accepted the award and a plaque at the First Year Convocation on January 20, 2004.

The award is presented annually by the FYC to one individual and also to members of one department or campus group who have distinguished themselves in service to first-year students. According to the nomination form,

Recipients of the award embody excellence in service to students, demonstrate availability and openness to students, and use their roles to advocate for policies and programs that are in the best interest of undergraduate(s)—particularly freshmen—students at NC State.

VanScoy began forging a strong relationship with the FYC in the 1990s in her previous role as undergraduate outreach librarian. As librarian for instruction and undergraduate research, Oakleaf has further enhanced service to FYC students as well as to all undergraduates. The library hosts an event every semester that is part of the FYC Forum for students. In this event, which is designed to help students learn about the



[Left to right] Linda Saunders, Amy VanScoy, and Megan Oakleaf (NCSU Libraries) are delighted to accept the First Year College Award.

services and collections of the library, students are sent on a scavenger hunt at the D. H. Hill Library. The worksheet for this event can be seen at <http://www.lib.ncsu.edu/risd/staff/moakleaf/librarybasicsassign03-04mds.html>.

Oakleaf and subject-specialist reference librarians also collaborate with FYC faculty to create assignments. For example, in summer 2003 Oakleaf met with three instructors to revise their two major research assignments to ensure that the second assignment built on the first, to eliminate redundancies, and to ascertain that library resources could support the questions students would be asking. Fifty-four classes have been conducted for 506 FYC students from the beginning of fall semester 2002 through fall semester 2003.

The Standardized Assessment for Information Literacy Skills (SAILS) project, endorsed by the Association of Research Libraries, is an effort to develop a standardized test of information literacy skills that can be used by all academic libraries. The FYC faculty have agreed to support the library's participation in the SAILS project by requiring their students to complete the SAILS test as an ungraded assignment.

All members of RISD serve undergraduate students at the reference desk and through online chat and electronic-mail reference services, and reference librarians provide instruction for undergraduate courses. Undergraduates are the largest group of users of the "Ask a Librarian LIVE" virtual reference service. ♦



NC State University's First Year College (FYC) and its Libraries have launched an information literacy assessment project. [Left to right] Standing are Chris Stonehouse (FYC assessment instructor), Steve McCann (NCSU Libraries), Megan Oakleaf (NCSU Libraries), and John Ambrose (FYC director). Seated are FYC students Vic Zeilman and Robbie Williams ready to begin the assessment test.

Measuring NC State Students' Information Literacy Skills

BY STEVE McCANN AND MEGAN OAKLEAF, RESEARCH AND INFORMATION SERVICES

Undergraduate students think they are skilled Internet searchers, but are they really information literate? The NCSU Libraries plans to find out by participating in the Standardized Assessment for Information Literacy Skills (SAILS) project, an effort endorsed by the Association of Research Libraries (ARL) to develop a standardized test of information literacy skills that can be used by all academic libraries. By participating in the SAILS project, the Libraries has an opportunity to play a role in a nationwide test validation program.

The American Library Association's (ALA) 1989 Presidential Committee on Information Literacy stated that information literacy is the

ability to "recognize when information is needed and . . . locate, evaluate, and use effectively the needed information." While librarians agree that information literacy skills are critical to students' lifelong success, previous attempts to assess these skills have been isolated within individual institutions. For the first time, ARL has selected a test to be explored at multiple universities.

The SAILS instrument was first developed at Kent State University. As stated on the project's Web site, the Kent State SAILS team has designed a test it hopes is "valid and thus credible to university administrators and other academic personnel." The ARL supports these efforts and has included SAILS on its agenda

for the Learning Outcomes Working Group under its New Measures Initiative.

Kent State librarians, to provide feedback on the effectiveness of instruction, developed questions tied to Association of College and Research Libraries (ACRL) and American Association of School Librarians (AASL) standards for information literacy. After sharing these questions with colleagues and individual undergraduate students, the librarians sought more systematic means of testing the questions with larger student populations. In 2000 the first SAILS test was administered to nearly 100 first-year students. In 2002 the SAILS test was administered to students in three institutions, and the SAILS team won an Institute of Museum and Library Services (IMLS) grant to expand the project. As a result, three phases of test development were planned. Phase I would include ten institutions, Phase II would include thirty institutions, and Phase III would include 100 institutions.

The NCSU Libraries is currently involved in Phase II of SAILS development. Through partnerships with NC State's First Year College (FYC), Steve McCann, an NCSU Libraries Fellow, and Megan Oakleaf, librarian for instruction and undergraduate research, will administer the SAILS test to nearly 600 FYC students this semester. Oakleaf also serves on the SAILS Advisory Committee. At NC State, the test is an ungraded course requirement for nearly 600 First Year College students. Each student receives a test packet that includes the SAILS test and corresponding surveys meant to assess both the student's motivation to answer the questions correctly and to gather

feedback on the test itself. Each test includes forty-five questions, which are randomly chosen from a bank of more than 140 questions. The questions address skills from among the following sets: developing a topic; scholarly communication and structure of disciplines; types of sources; selecting finding tools; selecting search terms; constructing a search; evaluating and revising search results; evaluating and selecting sources; documenting sources; and economic, legal, and social issues.

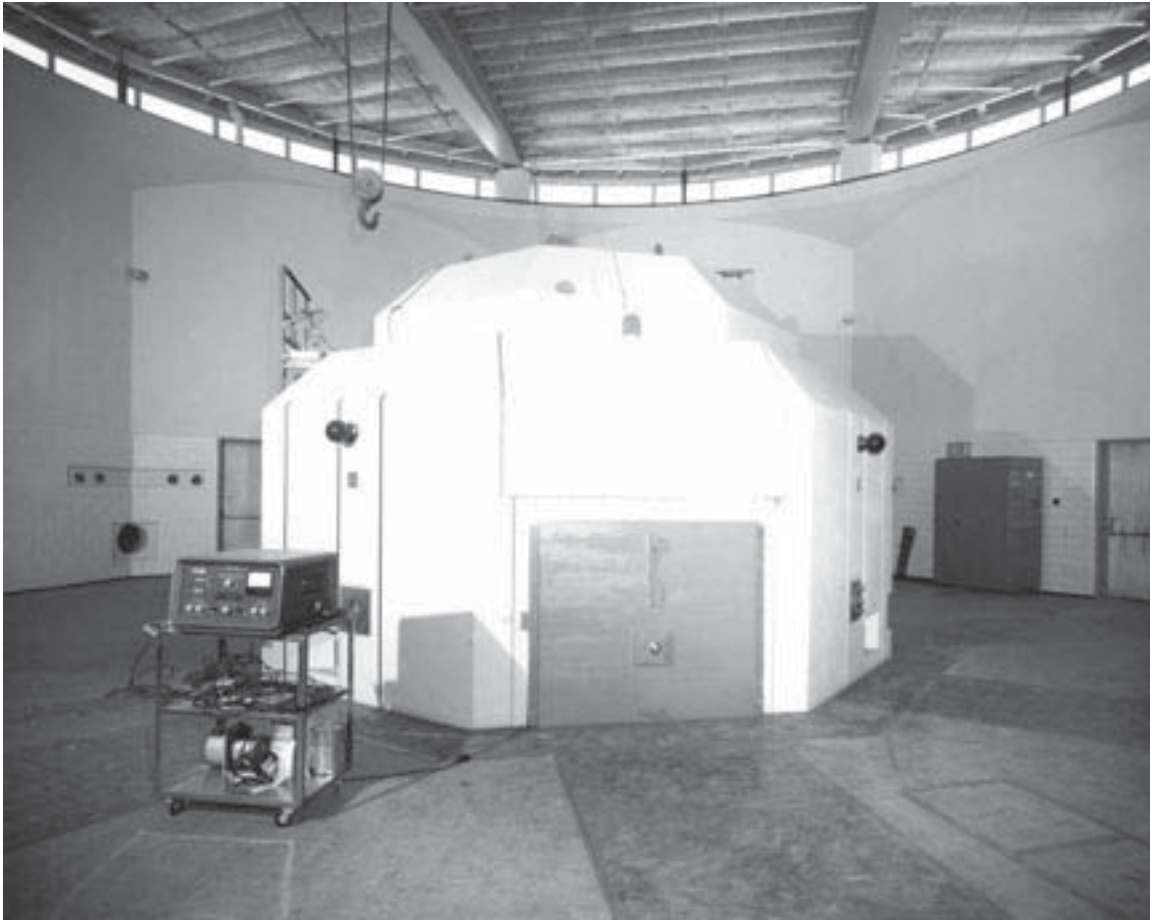
Once the completed SAILS tests are returned to the Libraries, student demographic data will be gathered from the Division of Undergraduate Affairs. Later, the SAILS Advisory Committee will use aggregated test scores and demographics from all Phase II institutions to inform decisions regarding future SAILS development. Results from the NCSU Libraries' participation in the project will be available this summer at the 2004 ALA annual conference in Orlando, Florida.

Participating in the SAILS project brings many benefits to the NCSU Libraries. At a time when universities and colleges are funneling increasing resources into information literacy programs, there is a need to determine whether these programs are making a difference. Libraries need valid and reliable methods to assess the impact and outcomes of their instruction programs over time. The FYC students, by helping librarians understand what students already know and where they need the most help, will reap the benefit of improved information literacy skills instruction. Participation in SAILS is an important step in this process. ❖



Improving Access to the NCSU Libraries' Visual Collections

BY ROBERT BURTON, SPECIAL COLLECTIONS



RALPH MILLS, NCSU.

This image of the first nuclear reactor approved by the U.S. government for peacetime research, which was constructed at NC State College, was taken in 1956. Courtesy of Special Collections.

Anyone who has wrestled with a shoebox full of old family photographs recognizes the problems involved in preserving, identifying, and organizing such collections. Libraries face the additional challenge of making image collections as accessible as possible. Until now, researchers wishing to use collections of photographs and other visual resources have had to visit a library or archive in person, to rely on less than ideal reference tools for finding images, and to comply with various restrictions on access and handling. Using image collections

for classroom instruction has been difficult at best. Thanks, however, to the Internet and advances in digital-imaging technology, these collections are now being made accessible on the Web for use in teaching and as primary sources in historical research.

To meet the challenge of providing better access to its visual materials, the NCSU Libraries has acquired Luna Imaging's Insight software. Insight will enable online access to historical photographs from the University Archives Photograph Collection and to images from a new subscription to the AMICO (Art Museum



[Left] NC State's head basketball coach Everett Case is shown celebrating his last game in 1965 before retiring. Courtesy of Special Collections.

[Below] Winter view taken in 1948 of quonset huts used for temporary classrooms after World War II, located between Peele Hall and the 1911 Building (in background). Courtesy of Special Collections.

Image Consortium) Library. These two collections will put a vast store of historical and art images within easy reach of the campus community.

The University Archives Photograph Collection, with approximately 250,000 images, is one of the most frequently used collections in Special Collections at the NCSU Libraries. It documents the history of North Carolina State University from its founding in 1887 to the present. The collection covers the growth and development of NCSU and its service to the state, depicting administrators, faculty, and alumni; campus buildings; athletics; military training; noteworthy visitors and events; and student life. A significant part of the collection highlights the agrarian history and rural sociology of North Carolina through NCSU's involvement in extension services, including



4-H Youth Development and Home Demonstration work.

The AMICO Library (<http://www.amico.org>) is an online collection of more than 100,000 works of art from around the world. This collection of digital images, text, and multimedia represents a broad range of works from the collections of AMICO member institutions. Cultures and time

periods represented range from contemporary, Native American, and Inuit art to Greek, Roman, Egyptian, Japanese, and Chinese works. Many images include multiple views, enhanced textual documentation, and additional multimedia, such as curatorial commentaries, video clips, conservation history, provenance details, and exhibition or publication history.

California-based Luna Imaging was founded in 1993 by the former director of the Getty Art History Information Program. Its Insight software is a digital-image database management tool designed for accessing and using image collections over the Internet. Insight manages visual collections of all sizes and types, from photographs and maps, to design and architectural drawings, to video and audio clips. It was developed in collaboration with academic researchers, educators, and museum professionals. Collections can be shared among institutions that use the Insight software. When a collection is selected, Insight presents the contents of that collection as a series of thumbnail images, along with the data that describes each item. Users can browse the thumbnails or conduct searches and then view high-resolution images with complete descriptive information. Other features allow the user to zoom in on an image, to annotate an image, and to create customized slide shows with arrangements for image comparisons.

Photographs selected from the University Archives require some preparation before scanning. Images are cleaned, if necessary, and then placed in a transparent, chemically stable enclosure to provide physical support and protection

from handling. Other steps taken at this time, while not necessary for scanning, help to ensure the long-term preservation of the photographs. Then the images are scanned in the NCSU Libraries Digital Media Lab, added to Insight, and cataloged. Library staff members contributing to this project are Herman Berkhoff (Digital Media Lab), Robert Burton (Special Collections), Jackie Dean and Jacquie Samples (Cataloging), Rachel Kuhn (Design Library), Shirley Rodgers and Troy Simpson (Systems), and James Jackson Sanborn and Deborah Westmoreland (Digital Library Initiatives).

Staff are finding that identifying information is lacking for many of the photographs. In the coming months, the Libraries will be asking the NC State community for help in describing the subjects of certain images in the collection. Watch for announcements about the University Archives Photograph Collection on the Libraries' Web site, or contact Robert Burton by calling (919) 515-2273 or sending an electronic-mail message to robert_burton@ncsu.edu to learn more about the project. Making the library's "shoebox" more accessible is a massive undertaking, but the end result will benefit students, faculty, alumni, and scholars. ❖

Creating the NCSU Libraries' Business Information Network

BY BONNIE TIJERINA, NCSU LIBRARIES FELLOW, AND
SUSAN WOLF NEILSON, RESEARCH AND INFORMATION SERVICES

Business information is abundant. Because of this, researchers, students, business people, and library staff often find it challenging to research a company, get demographics for marketing, or find accurate and current statistics. Using subscription databases and reference books are just some of the ways to access this information. Much good business information is also available directly on the Web—especially at the Web sites of trade organizations, government agencies and departments, and chambers of commerce. These information sources, unfortunately, are not always known or easily navigable.

The students and faculty of NC State's College of Management are a specialized group. With a large undergraduate class, a unique and highly regarded technology-based master's program, and a doctoral program in economics, these information seekers are particularly interested in state-of-the-art information. As in other disciplines, researchers may not know where to start or even what options are available. Two NCSU librarians have devised a project to improve access to high-quality business resources. NCSU Libraries Fellow Bonnie Tijerina and project supervisor and Reference Librarian for Management and Economics Susan Wolf Neilson have

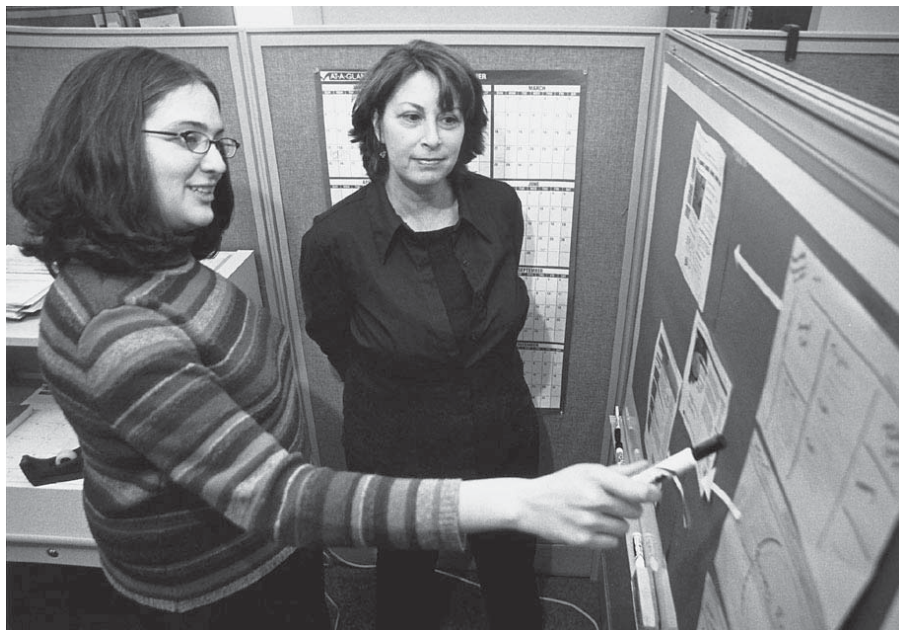
*[Left to right]
Bonnie Tijerina and Susan Wolf Neilson discuss aspects of the
Business Information Network Web site they are creating for
NC State users.*

examined Web sites at business school libraries, business schools, public libraries, and other organizations. Although these Web sites offered useful information, none of them presented a comprehensive package of quality content, timely information, local business events, and library services using today's innovative Web technologies.

The NCSU Libraries' solution is the Business Information Network (BIN), which can represent library services and the skills of librarians in a way that is tailored to the specific needs of business students and faculty. This site will provide access to current business and financial news; offer links to quality business Web sites on topics of interest to the users; and contain frequently asked questions, quick guides, and in-depth tutorials for research. It will provide easy access to the wealth of resources available through the NCSU Libraries, using the technologies desired by its user community.

A survey of the College of Management students and faculty, conducted during the months of December 2003 and January 2004, queried the respondents' preferences on access to business-related news and on the sources most often used to do research or teach classes. The survey (<http://www.lib.ncsu.edu/surveys/bos/>) also sought to discover what other resources, programs, and methods of attaining information should be contained in a one-stop business Web site.

The survey results clearly indicate the importance of the Web in gathering business information on all levels and a strong interest in innova-



tive services such as business news streams, stock streams, and alerts services. Many respondents are interested in participating in online discussion forums with topics such as discipline-focused research (econometrics), career assistance (internships, local resources), and women in business. The survey results also indicate a desire for a clear pathway to the Libraries' electronic resources for business-based research.

With the information from the survey now gathered and analyzed, the project team is moving forward with building content and designing the Web site. May Chang (Digital Library Initiatives) and other technology staff will continue to assist the team in configuring the site's rich content and Web tools into a highly usable format. Usability testing will take place throughout the summer, with rollout of the final product scheduled for fall semester 2004. ❖



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/>