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NCSU LIBRARIES
VOLUME 25 NO. 3
2005

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Susan K. Nutter Named 2005 Librarian of the Year

By ANNA DAHLSTEIN, EXTERNAL RELATIONS

Vice Provost and Director of Libraries Susan K. Nutter has been named the 2005 Librarian of the Year by the national publication *Library Journal*. Nutter is the sixteenth recipient of the prestigious national honor and was chosen from a field of professional librarians throughout North America for her “outstanding accomplishments in transforming academic librarianship,” said John N. Berry III, editor-in-chief of *Library Journal*. The award is celebrated in a cover story of the January issue of the magazine. *Library Journal* is the oldest and most respected publication covering the field of librarianship and is read by more than 100,000 librarians nationwide.

With 3.2 million volumes, NC State does not rank high among research libraries in terms of sheer size. The characteristics that set the NCSU Libraries apart are the strengths of its collections in the specific disciplines of the university, the caliber of the library staff, and the quality and innovation of the services they offer. “People . . . always think of the big names, and think that is where things are happening. We had to put this library on the map, both in this area, and in the state and nation,” Nutter explained in *Library Journal*. Nutter has certainly succeeded. Shortly after she came here from the Massachusetts Institute of Technology, the NCSU Libraries ranked 101st compared to its peers in the Asso-



Members of the NCSU Libraries Directors Council meet with Susan Nutter [standing] to discuss renovation plans for the D. H. Hill Library. [Left to right, seated] Carolyn Argentati, Wendy Scott, Greg Raschke, and Jeanne Hammer.

ciation of Research Libraries (ARL). Within a little over a decade, she led the Libraries' climb to 32nd place in North America—an unprecedented accomplishment in ARL history.

Other library initiatives included its being one of the first libraries to remain open twenty-four hours a day, seven days a week during the academic year; pioneering the creation of a Learning Technology Service to assist faculty in developing online courses; and being the very first library in the nation to hire an intellectual property attorney to help both librarians and faculty interpret how copyright law protects or limits their access to information. The Scholarly Communication Center, state-of-the-art Digital Media Lab, Usability Research Lab, and Digital Library Initiatives Department, form part of the Learning and Research Center for the Digital Age.

NCSU librarians have been recognized nationally for their cutting-edge work, earning accolades in 2003 and 2004 for Web-based resources and tutorials. In 2000 the NCSU Libraries won the first-ever Excellence in Academic Libraries Award in the university library category. The award, sponsored by the Association of College and Research Libraries, recognizes staff who work together as a team to develop academic libraries that are outstanding in furthering the educational missions of their institutions.

To Nutter, what is more important than national awards is the support that NCSU faculty and students have given to the library to acknowledge a job well done. When budget cuts threatened the D. H. Hill Library's round-the-clock access three years ago, students conducted a "read-in" to demonstrate how important overnight hours were to them. When NC State faculty were offered a salary raise in the mid-1990s, they voted to forgo the money in favor of the library and student financial aid. According to Michael K. Stoskopf, a professor in the College of Veterinary Medicine,

That generous gift, made with enthusiasm by the entire university faculty, was the catalyst that allowed the transformation of our library. . . . [Nutter] provided the vision and made it possible for literally thousands of faculty to show their greatness and to be heroes.

Nutter's nomination received enthusiastic support from members of the NCSU community as well as fellow librarians across the country.

Columbia University's Vice President for Information Services and University Librarian James G. Neal noted the importance of Nutter's leadership in the Libraries' "meteoric growth and excellence," going so far as to call her "the Librarian of the Decade." Carla J. Stoffle, the University of Arizona's dean of university libraries, emphasized, "Susan has been innovative in creating services and access to electronic materials that have provided models for the entire profession." Karin Wittenborg, university librarian at the University of Virginia, said, "Susan plays a major role in recruiting and advancing the next generation of library leaders. . . . She actively seeks out and personally mentors individuals who are considering librarianship, librarians new to the profession, mid-career librarians, and, by example, her peers."

One person who works very closely with Nutter is Carolyn Argentati, the associate vice provost and Donald E. Moreland deputy director of libraries. She detailed Nutter's efforts on numerous fronts, including her commitment to recruiting librarians and staff from under-represented groups through initiatives such as the NCSU Libraries Fellows Program and the Peer Research Advisors program. Argentati notes that Nutter has,

the ability to set high standards and then instill throughout the organization a sense of confidence that each individual's contributions are special and will result in truly exceptional achievements. . . . Susan does this on a daily basis, and as a result this library thrives as the heart of the university community and a state and national leader.

Nutter serves on the Executive Committee of the Digital Library Federation and is a member of its Steering Committee. She also serves on the Steering Committee and is a founder of NC LIVE, an unparalleled public-private venture that places a virtual library in the reach of every one of North Carolina's 7.5 million residents. She is a member of the Board of Directors of the North Carolina Networking Initiative (NCNI) and of Internet 2, a collaborative initiative of the North Carolina Research Universities and high-technology industries with the most advanced operational networking system infrastructure in the nation. ❖



D. H. Hill Library Settles into Renovation

By ROB RUCKER,
PUBLIC SERVICES

The location of the temporary Reference Desk is in the West Wing of the D. H. Hill Library, just in front of the Reserve Desk entrance.

In late-December 2004 D. H. Hill Library staff cleared the first floor of the East Wing in preparation for major renovations. Computers, collections, and service points have been relocated, as well as library staff. Library users and campus colleagues are taking this rearrangement in stride and quickly adapting to the new space. Here is a checklist of the new locations:

- **Computer Workstations**
Ground Floor Reading Room
West Wing, First Floor
Bookstacks, Levels 2, 5, and 6.
- **Reference Desk—West Wing, First Floor**
- **Interlibrary Services—East Wing, Ground Floor**
- **Map Collection—East Wing, Ground Floor**
- **Special Collections Research Center—East Wing, Ground Floor**

The Reference Desk is now located to the *left* of the main circulation lobby, on the first floor of the West Wing. A small collection of

key reference books is shelved here, and the majority of the reference collection is on Bookstacks Level 6 near the patron computers.

Patron computing has been relocated, and there are now more workstations than previously. Forty-three workstations are located near the Reserve and temporary Reference Desks in the West Wing; seventeen on Bookstacks Levels 5 and 6; nine on Bookstacks Level 2; and fourteen in the Ground Floor Reading Room.

Many of the patron workstations are now SunRay thin clients (see “NCSU Libraries Gets Thin,” page 8). These thin clients offer the advantages of low power consumption and cost, allowing them to be deployed in areas of the building without adequate power for the same number of computers.

Computer workstations are now much more widespread in the D. H. Hill Library. Keeping users connected with librarians is a challenge in this environment. In addition to signs reminding users that they can use cell phones to call the Reference Desk, the library has developed a new “PageUs” service for library workstations. A link connects the user to a chat window where they can request help. Librarians are

able to see the location of the workstation that is calling for assistance and go to the user directly, even if the workstation is floors away.

While the first floor of the East Wing will be inaccessible during construction, the other floors of the East Wing will remain open most of the time. The Special Collections Research Center and Interlibrary and Document Delivery Services are now on the ground floor of the East Wing, as is the Map Collection. The units on the second floor of the East Wing will remain accessible throughout most of the renovation, including the Digital Media Lab, Learning Technology Service, Microforms Center, ITTC Labs, and Friends of the Library.

Because of delays in completing the construction drawings, the first floor of the East Wing is expected to be accessible through the spring 2005 semester, and study seating will remain there until construction begins after exams. Library users have quickly adapted and are using this space to capacity. The NCSU Libraries appreciates the university community's patience in keeping up with these changes and establishing new patterns of use.

Throughout this process, the library will continue to use space as flexibly as possible. As the renovation progresses, library staff and users will need to adapt to unpredictable schedules and constraints, but the end result will be a much more attractive and well-equipped facility. ❖

The NCSU Libraries implemented its first Web-based public catalog in the late 1990s. Over the years, the Web catalog (Web2) has undergone six major revisions, adding a suite of useful features—enhanced navigation, links to external electronic resources, embedded online material requests, enriched bibliographic record display, and a virtual “browse the shelf” option, to name a few. Despite a steadily growing list of functional improvements, the appearance of the catalog home page (<http://catalog.lib.ncsu.edu>) has not changed much over the years. This spring, the Libraries will introduce a new look and feel

Web Catalog Gets a Face-lift

BY ANDREW K. PACE, SYSTEMS

to the online catalog. The streamlined interface will improve searching efficiency, as well as offering contextual help, guided searching, and “expert user” options.

The Libraries has several other enhancements planned for the spring 2005 semester:

- Patrons will be able to pass NCSU catalog searches automatically to Duke, UNC–Chapel Hill, NC Central, and OCLC WorldCat.
- Branch library patrons will be able to make online requests for materials not located in their branch and pick up the materials at any other library location.
- Patrons will have a choice between requesting checked-out titles via the Interlibrary Loan office or simply placing a hold on the local copy when it becomes available. ❖

Improving Security at the D. H. Hill Library

BY ROB RUCKER, PUBLIC SERVICES



To provide additional security for library users, staff carry two-way radios to communicate quickly with supervisors and Campus Police. In addition, their official vests clearly identify them as library employees for library users who need assistance.

With 1.5 million visitors each year, the D. H. Hill Library is the most heavily used academic building on campus.

The library is an important hub for the campus community—it is a place to study and do research, and it is also a place to meet a friend, get a cup of coffee, or check electronic mail. Thanks to the NCSU Libraries' ambitious service model, the library is open twenty-four hours a day during much of the year. These facts make the D. H. Hill Library a challenging campus facility with regard to security. Recently, a

number of steps have been taken to ensure that the library remains as safe and welcoming an environment as it is now. These efforts fall into three categories.

AWARENESS

A large display monitor has been installed at the main entrance of the D. H. Hill Library. It displays security information such as the "Campus Police Daily Activities Report" and provides visitors with real-time updates on security and safety. It also gives library visitors information on renovation progress, relocated

service points, and other news and events.

Making library staff visible to the public means they can serve both as a deterrent to crime and as employees to whom visitors can report theft or suspicious behavior. Employees working in the book stacks now wear vests identifying them as library staff, and other library staff have identification badges. This takes advantage of the number of library staff who work and move throughout the building each day and who can respond to any problems.

New signs have been posted throughout the library emphasizing the need for patrons to be aware of their surroundings and their belongings. Ongoing awareness will also be addressed through articles in the *Technician*, the student newspaper; the university *Bulletin*; and other campus publications, particularly at the end of the semester when crime typically increases. Library staff are kept apprised via electronic mail of any incidents that have occurred in the library and are posted in the “Campus Police Daily Activities Report.”

FACILITIES AND INFRASTRUCTURE

New intercoms have been installed in the book stacks allowing patrons immediate communication with the main Circulation Desk. Tamper-resistant light switches have been installed in all public restrooms

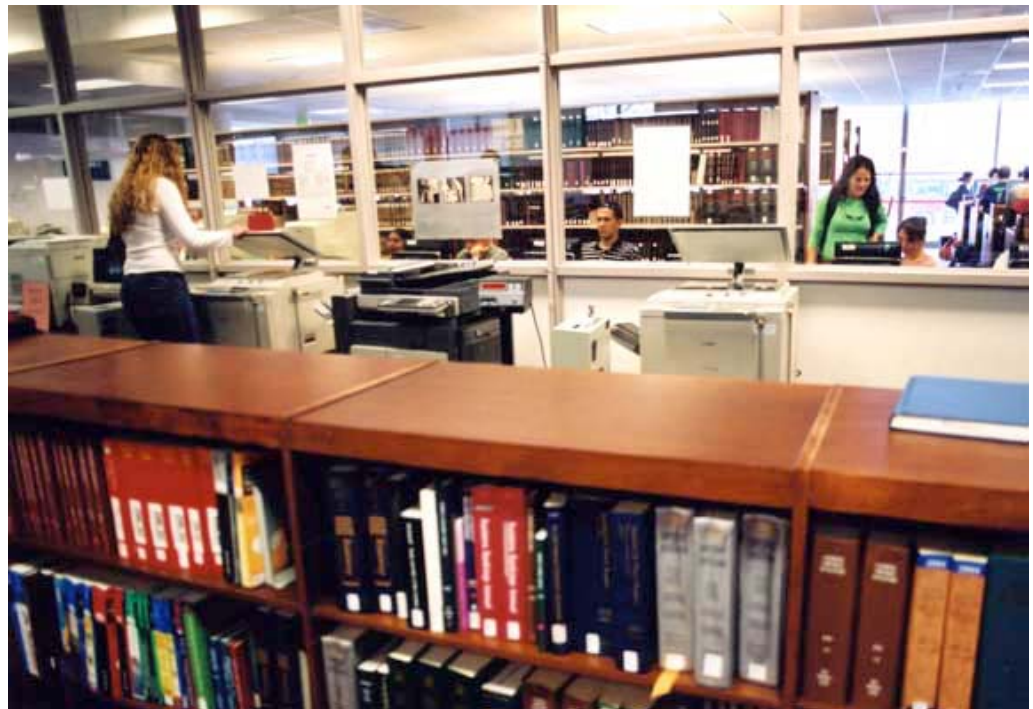
located in the book stacks, preventing lights from being turned off and keeping these isolated areas well lit.

Library staff working in the book stacks have carried two-way radios for some time. These allow staff to communicate immediately with supervisors at the Circulation Desk. The Libraries has purchased additional radios and has extended their use into other departments where staff frequently move throughout the public areas of the library as part of their jobs. Campus Police has given the Libraries two of their radios, and these enable the library supervisor on duty to communicate immediately and directly with all Campus Police personnel.

TRAINING

Sergeant Jon Barnwell of Campus Police has provided safety training for all library staff. A goal of these sessions was to ensure that all staff members on duty are prepared to report any suspicious incidents promptly and to respond appropriately to crimes or disturbances. Sergeant Barnwell shared statistics with library staff showing that the majority of crimes that occur in the library involve larceny—usually personal belongings taken from students who leave them unattended or who are asleep. Campus Police also provides safety training as part of the university’s staff orientation that includes information specific to the D. H. Hill Library. These measures should help the Libraries maintain a safe environment for the university community. ❖

Patron computing in the West Wing, which is located near the Reserve area, can be seen through the glass partition behind the photocopy machines shown in this photograph.



NCSU Libraries Gets Thin

BY ANDREW K. PACE, SYSTEMS

As a central hub for student research and learning, the NCSU Libraries serves as a “commons” where significant computing resources are made available for use by all students. Currently, students have access to 145 Windows and Mac-based computers at the D. H. Hill Library and the four branch libraries, along with more than 150 laptops and tablet PCs. Students’ needs are constantly changing and expanding, however, and the library is committed to exploring new and innovative approaches to meet these needs. The library also faces the problem of maximizing student access to computers as it enters the extended period of the East Wing renovation, when both space and power will be in short supply.

In response to these challenges, in spring 2005 the Libraries began a pilot project to deploy thin-client computers for student use. Thin clients run all their applications from a central server, without any memory, hard drive, or operating system required on the desktop terminal. However, SunRay Ultra-Thin clients support a graphical Windows-like interface and can provide students with all the applications the library provides from its PCs. Not only do thin clients have a much longer life expectancy than PCs, they consume less than half the power of a PC and monitor, and two thirds less power when the desktop is not in use. The SunRay terminal can also be easily secured to the desktop, reducing the risk of theft, because it cannot operate without a server. Moreover, new



Sunray thin-client terminals have provided outstanding efficiency as well as energy and cost savings for the NCSU Libraries.

software or other improvements can be made available to the desktops simply by upgrading the central library servers.

In support of this new initiative, the NCSU Libraries sought funds from the university's Electronic Technology Fee (ETF), a student fee to support campus technology. In stiff competition for limited dollars, the proposal received unanimous support from the ETF Advisory Committee, and the Libraries was awarded \$50,000 to pilot the new technology. In December 2004 the Libraries' Systems Department deployed thirty-four SunRay thin-client computers. Post-renovation plans will add

between seventy-five and one hundred additional SunRay terminals throughout the D. H. Hill Library and the branch libraries. This quantity of computers is possible thanks to the SunRay's lower unit cost, longer lifecycle, and lower maintenance requirements.

The SunRays will feature the Gnome open-source desktop environment and provide students with ready access to the Web, student file space, locally mounted databases, network printing, and—after the renovation of the new public computing space—the StarOffice productivity suite. The Libraries is

working with student representatives on the University Library Committee and other groups on campus to develop an optimal desktop configuration and to seek general input on the pilot project.

Library staff members spend an immense amount of effort maintaining patron computers—protecting against viruses, troubleshooting, upgrading, and so on. With the addition of thin clients, the NCSU Libraries can support greater numbers of computers and a broader spectrum of computing options for students more efficiently and less expensively. ♦

NCSU Libraries Establishes New Simulation Archive

LOIS FISCHER BLACK, SPECIAL COLLECTIONS RESEARCH CENTER



[Left to right] Lois Black and NCSU Professor of Industrial Engineering James R. Wilson review documents from the simulation archive.

The NCSU Libraries' Special Collections Research Center (SCRC) is developing a new collection initiative. In line with its strengths in the history of science and technology, the SCRC will expand collections in the history of simulation. This field, which unites aspects of the history of computer science with those of industrial engineering, dates from the 1940s.

Although the groundwork for establishing the archive was laid in 1998 when discussions between Special Collections and leaders in the field of

simulation began, it was not until 2003 that the archive's development came to fruition and the first donations of material were received by the NCSU Libraries. The donation of three large collections enabled the Libraries to begin work on the monumental task of documenting the history of a young discipline.

The first three donations were the Robert G. Sargent Collection, the Julian Reitman Collection, and the Alan Pritsker Collection. Each of these collections document the origins of the field and enhance strong holdings in the NCSU Libraries' general collection. In fact, the collection comprising the late Alan Pritzker's professional library has been integrated into the library's collections to make it easily accessible to researchers.

Robert G. Sargent is professor emeritus of electrical engineering at Syracuse University. Julian Reitman is an early pioneer of simulation application and development who helped to guide the evolution of simulation. Both men have received the Lifetime Professional Achievement Award from the Institute for Operations

Research and the Management Sciences' (INFORMS) College on Simulation, and both were kind enough to donate their time as well as their collections to the SCRC. During visits to NCSU by Sargent and Reitman, SCRC staff members also conducted oral history interviews that will be transcribed and added to the archives.

The Robert G. Sargent Collection contains reference materials for systems dating back to the 1950s, as well as the proceedings of various technical conferences. He first became involved with discrete-event simulation as a graduate student, when he developed simulation models. Sargent's pioneering work testing computer systems for the United States Air Force, as well as his research on verification and validation of simulation models, has resulted in increased visibility of the field.

Reitman is regarded as one of the founders of modern simulation. His donation of professional papers and of his library offers an invaluable research collection for those studying the history of simulation. Included here are materials relating to the precursor of

the Winter Simulation Conference, the Conference on Applications of the General Purpose Simulation System, and records documenting Reitman's forty-year career in modern computer simulation.

The Libraries is soliciting funds to support the archive. A donation from NCSU Professor of Industrial Engineering James R. Wilson on behalf of the INFORMS College on Simulation and a contribution from Sargent will enable the SCRC to hire project staff to catalog components of the simulation archives in the near future. As Wilson stated,

the Simulation Archive is now beginning to emerge as a premier source for researchers interested in the history of the field of simulation.

The NCSU Libraries encourages other donors to expand the archive's collections. In addition, those who would like to support the cataloging of these resources should call either Jim Mulvey, director of development, at (919) 515-3339, or Lois Black, assistant head of special collections, at (919) 515-9059. ♦



Azaleas Bloom in the Special Collections Research Center

BY LOIS FISCHER BLACK, SPECIAL COLLECTIONS RESEARCH CENTER

During 2004, as azaleas flowered on campus, the Special Collections Research Center had the opportunity to bring some azalea blooms indoors, with the acquisition of the Azalea Society of America's papers. Receipt of this collection increases Special Collections' holdings relating to horticulture and scientific societies. Initial discussions with Donald Moreland, NCSU professor emeritus, brought the collection to the attention of curators in Special Collections, who actively pursued this noteworthy acquisition.

Founded in 1979 by a group of azalea collectors and hybridizers interested in disseminating and improving the knowledge of azaleas, the Azalea Society of America works to achieve many goals. The society promotes knowledge of and interest in azaleas; provides a forum for sharing experiences and the dissemination of techniques of hybridizing, propagation and culture of azaleas; promotes the proper description and registration of new azalea hybrids and selections; conducts studies and communicates with members through publications and meetings; and brings together those with an interest in and appreciation of azaleas.

The society elects and appoints managing officers and committees, along with a number of chapters to provide meetings, lectures, seminars, plant sales, auctions, exchanges, and fellowship at the local level. Its programs meet the needs of home gardeners, collectors, and horticultural students, as well as nurserymen, hybridizers, and landscape architects. Publications include an annual roster of members and a quarterly journal, *The Azalean*, which is the society's forum for members and others to share observations on azalea culture, garden design, hybridization, propagation, new azaleas, and chapter activities. All of these activities are documented in the archive.



BOB STELLOH

[Left to right] Lynn Medlin and L. Malcolm Clark (past president of the Azalea Society and a Satsuki azalea expert and breeder) review some of the donated papers with John Brown, secretary of the Azalea Society.



BOB STELLOH

[Left to right, foreground] NCSU Professor Emeritus Donald Moreland, John Brown, and Lois Black of the Special Collections Research Center discuss receipt of the Azalea Society of America's papers.

Thanks to the interest and enthusiasm of several society members and officers, the history of this important organization will be preserved. Records in all formats—ranging from correspondence to photographs to memorabilia—were solicited from the membership-at-large via announcements on the society’s Web site and in *The Azalean*. The response was overwhelming, and John Brown, secretary of the Azalea Society of America, assembled seventeen boxes of material. Thanks to the generosity of Brown and Bob Stelloh, chairman of the society’s Web site committee, the collec-

tion was transported safely from South Carolina to the NCSU Libraries.

Acquiring a collection is only the start of the process that ultimately preserves and makes important records available for research. Historic documents must be flattened, housed in acid-free archival enclosures, and cataloged. Thanks to the generous support of an anonymous donor, the NCSU Libraries has received funding that will allow it to begin the process of rehousing and cataloging the Azalea Society of America Collection. With these funds, the Libraries has been

able to employ a graduate student in NC State University’s public history program who will prepare a guide to the collection. Once completed, the guide will be mounted on the Special Collection’s Web site where scholars worldwide will be able to access it.

Those interested in contributing to the NCSU Libraries’ horticultural or other collections should call either the library’s Development office at (919) 515-3339 or the Special Collections Research Center at (919) 515-2273. ❖

Joe Cox *Color Wall* Restoration Update

BY KAREN CICCONE, NATURAL RESOURCES LIBRARY

Evening passersby on Hillsborough Street will notice the return of a campus landmark, the colorful and ever-changing *Color Wall* designed by Joe Cox.* The kinetic light mural, completed in 1972, is visible through the windowed first floor of the D. H. Hill Library tower. Once an iconic feature of the NC State campus, many long-time members of the community regretted when the piece fell into disrepair. The recovery of the artist’s original wiring diagrams and color charts by members of the University Art Acquisitions Committee allowed a restoration effort to begin (*see Focus* 23:3 (2003): 17–18 for the related story).

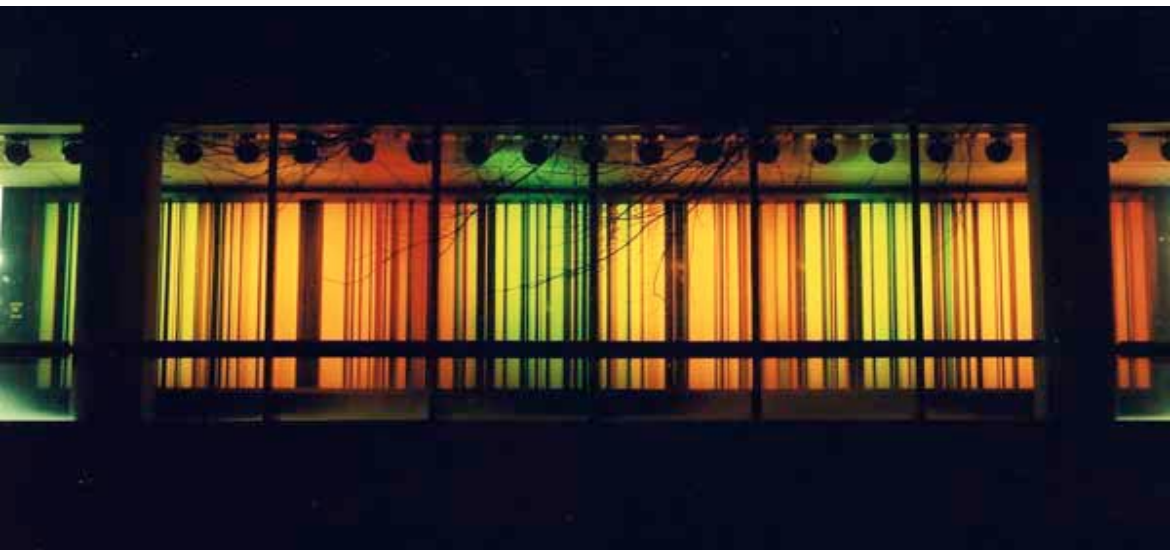
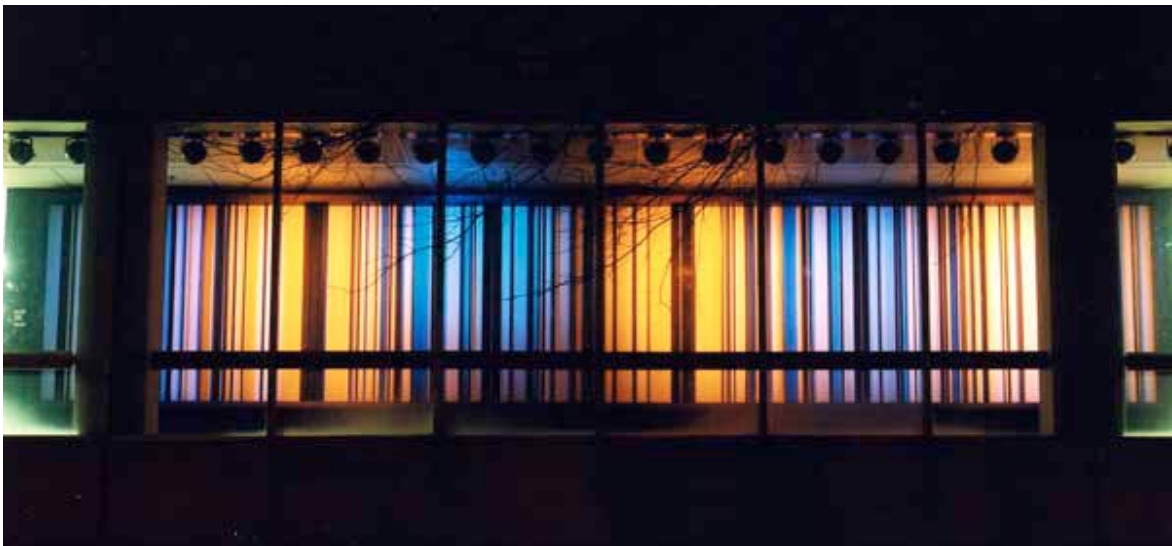
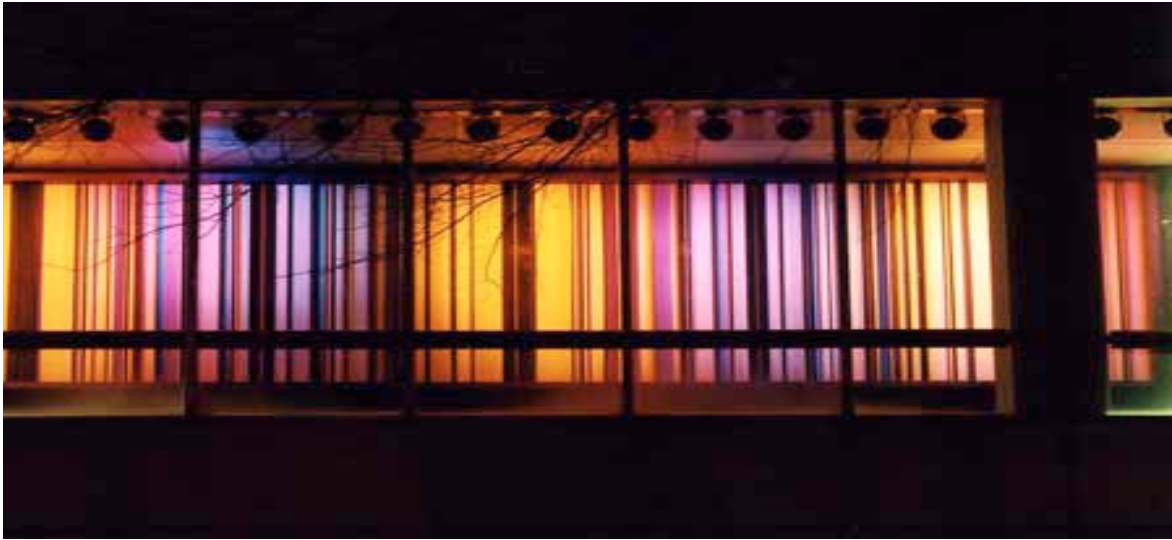
NCSU Chancellor John T. Caldwell commissioned the piece to form an integral part of the D. H. Hill Library tower. Cox (1915–1997), best known for his paintings, served as a faculty member in the School of Design from 1954 until 1980. He also created light murals elsewhere in the state, although the only other one still extant is in the ceiling of the Central Carolina Bank Building in Durham (1967). This mural is currently in a state of disrepair. The successful restoration of the Libraries’ *Color Wall* has raised

hopes within the arts community of restoring the Durham piece as well.

The Libraries’ *Color Wall* now operates from approximately 5:00 P.M. until midnight every night. It consists of twenty-three lights in seven different colors that shine on the wall, creating lighter hues in their overlap. Black metal vanes on the wall cast shadows, themselves multi-colored due to the selective blocking of light. A mechanical timer operates the lights, causing the pattern to change approximately every four seconds. The result is a kinetic display of hundreds of vertical bands of intense color.

A few adjustments still need to be made to the timer mechanism to align it with the original specifications of the piece. This repair is on hold until additional funding is secured. Donations to complete restoration of the *Color Wall* and to help maintain it and other works of art in the Libraries’ collection can be sent to the Development Office, NCSU Libraries, Campus Box 7111, Raleigh, N.C. 27695. Please make checks payable to the Friends of the Library. Donations to this fund are fully tax-deductible. ❖

*Halperen, Max. *The Floating World of Joe Cox* (Raleigh: Friends of Joe Cox, 1995).



Cox Color Wall.



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/>