

FOCUS online

NCSU LIBRARIES

VOLUME 26 NO. 3

2006

PART I LIBRARY NEWS

NCSU LIBRARIES UNVEILS
REVOLUTIONARY NEW CATALOG

A SEGWAY TO SPEEDY DELIVERY

ANDREW PACE NAMED FRYE
INSTITUTE FELLOW

NCSU LIBRARIES' PEGGY HOON
LEADS ARL COPYRIGHT
EDUCATION INITIATIVE

GEOLOGISTS OF THE
INFORMATION LANDSCAPE

SPECIAL COLLECTIONS RESEARCH
CENTER: PRESERVING THE PAST,
EMBRACING THE FUTURE

VOLUME 26 NO. 3, PART II
NEW LIBRARY PERSONNEL

VOLUME 26 NO. 3, PART III
LIBRARY DEVELOPMENT

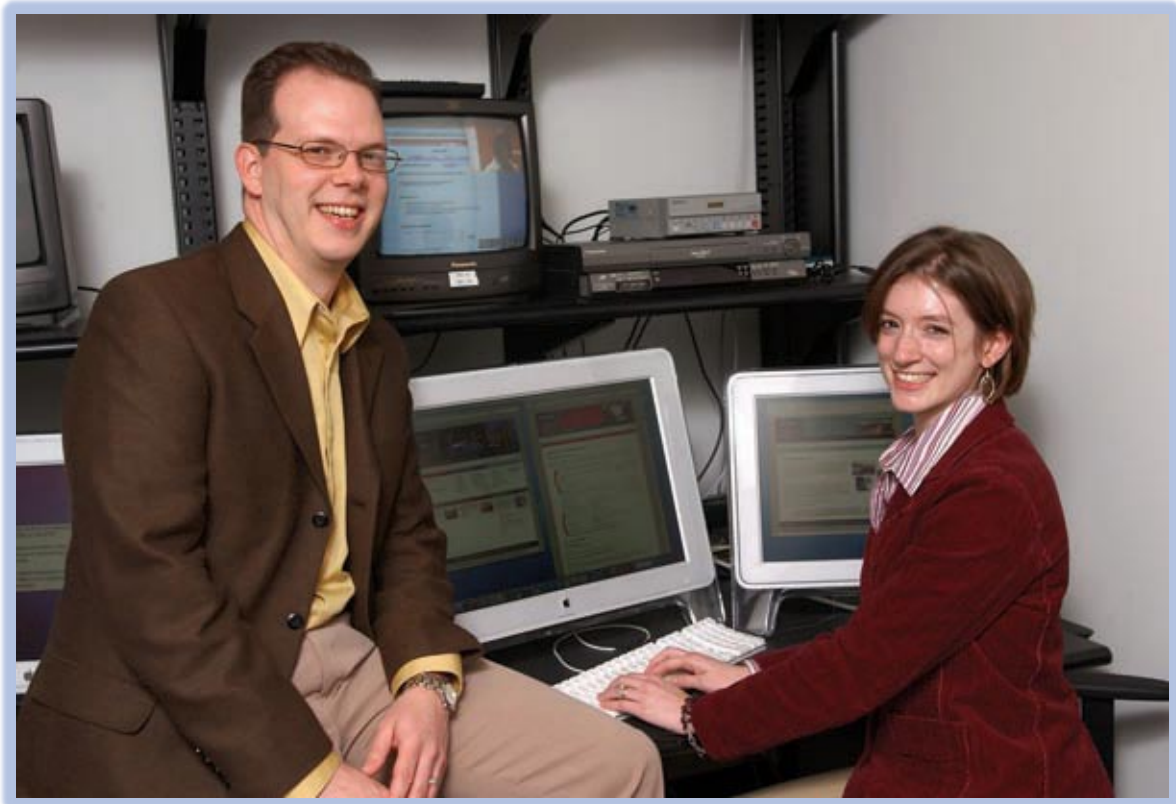
VOLUME 26 NO. 3, PART IV
FRIENDS OF THE LIBRARY



[Left to right] Information Technology Head Andrew Pace and NCSU Libraries Fellow Emily Lynema led the Libraries' rollout of the new catalog powered by Endeca search software, which has reconceptualized how users perform searches of the library's collection.

NCSU Libraries Unveils Revolutionary New Catalog

BY KRISTIN ANTELMAN, DIGITAL LIBRARY



[Left to right] Information Technology Head Andrew Pace and NCSU Libraries Fellow Emily Lynema led the Libraries' rollout of the new catalog powered by Endeca search software, which has reconceptualized how users perform searches of the library's collection.

Twenty-five years ago, the NCSU Libraries became one of the first academic libraries to take a giant leap into the digital future by converting its card catalog into an online catalog. The online catalog has served users well during the intervening years, allowing them to search across the library's collection in ways that were impossible with the card catalog. Although the online catalog became available over the Web a decade ago, its search capabilities had never fundamentally changed—until now.

This January, the NCSU Libraries announced the deployment of a revolutionary new online catalog, the first of its kind in an academic library. The new catalog is powered by search

software created by Endeca Technologies to run top electronic-commerce Web sites, such as those of Barnes & Noble and Home Depot. The new catalog's approach to information retrieval, "guided navigation," mimics the human discovery process by integrating the two most common means of finding information online—searching and browsing. This integration allows users to adapt and hone their searches based on their own determination of relevancy.

The implementation team was led by Andrew K. Pace, head of the NCSU Libraries' Information Technology Department. Emily Lynema, an NCSU Libraries Fellow in Information Technology and in Research and Information Services

(RIS), was technical lead on the project. Other members of the team were Cindy Levine, RIS; Erik Moore, Information Technology; Charley Pennell, Metadata and Cataloging; Shirley Rodgers, Information Technology; and Tito Sierra, Digital Library Initiatives. The team proved motivated and productive—only a short six months elapsed between the library’s acquiring the software and the catalog becoming available to library users.

Vice Provost and Director of Libraries Susan K. Nutter says,

With this groundbreaking approach, the NCSU Libraries is responding to Web searchers who expect to retrieve results in order of relevance. The new system—the first of its kind in a library—empowers users to locate quickly the items they’re looking for or to explore the multifaceted research collection in depth, exploiting both the software’s cutting-edge capabilities and the library’s many decades of investment in detailed cataloging and classification.

Users will encounter many exciting new features when searching in the catalog. The most

visible change is that users have the opportunity to limit results by subject, format, library, immediate availability, and other relevant aspects. Ranked in order of relevancy by default, results can also be sorted by date, author, title, call number, or popularity. The catalog offers the Google-like features of automatic spell correction and “Did you mean?” recommendations. “Breadcrumbs” at the top of the screen list the refinements selected and allow the user to remove them at any time in the search session.

By selecting the browse tab from the catalog homepage, users can browse the collection by Library of Congress classification without issuing a search at all. Also available on the browse tab is a list of titles added within the last week (a “new books” list). By using the refinement options presented with this list, the catalog user can quickly limit the results to browse the new books in his or her field of interest.

Library staff members are conducting usability studies in the library’s Usability Research Laboratory to evaluate the effectiveness of the new catalog in meeting NCSU student and faculty

The screenshot displays the NCSU Libraries catalog search results for the query "global warming". The interface includes a search bar with the query entered, a "Keyword Anywhere" dropdown, and a "Go" button. Below the search bar, it indicates that 655 matching items were found. The results are organized into several sections:

- Browse By:** A grid of subject categories with item counts, such as "B - Philosophy, Psychology, Religion (3)", "E - History: America (2)", "G - Geography, Anthropology, Recreation (72)", "H - Social sciences (82)", "J - Political Science (4)", "K - Law in general, Comparative and uniform law, Jurisprudence (9)", "N - Fine Arts (1)", "P - Language and literature (4)", "Q - Science (247)", "R - Medicine (4)", "S - Agriculture (29)", and "T - Technology, (38)".
- Narrow Results By:** A sidebar with filters for "Subject: Topic", "Subject: Genre", "Format", and "Library".
- Search Results:** A list of items with details such as title, author, published date, format, and location. The first item is "Rising waters [videorecording] : global warming and the fate of the Pacific Islands" by Torrice, Andrea, published c2000, available in the Media Collection (2nd floor, West Wing).

continued on page 4



[Left to right] Members of the Endeca Task Force are: [seated] Cindy Levine, Research and Information Services; Tito Sierra, Digital Library Initiatives; [standing] Erik Moore, Shirley Rodgers, and Andrew Pace, Information Technology; Charley Pennell, Metadata and Cataloging; and Emily Lynema, NCSU Libraries Fellow.

information needs. Over time, circulation statistics will be analyzed to determine whether the more user-friendly catalog is increasing overall use of the collection, as well as its impact on the circulation of those parts of the collection that are now more discoverable. It is anticipated that the results of these studies, as well as a report on the technical and policy issues associated with the catalog's implementation, will be published this fall in the journal *Information Technology and Libraries*.

The catalog has generated considerable "buzz" in the library profession and beyond. Echoing attendees of the January meeting of the American Library Association, Will Owen, head of Systems at UNC–Chapel Hill, said, "this is absolutely the coolest thing I've seen all century." The project has been "blogged" on several dozen Web sites and was a featured story in *Library Journal Online*. Implementation team members have been invited to speak on the project at several leading academic libraries and national meetings. Erin Stalberg, head of Cataloging Services at the

University of Virginia Library, summed up the library community's reaction in saying, "You have injected an energy into the ILS world that has been lacking for a very long time."

Feedback on the new catalog from the NC State community has been similarly positive. Faculty and student members of the University Library Committee as well as attendees of the spring orientation for new faculty, responded with great interest, saying that it was clear that the new catalog interface would make finding library resources in their areas of research much easier. Adam Meade, assistant professor in the Department of Psychology, commented, "The new library catalog search features are a big improvement over the old system. Not only is the search extremely fast, but seemingly it's much more intelligent as well. Additionally, the easy-to-access facet refinements make narrowing the search quick and painless."

Visit the new catalog by selecting "Catalog" on the Libraries' homepage or going directly to <http://www.lib.ncsu.edu/catalog/>. Click on

“Guided Navigation by Endeca” to learn more about the project and to send feedback to the implementation team. ❖

The NCSU Libraries have announced the first library deployment of Endeca ProFind with Guided Navigation. I expect many libraries will follow suit. It must be an exciting time to be at NCSU. Not only do they have the coolest catalog. They also get to zip around on a Segway Human Transporter. No wonder everyone wants to be a librarian these days.

—Peter Morville, coauthor of
*Information Architecture for the
World Wide Web*



A “Segway” to Speedy Delivery

BY ANNA DAHLSTEIN, EXTERNAL RELATIONS

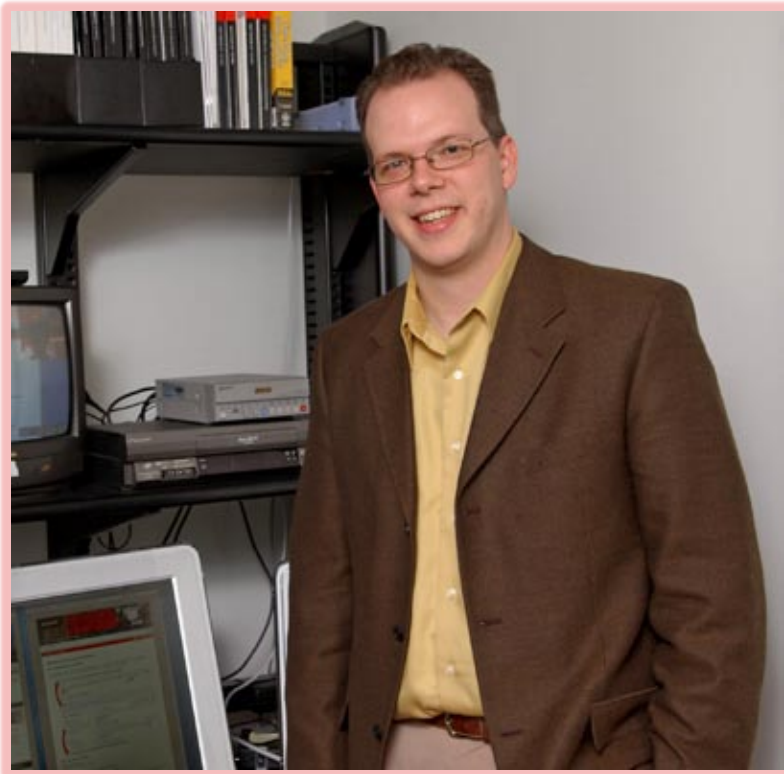
Tripsaver is now the NCSU Libraries’ name for a family of services that deliver needed information to its users. Students, faculty, and staff can request materials unavailable in the NCSU Libraries simply by filling in an online form. This interlibrary service literally saves them the trip to another library whenever a particular item is checked out, missing from the bookstacks, or is not a part of the Libraries’ collection. Librarians locate the item, arrange to obtain it (either physically or via the Internet in the case of articles), and notify the requestor when it has arrived, whether from UNC–Chapel Hill or the London School of Economics. There is no charge for interlibrary loans.

Tripsaver also facilitates book and article delivery between the main and branch libraries and from the Satellite Shelving Facility. As of fall 2005, library staff also use the Segway Human Transporter to make urgent deliveries of library materials to office and building locations around campus.

The Segway’s inventor, DEKA Research and Development Corporation President Dean Kamen, received an honorary Doctor of Sciences degree from NC State during the fall 2005 commencement. An advocate for science and technology, Kamen holds more than 150 U.S. and foreign patents, many of them for innovative medical devices.

These days, many library users prefer desktop delivery of electronic documents over physical delivery of paper articles. Whereas the Segway can move at up to twelve miles per hour, the Internet offers instantaneous delivery to any location in the world. The Libraries also offers the service of scanning and delivering articles, book chapters, and similar materials from its collection via the Web. Such items can also be faxed or mailed, if that is preferred. A cost-recovery charge applies to this service. For details, got to the Web at <http://www.lib.ncsu.edu/tripsaver/>. ❖

Andrew Pace Named Frye Institute Fellow



Andrew Pace, the NCSU Libraries' head of Information Technology, has been named a 2006 Frye Leadership Institute Fellow. Acceptance into this program is prestigious and highly competitive. Only 18 percent of this year's applicants were selected. The Frye Leadership Institute provides an intensive two-week residential program held in early June for faculty, librarians, and university information technology professionals who aspire to more significant leadership roles. The program focuses on creative leadership and the qualities needed to confront strategic changes in higher education. Participants also conduct a year-long practicum to explore, at their own organizations, some of the key issues raised. Sponsored by the Council of Library and Information Resources, EDUCAUSE, the Woodruff Foundation and Emory University, the institute accepts about forty-five Fellows each year.

Pace has already demonstrated national leadership in the digital library arena. He guided the NCSU Libraries' January deployment of a revolutionary new online catalog that combines the speed and flexibility of popular online search engines with the superior classification expertise of librarians. A frequent national speaker on information technology topics, Pace serves as director-at-large of the Library and Information Technology Association (LITA) Board and as a columnist in *American Libraries* magazine. He was co-chair of the National Information Standards Organization Metasearch Initiative. His book, *The Ultimate Digital Library: Where the New Information Players Meet*

(2003), explores library-vendor relationships to show academic libraries how they can remain competitive in the digital arena.

Pace was voted 2002 "DRA Librarian of the Year" at the fifteenth annual Data Research Associates, Inc., Users Conference for his contributions to library automation. Before joining the NCSU Libraries in 1999, he worked as a product manager at Innovative Interfaces, Inc. He holds the M.S.L.S. from Catholic University of America and a B.A. with high distinction from the University of Virginia. ♦

NCSU Libraries' Hoon Leads ARL Copyright Education Initiative

BY ANNA DAHLSTEIN, EXTERNAL RELATIONS

The Association of Research Libraries (ARL) has appointed Peggy Hoon as its visiting scholar for campus copyright and intellectual property projects. Hoon is currently the scholarly communication librarian and special assistant to the provost for copyright administration at North Carolina State University.

Hoon leads the planning and development of a multiphase ARL Copyright Education Initiative for ARL member institutions. In this effort, she works closely with the Public Policies Steering Committee and key ARL and Scholarly Publishing and Academic Resources Coalition (SPARC) staff. The initiative will offer information, resources, and tools that reflect library principles and goals and specifically target major campus constituent groups. Hoon says,

I have great respect for ARL and the work it does on behalf of its members and their patrons. I am delighted to be able to work with these talented individuals and thank both [Executive Director] Duane Webster of ARL, [Vice Provost and Director of Libraries] Susan Nutter of the NCSU Libraries, and [Provost and Executive Vice Chancellor for Academic Affairs] Larry Nielsen for giving me this opportunity.

Hoon joined the NCSU Libraries in January 1998, when it became the first academic library in the country to establish a Scholarly Communication Center (SCC). In April 2004 she took on the additional role of special assistant to the provost for copyright administration. Larry A. Nielsen, the NCSU provost and executive vice chancellor for academic affairs, says,

Rapidly changing technologies and legislation are making it more and more complex for students, faculty, and administrators to make informed decisions on the “fair use” of scholarly resources and other issues related to copyright ownership. When we needed additional assistance in researching and analyzing legislation and policy, NC State University was fortunate to find the necessary expertise right here at the Libraries.

In May 2005 Hoon provided affidavit information that was instrumental in the D.C. Circuit Court of Appeals’ decision to overturn the “broadcast flag” regulation adopted by the Federal Communications Commission. The regulation would have prevented the copying of transmitted programming for teaching and consumer use. Hoon outlined the adverse impact that the flag would have on distance education activities at NCSU.

At NC State, the SCC has offered workshops and seminars on a variety of topics, including open access publishing, legislation affecting academic freedom and privacy, copyright term extension, and journal and database pricing and licensing terms, paying particular attention to the impact of these on the university’s research mission.

Hoon holds a J.D. degree from the University of Washington and a B.S. degree in nursing from the University of Colorado. ❖



Geologists of the Information Landscape

BY AMANDA FRENCH, CLIR POSTDOCTORAL FELLOW, DIGITAL LIBRARY INITIATIVES

University Honors undergraduates and NCSU Libraries instructor Amanda French [right] explore the concept of academic disciplines during a seminar on advanced information literacy.



Geologists think in millennia, not years. They study the drift of continents, the stone-by-stone erosion of mountain ranges, the leisurely stacking of stratum upon stratum. Librarians know better than anyone that knowledge accretes in the same way: slowly. No matter how many volumes stream busily in through Acquisitions every day, the scale of time in a major academic library is best measured in decades and centuries. But, of course, we more often watch the clock of the daily bustle. When academic reference

librarians teach, for instance, they must usually do it hastily—a few minutes or an hour at the reference desk, a day or two in someone else's classroom. By that standard, a semester can seem like a blessed eternity in which to help students explore the vast information landscape.

In 2004 Amy VanScoy and Megan Oakleaf of Research and Information Services joined with Karen Ciccone of the Natural Resources Library to develop a full course for Honors undergraduates on advanced information literacy. When

I arrived in August 2004 for the CLIR Post-doctoral Fellowship, I was invited to participate in planning and teaching the course. From the beginning, the seminar was imagined as a course on both skills and issues; students would not only get an extremely thorough grounding in such essential skills as catalog searching, database searching, government documents searching, and open Web searching and evaluation, they would also be introduced to thought-provoking issues such as intellectual freedom and privacy, the serials crisis and Open Access movement, and the struggle to determine whether ideas and intellectual creations are personal property or whether they belong to everyone. Guest speakers from the NCSU Libraries in spring 2005 and spring 2006 have included Greg Raschke, interim associate director for Collection Management, Organization, and Preservation; Steven Mandeville-Gamble, head of the Special Collections Research Center; Karrie Peterson, head of Government Information Services; Jeff Essic, data services librarian; and Peggy Hoon, scholarly communication librarian.

University Honors Program (UHP) staff were pleased with the course because Honors students frequently place out of introductory writing—where basic research skills are taught—yet the Honors Program requires its students to engage in significant original research in the form of a “capstone project” near the end of their undergraduate career. Larry Blanton, director of the

Larry Blanton, director of NC State's University Honors Program.

CLAUDE RAINES, NCSU



UHP, has come to the seminars as a guest speaker to discuss expectations for the capstone project with the students. Both sessions have expanded into discussions on the importance of academic research more generally. Many Honors students may be poised for careers in research, and some are already participating in research internships where they can put their new knowledge to immediate use. The seminar also fulfills a General Education Requirement for Social Sciences for these students.

In the end-of-semester evaluations from the spring 2005 class, all ten students who responded reported that they would recommend the class to other students, especially but not exclusively to students “interested in research.” One student would recommend the course because it “makes research as a process seem more logical and less overwhelming, [and it] gives you a chance to see how helpful librarians can be.” Most students thought the class would be best for sophomores, but one student wrote that “This course would be awesome for Freshmen as it would give them many tools to use over the next four years.” At least four students from the spring 2005 seminar attended the Honors Seminar Fair in the fall of 2005 and did indeed recommend the course to other students.

As the spring semester continues, we and our students are happily engaged in strolling through the information landscape, looking through a surveyors’ level here, examining a fossil underneath the microscope there, learning to tell the difference between pyrite and gold. We appreciate having the time to take our time, and we appreciate being able to take the long view for once. ❖

Special Collections Research Center: Preserving the Past, Embracing the Future

BY STEVEN MANDEVILLE-GAMBLE, SPECIAL COLLECTIONS RESEARCH CENTER



*[Left to right] Special Collections staff members Kevin Schlesier, Amy Rudersdorf, Linda Sellars, and Steven Mandeville-Gamble review newly acquired works in the history of science, including Marie Curie's thesis *Recherches sur Les rayons a du Polonium*, John Dalton's *Foundation of the Molecular Theory*, Albert Einstein's *Über die spezielle und die allgemeine Relativitätstheorie*, and other core treatises concerning laws governing the physical universe.*

The Special Collections Research Center (SCRC) is experiencing a tremendous period of growth that is both physical—with a major renovation in progress to add a beautiful reading room and a spacious exhibit gallery—and virtual, with a growing body of unique digital collections. The addition of talented new staff members highlights the center's expanding initiatives, including a dynamic new exhibits program; faster processing of incoming materials to get them into the hands of researchers; a robust and strategic approach to generating and managing digital special collections; and refocused collection-building practices that emphasize university research priorities and corre-

sponding areas of excellence in the Libraries' collections. Through new initiatives and enhanced collaboration with colleagues in Collection Management and Information Technology, the Special Collections Research Center is building the kind of unique print and digital collections that will help define exceptional research libraries in the future.

The renovation of the first floor of the D. H. Hill Library's East Wing will create a grand, state-of-the-art exhibit gallery leading to a new reading room. The exhibit gallery will be both attractive and functional and will serve as a conduit to draw students, faculty, and members of the community at large into the new Special

Collections Reading Room. It will also be a bold statement of the level of sophistication of the Libraries' exhibits program. Complete with ample built-in display cases, the new gallery space will showcase first-rate, professional exhibits. To take full advantage of this striking new space, an exhibits and outreach librarian position has been established. Kevin Schlesier came to the Libraries in October 2005 and has already brought a bold new vision, strong organizational skills, and professional maturity to an exhibits program that will be worthy of national prestige.

Linda Sellars joined the center in September 2005 as the head of technical services for Special Collections. Sellars is streamlining the processing of incoming materials while simultaneously improving the quality of arrangement, description, and holdings maintenance work performed within the SCRC.

Through her supervision and training of staff, graduate students from public history and library science, Park Fellows, and student employees,

Images from University Archives Photograph Collection, Special Collections Research Center.

Students explore the theory of wool combing in a wool-processing laboratory, one of the many labs for the study of natural and synthetic fibers available for textile students. College of Textiles, ca. 1950s.

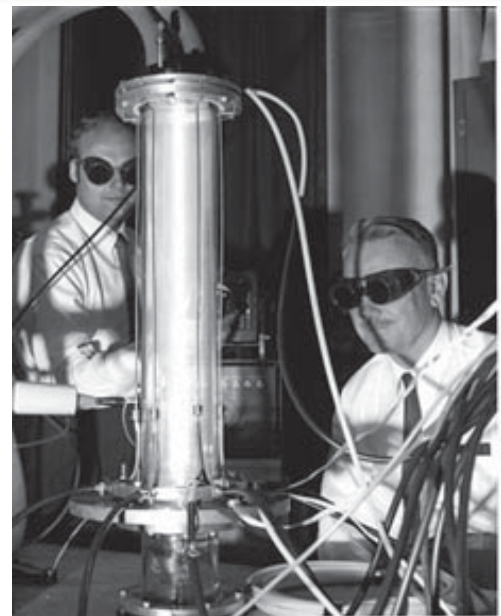


Wesley Doggett [right] and Willard Bennett, Department of Physics, ca. 1950s.

Sellars has already brought about significant improvements. She has implemented a systematic review of older finding aids to bring them into compliance with evolving professional standards. Chief among the improvements is deeper subject analysis than had been done in the past, bringing some previously "hidden" or "dim" collections into the light.

continued on page 12

"Tomorrow's computer" in operation at NC State. Henry L. Lucas, head of biomathematics in 1966, is shown standing at the console of an Ambilog-200, a dual-operation computer that was used as a major tool in biomathematical research.



Digital Technologies Librarian Amy Rudersdorf designs, implements, and oversees practices and procedures for digitizing content and managing long-term preservation and access to digital materials coming into Special Collections. Rudersdorf assumed these responsibilities in October 2005. Working with Information Technology colleagues, she is refining descriptive metadata practices for digital materials to ensure that they can be shared with peer institutions in collaborative efforts. She has also helped develop standards for the digitization of visual and textual materials, while significantly enhancing the SCRC's infrastructure for creating and managing digital content.

Finally, the SCRC is building collections in areas of strategic importance for the university to meet the research needs of students and faculty. Primary areas of emphasis include architecture and design; the history of science; engineering and technology; natural resources; genomics; textiles; and the history of North Carolina State University. These priorities have resulted in recent donations of papers from a number of distinguished faculty members such as Jim Riviere (pharmacology and toxicology), Ron Sederoff (genomics), and Clark Cockerham (statistics and genetics). By emphasizing established and emerging areas of excellence at the university and corresponding strengths within the Libraries' overall collection, the SCRC aims to be an indispensable source of information for generations of NC State scholars. ❖

*Image from University Archives
Photograph Collection, Special
Collections Research Center.*



Winter view of NC State's Memorial Belltower, with an automobile on Hillsborough Street in the foreground, ca. 1940.



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/>