

LIBRA

Library Reports
and Announcements

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LIBRARY

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LIBRA (LIBRARY Reports and Announcements) is a newsletter from the University of Chicago Library, written for the faculty and University community. If you have questions or comments about this issue of LIBRA, please contact Sandra Levy at 773-702-6463 or libra@lib.uchicago.edu



photo Beverly Sperring

34 Years of Honorable Service

Martin Runkle retires on October 1 at the end of twenty-four years as director and thirty-four years as a librarian at the University Library. During his career, the Joseph Regenstein Library opened, the John Crerar Library was built, the D'Angelo Law Library was expanded and, more recently, Regenstein was substantially renovated. Planning for a future shelving facility is currently well under way.

In honor of Martin's retirement, an exhibition, "Catalyst for Change: On the Occasion of Martin Runkle's Retirement as Library Director," has been mounted in the Special Collections Research Center main

Judith Nadler is the new Director of the University Library, effective October 1

Beginning with her tenure at the University as a cataloger in the Foreign Language Section of the Library's Cataloging Department, Judith has been successively promoted to Head of the Social Sciences Section, Head of the Cataloging Department, Assistant Director for Technical Services, and Associate Director of the Library. In addition to her administrative responsibilities, she serves as chief selector for the Library's Judaica Collection, having secured endowments and special funds to build this important collection.

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Contributors:

Kathleen Zar
Stuart Miller
Jim Vaughan

gallery. On display through October 7, the exhibition presents an informal visual record of selected highlights of Library history during his tenure, beginning in 1970 with his work as a student in the Graduate Library School and in Library positions he held prior to becoming Director. Photographs are grouped by themes, among them the evolution of technology; the development of Library facilities, including the John Crerar Library and other Library buildings; the Joseph Regenstein Library reconfiguration project; public services; education and training; and people: staff, readers, donors, and friends.

In announcing Martin's retirement to the University community, Provost Richard Saller stated: "In so many ways, the Library has stood as the central symbol for the University, in the sense that it represents the preservation and growth of knowledge. Martin has been the tireless advocate for this precious resource over more than two decades, developing the Library's extraordinary collections and maintaining its reputation as one of the most user-friendly research libraries in the world. We simply cannot thank him enough for all he has done for the University."



LibQUAL comes to the Library

By Kathleen Zar,

Assistant Director of Sciences

In April 2004 the Library invited a sampling of faculty, students, and staff to participate in a campus-wide survey to review and assess the quality of library services. This assessment effort is part of the Library's new five-year strategic plan to better serve the research and educational aims of the university community. Along with 201 other institutions from the United States, Canada, Australia, and Europe, the Library participated in a survey research program called LibQUAL+. The Association of Research Libraries in conjunction with Texas A & M University sponsors this assessment program.

The centerpiece of the survey is a questionnaire designed to solicit an individual's opinion about the adequacy of services across different areas of library operations. The survey was designed to collect information about perceptions of existing services and expectations of minimum and desired levels of service. Questions about the

Judith has spearheaded many critical Library initiatives. As a recent example, in 2000, following a Library-wide planning process, Judith orchestrated the creation of the Information Resources Management Division. This new division brought together all activities providing the infrastructure for acquiring, maintaining and accessing the Library's collections in all formats, whether held locally or accessed via the Internet from remote locations. To make this happen, Judith redeployed and modified the operations of several departments. Today, the Information Resources Management Division, with more than 100 full-time-equivalent positions, supports and facilitates a wide range of activities, including digitization and instructional media projects, throughout the Library system and on-campus. Currently, she is engaged in guiding the Library's strategic planning process and formulating the Library's plans for creating and archiving digital information resources.

In addition to her leadership within the Library, Judith is a leader in the profession. Extremely knowledgeable about research library issues and developments, she is well known nationally and internationally for her expertise. Throughout her career she has frequently been asked to teach, give presentations, and lead or serve on task forces, panels, and consultative committees.

Judith studied History and Comparative Linguistics at the University of Cluj in Romania, holds an undergraduate degree in English and Romance Studies from the University of Jerusalem and a master's degree in Library Science from the Israel Graduate School. She pursued graduate studies in Comparative Literature at the University of Jerusalem.



Introducing...



photo Beverly Sperring

Ms. Younghee Sohn, the Regenstein Library's new Korean Studies Librarian, came to join the staff members of East Asian Collection on June 15, 2004. Ms. Sohn has a BA degree in English Language and Literature from Pusan National University (1982), Korea; a MA degree in Interpretation and

Translation from Korean University of Foreign Studies (1984), Korea; and a MLS degree from Southern Connecticut State University (2000). While she was studying in the library school, Younghee took a summer

Connections

User Suggestions Taken Seriously Here

Stuart Miller,

Library Systems Analyst

Three recent additions to the Library's online Catalog all had their origins in suggestions and comments from users.

One new feature speaks to the most frequently-heard complaint from Library users: items shown as "not checked out" in the Catalog are not on the shelf where they should be. While the Library works on ways to reduce occurrences of this annoying problem, a new link on every Catalog page—Not checked out, not on shelf?—brings up a window that describes what to do when this happens. The window also includes a link to the new online search request form.

"Of course we'd like everything to be where it should be all the time," says Jim Vaughan, Head of Access Services. "But with a collection of this size and our book stacks very close to capacity, we know that items will sometimes go astray. *[See the sidebar to this story about what the Library does about one potential cause of this problem.]* At the very least, this new feature assures users that there are ways to get needed items when they go missing. The sensible tips offer specific advice on what users can do and the online search request form should offer greater convenience than before." Formerly, users had to fill out search request forms by hand.

Another added feature is "Read About Catalog Updates," a link that appears in the footer of every Catalog page. Users can now read brief descriptions of recently added new features. Also included are "workarounds" for problems that users might encounter. Updated as circumstances warrant, this new feature provides Catalog users with an easy way to find helpful information.

"This suggestion came to us from at least two users, so that probably means there were many, many more who wanted the same thing," said Agnes Tatarka, Reference Librarian, and chair of a Library committee that makes decisions about Catalog implementation and customization. "It makes sense to provide this in a pop-up window from any place in the Catalog." Tatarka also encourages users to explore other pages on the Library Web site for searching tips or to contact reference librarians in person or email with questions or searching problems.

A third feature makes reporting record errors very easy. Catalog users can click on "Report an error on this record" from a full record display—this pops up a window with the basic information already in place. All the user has to do is briefly describe the error and click the Send button. This development began with a Library Board member's comment about how easy it was to report a record error on amazon.com.

"We try to make our cataloging records as accurate and complete as possible," says Janet Fox, Head of Database Management, "but of course they are subject to human error. And with the large number of titles we add every week, we simply don't have the resources to copy-edit every record as thoroughly as we would like. Since this feature was added, we've seen an increase in error reports. I'm very pleased, partly because users are so willing to help us and partly because most errors reported so far are typos and missing authors for works with multiple authors—errors to be sure, but not major ones and easily corrected."

The Library hopes that all users will take advantage of these new features.



How Locker Renters Get Connected with "Not Checked Out, Not on Shelf".

Some Library users blame locker renters for this problem—they believe that renters put items in their lockers without checking them out. Benjamin Murphy, Head of Library Privileges, admits that this does happen. "However, everyone—especially renters—should know that privileges are revoked if your locker is found with library items that are not checked out," Murphy states. "Staff regularly make random searches to enforce this rule." On average, 70 users per quarter have their rental privileges cancelled because of this. The ban lasts for the current and following quarter if one item is found, the current and two following quarters if two items are found, and so forth. "We really take this seriously," says Murphy, "especially since we've identified the 'not checked out, not on shelf' problem as the most frequent user complaint in the past year."

internship at Humanities and Social Sciences Division of the Library of Congress in 2000. Before coming to the University of Chicago, she was a Library Assistant Professor at the University of Vermont Library. She can be reached at 702-0187 or ysohn@uchicago.edu.



photo Beverly Sperring

Regenstein Library is also happy to welcome Akram Khabibullev, who started in its cataloging section August 15. Mr. Khabibullaev has a recent MLIS from Rutgers University, and a PhD from the Uzbek Academy of Sciences in Tashkent. He was a researcher and cataloger of Arabic, Persian and

Turkish manuscripts at al-Beruni Institute for Oriental Studies in Tashkent for over ten years, and has taught Arabic there and performed translation work in Yemen and Libya. He has worked as a reference assistant at Rutgers University Library, and has been an intern in the Firestone Library at Princeton, where he cataloged Russian materials. Mr. Khabibullaev is fluent in Arabic, Russian, English and Uzbek, and has a reading knowledge of Persian and Turkish. His language skills are well suited to our need for a cataloger for Middle Eastern materials, and his knowledge of Russian will help to increase our cataloging of materials in that language.



photo Beverly Sperring

The D'Angelo Law Library is delighted to welcome the newest member of its professional staff, Brian Silbernagel. Mr. Silbernagel, a recent graduate of the masters in library and information science program at Dominican University, assumed the position of reference librarian on September 1, 2004. He

joins the University of Chicago following internships at the Center for Research Libraries, the Newberry Library and The John Marshall Law School. A graduate of the University of Michigan Law School and Amherst College, Mr. Silbernagel practiced corporate law with the firm of Gould & Ratner and also served as a federal judicial clerk. As reference librarian, he will provide research assistance to the Law School and University communities at the D'Angelo Law Library reference desk, teach legal research classes, and work on library outreach to students. He can be reached via email at bcs@uchicago.edu or by telephone at 702-9617.



adequacy of the Library's collections, the quality of staff assistance, and the importance of quiet library study spaces were among the twenty-seven survey questions that were posed. The overall response rate for the survey was 13%, with a higher rate of responses for the Law School portion of this survey than for the rest of the campus. Over 1,000 people completed the survey and half of those responses included additional comments about the library or the survey itself.

The initial analysis of survey results was conducted by the Texas A & M University's research center and returned to this Library in June. Locally, the Library's assessment group has undertaken the analysis of the comments portion of the survey as well as a further examination of findings by user category, discipline, and Library branch. While this analysis stage is still ongoing, there are some issues that are already very pronounced. The Library is a highly valued element in the educational and scholarly life of the University. However, some services and operations were identified for improvement. Existing physical and electronic resources are highly valued, but not deemed sufficient for the research work of faculty and graduate students. A graduate student in the social sciences stated, "holdings are not particularly good. I have had multiple experiences where standard items are either missing or not in the library catalogue." All groups desire more resources in electronic form. For instance a graduate student said that, "the more subscriptions to e-journals the better." A faculty member's view of the problem was "I'm basically quite happy with the library. My biggest concern is continuing journal subscriptions and book purchases."

Library study space is very important to both graduate and undergraduate students. Quiet spaces with good lighting and sufficient network and electrical outlets are too scarce. A graduate student said, "study space is POOR! Need to have more lighting, not enough outlets nearby...Need to have more aesthetically pleasing and clean space." Expanded service hours were recommended for some library departments as was better computer and media equipment. Individual comments were eloquent about titles represented in the catalog but missing from the shelves. "Often books listed as shelved are nowhere to be found" and "Too many books go missing!!!!" are typical comments.

Work is already underway on some of these issues. A study of the search reports filed in the Joseph Regenstein Library

for books not found on the shelf has begun. Service hours for the Recordings Collection have been reviewed and revised. A major project undertaken by the Integrated Library Systems Department has corrected thousands of online catalog records by eliminating false and misleading information. The fall orientation program for new students will emphasize the basics of the Library's organization and book classification system. For other areas of concern more investigations are necessary. Issue-based focus groups, usability studies of the Library's web pages, and follow-up opinion surveys are some tools to be used to gather better and more targeted information.

Thanks are due to all the people who took the time to respond to the LibQUAL+ survey. Their responses reinforced some existing Library priorities, and at the same time identified additional services and operations that need to be changed and improved. Some comments made it very clear that instances of poor or careless library service are hard to erase from memory. Successfully weaving all of this information into the Library strategic plan is a priority for the coming year. Keeping the campus informed about developments and further results from this study is a major element in that plan. Library web pages, announcements and articles in campus newspapers, and signboards and posters in the libraries are part of the communication plan that will be in place later this fall. Right now, more information on the LibQUAL+ survey can be found at LibQUAL+ at Law (<http://www.lib.uchicago.edu/e/law/using/lawsurvey.html>) and LibQUAL at the University (<http://www.lib.uchicago.edu/e/using/survey/>). Comments about library services may be submitted in person, by letter, telephone, and electronic mail. This is a particularly important time to register your support as well as any complaints in order to help direct our attention and our resources.



Library Shelving Facility Study: An Update

Jim Vaughan,

Assistant Director for Access and Facilities

As reported in the last issue of *Libra*, the University hired Shepley Bulfinch Richardson and Abbott (SBRA), a Boston architectural firm, in late September 2003 to develop and price various alternatives to house 3.5 million volumes (or its equivalent in linear feet), the amount of

print material we estimate the Library will acquire over the next 25 years. Additional shelving space is vital for the Library, as the total shelving in the libraries on campus, including Harper Storage, will be filled to capacity by the end of 2007. In its study issued in April, SBRA identified and developed both first and operational costs over 25 years for the various alternatives. In nominal dollars adjusted for inflation, over its 25-year life cycle, the project and the operating costs for an addition to Regenstein composed entirely of compact shelving were found to be 2.5 times as much as an off-site high density shelving facility.

Over the course of the study, the Ad Hoc Faculty Committee on Library Expansion, chaired by Richard Helmholtz of the Law School, and the Provost heard many faculty express concerns about how an off-site, non-browsable collection would seriously impair the quality of academic research, particularly in the humanities and many of the social sciences. As a result of these concerns, the Provost asked SBRA in May to do an addendum to their April study and look at on-campus addition options that included a 2 million volume compact shelving addition, a hybrid facility (a combination of compact shelving and an automated storage and retrieval -- ASR -- system), as well as a phased approach to the addition.

In an effort to better understand the impact on the University of an ASR system, members of the Library Shelving Facility Study Steering Committee, along with representatives from SBRA, visited the Lied Library at the University of Nevada, Las Vegas June 21. An ASR system was incorporated into the Lied Library, which opened in 2001. During the visit, members had the opportunity to request items from the ASR system and watch their retrieval. The Steering Committee was impressed with the speed and reliability of access the system provided, particularly for materials that do not depend upon browsability for their use.

SBRA's Addendum to the Library Shelving Facility Study, sent to the Provost and the Ad Hoc Faculty Committee in August, makes clear that a hybrid solution offers some attractive benefits in reliability and accessibility, as well as a better preservation environment for material in the ASR system. In addition, SBRA's cost estimates provide a compelling case for further consideration of an ASR system. An addition for either 2-million volumes in compact shelving or 2.9 million volumes in a hybrid compact/ASR facility would cost about \$37 million in nominal dollars, according to the SBRA addendum. A

Shelving Facility continued from page 5

3.5 million-volume ASR facility attached to Regenstein is estimated to cost about \$24 million in nominal dollars to build.

The Library has identified approximately 750,000 volumes that are suitable for non-browsable shelving, including publications available electronically, collections that do not lend themselves to browsing, and collections that need stricter security or a better preservation environment. The number of volumes available in digital form will gradually increase as will the number of volumes that would benefit from a better preservation environment. As other libraries have found, selection of materials for non-browsable shelving is very difficult beyond these obvious categories, but the selection is somewhat less difficult when the non-browsable shelving is onsite and the material shelved there is readily accessible.

More study and discussion amongst the University community is required before a decision can be made about using an ASR system in all or part of an addition to Regenstein. A decision to use an ASR system should also include a commitment to enhance the catalog records of materials that are shelved there.

If you wish to read the most recent reports, the SBRA Addendum to the Shelving Facility Study, the appendix to the addendum and a Library memo on the number of print collections available digitally and a list of print collections suitable for non-browsable shelving are available at www.lib.uchicago.edu/e/using/longrange/



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REGENSTEIN EXHIBITS

Catalyst for Change: On the Occasion of Martin Runkle's Retirement as Library Director

An Exhibition in the Special Collections Research Center

Main Gallery

August 30, 2004 - October 7, 2004

On October 1, 2004, Martin Runkle concludes twenty-four years as Director of the University of Chicago Library. In honor of his retirement, this exhibition presents an informal visual record of selected highlights of Library history during his tenure, beginning in 1970 with his work as a student in the Graduate Library School and in Library positions he held prior to becoming Director. Photographs are grouped by themes, among them the evolution of technology; the development of Library facilities, including the John Crerar Library and other Library buildings; the Joseph Regenstein Library reconfiguration project; public services; education and training; and people: staff, readers, donors, and friends. Photographs in the exhibition are the work of Beverly Sperring, Reference Librarian and Reference Collections Manager in the Library's Reference and Business Information Center. Jane Ciacci, Kerri Sancomb, and Dan Meyer assisted in designing and mounting the exhibition.

Nathan the Wise, A Drama of Religious Tolerance

An Exhibition in the Special Collections Research Center

**Ludwig Rosenberger Library of Judaica Gallery
September 20, 2004 - June 17, 2005**

Gotthold Ephraim Lessing, the founder of classical German drama, wrote his play, *Nathan the Wise*, in 1779. Controversial when published and the subject of continuing debate ever since, *Nathan the Wise* makes a compassionate plea for religious tolerance among Christians, Jews, and Moslems. Critics have interpreted this theme, and Lessing's favorable depiction of his Jewish hero, modeled after his friend, the philosopher Moses Mendelssohn, in contradictory ways that reflect their own views as much as the playwright's text. This exhibition, drawing on materials

in the Ludwig Rosenberger Library of Judaica, considers the sources and critical history of Lessing's great work, which promoted an idea revolutionary for its time and timeless in its message.

Dr. Bernard Fantus, Father of the Blood Bank

An Exhibition in the Special Collections Research Center

Main Gallery

November 1, 2004 - February 7, 2005

In 1937, Dr. Bernard Fantus (1874-1940) established what is now recognized as the world's first blood bank when he opened a blood preservation laboratory at Chicago's Cook County Hospital. Drawing on a recent gift of historical materials from Fantus's niece, Muriel Fulton, this exhibition will examine the creation of the blood bank and other significant achievements of a pioneering medical researcher and physician.

Researching Chicago Medical History: Sources in the University of Chicago Library

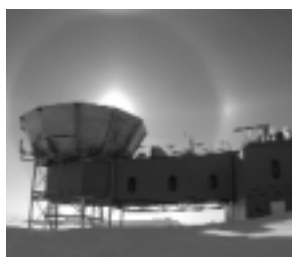
An Exhibition in the Special Collections Research Center

Main Gallery

November 1, 2004 - February 7, 2005

For over a century and a half, the history of medicine in the city of Chicago has been shaped by significant contributions to research and innovations in clinical care. This exhibition highlights some of the most important archival source materials on Chicago medicine in the Special Collections Research Center, including selections from the medical manuscript collections originally acquired by the John Crerar Library. Materials on display will include physicians' letters, journals, medical school lecture notes, publications, historic photographs, and medals and other awards.

CRERAR EXHIBITS



Opening October 1

From the South Pole to the South Side of Chicago

This fall the John Crerar Library at the University of Chicago will host an exhibit which features a telescope deployed in Antarctica to study the earliest light of the universe. The exhibit was originally on display at the American Museum of Natural History Rose Center for Earth and Space along with a companion HDTV Science Bulletin, "Cosmic Microwave Background: The New Cosmology", (see <http://astrobuletin.amnh.org/D/1/4/>), viewed by over five million visitors. The exhibit explores an unconventional telescope, the Degree Angular Scale Interferometer (DASI), pronounced "daisy." DASI exploits the frozen desert conditions of the South Pole (-40F in the summer) to measure tiny fluctuations in the cosmic microwave background (CMB), light that has been traveling unimpeded for 14 billion years and carries with it imprints of the infant universe. The DASI team, lead by John E. Carlstrom, have made a number of historic cosmological discoveries. In 2001 DASI provided the most detailed measurements to date of the fluctuations or anisotropies of the CMB. These measurements provided support for the inflation theory and allowed for the extraction of key cosmological parameters such as the matter composition of the universe. In 2002 the DASI team announced the first detection of the polarization of the CMB, a critical expectation of most cosmological theories. This discovery was significant enough to warrant the cover story of the prestigious journal *Nature* (420 19 December 2002). See DASI Group web site at <http://astro.uchicago.edu/dasi/>. [exhibit description by Randy Landsberg of the Department of Astronomy and Astrophysics]

Upcoming Library Society Programs

October 6

Martha Nussbaum, Ernst Freund Distinguished Service Professor of Law & Ethics, Law School, Department of Philosophy, Divinity School, and the College, will present a talk based on her new book *Hiding from Humanity: Disgust, Shame and the Law*.

November 10

Samuel Hellman, A.N. Pritzker Distinguished Service Professor, Department of Radiology and Cellular Oncology, will speak on "Cancer and the Elephant", a talk about the nature of cancer.

February 9

James Grossman, Vice President for Research and Education, The Newberry Library, will discuss *The Encyclopedia of Chicago*, a new title being published this fall by the University Press. Mr. Grossman is one of the three editors of this significant historical project.

March 9

Bradin Cormack and *Carla Mazzio* will present a talk related to "Books, Use and the Invention of Theory," an exhibit in the Special Collections Research Center main gallery, which they co-curated. Bradin and Carla are both Assistant Professors in the Department of English Languages and Literatures and the College.