

# FULL TEXT *A Newsletter from GMU Libraries*

## Editorial Staff

Co-Editors: Laura Burns & Paul Koda

Editorial Associate: Regina Banks

Consultants: John Zenelis, John Walsh & Joan O'Hair

## Spring 1999 Issue

### **LIBRARIES & DoIITT WORKING TOGETHER**

The Libraries and DoIITT (Department of Instructional Improvement and Instructional Technologies) continue to work together on projects relating to information and technology literacy. This relationship promises to bring a unified approach to information and technology skills for the campus and to support faculty initiatives related to the emphasis on technology-across-the-curriculum.

The Libraries now offer walk-in classes (Electronic Information Classes) as part of a university-wide training initiative focused on technology, along with DoIITT and UCIS. The classes focus on searching three types of resources: the library catalog, basic databases, and the World Wide Web. These classes are offered throughout the semester in the Johnson Center Library's Instruction Room. In addition, the Libraries was part of DoIITT's one-week training program, BYTE Week, during the week of January 18; this training program offered faculty a variety of ways of using technology to improve teaching and learning. The Libraries' two classes during BYTE Week addressed these topics: Evaluating Web Sites and Electronic Information Resources Overview. The Libraries will be part of future BYTE Weeks scheduled by DoIITT.

Librarians are also engaged in three special projects in working with DoIITT staff. One is a project to develop a Web-based tutorial to teach information literacy to freshman. Under development in spring semester 1999, the project will use the WebCT course development software selected by the university for Web course development. An equally important part of this project is assessing students' information literacy skills; this assessment will be carried out using the Hyperlearning MeterT software developed by staff at the Center for the New Engineers at George Mason.

A second project is identifying resources related to teaching and learning with technology for the Web site for IRC (Instructional Resource Center), the part of DoIITT whose mission involves working with faculty to integrate

By agreement with the European Union, this non-circulating collection is available to patrons during the library's open hours, free of charge, and without conditions. The official publications contain information ranging from policy developments in all sectors of EU activity to statistics on trade, demographics, agriculture, transport, energy and economic indicators. Of particular significance is the Official Journal of the European Communities, analogous to the U.S. Federal Register, available in microfiche format. Depository collections also contain the legislative proposals and communications of the Commission in their original COM document form, as well as reports and debates of the European Parliament, opinions of the Economic and Social Committee, and decisions of the Court of Justice of the European Communities.

The library also has reference tools and services to facilitate access to EU documents. A large part of the non-EU collection housed at the Arlington Campus Library focuses on international relations and international commerce, and complements the EU documents collection. Both EU and non-EU materials are listed in the libraries catalog, making them easily accessible at <http://library.gmu.edu>.

*Matthys van Schaik*

### **MASON LIBRARIES SELECTED AS FPA DEPOSITORY INSTITUTION**

**George Mason University Libraries has been selected by the Foreign Policy Association (FPA) to be a National Depository Institution for its studies and publications. The New York City headquartered FPA is a national, nonprofit, educational organization founded in 1918 to educate Americans about significant world issues. FPA's Great Decisions program is at the core of its outreach efforts, reaching high school and university students and faculty, as well as adults throughout the country who are interested in and want to keep informed about world events.**

**Acknowledging Mason's depository designation, University Librarian, John Zenelis, noted that "these**

technology into the curriculum. The resources identified Web sites showing "best practices" related to teaching and learning.

A third project is a paper summarizing major trends and practices in assessing student technology skills for STAR (Student Technology Assessments and Resources), the part of DoITT supporting student competence with technology. Using an extensive literature review and contacts with personnel at other universities, the paper will present possible future scenarios for assessing student technology skills.

*Craig Gibson*

### **InterCAMPUS LOAN SERVICE**

Launched in the Fall 1998, the University Libraries' InterCAMPUS Lending (ICL) service is making great strides in addressing and meeting patrons' resource needs at all Mason campuses. ICL, a Web-based service, allows Mason faculty, staff and students to request materials owned by the University Libraries and have them delivered to the Mason campus of their choice. A book can be borrowed, a document delivered, or a photocopy of an article sent. (Media and reserve items do not lend through ICL at the present time). For media material, contact the Media Share Coordinator, Cynthia Bentley, at x39057 or send e-mail to [cbentle1@gmu.edu](mailto:cbentle1@gmu.edu). (Items from the Mason Law Library and Entrepreneurship Center of the Institute for Humane Studies do not circulate through ICL).

Most materials are available for patron pick-up within a week. Restrictions and due dates are determined by existing Libraries policy. Items may be returned or renewed at any Mason library circulation desk. If requested items are unavailable, the patron will be notified that an interlibrary loan request has been initiated on their behalf.

Heather Groves Hannan chairs the ICL Committee and Lexi Rojahn coordinates the service. Committee members are: Cynthia Bentley, Laura Burns, Craig Gibson, Teresa Kan, Sandy Kelso, Ruth Kifer, Pam Levy, Xin Wang, and Lydia Wright.

Access to the service and additional information may be found at the following Web site:

[http://library.gmu.edu/services/intraill.html/](http://library.gmu.edu/services/intraill.html)

If you have any questions, contact the Document Acquisition and Delivery (DAD) Department in Fenwick Library at x34623 or the Interlibrary Loan Coordinator at

**scholarly, yet accessible, resources will enhance our library collections and will prove to be invaluable to teaching, learning, and research endeavors in many disciplines throughout the university." He added that "Mason Libraries is pleased and honored to receive this designation and appreciates our selection by the Foreign Policy Association and The Henry Luce Foundation for making FPA's Great Decisions on Campus initiative possible." Materials received under this program will be cataloged and integrated into the Libraries' general collections.**

**FPA is committed to promoting informed citizen participation, and their selection of Mason Libraries continues their ongoing effort to bring world issues and events to more communities.**

*Lisa Hampton*

### **LIBRARIES STAFF MEMBERS HONORED**

**During the Fall 1998 semester, Mason Libraries were very successful in recognizing its employees for contributions to the Libraries and the university through Human Resources Individual Impact and Exemplary Performance Awards programs. Staff who received University Exemplary Performance Awards were:**

- **Cynthia Bentley (Library Circulation Supervisor, Johnson Center Library).** Cynthia received an award for her consistent, excellent performance as Circulation Supervisor in JCL and for her work as a presenter at the Human Resources Workshop, "Working with Student Employees – Meeting the Challenge."
- **Barbara Haase (Archivist, Special Collections & Archives).** Barbara received an award for her excellent service, with a special acknowledgment for her design and implementation of a comprehensive computer database for general control of university records.
- **Robert Vay (Archivist, Special Collections & Archives).** Bob received an award for his outstanding continuous service, with special acknowledgment for recently establishing and bringing on-line the Mason Electronic Documentary History. It provides researchers and administrators access to basic university documents.
- **James Young (Instruction/Reference Librarian, Johnson Center Library).** Jim received an award for his significant contributions to the Libraries' Instruction

your campus.

*Heather Hannan*

## LETTER FROM THE UNIVERSITY LIBRARIAN

During my first six months at George Mason University, I have been met with many interesting and challenging opportunities. My initial contacts with faculty and students at Mason have been rewarding and show great promise of future library-academic department collaborative endeavors to enhance teaching, learning, and research throughout the university. Through meetings with Mason Libraries staff, as well as academic and administrative officers of the university, I have become familiar with current library operations, services, and university initiatives, so as to begin developing a consensus about current library needs and future priorities.

As a first step, I am currently working with library staff to achieve an optimum programmatic and service alignment throughout the library system. Toward this goal, we have embarked upon the following planning activities:

- a task force of library, facilities and operations staff is assessing the rate of collections' growth and general library service issues in Fenwick Library, with the aim of planning for effective space use, "customer" centered configuration of service points, strategic deployment of information technology resources, and upgrading of study/research spaces so that the main research library can continue to meet successfully the university's instructional and research needs well into the next decade;
- a second task force of library staff will soon be engaged in efforts to re-engineer our acquisitions and related materials processing operations, including maximum implementation of state-of-the-art technology and adoption of innovative models of work processes;
- plans have been formulated for the transfer and merger this spring of two small libraries, at Quincy Street and Virginia Square, into the library space vacated by the School of Law Library on the ground floor of the "old building" on the Arlington Campus, with anticipated enhancement of facilities, equipment, collections, and staffing (contingent on funding);
- Libraries-wide services-related and administrative policies and procedures have begun to be reviewed and updated (or developed anew) as

**Program and his strong instructional relationship with the faculty and students of New Century College. Because of his success with NCC and his commitment to projects in which he became involved, Jim has been recruited to work with the STAR unit of DoIIT. Staff who received Individual Impact Awards were:**

- **Michael Coyle (Library Assistant, Acquisitions, Collection Management Department).** Mike received an award for his efforts during the renovation of CMD last summer in taking on the responsibility of coordinating the whole move. This ensured there was no interruption of workflow in CMD.
- **Kimberly Kowal (Social Sciences Reference/Liaison Librarian, Prince William Library).** Kimberly received an award for her work on an Administration of Justice Research Guide, which was awarded an excellent rating by Argus Clearinghouse and selected as the "Digital Librarian's Award" for October 1998.
- **Mary Fran McDavitt (Program Support Technician, Office of the University Librarian).** Mary Fran received an award for her contributions to the student hiring process during the fall 1998 semester when 170 students were hired. Mary Fran made sure the employment process was a smooth and efficient operation of Mason Libraries.
- **Daniel Price (Library Assistant, Periodicals Department).** Dan received an award for his instrumental help in devising a plan to ease space problems in the periodicals stacks in Fenwick Library. With patrons in mind, he shifted titles and arranged an overflow shelving area.

**Congratulations to all of you! The GMU Libraries are distinguished because of your excellent service.**

*Lisa Hampton*

## WELCOME NEW STAFF

### Fenwick Library

- **Matthew Johnson has worked for Fenwick Library for the last three years as a student assistant while attending Mason. He is now a full-time employee in the Collection Management. He is majoring in Philosophy and has a few courses to take before receiving his degree.**

needed, aiming towards effective decision-making at appropriate levels within the library organization; thereby empowering and enabling library staff to design programs and deliver services that are responsive to and meet the needs of Mason's diverse academic community; and

- other planned initiatives on the horizon will include a review of the Libraries' reference services, library instruction and user education/training activities, collection development and information access program, and document delivery (intra-university and inter-institutional) services.

Additionally, consultations and discussions are currently underway with library staff regarding possible programmatic restructuring and administrative reorganization within the University Libraries, including reconsideration of the types of standing councils needed to provide ongoing leadership, planning, development, and assessment of core library activities. Important areas are reference, user education and training, development of collections and information resources, technology planning, and staff development and training.

Alongside these short-term, more focused and much needed activities, efforts are underway to start developing a long-range plan with regard to issues of strategic direction for the University Libraries. We fully expect to engage the entire university community during the process, inviting and welcoming input and feedback from faculty, students, and staff so that our formal planning outcomes recognize the views of and are endorsed by our key constituencies.

I am delighted to be at George Mason University. I have been impressed with how active and vibrant our library system really is – a small indicator of which is the fine and varied activities and events reported in this Spring 1999 issue of *Full Text*. I look forward to working with Mason's faculty, staff and students to help serve the university in the coming years.

*John G. Zenelis*

## EUROPEAN UNION DOCUMENTS

George Mason University Libraries was designated a European Documentation Center in the early 1900s, and, accordingly, provides access to European Union (EU) documents for faculty, students, and residents of the Washington Metropolitan Area. The Arlington Campus Library acts as a depository for official documents of EU, whereby it automatically receives, free of charge, one

- **JoAnn Keys started in September 1998 as the Serials Librarian in the Collection Management Department. However, she has worked at Mason as a part-time Librarian/Archivist since 1996. JoAnn has a Master of Library Science degree from Indiana University.**
- **Jennifer Knight has a B.S. degree in Psychology, graduating from Mason in 1998. Since 1996, she has worked as a student assistant in Document Acquisition and Delivery (DAD). After graduating, she accepted a full-time position in DAD as a Program Support Technician.**
- **R. Duncan Laws is a recent graduate of Mason with a degree in History. He has over three years of library experience as a student assistant in the Government Documents Department and the Collection Management Department of Fenwick Library. He is now a Program Support Technician in the Circulation Department.**
- **Howard Lasus is a recent addition to the Libraries Reference and Collection Development operation units. Some of his responsibility is to help faculty and graduate students with their research. He came to Mason in 1987 from Bell Laboratories. He has a Ph.D. in Sociology.**
- **Alexia Rojahn has worked in Document Acquisitions and Delivery (DAD) since 1995 as a part-time student assistant. She graduated from Mason in 1998 with a B.A. degree in Art History. In November 1998 she accepted the position of Library Assistant, DAD.**

### Johnson Center Library

- **Stacy Davis has a B.S. in Management Studies from the University of Maryland. She came to Mason from Expert Solution, Inc., Temple, Texas. She accepted the position of Library Assistant in December 1998.**
- **Elizabeth DiPietro has a B.A. in Art History from Mason. She accepted the position of Administrative Assistant and will be working in the Administration Office. Before coming to Mason, Lisa was with Atlantic Coast Mortgage Company.**

### Prince William Campus Library

- **Teresa Kan comes to Mason from the Prince**

copy of selected EU periodical and monograph publications. These are available in numerous formats, including paper, microfiche, electronically on CD-ROM, and via the Internet.

**William County Public Library where she worked since 1993. She previously taught school in Reston and Taiwan. She has a B.A. in Art History with a minor in education.**