

GroupWise is Coming to SUL

SUL staff members have been using Pegasus/Mercury Mail (Pegasus is the client software; Mercury is the server software) ever since we moved away from mainframe computing to a client-server based LAN (local area network) environment. Our current email/printing server (library) has turned 7 years old! That's a grandpa's age for a computer server!

Pegasus is a good package, which offers us many nice features but at the same time, it has many limitations. For example, staff cannot access their SUL email from home via their home computer's Internet connection. Three years ago, the Library Information Systems Division (LISD) added a Webmail service which enabled staff to access new emails from any web browser. Webmail solved the problem of accessing new SUL mail, but users still could not check old emails. Based on LISD's proposal, Library Administration has selected Novell's GroupWise as the Library's new email system.

Why Groupwise?

There are many reasons Groupwise was selected as the new email system:

1. GroupWise is a powerful collaboration package. It not only is a powerful email tool, but it supports group calendaring and document sharing options. The group calendaring option is very useful when attempting to set up a mutually convenient meeting time for a group of people. Currently, setting up a meeting for five people probably takes more than ten phone calls in order to find a common time that accommodates everyone's busy schedules. With GroupWise's busy search feature, advance calls are no longer necessary because GroupWise will search and display the times that all users are available. The document-sharing feature allows users to work on the same document, making comments and modifications.
2. GroupWise is the package officially supported by CMS. On the SU campus, more than 2,400 staff/faculty use Groupwise, including the Chancellor's Office. You can easily search for an

email address among the GroupWise users and set up a calendar appointment through the GroupWise interface.

3. GroupWise supports the newer Internet standards. IMAP will be the default email standard used by Groupwise. With IMAP, users can access all their emails (new and those already read) from anywhere on the Internet. You can also use any current version web browser to access all your emails remotely.
4. It is free to us! Groupwise is a very expensive software package. Fortunately, CMS has paid for a campus-wide license so we can use it for free. Maybe, that's the best part!

What is happening?

LISD has started the Groupwise project together with CMS. In March, a server was purchased and set up in Machinery Hall. CMS will be primarily responsible for the server's 24/7 operation and backups. LISD is working very hard to learn this package first. LISD is also working closely with SUL's Staff Development Specialist, Roula Anninos-Creighton, who is responsible for coordinating hands-on GroupWise training with CMS.

The general timeline for the GroupWise project follows:

- April 8 – 30 internal testing and LISD administration training
- May 1 – 23 pilot group testing
- May 23 – 31 finalize rollout plan

What can I do to help?

To ensure a smooth migration to GroupWise, we are requesting that each SUL staff member clean up their email folders by deleting old mail and files that are no longer needed.

Stay tuned for more information about the Groupwise project from Roula and LISD!

Yuming Tung, Library Information Systems Division

Staff Member Receives IST Award

Every year, the School of Information Studies awards a number of prizes to outstanding students. Among those awards is the Antje Lemke Book Award and Scholarship which was established in 1987, and named for the professor emeritus who embodies all the principles and values upheld by IST. This year's recipient of the Antje Lemke Award is Cynthia Needham, Reference Department Library Assistant. The award is presented to an MLS student who exhibits a "passion for learning and dedication to service." Cindy will receive her award and a \$500 check at the IST convocation on May 10.

According to Professor Ruth Small, who will present the award, those who know Cindy won't be the least surprised that she was chosen. She is not only an outstanding student academically, but she also is an outstanding leader and colleague to her peers. As Dr. Small says, "Cindy, you make us all proud!"

Staff Web Forum Scheduled

The Web Development Team will host an open forum on Tuesday, April 29 from 3-4:30 p.m. in the Hillyer Room for the purpose of gathering Library staff input on the redesign of our intranet and staff web site. We suggest that participants spend some time thinking about current and future needs for a staff web site.

Consider how you might answer questions such as:

- Do you have a vision of the ideal staff web site?
- What would make your work easier?
- What is working for you now, and what isn't?
- What would you like to be able to do from the staff web pages?

All are invited to attend. Hope to see you there!

Pamela Thomas, Web Development Action Team

In Brief

... news about our staff



George Abbott, Head of the Media Services Department was nominated by the American Library Association and elected to a seat on the International Federation of Library Associations and Institutions (IFLA) Standing Committee - Audiovisual and Multimedia Section beginning in August, 2003.

On April 10, the Science and Technology Libraries welcomed staff into two key public services positions. **Ginny Strauch** is the new Circulation-Reserves Library Assistant in Sci-Tech and **Cynthia Dietz** is the new Math Library Assistant. Judging from the smiles on everyone's face, being fully staffed is a very good thing.


The Media Services Department will downlink the teleconference *Virtual Reference: A Leadership View* from College of DuPage on May 2 in the 1916 Room from noon to 2 pm. This teleconference offers a view of the future from the perspective of two industry leaders, Frank Hermes, Vice President of Cooperative Discovery Services of OCLC and Phil Kesten, Chair of the Department of Physics at Santa Clara University and founder of Docutek. John Berry, past president of ALA, will lead a panel of librarians to ask the kind of questions to give you the kind of information you need to plan for the future of reference services.

LibChat: Digital Reference and Research Assistance Resumes as Regular Service

After a successful pilot program, the Reference Department's reference chat service, LibChat, has transitioned into an ongoing service that provides real-time online reference service and research assistance using chat software. This service supplements the existing in-person, telephone, and e-mail reference services provided by Library staff in all University libraries.

LibChat is available to current Syracuse University students, faculty, and staff, as well as individuals who have questions about Syracuse University, the Library, or its collections. Please give LibChat a try.

Patrons may access LibChat two ways:

- By clicking on the  icon located on the Library home page <http://libwww.syr.edu>.
- By using the Research Assistance link located:
 - under the HELP menu
 - on the footer throughout the Library web site

Patrons will be prompted to complete a follow-up survey at the end of their session – feedback is welcome! Reference Department librarians, plus David Oldenkamp and Tom Keays from the Science and Technology Library are staffing the service during the spring semester. Current co-managers of the service are Tasha Cooper and Suzanne Preate. Comments or questions about LibChat may be directed to Elaine Coppola

LibChat ... continued on page 4.

Ice Storm Emergency Call Answered

Editor's Note: Bobbi Gwilt, IMS, recently informed me of the hero we have in our midst. Our volunteer responders give so much personally and professionally and, although they ask for no thanks, often receive little credit for the fantastic jobs they do. Pat Bench, Monographs Department, has agreed to share her experiences during the recent ice storm. As Pat said, "Sometimes writing turns into therapy and this call is one that still gives me nightmares, but, here I go ..."

I have been an EMT with the Victory Fire Department for two years and during this last year, have volunteered with the Red Creek Fire Department Ambulance as a mutual aid EMT. On the first night of the recent ice storm, power was knocked out and trees were downed everywhere. The 9-1-1 Center received a call from a man who had returned from a supply run and found his six family members unconscious. Six ambulances were coming from many bordering towns with no guaranteed route open to the house.

Barry, (my husband) and I got into our truck and started out. We went on roads that we thought were less tree-lined, but were still stopped by fallen limbs. We took a different route only to find trees across the road. We got out and started to walk to the house because we were on the right road, but too far east. As we heard trees falling in the woods around us, we decided that the truck was a far safer place.

We headed back to town and approached the house from a different direction. Barry was driving over trees and limbs as though our truck was an army tank in disguise. We were the first to arrive and the scene was devastating.

The family was camping out in their living room with a space heater. There were 4 children ranging in age from 1 year to 13 years old. The mom and the oldest child were DOA and the younger ones were unconscious. I took the baby out to the porch so she could start breathing fresh air. Barry took the other two children out and stayed with them. The husband and I were doing CPR on the mom and son, but to no avail.

The ambulances arrived 32 minutes after the call to 9-1-1- was placed. For one corps, this would normally have been a six-minute trip. The drivers reported that they had to have firemen cut the roads open. Then they could drive a few feet; then the chainsaws were running again.

After all family members were en route to Auburn Memorial Hospital, I worked with the Sheriff's Department to investigate the source of the carbon monoxide. There was a generator in the basement that was being used to power the heater.

As an EMT, I need to focus on the fact that three children and their father are alive and well due to our ability to drive faster than the trees were falling and our quick action in giving proper care to the remaining family members. The area newspapers ran stories emphasizing the dangers of not having proper ventilation and hopefully people learned from this tragedy to ventilate properly.

Pat Bench, Monographs Department

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All contributions are subject to administrative approval.

Editor: Terry Belzak

Editorial Assistant: Edward Gokey

Please send material for the next *Staff News* by Thurs., May 1, 2003 to the editor at 219 E.S. Bird Library.

Telephone: x5533; tabelzak@library.syr.edu.

Fine Arts Department Welcomes New Head

You might have noticed her already, climbing the stairs or in the stacks. An attractive blonde woman of a more interesting age, who just happens to be the new head of the Fine Arts Department here at Syracuse University Library. Harriet Sonne de Torrens could be aptly described in many ways, but trans-national might well come to mind first. Born in Denmark, Harriet was still a child when her family emigrated. In the postwar 1950's, Canada was actively seeking northern Europeans to immigrate, and many professional people responded. Harriet's father, a landscape architect, was one of them.

An aspiring artist as a young woman, Harriet studied at two colleges of art, but soon realized that there were people doing "much more interesting art than mine." Painting became her choice of therapy rather than her vocation, and she particularly likes to take out her watercolors and acrylics while traveling. After surrendering that dream, Harriet turned her attention to perhaps more pedestrian, but essential, art-related fields. She took a variety of administrative and managerial positions in nonprofit arts organizations, and also did some freelance curatorial work. "I've had a bit of checkered past," she observes.

Harriet's checkered past also includes the more conventional pursuits of marriage and raising a family. She and her husband raised three children. One daughter is now a painter; the other is a rowing coach who is married to an actor; and her son, the youngest, is a budding rock musician. Among the usual desk paraphernalia, stand several family photos. A particularly delightful black- and-white shot shows her infant granddaughter clad only in a string of tiny Christmas lights and laughing. "That's just what she's like, too!" Harriet beams.

In the early 90's, as her children began leaving the nest to begin their college careers, the time seemed right for Harriet to pursue her own academic goals, which she did with a vengeance. She earned a B.A. in art history from the University of Toronto, followed by an M.A. in medieval art, followed by an MSt (aka an M.L.S.) from the University of Toronto where her philologist/librarian husband, Miguel Torrens, is responsible for the Iberian and Latin American collection. The University's collection is one of the largest of its kind in North America, she explains with obvious pride. In between degrees, she has published, researched, and worked on projects too numerous to mention here. Her résumé would be ample evidence that she likes to make things happen and she simply does not sleep.

When the time came to begin work on a Ph.D., Harriet elected not to remain on this side of the Atlantic. She chose the University of Copenhagen in Denmark, because it was very much project oriented, rather than focused on coursework as are so many North American programs. It's a very practical Ph.D. program, she notes.

As an added bonus, Harriet's project requires her to travel through Scandinavia exploring 12th and 13th century medieval churches since her dissertation, currently in the final editing stage, concerns Scandinavian baptismal fonts from that period. Her husband fell in love with her project as well and the two of them now enjoy going "fonting" together. To date, the two of them have amassed between 6000 and 7000 slides of medieval and Renaissance baptismal fonts from 32 countries and created an electronic database of the records and images being distributed by *Iter: Gateway to the Middle Ages and Renaissance*.

Currently, Harriet spends the weekdays here in Syracuse and returns to Toronto on the weekends. Right now, it's working well, she says. Her husband has taken over as chief babysitter for their grandchild, and the weekends she describes as a mini-honeymoon.



Meanwhile, as the new head of the Fine Arts Department, she definitely has a lot to occupy her here at Syracuse.

Asked why she decided to come to Syracuse University Library, Harriet answers that it was a great job and timing was right. The dissertation is on the verge of submission; the position is full time and builds on her motley academic reference experience; and there are simply not that many fine arts libraries. But, the position also utilizes the skills developed in previous digitalization projects and offers an opportunity to bring some of SU's unique collections to the web.

Especially exciting to Harriet is the incipient Digital Services Project. There are, of course, a number of candidates for digital projects, including the Library's collection of architectural drawings. But recently, Marshall Matlock, professor at the S.I. Newhouse School of Public Communications, presented the Library with a gift she hopes will be among the first undertakings of the project. For fifteen years, the Newhouse School in conjunction with the Society for News Design, has sponsored a competition showcasing the world's best in newspaper design and graphics. Because submission implies the right of republication by Syracuse University, the hope is that this unique collection comprised of around 10,000 slides can be digitized and made available through the Library website. The resulting online showcase would be a prestigious addition to Newhouse and SUL's collection, not to mention its educational value to students of design, illustration, and journalism.

It is hard to predict the exact course of future events, but the years ahead certainly promise to be challenging and potentially very productive for Harriet and the rest of the Fine Arts Department here at SUL.

Darle W. Doran, MGI Department

April 8, 2003 Cabinet Summary

Cabinet welcomed new member Mary Beth Hinton, SUL Communications Coordinator.

Members participated in the semi-annual review of the Cabinet charge and norms and agreed to changes in the agenda format. Terry Belzak will record Cabinet minutes in the future.

Cindy Cost reported on outstanding searches. The EPA inspection went well; no violations were reported. The travel policy is now available on the F drive under *Policies and Procedures*. Cindy will do final budget inputting on April 9. We will then have a good estimate of the carryover for next year. Cindy has invited Pat Tassini and Debbie West from Human Resources to the next Cabinet meeting to explain FMLA policies. Cabinet agreed that a similar presentation for the entire staff would be useful.

Peter Graham announced that the NEH grant proposal will be resubmitted focusing on the Oneida Community. Peter reported that Cindy Cost will head a group charged with looking at areas within the Library where we should be charging fees but are not presently doing so. Peter distributed a document on ARL rankings, which included information on how rankings are determined. Peter also circulated a document on the ALA Library Bill of Rights and Code of Ethics, which will be discussed at the next Cabinet meeting.

Denise Stephens reported that this is the last week of the LibQUAL survey, which was conducted in order to gain a better understanding of patrons' perceptions of library services. Denise noted that the response rate from faculty and graduate students was good, but has not been as good for undergraduates. Denise will present two new program proposals to Cabinet in the near future, Assessment and Public Service Principles.

Bill Garrison announced that the updated spreadsheet of publishers who have signed on to the Ebsco deal is now in his drop folder. The file is *BGF-faxon2.xls*. There are \$335,000 in graced subscriptions. The BSD retreat was scheduled for April 9.

Peter McDonald reported that Faculty and Computing Media Services and the Library intend to raise awareness of the copyright issue on campus. FCMS and the Library are working on a joint web page where faculty, students, and staff can go for answers to technical questions. Peter also noted that he, Bill Garrison, Denise Stephens, and Christian Dupont will begin work on defining the digital library and will come up with a mission statement.

Bobbi Gwilt led a discussion regarding department reports. Cabinet agreed that department reports should appear first in *Staff News* and then be presented at Cabinet meetings. Conveners will make a schedule for department reports.

The Cabinet retreat is scheduled for Tuesday, May 20 at Christ the King Retreat Center. The topic is the academic library in the 21st century.

Complete minutes of this meeting are available on the F drive.

Eileen DeRycke, Access Services

LibChat ... continued from page 2.

Hours for LibChat service are:

- Monday: 1-9 p.m.
- Tuesday: 1-5 p.m.
- Wednesday: 1-9 p.m.
- Friday: 1-5 p.m.
- Sunday: 5-9 p.m.

Elaine Coppola, Reference Department

Special Collections and the University Library

On April 2, Christian Dupont, Director of the SU Library's Special Collections Research Center (SCRC), facilitated the Peer-to-Peer Library Dialog. Entitled "A Round Peg for a Round Hole," the dialog focused on the role of special collections in a university library, especially the emergence of "special collections" as research centers. Christian selected four articles, all available on SUMMIT, as background for the discussion.

Christian began by asking participants, about forty in all, to arrange chairs in a large circle. Though a newcomer to the SU Library, he was able to introduce most Library colleagues, as well as many visitors from IST and nearby libraries, by name. Discussion touched on three topics. First, how can we market special collections to undergraduates? Second, what does the "special" in "special collections" mean? Third, how has the expanding electronic environment, especially digital imaging, impacted special collections?

Christian opened the discussion by suggesting that the Library needs to promote special collections actively to undergraduates—a startling concept to those who retain the old-fashioned concept of special collections as a locked "treasure room." Rare Book Librarian Ken Lavender remarked that SCRC has been successful in reaching students in Freshman Forums, and especially in Freshman Honors; some have returned to pursue research for other classes. Like their colleagues in Public Services, however, SCRC staff sense that they are facing a new marketing challenge: with so much information freely available on the Internet, students no longer think they need to spend time working with resources held in the library.

Discussion then turned to the term "special," with its connotation of elitism. Special collections can be thought of as quasi-museums because they house primary, original resources in many formats. Yet individual items may not be old and rare, and everything can be handled by researchers. Though manuscripts are unique by definition, book collections may acquire uniqueness because of their comprehensiveness—a quality general collections strive for as well.

Finally, we discussed how digital imaging technology has changed what special collections librarians do. Placing finding aids and digital surrogates online makes unique resources accessible to scholars worldwide. Christian suggested that while digital imaging can be a useful access tool, it can subtly and paradoxically lead away from contact with the artifact itself. Special collections librarians and staff must educate both undergraduates and professors about the value of preserving and studying original materials.

The next Peer-to-Peer Dialog will be held Wednesday, May 7 from noon to 1:00 p.m. in E. S. Bird Library's 1916 Room. The topic will be Work/Life issues.

If you have ideas for a topic or article that might be the basis of future discussion, please contact a member of the planning group: Wendy Bousfield, Charulata Chawan, Ken Lavender, Cynthia Needham (Chair), Michael Pasqualoni, Sarah Theimer, Nancy Turner, or Lydia Wasylenko.

*Wendy Bousfield, Reference Department,
For the Peer-to-Peer Planning Committee*