

Library Bookmarks

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Library Staff Attends Conferences, Workshops and Online Courses!

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- Joy Galloni, Information Technologist, Interlibrary Loan
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The Virginia Library Association Conference was held in Richmond this year. The theme was "Where Readers Connect." Ellen Andes attended sessions on Assessing Reference Services: Models and Plans of Action, Information Literacy Forum for Academic Librarians, and Get the Point! What a Database-driven Web Site can do for Your Library. Virginia Cherry attended the Author Luncheon and spoke with representatives from SIRSI (the company we use for our integrated catalog system in the RBC Library) and OCLC/SOLINET (Southeastern Library Network, a not-for-profit library cooperative providing resource sharing amongst libraries in ten southeastern U.S. States). The SIRSI representatives highlighted what/when upgrades are expected as well as new products. SOLINET provided Virginia with additional information about our eBook collection. We now have access to 25,000 electronic books. Dabney Stuart, noted Virginia author, was the guest speaker for the Author Luncheon. Mr. Stuart is Professor of English at Washington and Lee University. He is the author of many books of poetry, literary criticism and fiction. His readings included several poems and a selection from a short story entitled "Bed and Breakfast" from *No Visible Means of Support*. His stories focus on basic human conditions and predicaments; for example, the loss of a loved one and the sorrow that accompanies the loss and the steadfastness of the human spirit. Virginia also visited the Dietz Press booth. Dietz Press is located in Petersburg and is the publisher of Kristin Thrower's book *Miller and Rhoads: Legendary Santa Claus*. It was during this visit with Mr. Wert Smith, owner of Dietz Press, that Virginia learned of the publication of Professor Thrower's book and arranged for the book signing at RBC Library. The keynote speaker for the conference was Dr. John Y. Cole, Director of the Center for the Book. The Center for the Book in the Library of Congress was established in 1977 to promote books, reading, libraries and literacy. Their big event this year was the National Book Festival promoted by First Lady Laura Bush. Ellen also manned the RALC (Richmond Academic Library Con

sortium) information desk, where brochures were available that Ellen had designed for RALC.



Ellen Andes, Virginia Cherry, Joy Galloni

In September, Joy Galloni attended a **workshop on e-Books** sponsored by SOLINET. Be sure to create your account and log on. Just click on the e-Book icon on the library home page. Smile! You're being photographed by the Library! Yes, this does happen often. To learn how to preserve these and other archival materials Joy attended a **photo preservation workshop** held at VCU. The speaker was one of only four national photo conservators and was most knowledgeable.

As the RBC representative to **VANet** (Virginia Network of the American Council on Education, Office of Women in Higher Education), Joy would like other women from RBC to join her for the Virginia Network State Con

ference to be held at the University of Richmond on February 22. The theme for the conference this year is "Women as Catalysts for Change." Joy has been lucky to hear Dr. Belle Wheeland, the recently appointed Virginia Secretary of Education, and Dr. Patricia Cormier, President of Longwood College, speak recently. "These women are so inspiring. At the last meeting, Dr. Cormier addressed the fire at Longwood; her involvement with the campus community is overwhelming. She told us her original goal upon arrival at Longwood was to make it the number one college in Virginia. How did she work toward this difficult mission: by showing every employee on campus their job was IMPORTANT! She had small group coffee meetings to talk with all department members. She visited all offices including the maintenance and janitorial crews. Faculty and staff are at her home frequently; she even arrived at the fire in her pajamas!" By supporting the importance of everyone's job, Longwood has been named one of only 42 public institutions nation-wide listed as a "Name Brand" institution, a category of institutions with selective admissions and name recognition in the marketplace. This rating was awarded by the Institute for Research on Higher Education conducted for the National Center for Postsecondary Improvement. The Longwood community is definitely working together to meet Dr.

Cormier's goal <http://www.lwc.edu/news/releases/namebrand.html>. We all agree that Women are the Catalysts for Change! Join Joy at the conference in February 2002.

In celebration of Women's History Month each March, the **Virginia Foundation for Women and Delta Kappa Gamma Society International** develop a poster to honor twelve women from Virginia's history who have made significant contributions to our lives. Included with the poster are biographies on each of the women as well as lesson plans using the SOL (Standards of Learning) for each age group. The Virginia Foundation for Women creates this poster because the Foundation's mission is to promote the welfare of women and girls through education, collaboration, outreach and leadership. Every school in the Commonwealth of Virginia receives a poster. Also, the pictures and biographies are added to the website at <http://www.virginiawomen.org> so they can be downloaded and printed by everyone. Virginia Cherry is coordinating the 2002 poster committee this year. Joy Galloni serves on a newly created project committee - a project that involves students submitting names for the 2003 poster and why they selected the nominee. Ellen Andes is the webmaster for the 2002 poster.

***"A library is not
a luxury but one
of the necessities
of life."***

Henry Ward Beecher

Association of Research Libraries Online Lyceum

Ellen Andes completed a six week online course on "Measuring Library Service Quality" sponsored by the Association of Research Libraries (ARL). ARL in conjunction with Texas A&M University Libraries is piloting a research and development project that uses the Gap Model of Service Quality to utilize qualitative rather than quantitative assessment tools. The Gap Model goes beyond mere customer satisfaction surveys; it attempts to measure the difference between the expectations of excellent service that a customer might have and their perception of the service that

is actually delivered. Various assessment tools can be used to measure this. The ultimate goal is to have an organization that promotes a "culture of assessment." The course utilized online chat/discussion forums and web based surveys, assignments, and other activities.

**Service Quality is:
Exceeding expectations
Strategically managing an organization
Performing reliable service
Delivering value**

Our Nation's Library: The Library of Congress

**The Library of Congress
101 Independence Ave. S.E.
Washington, D.C. 20540**

202-707-5502
<http://www.loc.gov>

The Library of Congress was established in 1800 as a small research library for Congress. Following the burning of the Capitol (where the Library was located), Thomas Jefferson sold his personal library to the Library of Congress for \$23,950 in 1815. Since then the Library of Congress has grown to be the world's largest collection of materials, including more than 28 million cataloged books and other print materials in 460 languages.

It also houses the world's largest collection of rare

books, legal materials, films, maps, sheet music and sound recordings. The Library is open to anyone over 18 who has need of using its materials. In addition, its vast collections are available to everyone through the Internet at <http://www.loc.gov>.

The Library of Congress is much more than a repository of books. The following list of collections, activities, and related Web sites illustrate the breadth and depth of its holdings:

Services from the Library of Congress

- **Congressional Research Service (CRS):** The Congressional Research Service serves the legislative needs of Congress by providing research and analysis of all issues of interest to Congress.
- **Law Library of Congress:** The Law Library of Congress provides research and legal information to Congress, Courts, Executive Agencies and the public. Its online databases, a link to the Global Legal Information Network (GLIN) and other links and services are available at <http://www.loc.gov/law/public/htdoc>.
- **U.S. Copyright Office:** In 1870 the U.S. Copyright Office was established at the Library of Congress. Two copies of every published work that is registered must be deposited at the Library. For more information go to <http://www.loc.gov/copyright>.
- **American Memory Web Site:** As part of an effort to make primary source materials available to the public, the Library of Congress through its American Memory site offers over 7 million digital items from more than 100 historical collections. Examples of items available are: The Frederick Douglass Papers at the Library of Congress; Edward S. Curtis's The North American Indian: Photographic Images; Emergence of Advertising in America, 1850-1920; Inventing Entertainment: The Early Motion Pictures and Sound Recordings of the Edison Companies and much much more. Treat yourself by going to <http://memory.loc.gov>.
- **America's Library:** In addition to the American Memory Web site, there is a site called America's Story from America's Library. This is an interactive site for children and families and can be found at <http://americaslibrary.gov>. This site is a delightful combination of history and story.
- **Archive:** The Library is also an archive of a visual history of the United States with its 15 million prints, photographs, moving images, drawings, posters and architectural records. In 1988, the National Film Preservation Board was established at the Library of Congress.
- **Sound Recordings and Radio Broadcasts:** The Library has the largest public collection of sound recordings and radio broadcasts.
- **International Studies:** The Library is a Center for International Studies.
- **Manuscript Collections:** The manuscript collections in the Library of Congress include over 53 million items. These collections include personal papers of 23 of the nation's presidents, records of the NAACP, and significant contributions from major cultural and scientific figures.
- **Map Repository:** The Library of Congress with more than 4.5 million maps is the world's largest map repository.
- **Performing Arts Center:** The Library is a performing arts center. Free concerts are given at the Coolidge Auditorium, known for its excellent acoustics. <http://www.loc.gov/rr/perform/concert>
- **NLS:** In 1931, Congress established the Library's National Library Service for the Blind and Physically Handicapped (NLS). Go to <http://www.loc.gov/nls> for a list of the 140 cooperating libraries.
- **Children's Literature Center:** Go to <http://www.loc.gov/rr/child>.
- **The Library Today:** "Links to the latest news, events and features of interest from your nation's Library." Go to <http://www.loc.gov/today>.
- **Collaborative Digital Reference Service (CDRS):** 24/7 reference - RBC is part of this pilot project
- **Poet Laureate:** The Library has a Poet Laureate Consultant in Poetry position. Go to the Library's Poetry and Literature Center Web site at <http://www.loc.gov/poetry>.
- **Center for the Book:** In 1977, The Center for the Book was established to promote interest in reading and libraries. This Web site is found at <http://www.loc.gov/cfbook>.
- **Exhibits:** The Library also features its many treasures in an ongoing, rotating exhibit called "American Treasures of the Library of Congress." Some examples of items found in these exhibits are the contents of Lincoln's pockets on the night he was assassinated and Leonard Bernstein's score from West Side Story. Selections from these exhibits can be found at <http://www.loc.gov/exhibits>.
- **Publisher:** The Library is also a publisher. For details go to <http://www.loc.gov/loc/pub>. The Library of Congress Information Bulletin is a free monthly publication about collections, events and exhibitions at the Library and is also available on the Web at <http://www.loc.gov/loc/lcib>.
- **American Folklife Center:** In 1976 Congress created the American Folklife Center to "preserve and present American folk-life." Go to <http://www.loc.gov/folklife> for details.
- **Preservation:** In addition to building vast collections, the Library is also responsible for the preservation of its collections. It has developed new preservation techniques in its laboratories and has shared that information with other institutions. The Preservation Office Web site can be found at <http://www.loc.gov/preserv>. In 2003 a new facility for the preservation of audiovisual materials will be opened in Culpeper, Va.

And finally the Library of Congress, through its cataloging and classification services, is the nation's library for all other libraries.

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We're on the Web
www.rbc.edu/library

*Reeling you in with the lure of
information @ your library™*

This Newsletter is available online
at www.rbc.edu/library/liblines.htm

Upcoming Events @ your library

January: Reeling you in to celebrate diversity @ your library

February: Reeling you in with a love of books @ your library

March: Reeling you in to explore women's history @ your library

April: Reeling you in with guest authors @ your library

Interlibrary Loan Services at RBC

If you need a book not found in the Richard Bland College Library, ask for it through Interlibrary Loan. If you need an article not found in the RBC Library or through the VIVA resources, ask for it through Interlibrary Loan! One of the Library's goals is to meet the informational needs of students and faculty when the resources aren't available locally.

Our successful interlibrary loan system begins with a specific request for materials from one of our patrons. Being a member of SOLINET's OCLC – Online Computer Library Center – allows me to search the World Catalog and make an online request for the item. Yes, I do keep a paper copy of each request, but the other work is completed online. Requesting and in processing is done daily.

The system for borrowing is structured; first I request from RALC (Richmond Academic Library Consortium) member libraries. RALC began in 1985 with resource sharing as its primary mission: "RALC promotes resource sharing through such activities as interlibrary lending, document delivery, direct borrowing by

patrons, shared cooperative collection development, and automated networking. Media resources are shared through RALC's Richmond Area Film/Video Co-operative." <http://org.jsr.vccs.edu/ralc/bylaws.htm>. Borrowing from RALC libraries gives you, the patron, the added benefit of a shuttle service delivery every Tuesday and Thursday.

Second, I request from VIVA member libraries. VIVA has its own set of guidelines - each library is expected to send out the requested materials within 48 hours by priority mail. Third, I request from out of state colleges or libraries and these results aren't as reliable. Last year VIVA allocated Richard Bland College Library \$806.00 to support the delivery of books and materials to other VIVA libraries.

According to Mary E. Jackson, Senior Program Officer for Access Services, Association of Research Libraries, each request is estimated to cost an average of \$12.08. Lending is less expensive at the average cost of \$7.25 per item. The first semester of this school year, Richard Bland College Library has completed a total of 357 ILL

transactions. That is an approximate cost of \$3453.19. This sounds very expensive, but providing students the materials needed for their research papers is very important to the library.

An important link is the "Electronic Request Forms" from the Library Home Page. This is an RBC link for requesting ILL materials. To use any of the ILL services at Richard Bland College you must be a student or faculty member in good standing at RBC.

"Information is a product that knows no borders." (Bradbury, David. "Worldwide view of information: availability of publications and international interlibrary loan." *RQ*, 32.2 (1992): 185-193.

Your college Library is working to keep this a reality for you.

For ILL services at RBC, see Joy Galloni, jgalloni@rbc.edu.