

Winter 2006

Volume 12, Number 4: November/December 2006

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Recommended Citation

Zack, Suzanne, "Volume 12, Number 4: November/December 2006" (2006). *UConn Libraries Newsletter*. 18.
https://opencommons.uconn.edu/libr_news/18

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November/December 2006

The Votes Are In! Results of the 2006 Library User Survey

Francine DeFranco

How satisfied are users with the University of Connecticut Libraries? They're very satisfied!

The Libraries conduct regular user surveys and employ diverse approaches to measure user satisfaction, importance, and quality. During Spring 2006, the Libraries conducted a survey of faculty, graduate and undergraduate students at all University of Connecticut campuses to gather data concerning use, satisfaction, and importance ratings of the Libraries' assistance, collections, services, equipment, and facilities.

Some 2,500 members of the UConn Libraries community, responding to this most recent Library User Survey, gave the Libraries high satisfaction marks. On a five-point scale, the faculty were most satisfied (4.06), followed by undergraduates at (4.04), and

graduate students at 4.02.

Participation in this year's survey more than doubled that of the 2001 Library User Survey. Among respondents answering the 68-question, Web-based survey were 350 faculty members, 522 graduate students, and 1,432 undergraduate students from every academic program at the Storrs and the regional campuses.

Survey information and results are powerful contributors to the Libraries' planning and decision-making processes and an essential step in identifying ways to provide the collections and services users value most.

What We Learned

- Users were most satisfied with interlibrary loan (4.31), liaison librarians (4.24), reference assistance



(4.24), meeting rooms at Dodd Research Center (4.18), and Special Collections (4.18).

- Of most importance to users were electronic journals (4.69), databases (4.68), accuracy of the library catalog (4.61), books (4.59), and reference assistance (4.29).
- Among the areas users cited as needing improvement were searches for missing books or journals, photocopiers, group study and the 24-hour study space.
- Some 40 percent of all users visited a UConn library in person at least once a week to study or use their own materials, came to use a computer (28.9 percent), and to access e-mail (28.3 percent).
- Approximately a third of those responding said they used the library on-site to either check out a book (32.5 percent) and or to use journals (29.3 percent).
- More than half of those responding (54.6 percent) said they used the library for academic purposes rather than to socialize and relax.
- According to the survey results, close to half of the participants (48.9 percent) visited the library from their home or office on a weekly basis to use electronic databases and journals, an increase of more than 20 percent from the 2001 User Survey.
- Respondents accessed the library remotely to use the library's online catalog, HOMER (41.6 percent), renew or place a hold on books (18.8 percent), and place interlibrary loan requests (18.2 percent).

The 2006 survey results represent some important changes from the 2001 results:

- Electronic journals continue to be the highest priority among all populations, with print journals no longer among the top three collection priorities.

Copyright Web Site Unveiled

Barbara Oakley

Members of the UConn community now have a new copyright resource at their fingertips with the introduction of the Libraries' copyright Web site (available at www.lib.uconn.edu/copyright). With the ease of copying and distributing copyrighted materials digitally on local networks and the Internet, there's a greater urgency to informing the community at large of its rights and responsibilities within the law. The Web site will provide users with valuable information and tools to help them navigate the complexities of copyright law in the digital age.

"The issue of fair use in the electronic environment is still evolving. It is important for the academic community to use copyrighted materials in electronic course reserves, course Web sites, and course management systems responsibly or it puts at risk the future of fair use in the electronic domain," says Vice Provost for University Libraries Brinley Franklin. "With this Web site, the Libraries are working with

the University community and legal counsel to establish practices that meet institutional needs while respecting the principles of copyright and fair use."

The Web site contains a variety of useful information about copyright. Fundamentals of copyright law are included under "Copyright Basics." Information about fair use and reproducing the works of others are spelled out in plain English with examples and links to other resources beyond the Web site. "Copyright Guidelines" covers activities common throughout institutions of higher education.

The section on "Library Services" has information for library staff and users alike. There are statements for mediated and self-service copying, interlibrary lending and borrowing, and course reserve which clearly delineate library and user



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Listening to Our Users

Brinley Franklin, vice provost
University of Connecticut Libraries



The University Libraries routinely survey our users to see how we are doing and to respond to their needs. We conducted the third major local survey of our primary user groups last Spring, and the results were quite encouraging and informative (see “The Votes are In” on page one).

In addition to the quantitative data we collect, we afford users the opportunity to comment and thereby also collect qualitative data on the library. Last Spring, we received about 3,000 comments. Some of these comments offer insight into how the Libraries are perceived on campus:

- Pay them (the library staff) more. They work very, very hard. They are dedicated and deal with so many of our specialty and vague questions. They should have a special staff assistance appreciation day. I will make a cake for them, I’m not kidding.
Faculty, CLAS, Social Sciences
- The most important resource for graduate students are the electronic journals. They should be expanded, not only in terms of the titles available but also the years available in electronic format.
Doctoral student, CLAS, Social Sciences
- I like the convenience of being able to access journals online at the library from home. It saves me a lot of money if I don’t have to drive a half hour to UConn, and downloading to my computer also saves a lot of money in photocopies.
Doctoral student, Agriculture and Natural Resources
- The only complaint I have is the poor maintenance of the photocopiers. If I cannot take out an academic journal and the majority of the copiers are broken it’s very difficult to get my work done—I’m sure it is difficult to keep them up and running but with only a few available sometimes the lines for them get unwieldy and it really slows down my research.
Master’s student, CLAS, Humanities
- I wish the library had more holdings in all areas, but understand its limitations. My main concern is that books/articles be made available as rapidly and with as little hassle as possible.
Faculty, CLAS, Humanities
- I really prefer to check out books and bring them home rather than reading them online. However, as for online journals, the more the better!
Doctoral student, CLAS, Social Sciences
- Library must stay open longer.
Faculty, CLAS, Humanities
- Decent work. Live help rocks!
Undergraduate, Family Studies

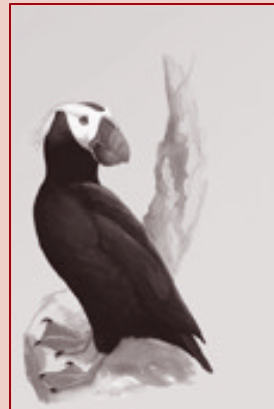
The Libraries have been engaged in collecting user feedback for about 10 years. We offer both print and electronic comments boxes. In addition to our local surveys, we participate in the Association of Research Libraries’ LibQual+™ library service quality survey. We also meet regularly with representatives from the Undergraduate and Graduate student governments and meet during the academic year with the Provost’s Library Advisory Committee.

This year, for example, the media library service desk was closed and most video materials now reside

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Edwin Way Teale Lecture Series

The eighth year of the successful Edwin Way Teale Lecture Series on nature and the environment has already begun. To date we have heard from three distinguished lecturers, touching on topics including the Dodo’s legacy and its effect on conservation of extinct species, a cutting edge theory using carbon taxes to slow global warming and the environmental impacts of economic globalization. Please join us for the remaining lectures as we discuss today’s most pressing environmental issues. All lectures are at 4:00 p.m. in the Konover Auditorium of the Dodd Research Center.



Tufted Puffin illustration by David Allen Sibley

February 1, 2007

Mark Klett, Regents Professor of Art
Arizona State University
“Ideas About Time: Recent Projects that Investigate the Relationship of Time, Space and Photography.”

March 22, 2007

Richard Somerville, Distinguished Professor
Scripps Institution of Oceanography
“Climate, Climate Change, and the Intergovernmental Panel on Climate Change.”

April 12, 2007

David Allen Sibley, Author and Illustrator
The Sibley Guide to Birds
“Birds and Bird Guides.”

American Montessori Society Records Added to Thomas J. Dodd Research Center

The American Montessori Society (AMS) records, which document the history of this important educational organization, have been given to the Thomas J. Dodd Research Center. The collection, consisting of printed, typescript, and handwritten materials, sound recordings, films, photographs, and slides, reflects the professional and administrative activities of AMS and provides historical information about the Montessori system of education.

Founded in Greenwich, CT in 1960 and now headquartered in New York City, AMS provides the leadership and inspiration to make Montessori a significant voice in education. It is the largest Montessori organization in the world.

Montessori schools across the country follow the teachings of Maria Montessori, who believed that children teach themselves. This simple but profound truth inspired Montessori’s lifelong pursuit of educational reform, methodology, psychology, teaching and teacher training—all based on her dedication to furthering the self-creating process of the child.

“Joining forces with the Thomas J. Dodd Research Center, one of the nation’s most unique and important archive facilities, is a great thing for the American Montessori Society,” comments AMS Executive Director Richard A. Ungerer. “Not only do we add our rich history and educational resources to the Dodd collection, but their commitment to discovery and the human condition, such as by housing one of the largest collections of children’s

literature in the world and the Human Rights Institute, is right in line with all that is Montessori. We look forward to a long and mutually beneficial relationship.”

“The American Montessori Society was founded in Connecticut, so this is an historic homecoming. As the Dodd Research Center offers travel grants to researchers, this is a wonderful opportunity for educators from all over,” states educator and educational leader Marie M. Dugan, chair of the Archives Committee and co-representative to the United Nations for AMS. “The partnership of the Dodd Research Center and the AMS archives is especially significant, coming as it does during the celebration of the ‘Montessori Centennial.’” The year 2007 marks 100 years since the founding of the first Montessori school by Dr. Maria Montessori.

The official opening of the archives took place on October 28 with leaders in Montessori education and members of the AMS Board and AMS Archives Committee attending.



The first Casa dei Bambini, or “Children’s House” founded in 1907 in the San Lorenzo district of Rome, Italy.

Human Rights Violations Stymie International Legal Bodies

Scott Brinkerhoff

International law has traditionally existed to protect nation states from offenses by other nation states.

But today the question of how — or whether — to address human rights in the framework of international law is being hotly debated, an expert said October 25.

James Crawford, a professor from the University of Cambridge who has advised governments from Australia to Canada to the United Kingdom on international law and its applications, said human rights pose special issues when efforts are made to cover them by existing international law.

During his lecture “Human Rights and State Responsibility,” Crawford said “all states have standing to complain of human rights violations by other states.”

But what happens when the violations are being caused by non-state entities, such as rebels? he asked.

The issue becomes even thornier if the state is abetting the perpetrators, but not precisely directing their activities.

An example, he suggested, might be Libya’s responsibility vis-à-vis its nationals in the case of the Pan Am airplane destroyed over Lockerbie, Scotland.

Crawford spoke at Konover Auditorium as part of the Raymond and Beverly Sackler Distinguished Lecture Series in Human Rights.

The Sacklers are international philanthropists who have long supported a variety of programs at UConn, including ones relating to art, medicine, and human rights.

Crawford emphasized that his purpose was to describe the status of human rights in international law, rather than prescribe what he might like it to be.

International law, he said, has been comfortable regulating treaties and the seas, to name two examples, but acts by private parties or non-governmental organizations or corporations do not fit neatly into international law as it has been practiced up to now.

Genocide, such as in Rwanda, or what is happening in the Darfur region of Sudan, or what occurred in Bosnia under the guise of “ethnic cleansing,” has not been effectively addressed with existing institutions, although there are several, Crawford said.

These range from the U.N. Security Council to the International Court of Criminal Justice and the European Court of Human Rights.

Although every state in the world has paid lip service to human rights as laid out by United Nations treaties and other documents, atrocities continue and even basic human rights are denied with impunity to wide and diverse populations, he said.

Going back to the Nuremberg trials, he said, nations have wrestled with how best to bring to trial and punish perpetrators of atrocities.

He noted that stopping tragedies from occurring in the first place has been even less successful than dealing with the aftermath of human rights violations.

He lamented that situations like that in Darfur are mired in lengthy processes that yield “a lot of talk” but never seem to provide a resolution.

There are several legal cases that may signal change, however. Several examples

Although every state in the world has paid lip service to human rights as laid out by United Nations treaties and other documents, atrocities continue and even basic human rights are denied with impunity to wide and diverse populations.

come from an unlikely source, the Alien Tort Claims Act of 1789 (ATCA), which gives non-U.S. nationals access to U.S. federal courts to seek damages in cases involving human rights violations outside the United States.

The law was successfully used in 1980 by a Paraguayan man in suing a policeman who had tortured his son to death in Paraguay.

More recently, the transnational company Unocal was sued successfully in 2002 for knowingly using forced labor — compelled in some cases by murder and rape — to construct a gas pipeline from Burma into Thailand.

Crawford said the ATCA is drawing attention from human rights advocates because it seems to provide a mechanism for addressing abuses by corporations, which have up to now tended to fall outside traditional jurisdictions.

“There is no international system of corporate responsibility,” he said.

Meanwhile, the International Criminal Court is also being closely watched as it begins to fulfill the role envisioned for it since 2002, to try individuals accused of genocide, war crimes, and crimes against humanity.



James Crawford, Whewell Professor of International Law at the University of Cambridge and an expert in public international law and international private law, delivered the 12th Annual Raymond & Beverly Sackler Distinguished Lecture entitled “Human Rights and State Responsibility” on October 25 at the Thomas J. Dodd Research Center.

The court is taking up the case of a Congolese national accused of forcing children under 15 years of age to participate actively in hostilities in the Democratic Republic of the Congo.

The outcome of that case could provide a precedent for many others; the United Nations estimates that 300,000 children around the world are being compelled to act as soldiers.

Reprinted from the UConn Advance.

UConn to Host New England Archivists Fall 2007 Meeting

The Dodd Research Center has been chosen to host the Fall 2007 meeting of the New England Archivists. The meeting, which is scheduled for October 12 & 13, 2007, will focus on issues related to college, university, and school archivists. For more information please stay tuned to <http://doddcenter.uconn.edu> or <http://newenglandarchivists.org>

Homer Babbidge Library Launches iDesk

When you first walk through the Library's door, you will be greeted by new signs over the Information or iDesk, our new Plaza Level service desk, where you can take care of many different needs. Services offered at the iDesk, include circulation, reserves, information, pick up of document delivery, Inter-Library loans and collections access.

Today's consumers are accustomed to finding their services bundled for convenience and the one-stop shopping of the iDesk caters to their needs.

This is still the place to check out and return materials, pick up hold items, ask for information about your account or obtain a Community Borrower card. This is also where materials from regional libraries, the Boston Library Consortium and other libraries can be picked up and returned. The iDesk is the place to ask for help in locating items or to initiate a search for books and media not found on the shelf.

Students can check out reserves books and media. Faculty can bring personal materials to place on reserve for either electronic or physical reserve. This is also the place where faculty can address their concerns about reserving media and scheduling the video theaters.

Users needing to know where materials, places and events are located in the library can ask at the iDesk. Campus maps and information are also available. Users who need to contact security for any reason may do so at the iDesk.

The iDesk is open Monday through Thursday from 8 a.m. to midnight. Friday from 8 a.m. to 10 p.m., Saturdays from 10 a.m. to 10 p.m. and Sundays from 10 a.m. to midnight.

The iDesk can be contacted at (860) 486-2518 or through askcirc@exchange.lib.uconn.edu.

Copyright Web Site (Continued from page 1)

responsibilities. "Protecting Your Rights" gives authors, composers and other creators information and tools to help them retain some rights to publication, performance or future research and teaching uses.

In the coming months, members of the Libraries' Copyright Team will be reaching out to other parts of the University community to bring additional content and resources to the Web site in the areas of teaching, distance education and student uses.

The Web site is part of a larger initiative by the Libraries to increase copyright awareness at the University. The Libraries sponsored a forum this past April entitled "Whose Rights & Who's Right: Copyright in the Digital Age" (see the April/May 2006 issue of this newsletter). Future activities will include training for library staff to work with copyright users and a forum in December, co-sponsored with the Boston Library Consortium.

Barbara Oakley, area head, access services



Dali's *Alice in Wonderland*

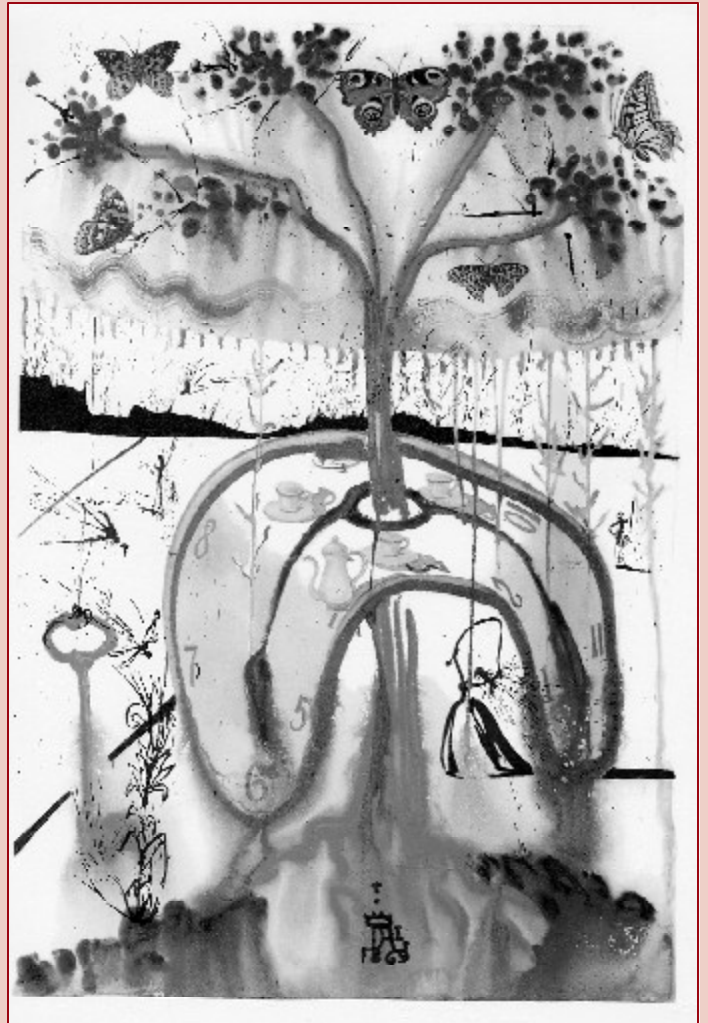
Among Works Donated to Northeast Children's Literature Collection

Children's book illustrator Stephanie Clayton has given the Northeast Children's Literature

Collection in the Thomas J. Dodd Research Center three exceptional works. The first is a signed copy of the "Dali Alice Folio," Salvador Dali's 1969 illustrated version of the children's classic *Alice's Adventures in Wonderland*. The folio, in heliogravure, includes 12 illustrations with one original colored etching signed in the plate. The illustrations are exceptional; the *Mad Hatter's Tea Party* features Dali's melted clock for a table.

Clayton also donated two additional "Alice" works: a 1932 edition of *Alice in Wonderland* and a 1935 *Through the Looking Glass and What Alice Found There*, both with illustrations by Sir John Tenniel re-engraved in wood by Bruno Rollitz. The books feature typography and bindings by Frederick Warne and are signed by Alice Pleasance Hargreaves, the inspiration for the original "Alice."

Ms. Clayton explains: "The gift is made in loving memory of my uncle, Stephen Page Weston, who gave us the Dali *Alice*, and who all through my formative years made sure we had such wonderful books and literature on which to cut our 'mental teeth.' It worked...the love of books, reading and illustration is the greater part of me!"



Babbidge Doubles Loan Limit to 300 Items

The Library has increased the loan limit for faculty, graduate students and honors undergraduates from 150 items to 300 items. This change is in response to requests from a few heavy users of library materials who repeatedly topped 150 items charged to their accounts.

When a patron hits the 300 item limit, they are unable to renew materials online, request materials from the Boston Library Consortium, or use the self-check machines in Babbidge.

Undergraduates, staff, retirees, visiting scholars, and University affiliates may continue to borrow 150 items.

Listening to Our Users (Continued from page 2)

in open stacks with additional security devices to deter theft. Faculty members on the Provost's Library Advisory Committee underscored their dependence on the availability of videos they rely on to teach courses. The undergraduate representative advocated for access to videos by students. The Libraries, by listening to users' needs, will hopefully develop policies for videos that meet faculty needs and still provide as much access as possible to students.

I'd like to take this opportunity to thank the many faculty and students who responded during last year's survey and who continue to provide us with feedback. Praise is also due the Libraries' user team, who, with assistance from the Neag School of Education, did an admirable job compiling the survey results. The Libraries are (still) listening to our users, and through the hard work of the library staff, we are working on a number of improvements to make library collections and services even better.

Children of Immigrants and Immigrant-Parent Penalties

Bandana Purkayastha

According to the U.S. Statistical Abstract, 11.9 percent of the U.S. population and 11.4 percent of the Connecticut population are foreign born. The foreign born population —Asian, black, Latino and white — includes legal immigrants, legal temporary individuals (e.g. foreign students), and illegal immigrants. The foreign born group includes adults and their children. A vast proportion of the children of immigrants were born in the U.S. Thus, the data tracking immigrants or foreign born groups do not tell us what proportion of college students are children of immigrants. Campus statistics indicate that one percent of UConn's student body is foreign born. It is unclear what proportion of UConn's minority or white students are children of immigrants or immigrants themselves.

In a guest column on diversity issues, Bandana Purkayastha, associate professor, Sociology and Asian American Studies, draws upon her most recent book Negotiating Ethnicity: Second-Generation South Asian Americans Traverse a Transnational World and shares her insights on children of immigrants.

Immigrants and their children are in the headlines again. Our current debates about “how many immigrants are too many” are similar to debates of the early 20th century.

Today's immigrants are a very diverse group of people. Among the legal immigrants, some are fleeing persecution, while others come in search of economic opportunities; some come with modest educational backgrounds, others have post-graduate and profes-

sional degrees at rates that far exceed the average for American citizens. Some legal immigrants are poor, others are super-rich. Some are legal but not really immigrants; they are the people with temporary work permits. Many of their children—Asian, black, Latino and white—are students at this University.

We have long expected immigrants and their children to learn English, move out of ethnic enclaves, gain access to mainstream institutions—churches, jobs, educational institutions—and become American through this process of assimilation. We also expect such assimilation to bring economic and social upward mobility to these new Americans. Recently, some scholars have begun to argue that totally relinquishing ethnic ties is not always in the interests of post-immigrant generation groups.

I have focused my research on a group assumed to be assimilated: the children of immigrants, who grow up in suburbs, are (or become) fluent in English, acquire impressive educational credentials, and have significant mainstream networks.

My research on this post-immigrant generation group that is indistinguishable from mainstream America shows that these high-achieving American citizens continue to encounter extra barriers that their peers do not face. The parents of this group—very highly educated immigrants from India, Pakistan, Nepal and Bangladesh—did not follow the “traditional” path of first settling in ethnic enclaves. They found white collar jobs or opened businesses, and moved straight to the suburbs. Most of them became U.S. citizens, some remain legal permanent residents. Their children, my research participants, grew up in these “leafy suburbs,” and are often very high achieving themselves. They have excellent educational credentials and they are in, or are poised for upper-tier white-collar jobs. Yet they continue to pay a penalty for having immigrant-parents.

Our immigration laws shape “family reunification” processes. Only the immediate family—parents of the legal immigrants, spouses (and children), and unmarried siblings—are allowed to come to the U.S. But the waiting periods for these family members range from almost no wait (usually for immigrants from Western Europe or Canada) to more than a decade (usually for family members from Asia, Africa and Latin America). Other rules complicate the reunification of families. For instance, who can sponsor a relative—who has the financial ability and “good character,” which includes, in today's world, not showing up on any list because of suspected or proven improprieties—can delay or



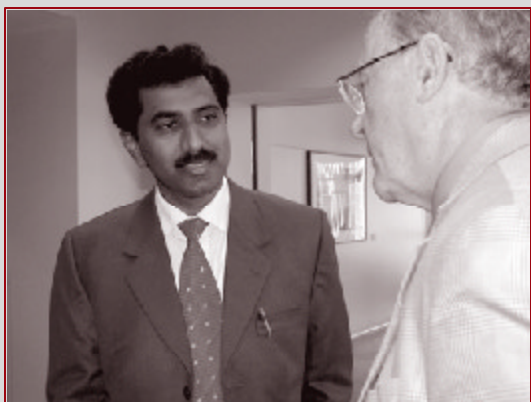
Vishal Thapar (left) and Rohini Sen, graduate students from India who are pursuing Ph.D.s in statistics and computer science, respectively, compare notes in Homer Babbidge Library.

interrupt family reunification. As a result, most of my participants had gotten used to leading globally dispersed family lives.

These assimilated U.S. citizens experience “immigrant-parent penalties” of many types. There are small penalties: they often do not enjoy “grandparents’ days” at school or expect many family members to be present at graduation events. There are more significant penalties; weddings and funerals are two examples. They cannot expect their family members to be there for weddings because no one can predict whether family members can get tourist visas to travel. For most extended family oriented cultures—and most of today's Asian, Latino, and black immigrants of different religious backgrounds come from such cultures—marriages and deaths often require family members to play ritualized roles. I found that the highly assimilated group of Americans I was studying had worked out a transnational social space for “doing family” and marking major life events. Weddings were often arranged in the country where most relatives lived. After funerals, Hindu Americans were going to South Asia to immerse the ashes of their parents in rivers there. Economic ability plays a significant role in how effectively these Americans can use other countries for “family events.” However, the restrictions which were set according to the initial classification of the immigrants continue to affect the lives of their American offspring.

Such penalties simply multiply when we consider the position of the children of refugees, the children of temporary legal workers, and the children of illegal immigrants who are subject to many other laws. Since the mid-1990s a range of new laws have shrunk the political, social, and economic human rights of immigrants. At least one more generation of American citizens will continue to pay penalties for their immigrant parents.

Bandana Purkayastha, associate professor, Sociology and Asian American Studies.



Sanil Raj Johnson, (left) UConn's 2006-2007 Visiting Fulbright Scholar from Kerala, India, talks with Wayne Franklin, Director of UConn's American Studies Program during a welcoming reception for him at the Dodd Center in September. Johnson, an English Language and Literature lecturer at St. Thomas College, is a Ph.D. candidate at Calicut University completing his dissertation “Openness as Revelation: A Study of the Poetic Innovations of the Black Mountain Poets.” Johnson is researching several poets represented in the Dodd Center's literary manuscript collections.

User Survey (Continued from page 1)

- Electronic databases joined the list of top collection items. Photocopiers, computers with internet access, and printers continue to be top equipment priorities. Individual study space and restriction of noise are sustained priorities for users. Bookworms Café was rated a top priority by faculty, graduate, and undergraduate students.
- Analysis of each major category indicates participants are generally very satisfied with the Libraries’ services and collections.

Two new survey questions were added asking respondents to indicate their preferred format for books, journals, and media. Overwhelmingly, respondents prefer electronic journals (80.0 percent) and electronic reference materials (47.8 percent).

Where Will We Go From Here?

Accuracy of the library catalog, accuracy in locating books, and reliability of photocopiers are chief areas of concern among all respondents. Improvements to these services are already in process. Expanding the palette of electronic journals and reference books is a key collection development goal and will remain so for the foreseeable future. Library staff, recognized as key players in user satisfaction ratings, will continue to provide and enhance user-centered reference, liaison, interlibrary loan, and circulation services and assistance. The Libraries will continue to work on improvements that maximize resources, take advantage of new teaching and learning technologies, and augment collections and influence faculty and student academic needs, research pursuits, and scholarly accomplishments.

The User Team was assisted in developing the online survey and generating survey data by Jamison Judd, a doctoral student with the Neag School of Education, Collaborative Technology Center. The faculty sample was generated by Jennifer Traynor, assistant manager, Human Resources Data and Information Management, and Mark Wiggins, systems programmer, UITS Server Support Group, distributed the faculty, graduate, and undergraduate student samples via University e-mail.

UConn Libraries user team members include Francine DeFranco, Carole Dyal and Nicholas Eshelman of Collection Services, and Meredith Petersons and Shikha Sharma of Research & Instruction Services.

To view the complete 2006 Library Survey results, please visit: <http://www.lib.uconn.edu/about/administration/surveys/>.

Francine DeFranco, area head, collections services, and team leader, user team.



In Their Own Words...

In every library survey, faculty and students offer comments about the Libraries’ collections and services as well as issues of concern. Here is a selected sample of the approximately 3,000 comments the Libraries received from survey participants.

Please build up the collection of printed books in humanities, critical theory, history, philosophy, etc. Printed book acquisition is one of the most critical areas for growth/emphasis.

Faculty, Fine Arts

The most important resource for graduate students is the electronic journals. They should be expanded, not only in terms of the titles available but also the years available in electronic format.

Doctoral student, CLAS, Social Sciences

The library is a welcoming place to study. As a new faculty member to UConn, I am impressed with the facilities and the layout of the library. *Faculty, CLAS, Social Sciences*

The library on the Internet is an incredibly helpful resource. I am happy to be able to use it. The databases with links to the full-text journal articles are amazing.

Doctoral student, CLAS, Physical and Applied Sciences

I have been very impressed by the help offered by the subject specialist liaison librarians. They always reply promptly!
Doctoral student, Engineering

More than half of the time I attempt to find a book to check out, the book appears in the catalogue as on the shelf, but is not on the shelf when I look for it.

Undergraduate, CLAS, Humanities

The library is a very pleasant place to visit. Glad to hear Bookworms is getting bigger.
Undergraduate, CLAS, Humanities

Of course, I'd only REALLY be satisfied if you provided access to EVERYTHING!
Doctoral student, CLAS, Social Sciences

Backlog Problem Turns into a 12-year Cataloging Relationship between UConn Libraries and OCLC

Sandy Gallup, the Library’s catalog and metadata services team leader, is the focus of a story on the Online Computer Library Center’s (OCLC) Web site about the UConn Libraries’ use of OCLC custom cataloging.

In the story, Gallup notes that staying on top of new materials was delaying backlogged material from getting into the library’s catalog, so the library looked for solutions.

“We didn’t have the staff to keep up with the new materials, gift collections and our retrospective collections,” says Gallup.

Other initiatives, such as a new theft prevention system and the transition to a new ILS, also cut into the cataloging staff’s precious time. But Gallup was determined not to let these challenges prevent users from accessing the library’s vast collections and moving forward with new projects.

Two things concerned Gallup: How to cost effectively process the cataloging backlog and how to ensure the high standards of the library’s bibliographic records.

“We tried bringing in additional people, but it never worked out as well as we’d hoped because staff training required so much time.”

So she looked more closely at the costs of adding permanent staff versus hiring a cataloging service. The cost analysis concluded that outsourcing would be the best solution, and it offered the most flexibility.

That left quality as the only hurdle to clear. “We had reservations,” she says about trusting someone else to do the cataloging. But after speaking to the OCLC Custom Cataloging team, she felt more comfortable.

Still, the initial work was closely monitored. “When we started, we did our own quality control of the records as they came in and continued to sample records for quite some time.”

What she found was the attention to detail and support of the library’s specific requirements was exactly how her team would have done it.

“OCLC provided us with a lot of options, contacted us with questions throughout the process, and most importantly, delivered as promised.”

You won’t find a backlog at the UConn libraries any more. In fact, there hasn’t been one for quite awhile—even after the cataloging from the five regional campuses was consolidated at the main library. With the absence of a backlog, there has been time to undertake new strategic work.

Gallup also participated in an OCLC “webinar,” or online seminar, on custom cataloging October 24 along with Margaretta Johnson from University of North Carolina at Chapel Hill and Lisa MacDonald of OCLC.

To read the complete story, please visit: <http://www.oclc.org/customcataloging/about/success/default.htm>

Connecticut Children's Book Fair



Nearly 3,500 children and adults attended the 15th Annual Connecticut Children's Book Fair November 11 and 12 in the Rome Commons. Participants met children's book authors, interacted with costumed children's book characters, listened to 17 authors and illustrators discuss their craft and enjoyed sing-alongs, and other activities.



A special celebration marked the 15th anniversary featuring founding members of the Book Fair along with cupcakes and cake adorned with the special logo designed by noted children's book illustrator Wendell Minor.

Authors and illustrators this year included notables such as Eileen Christelow and her *Five Little Monkeys* series; Etienne Delessert, (pictured above), who has over 80 children's books to his credit that have been read by children all over the world, Walter Wick and his *I Spy* series, and Jane Yolen, who *Newsweek* has called America's Hans Christian Andersen.

The Book Fair was made possible with the help of the UConn Co-op and sponsors including the SBM Charitable Foundation, Banknorth Charitable Foundation, Mohegan Sun, the Connecticut Library Association, and David & Billie Kapp. Proceeds of the Book Fair benefit the Northeast Children's Literature Collection in the Dodd Research Center.

Yes, I want to be a Friend!

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| <input type="checkbox"/> University Librarian's Circle | \$10,000+ |

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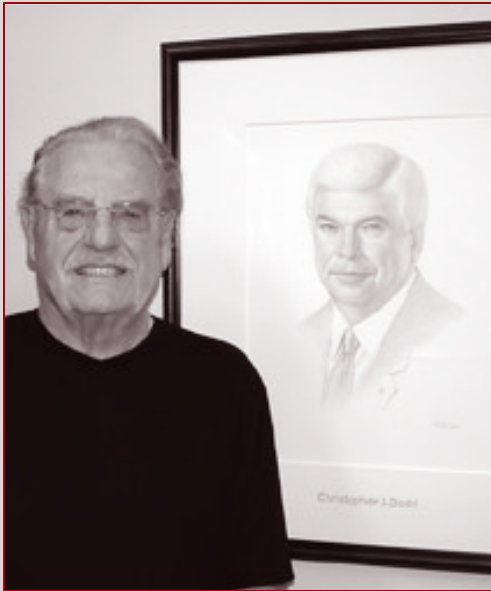
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Please make checks payable to the UConn Foundation and send with this form to:
Linda Perrone, Director of Library External Relations, Babbidge Library, 369 Fairfield Road, Unit 2005-A, Storrs, CT 06269-2005.



Hans Weiss, of Manchester, stands next to his recent pencil drawing of Senator Christopher J. Dodd, which he donated to the Dodd Research Center. The drawing hangs next to Mr. Weiss' earlier portrait of Dodd's late father, Senator Thomas J. Dodd, in the entrance area of the staff work spaces in the Center.

What's INSIDE

Page 2 *The vice provost for University Libraries reviews the comments made and conclusions reached in the 2006 Library User Survey.*

Page 3 *Professor James Cranford of Cambridge University delivers the Raymond and Beverly Sackler Distinguished Lecture.*

Page 4 *An illustrated copy of Salvador Dali's Alice's Adventures in Wonderland is donated to the Thomas J. Dodd Research Center.*

Page 5 *In a guest column on diversity issues, Associate Professor of Sociology and Asian American Studies Bandana Purkayastha discusses children of immigrants.*

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What's in a Name?

The University of Connecticut, 125 Years in the Making

Documents and images from the University Archives trace UConn's evolution from a small agricultural school for boys to New England's top public university.



Dodd Research Center Gallery

The More Things Change...

Student Life at the University of Connecticut, 1881-2006

Archival photographs and memorabilia illustrate 125 years of student life at UConn.



Homer Babbidge Library, Gallery on the Plaza

COMING IN JANUARY

On Gossamer Wings

The A. J. Carpenter Collection of
Butterflies and Moths

*Mounted specimens from the Connecticut
State Museum of Natural History*



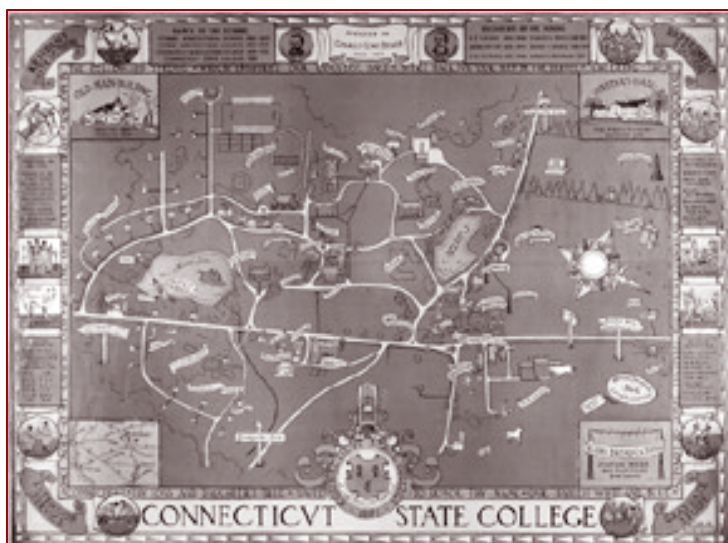
Gallery on the Plaza

Night Flyers

Digital Prints by Joseph Scheer



Stevens Gallery



A University Grows in Storrs

*A Cartographic History
of the Campus*

Historic and contemporary maps plot the
development of the University's
main campus.

Homer Babbidge Library, Stevens Gallery

Volume 12, Number 4

November/December 2006

University of Connecticut Libraries is published four times each year to provide current information about collections, services, and activities to those interested in the welfare of the Libraries. If you do not wish to receive the newsletter, please contact Ann Galonska at ann.galonska@uconn.edu or 860-486-6882.

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Feeding Upon the Everlasting

*Butterfly and Moth Illustrations from the Rare Books
Collection at the Dodd Research Center*

Dodd Research Center Gallery

