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# It Was a Very Good Year

Brinley Franklin  
Director of University Libraries

Looking back on the academic year that is coming to a close, there is considerable reason for pride on the UConn campuses. Our outstanding women’s and men’s basketball teams come to mind immediately, and new and renovated facilities are evident on every campus. The library, too, is proud of its contributions in support of the university’s quest to become one of the nation’s premier public universities. Some of our accomplishments this year include:

**Information Literacy** Library staff prepared online instruction modules in the summer of 2001. They used these modules to teach students from 74 First Year Experience (FYE) sections and 120 Freshman Writing sections during the academic year. A fifteen-week FYE class devoted entirely to information literacy was offered for the first time during the spring semester.

**Electronic Document Delivery** The Libraries’ successful electronic document delivery pilot project was expanded to become a campus-wide offering and was immediately popular. More than 1100 faculty and graduate students registered to use the service, and more than 6000 documents were delivered in this initial year.

**Extended Hours** Despite budget cuts, Babbidge Library added eight additional weekend hours to its service schedule in response to concerns raised by the Undergraduate Student Senate. Babbidge Library also extended its hours during final exams. The Dodd Research Center expanded its intersession hours and began to offer weekend hours.

**Wireless Classrooms** UConn/Stamford’s Jeremy Richard Library successfully implemented a 40-workstation wireless classroom with a generous gift from the Thomson Corporation. Babbidge



The new UConn/Waterbury campus: Jeter, Cook and Jepsen, Architects Inc.

**Another New Library for UConn** The new UConn/Waterbury campus now under construction will house the fifth university library to be built or restored in less than ten years. President Clinton dedicated the new Thomas J. Dodd Research Center in 1995, and the restored and renovated Babbidge Library was rededicated in 1998. The downtown UConn/Stamford campus, opened in 1998, houses the new Jeremy Richard Library, and the School of Fine Art’s new Music & Dramatic Arts Library was dedicated in 2000. Other new libraries now in the planning stages include replacements for the existing School of Pharmacy and Avery Point Campus libraries. For the story on Waterbury’s new campus and library, scheduled to open in 2003, see page 5.

# Library Users Tell Us What They Think

## 2001 Library Survey Results: Libraries Score 4.0

Francine M. DeFranco, Reference/Liaison Librarian to the Neag School of Education

The University of Connecticut Libraries is committed to supporting the academic, research, and curriculum needs of the university’s faculty and students. Since 1995, the library has gathered input regularly from users via service quality surveys, electronic and print comments, and focus groups. These activities yield data that assist the Libraries’ commitment to continuous improvement. User assessment, perspective, and comments are a critical and integral contribution to benchmarking, planning, and decision-making.

The library conducted its first online, system-wide survey last fall, distributing it by email to all faculty and graduate students and to a random sample of undergraduates. UConn’s Office of Institutional Research helped to ensure a statistically valid undergraduate sample with respect to academic status, primary campus, and school affiliation. Respondents were invited to assess the library in regard to their use, satisfaction, and the importance of the library’s collections, services, equipment, and facilities to their work. Nearly 1200 participants from all surveyed groups responded to the 68-item survey.

The 2001 survey built on information gathered during earlier user surveys of faculty (1997), grad students (2000), and undergraduates (1999). Several questions were refined to provide more specific data, and new questions were posed to assess new collections and services and to rate library assistance, an area not previously evaluated. Respondents were asked to rate the importance of each item under assistance, collections, services, facilities, and equipment. For collections, services, facilities, and equipment, respondents were also asked to rank their top three priorities.

The survey was distributed to each population group as an email letter from the Director of

University Libraries. The letter included the survey purpose, a hyperlink to the survey’s web address to facilitate access to the survey, contact information for questions, and assurance of participant confidentiality. Participants were offered an opportunity to enter their name into a raffle with a chance to win either a Palm Pilot or one of 150 gift certificates to the UConn Co-op. The Office of Research at the Neag School of Education worked jointly with the Libraries’ USER team to analyze and report data.

### Who Responded To The Survey?

Administrative Staff	1.1% (13)
Faculty	21.0% (251)
Doctoral Students	20.4% (243)
Masters Students	10.2% (122)
Undergraduate Students	46.6% (548)

The vast majority of respondents (91.9%) indicated Storrs as their primary campus with highest responses from College of Liberal Arts and Sciences (46%), Education (9.8%), Business (8.7%), and Engineering (8.2%). Most respondents (90.2%) cited Babbidge Library as the library used most frequently.

### What Did We Learn?

**Graduate students are the most frequent library users.**

- 26.1% of faculty and grad students use the Libraries at least once a week; doctoral students (44.4%) and master’s students (41%) reported the highest use.
- Almost 50% of doctoral and master’s students use the Libraries weekly for research; undergraduates (38.1%) and master’s students (32.5) reported highest weekly use of the Libraries for class preparation.

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## Inside UCONNLibraries

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## Researchers Polled on Changing Library Use Patterns

Results are in from a library user survey conducted in March by the Chancellor's Library Advisory Committee, chaired this year by Professor of Physics Edward Eyler. The survey sought to gather information on how UConn faculty, graduate students, and research staff currently use and anticipate using library collections, and also to inform planning for future library facilities.

The web-based survey was distributed to approximately 1000 faculty and research staff and approximately 4350 graduate students. Responses were received from 252 faculty, 364 graduate students, and 22 research staff. Approximately 95% of respondents listed Storrs as their primary campus affiliation. The other 5%, or 35 respondents, were from the Avery Point, Hartford, Stamford, and Waterbury campuses.

Respondents were asked to indicate the importance of five different access tools when conducting literature searches related to their research and/or teaching. More than 57% of all respondents identified electronic databases as critically important, followed by direct access to electronic full text journal articles (52.7%). The UConn library catalog (47.3%), web search engines (24.6%), and other libraries' catalogs (11.4%) completed the rankings.

Almost 77% of the respondents from humanities disciplines found the UConn library catalog critically important. Approximately 67% from the social sciences identified electronic databases as critically important, and almost 63% from the sciences found direct access to electronic full text journal articles critically important.

### Other Highlights

- Almost 55% of all respondents, relatively consistent across disciplines, said there are

important resources in their field that the UConn Libraries does not currently provide.

- Approximately 60% of all respondents did not anticipate that their method of using library resources for research and/or teaching would be different three years from now. Those in the sciences felt most strongly (46%) that their method of using library resources would be different in three years.
- An overwhelming 85% of respondents, consistent across disciplines, felt the Libraries should provide full text electronic journals for more titles in their field (canceling the corresponding print versions) instead of print and electronic versions of the same journal for fewer titles in their field.
- Respondents were evenly split (41% vs. 39%) on whether the university should maintain print collection archives for a journal when reliable electronic retrospective archives for that journal are also available. Twenty percent were not sure.
- Only 16% of respondents answered that electronic books appeared to be a viable alternative to traditionally published books. The highest positive response was from the sciences (19%).
- About 69% of all respondents were either comfortable or very comfortable with the idea of storing low-use print library materials adjacent to central campus (e.g., Depot Campus) with 24-hour delivery.
- Only 35% of all respondents were either comfortable or very comfortable with the idea of storing low-use print library materials in New England (e.g., Boston metropolitan area) with 48-hour delivery.
- More than 72% of all respondents felt the construction of a library storage facility should be a university priority among competing building and grounds needs.

The University Libraries would like to thank the Neag School of Education, Office of Research,

and particularly Susan Gilson, Statistical Consultant, for assistance in conducting the survey and tabulating the results. ■

*Brinley Franklin, Director of University Libraries, and Francine DeFranco, Reference/Liaison Librarian*

## netLibrary Update

Incorporating ebooks into library collections will undoubtedly be one of the biggest challenges for libraries in coming years. The future may remain volatile for quite some time while the publishing industry sorts out who owns what rights, and people adapt to reading books on screens. For now, however, the university's ebook collection, made available through netLibrary, has found its niche within the UConn community.

Users at all UConn campuses regularly access the 4000 plus electronic versions of printed books via Homer and dCompass. Usage reports for ebooks indicate that use has soared, particularly for popular titles in the ever-changing fields of computer programming and software.

Recent statistics compiled by Dave Bretthauer, Network Services Librarian, identify such titles as *The Complete Idiot's Guide To Microsoft Access*, *Sams Teach Yourself Visual C++ 6 In 21 Days*, and *The Complete Idiot's Guide To Microsoft FrontPage* as the three most frequently accessed ebooks. Additional top ranking titles include books on topics such as Perl, Java, Shell, and Visual Basic, intended more for reference than cover-to-cover reading.

The popularity of these titles comes of little surprise since technological knowledge is in perpetual flux. The netLibrary enables users to browse newly published titles that are often unavailable in the stacks and to check them out from any workstation. An added feature is that you don't have to worry about returning books or paying overdue fines since ebooks are automatically timed-out after

*Continued on page 4*

## Preserving a Very Special Collection Honeybee Collection Finds a New Home in the Dodd Center

New England's largest collection of books and other materials on the honeybee (*Apis mellifera L.*) is being transferred from the Kirschbaum Library on the Waterbury Campus to Archives and Special Collections at the Dodd Research Center where it will be preserved as a special collection. The Philemon J. Hewitt, Jr. Apicultural Collection is being moved in anticipation of the relocation of the library to the new Downtown Waterbury Campus currently under construction.

Philemon J. Hewitt, Jr. had a life-long interest in apiculture. He kept bees from the time he bought his first packet of bees at the age of fifteen until his death in 1980 at age 63. His intense interest in these valuable insects prompted him to begin collecting bee books and beekeeping paraphernalia. Hewitt lived in Litchfield most of his life and served as a full-time Connecticut State Bee Inspector, an officer in the Connecticut Beekeepers Association, and editor of the prestigious *EAS Journal*. In the course of his beekeeping activities, he met Alphonse Avitabile, Emeritus Professor of Ecology and Evolutionary Biology and retired Director of the University of Connecticut at Waterbury.

Avitabile, an avid bee researcher himself, met Hewitt at a meeting of the Connecticut Beekeepers Association in the early 1960s when he first became interested in beekeeping. He was instrumental in bringing Hewitt's book collection to the Kirschbaum Library. The collection contains two editions of Avitabile's *The Beekeeper's Handbook*, which he co-authored with Diane Sammataro. Avitabile used the collection in his research and



*Beekeeper making a skep. Illustration by Richard Alston from one of the most popular titles added to the Hewitt Apicultural Collection, Skeps: Their History, Making and Use by Frank Alston (Hebden Bridge [Eng.]: Northern Bee Books, 1987)*

published numerous articles in leading bee journals, which are also in the collection.

Originally, the Litchfield Historical Society housed Hewitt's entire collection, both books and artifacts. In the late 1960s, however, Hewitt offered his collection to the University of Connecticut at Waterbury, where it was stored temporarily in the Biology Department. In 1975, the books and journals were moved to Kirschbaum Hall, the newly constructed library building. These materials form the core of the current collection. In 1977, the Connecticut Beekeepers Association held its annual meeting in the Kirschbaum Library to celebrate the arrival of the collection and presented plaques of appreciation to the librarians. This event became the only occasion on which there were live honeybees in the library with a demonstration hive on the circulation desk!

The Hewitt Collection has continued to grow through purchases and donations. It now includes approximately 275 monographs, primarily in English, and 40 periodical titles. There is an almost complete run of *Gleanings in Bee Culture* extending back to 1876. In 1985, Toge S. K. Johansson donated many foreign periodical titles published in Australia, Canada, Chile, England, France, Germany, Italy, Mexico, Poland, Romania, Scotland, Spain and Turkey.

The scope of the Hewitt collection ranges from cookbooks using honey through many editions of Root's classic *ABC and XYZ of Bee Culture* to scientific treatises, such as *Biogeography and Taxonomy of Honeybees* by Friedrich Ruttner (1988). Brother Adam's *Bee-keeping at Buckfast Abbey* (1987) and Frank Alston's *Skeps: Their History, Making and Use* (1987) are two of the most frequently requested titles. Some of the earlier apicultural works in the collection are an 1838 edition of *The Honey Bee* by Dr. Edward Bevan and an 1857 second edition of *A Practical Treatise on the Hive and Honeybee* by L. L. Langstroth.

The Hewitt Collection has been heavily used over the years by students in Professor Avitabile's Biology of the Honey Bee (BIO 229) class, the public, and by researchers in far-flung corners of the world who have borrowed materials through interlibrary loan. In the future, this important resource will be preserved and available to scholars in the controlled special collections environment of the Dodd Center.

*Janet M. Swift, Librarian, University of Connecticut Waterbury*



DONATIONS RECEIVED FROM JULY 1, 2001 TO DECEMBER 31, 2001

Class Gifts

Class of 1951  
50th Reunion Class Gift

In honor of their 50th reunion, the Class of 1951 raised funds to refurbish a large video theater on the 2nd floor of the Homer Babbidge Library. In recognition of their generosity, the room was renamed the Class of 1951 Theater. Donors of gifts received between July 1, 2001 and December 31, 2001 are listed below.

\$5,000 - \$9,999

John G. Hill, Jr.

\$1,000 - \$4,999

George R. Brown • Terry S. Capshaw • Arthur A. Hathway • John A. Longobardi • Gene Ruggiero


\$500 - \$999

Carl W. Ellman

\$100 - \$499

Colonel Robert C. Baldwin • James A. Barone • Francis L. Barrila • Carroll A. Caffrey • John R. Cheeseman • Bernard P. and Shirley A. Dzielinski • Thomas H. Fitzgerald, Sr. • Edward B. and Ann C. Gill • Norman A. and Alice H. Jolie • Jack A. Skarupa • Richard W. Underwood • Louis D. Vercelli • Howard M. Werner • Frank R. Zemina

\$50 - \$99

Jeanne F. Cobey • Reno and Alice D. Franconi • Marlane F. Ganter • Arthur H. Salvin, Esq. • Carl Yohans, Jr. 

Class of 1952  
50th Reunion Class Gift

In honor of their 50th reunion, the Class of 1952 has launched a special campaign to upgrade and enhance a primary electronic classroom in the Homer Babbidge Library. Donors of gifts received between July 1, 2001 and December 31, 2001 are listed below.

\$1,000 - \$4,999

Raymond F. Good • Charles W. Lassen • Edward F. and Florence S. Nowicki • David A. Peterson • Mr. and Mrs. Charles S. Vigna, Jr.


\$500 - \$999

John H. and Emily M. Johl • David M. and Marilyn Rothstein • Albert C. Johnson • Helen R. Gallucci • Joseph J. Tooher, Jr.

\$100 - \$499

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\$50 - \$99

Stanley M. Barall • Daniel and Joanne G. Blume • William H. Burr • Anthony A. Cornelio • Molly Ann Curtis • George B. Duncan • Clifford O. Hull, Jr. • George H. and Evelyn W. Knowlson • Lawrence M. Liebman • Mr. & Mrs. Carl A. Massaro • Vera P. Paulson • John M. Seroor • Lois A. Stetson • John L. Webster • Dorothy M. Zaumseil 

Friends of the University Libraries

\$100,000 and greater

Raymond and Beverly Sackler

\$25,000 - \$49,999

Gladys Kriebble Delmas Foundation

\$10,000 - \$24,999

Mrs. John McDonald  
SBC Foundation

\$5,000 - \$9,999

George and Joan Cole  
SBM Foundation

\$1,000 - \$4,999

Susan B. Aller • Eldon and Judith Bernstein • Theodore S. Chase • Greenwich Capital Markets • Edward A. Horrigan, Jr. • Harold H. Koh and Mary-Christy Fisher • Ralph R. Kreiser • Billie M. Levy • Mohegan Sun • Milton R. Porter • Judith R. and David B. Rosenthal • Norman D. and Nora B. Stevens

\$500 - \$999


James E. Blozie • Connecticut Library Association • Kevin A. Edwards • Brinley R. Franklin and Cheryl E. Hillen • Walter and May-Woo Foo Giger • Dean L. Goss • David L. and Billie M. Kapp • Mr. and Mrs. F. William Kaufmann III • Paul and Marilyn Kobulnicky • Simon Konover • Sandra Babbidge Levis • Harriet H. Maclean • Mr. & Mrs. Richard Mahoney • Everett W. Martin, Jr.

\$100 - \$499

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\$50 - \$99

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I want to make a tax-deductible contribution to support the University of Connecticut Libraries in the amount of:

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If you wish to discuss annual giving opportunities, long term commitments, or your interest in a special project or specific area, please contact Linda Perrone at linda.perrone@uconn.edu or (860) 486-0451.



**Fritzi Batchelor**, Director of Information Technology Services, retired on April 1. Her colleagues and friends have contributed more than \$15,000 to an Information Technology Endowment to be named in her honor. Our goal is \$20,000. If we reach it, we will also name the B-Level Microlab in Fritzi’s honor. If you would like to help us meet that goal, please complete the form below and send it to Linda Perrone, Library Development Director, Unit 1205, University of Connecticut, Storrs, CT 06269-1205. ■

**Eva Bolkovac** joined the Collections Services Area on May 1 as the Libraries’ new Cataloging Team Leader. Since 1999, Eva has been Head of Access Services at the Connecticut Historical Society, where she managed the society’s access and cataloging operations. She served as Acting Director of the CHS Library for one year while the search to fill that position was conducted. During the past year Eva, led the project to purchase and implement a library management system for CHS—writing the RFP, negotiating with vendors, organizing data conversion of existing MARC records, and planning for retrospective conversion of the library’s manuscript and print materials.

From 1995 through mid-1999, Eva and her family lived in Australia, where she held catalog-

ing positions that provided her with a variety of experience and a working knowledge of several integrated library systems. Eva was the Technical Services Manager for the Caboolture Shire Council Library in Queensland, managing technical service operations for a five-branch county library system. There, too, she served as Acting Library Director during that vacancy.

Eva’s early library career was spent in California. From 1991 to 1995 she worked at the Mountain View Public Library where she performed cataloging, user services, database management, and materials selection. She also worked as a cataloger for the Stanford University Library and the Hoover Institution. She is fluent in Hungarian and Russian, and has a cataloger’s working knowledge of German, French, and Polish. ■



**Karen Tatarka** has joined the staff of the Jeremy Richard Library as a Library Assistant II with responsibility for serials check-in and circulation activities. Karen, a native of Orange CT, earned her BA and MA in English at Fordham University. She worked in the Fordham University Library, part-time during the school year and full-time in the summer. She also worked briefly at the Silas Bronson Public Library in Waterbury before coming to UConn/Stamford. She plans to begin working toward her MLS in the fall. ■

**Norman Stevens** Friends and admirers, family members, library staff and retirees, and Friends of the Library, surprised Norman Stevens, Emeritus Director of University Libraries, with a 70th birthday party on March 28. The highlight of the event was Richard Bleiler’s presentation on the “Life and Accomplishments of Sir Rupert Molesworth.” Among his many accomplishments, Dr. Stevens is founder of the Molesworth Institute and a long-time contributor to the field of library humor. ■



Former reference librarian Valerie Oliver congratulates Norman Stevens on his 70th birthday.



**Michael Young** has accepted the Libraries’ offer to become the next Art & Design Librarian at the University of Connecticut. He will join the UConn Libraries staff in July.

A librarian and art historian, Michael received his MA in Library and Information Science from SUNY/Albany. He also holds BA, MA and PhD degrees in Art History and Archaeology from Columbia University.

Before entering the profession of librarianship, Michael served as an Assistant Professor of Art History and coordinator of the art history slide collection at Bard College, as instructor in the Department of Art and Art History at Skidmore College, as Assistant Professor at Union College, and as Visiting Professor at the Graduate School of Architecture and Planning at Columbia University. He has taught courses ranging from Classical Art and Architecture to 18<sup>th</sup> Century American Furniture, the Bauhaus, the History of Urban Planning, the History of the Book, and the Modern City: London, Paris, Vienna. Michael has considerable experience as a reference librarian and subject bibliographer and currently serves as Head of the Acquisitions Services Department at SUNY/Albany.

Fluent in Czech and German, proficient in Italian, French, Spanish, and Latin, Michael notes a reading knowledge of Polish, Hebrew, and Yiddish as well. His research interests include the Baroque architecture of Central Europe and Nineteenth-Century synagogue architecture in the United States. He is the author of a monograph entitled *Santini-Aichel’s Design for the Convent at the Cistercian Monastery at Plasy in Western Bohemia* (Columbia University Press) and is currently completing a more extensive work, *The Buildings and Patrons of J.B. Santini-Aichel: The Flowering of the Esoteric Architectural Tradition in Baroque Bohemia*. □

### Collections & Services

*Continued from page 2*

four hours. Remote access is particularly useful for people at regional libraries, who often rely on interlibrary loans. Although a proxy account is not required for off-campus access, you must create an account to use this product.

In recent months, netLibrary has discontinued access to the off-line reader while it is being enhanced and is switching to PDF format for books. Other improvements include “bookmarking,” which allows users to organize research on netLibrary. Readers are now able to open multiple e-books simultaneously.

While the act of reading a book on a screen may not become universal for quite some time

*Continued on page 5*

## Information Technology Endowment to Honor Fritzi Batchelor

Fritzi Batchelor, former Director of Information Technology Services and arguably the person who did more than any other single staff member to advance the Libraries technologically, retired after more than 25 years of continuous service on April 1, 2002. The library is establishing its first Information Technology Endowment in her honor.

Our goal for the new endowment is \$20,000. Contributions in any amount will be greatly appreciated. All contributions or pledges of \$100 or more received prior to June 1, 2002 will be acknowledged on a plaque. Contributors of \$250 or more will be designated as Benefactors and contributions of \$500 or more will be acknowledged as Leadership Gifts. All donations are tax deductible.

Yes, I wish to make a contribution to the *Fritzi Batchelor Information Technology Fund*.

**My check for \$\_\_\_\_\_ is enclosed.**

**Please charge my credit card for the amount of \$\_\_\_\_\_.**  
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Contributions to the *Fritzi Batchelor Information Technology Fund* are fully tax deductible.

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Thomas J. Dodd Research Center	• Benefactor \$250 - \$499
405 Babbidge Road, Unit -1205	• Honor Roll \$100 - \$249
Storrs, CT 06269-1205	(Gifts at these levels will be recognized on plaque)

**Checks should be made out to the *University of Connecticut Foundation, Inc.***  
**Note *Fritzi Batchelor Information Technology Fund* in the memo.**



and will never replace the intimacy of holding a book, ebooks are attracting readers in fields such as science and technology, where updated information is needed and readily circulated. For additional information see <http://norman.lib.uconn.edu/NewSpirit/Databases/DatabaseInfo.cfm?ID=1294>.

Top Ten Circulated eBooks

- The Complete Idiot’s Guide To Microsoft Access 2000
- Sams Teach Yourself Visual C++ 6 In 21 Days
- Sams Teach Yourself Java 2 In 24 Hours
- Sams Teach Yourself JavaScript 1.3 In 24 Hours
- The Complete Idiot’s Guide To C++
- Sams Teach Yourself Perl In 21 Days
- Sams Teach Yourself Shell Programming In 24 Hours
- 101 More Best Resumes
- Perl 5 Complete
- Sams Teach Yourself Java 2 In 21 Days

Source: *NST netLibrary Usage Statistics Report*, April, 12, 2002 ■  
*Shelley Roseman, Reference Librarian, Jeremy Richard Library*


New Waterbury Campus to Open Fall 2003

October 13, 2001 was a milestone in the history of UConn’s Waterbury Campus, when a groundbreaking ceremony was held for the new Downtown Campus being constructed on East Main Street. Governor Rowland and President Austin were among the featured speakers, and many other dignitaries attended the event. The new campus is located just east of the Green, across from the Palace Theater and a fine arts magnet school that is also being built as part of the plan. The campus is in the Information Technology Zone, locally known as the ITZ, which has been designed to attract new businesses to Waterbury.

Designed by Jeter, Cook and Jepsen, Architects, Inc., the downtown campus will feature traditional collegiate architecture reminiscent of the urban courtyards at Yale. An illuminated clock tower at the entrance will echo other familiar towers seen throughout the city. Site preparation for the attached parking garage has begun and the structural steel frame of the new facility is being erected with the goal of opening the new campus in the fall of 2003.

The library will be showcased as the focal point of the new campus, which will consist of a three-story, 97,000 square foot building surrounding a large courtyard with gathering spaces throughout. Driving by or walking down East Main Street, one will be able to see into the library, a three-story open space with mezzanines wrapping around the two upper floors served by an elevator. A color scheme chosen by the interior designer will coordinate the entire campus.

Library users will find the circulation/reference desk just inside the library entrance. Stacks will accommodate 46,250 volumes. In addition, there will be a multi-media viewing and storage room. A conference room will be located conveniently on the main floor along with offices for library staff.


With all UConn/Waterbury programs, including the new undergraduate and graduate business programs, moving under one roof, as well as increased enrollment projections, we expect greatly increased use of the library. We are already busy preparing for the move and look forward to working in a 21st century library. 

*Janet M. Swift, Librarian, University of Connecticut/Waterbury*

EXHIBIT JUNE 3 - AUGUST 9

Presented In Celebration Of  
**Local Knowledge < — > Global Knowledge**  
**The Twelfth Berkshire Conference on the History of Women**  
**University Of Connecticut, Storrs, June 6-9, 2002**


**Portraits of Successful Connecticut Women**  
**With Supporting Documents from The University Archives**




*Prudence Crandall*

The Connecticut Women’s Hall of Fame (CWHF), a non-profit organization, was inaugurated in Hartford in 1994. For the first time in 300 years of state history, the collective achievements of Connecticut women, past and present, were publicly celebrated. Over 70 women have been inducted into the organization in ceremonies held each spring.

The CWHF showcases the contributions that Connecticut women—well known and less famous—have made to their communities, the state, and the nation. Its mission is to honor and give formal public recognition to Connecticut women who have “broken new ground” or have emerged as leaders in their fields of endeavor.





*Marian Anderson*



*Chase Going Woodhouse*

This exhibit displays the portraits and accompanying biographies of those elected to the CWHF, including those most recently elected in April 2002—Eileen Kraus, Florence Griswold, and M.T. Winter.

Two portraits of women who donated their papers or collections to the Dodd Research Center are displayed in the Dodd Center with items from their archives. The Dorothy C. Goodwin Papers contain materials pertaining to Ms. Goodwin’s public service, academic, and political careers, while the Chase Going Woodhouse Collection reflects her activities relating to family and women’s issues, service to the state of Connecticut, and the people of her community. 



*Lillian Vernon*

*Babbidge Library, Gallery on the Plaza*  
*Curator: Jane Recchio*

It Was a Very Good Year  
Continued from page 1

Library introduced wireless capabilities to its first floor classrooms, with plans to include the second floor classrooms in 2002-2003.

**Digital Collections Strategic Plan** Building on the success of *Connecticut History Online*, the Libraries’ most ambitious digital collection to date, library staff created a strategic plan that lays the groundwork for continuing to integrate digital resources with traditional print collections.

**Unmediated Security System Project** Babbidge Library’s print collections have been prepared for the installation of a new, unmediated security system this summer. Babbidge will be the largest academic library in North America employing this state-of-the-art self-checkout, security, and collection management technology.

**UConn/African National Congress Partnership** The Dodd Research Center played a key role in securing a \$700,000 Mellon Foundation grant to organize the ANC Archives, train archives staff in South Africa, and to locate additional anti-apartheid materials to supplement existing collections.


**Special Programs** Many of the university’s Human Rights Semester events were hosted by the Thomas J. Dodd Research Center. The Greenwich Capital Markets Lecture featured Governor John Rowland speaking on the effects of September 11 on Connecticut’s economy. The Raymond and Beverly Sackler Distinguished Lecture Series presented two distinguished speakers: Father Robert Drinan and Dr. Joshua Lederberg. A generous gift of \$150,000 from the Sacklers enabled the university to expand this series to two lectures each year, with one lecture to be held in Stamford.

**User Feedback** The library conducted two web-based user surveys. A general survey, com-

pleted by 1177 faculty, graduate students, and undergraduates in the fall, indicated that 92% of the respondents experienced strong overall satisfaction with the library. A second survey, conducted in the spring in partnership with the Chancellor’s Library Advisory Committee, was completed by 638 faculty, graduate students, and research staff. Respondents across all disciplines demonstrated a strong preference (85%) for more full text electronic journals as opposed to fewer titles provided in both print and electronic versions. The survey confirmed the increasing importance, in all disciplines, of electronic indexes, databases, and full-text journal articles for research and teaching.

**Class of 1952 Electronic Classroom** The Class of 1952 selected the University Libraries to receive its 50th anniversary class gift. The gift was used to renovate Babbidge Library’s primary electronic classroom and to significantly upgrade its computer, projection, and multimedia capabilities.

**Information Technology Endowment** Library staff, retirees, and friends honored Fritz Batchelor, retiring Director of Information Technology Services, by creating our first information technology endowment.

The University of Connecticut and its Libraries improve with each passing year. Some successes, like our Elite Eight men’s basketball team and our undefeated national championship women’s basketball team, are cause for major public celebration. Other successes, like those mentioned above—and many others across campus—go unheralded by the media but contribute importantly to the university’s improving academic environment. On both fronts, athletic and academic, it was a very good year. 

Library Users Tell Us What They Think

Continued from page 1

- Remote use of library resources and databases has increased significantly.
- Faculty (63.3%), doctoral (69.5%), and master’s (52.5%) students connect weekly to library resources from home or office.
  - Master’s students (19.7%) reported the highest weekly use of electronic course reserve; 21.7% of undergraduates reported monthly use.
  - Doctoral students (55.6%) are the heaviest weekly users of electronic journals from home or office, followed by faculty (41%) and master’s students (34.4%).
  - Approximately 31% of all respondents connect to online databases weekly, ranging from 53.1% for doctoral students, 45% for faculty, 36.1% for master’s students, 31.1% for undergraduates, and 23.1% for administration.

- The Library Liaison Program is, once again, the top-rated library service.
- More than 51% of faculty and 30% of grad students consult their library liaison at least once a semester.
  - Knowledge and use of the program has grown since users were first surveyed in 1996. Fewer than 20% of respondents don’t know about the liaison program.

What Satisfies Users?

Respondents were asked to indicate satisfaction and importance ratings for library assistance, services, collections, equipment, and facilities using a 5-point scale from “1-Low” to “5-High.” Survey respondents indicated a 4.04 overall satisfaction level with the Libraries as indicated in Table 1. This represents an increase in ratings from earlier user surveys where satisfaction rankings from respondents were 3.67 (faculty), 3.70 (graduate students), 3.47 (undergraduates-Storrs campus), and 3.61 (undergraduates-regional campuses).

Table 1. Overall Satisfaction by Academic Status

Academic Status	Mean
Administrator	4.27
Faculty	4.00
Doctoral	3.92
Masters	3.98
Undergraduate	4.10
Total	4.04

Overall, satisfaction increased in all survey areas from previous surveys. (See previous survey results at <http://www.lib.uconn.edu/survey/>) Brinley Franklin, Director of University Libraries, notes, “It is very encouraging to see user satisfaction levels improve in comparison to previous user survey results. The Libraries’ staff has worked very hard in recent years to address user concerns and comments and to incorporate user feedback into our resource allocation decisions.” Top satisfaction rankings of library areas by academic status are reflected in Table 2.

Table 3 shows similarities and differences in satisfaction rankings by academic status. All populations ranked the information/reference desk and interlibrary loan at or above 4.0 in regard to assistance and services. Subject specialist librarians are particularly important for faculty and graduate students. Reference books received high rankings from faculty and students, along with electronic indexes/databases and electronic full text articles. ADA compliance, Bookworms Café, and individual study space were recognized as high satisfaction items, as were Internet computers, microlab computers, and laser printers.

What Is Important to Users?

A new feature of the 2001 survey asked participants to rank the importance of specific services, collections, equipment, and facilities. Table 4 reflects the Library areas of top importance indicated by survey respondents. Similarities and differences in importance rankings by academic status and library area are shown in Table 5. Respondents from all populations attributed high importance to the information/reference desk, accuracy of library catalog in relation to shelved materials, electronic full text articles, photocopiers, Internet computers, and laser printers. Graduate and undergraduate students place high importance on individual study space and quiet.

Table 2. Top Satisfaction Rankings of Library Areas by All Respondents

ASSISTANCE	SERVICES	COLLECTIONS	FACILITIES	EQUIPMENT
Information/Reference Desk 4.20	Subject Specialists Liaisons 4.31	Reference Books 4.00	Bookworms Café 4.02	Internet Computers 3.97
Circulation Desk 3.96	Loan Period For Books 4.25	Archives 3.91	Lighting 4.01	Microlab Computers 3.87
Reserve Desk 3.96	Interlibrary Loan 4.18	Electronic Indexes/Databases 3.90	ADA compliance 3.96	Laser Printers 3.83
Archives/Special Collections 3.90			Individual study space 3.95	

Table 3. Top Satisfaction Rankings of Library Areas by Academic Status

	FACULTY/ADMINISTRATOR	DOCTORAL	MASTERS	UNDERGRADUATES
ASSISTANCE	Info/Reference Desk 4.25 Circulation Desk 4.00 Reserve Desk 3.95	Info/Reference Desk 4.19 Reserve Desk 4.00 Circulation Desk 3.96	Info/Reference Desk 4.20 Reserve Desk 3.89 Circulation Desk 3.83	Info/Reference Desk 4.15 Circulation Desk 3.95 Computer& Copy Services 3.91
SERVICES	Subject Specialist Librarians 4.50 Loan Periods for Books 4.48 Interlibrary Loan 4.31	Loan Periods for Books 4.44 Subject Specialist Librarians 4.32 Interlibrary Loan 4.19	Loan Periods for Books 4.52 Subject Specialist Librarians 4.49 Interlibrary Loan 4.00	Library Hours 4.07 Interlibrary Loan 4.03 Course Reserve/Electronic 4.02
COLLECTIONS	Reference Books 3.95 Electronic Indexes/Databases 3.85 Electronic Full Text Articles 3.69 Microform Research Collections 3.69	Electronic Indexes/Databases 3.90 Reference Books 3.87 Books 3.75	Reference Books 4.02 Electronic Indexes/Databases 3.95 Journals 3.91	Reference Books 4.07 Books 4.04 Journals 3.97
FACILITIES	Lighting 4.04 Bookworms Café 3.95 ADA Compliance 3.87	Lighting 3.85 Library Classrooms 3.84 Individual Study Space 3.82	ADA Compliance 4.02 Lighting 3.99 Library Classrooms 3.97	Bookworms Café 4.16 ADA Compliance 4.09 Individual Study Space 4.08
EQUIPMENT	Internet Computers 3.91 Microlab Computers 3.82 Video Equipment 3.65	Internet Computers 3.82 Microlab Computers 3.69 Laser Printers 3.52	Internet Computers 4.18 Microlab Computers 3.97 Laser Printers 3.94	Internet Computers 3.98 Laser Printers 3.96 Microlab Computers 3.90

Table 4. Top Importance Rankings of Library Areas for All Survey Respondents

ASSISTANCE	SERVICES	COLLECTIONS	FACILITIES	EQUIPMENT
Information/Reference Desk 4.46 Reserve Desk 4.13 Computer & Copy Services Desk 4.12 Circulation Desk 4.08	Accuracy Of Catalog 4.66 Library Materials In Order 4.63 Online Catalog 4.57 Library Hours 4.54 Library Web Page 4.40 Interlibrary Loan 4.38	Books 4.60 Electronic Full Text Articles 4.58 Electronic Indexes/Databases 4.53 Journals 4.53 Reference Books 4.28	Individual Study Space 4.48 Noise 4.43 Lighting 4.32 Temperature 4.30 ADA Compliance 4.29 24 Hour Study Room 4.27	Photocopiers 4.61 Internet Computers 4.56 Laser Printers 4.26 Microlab Computers 4.00

What Are Users’ Top Priorities?

Respondents were asked to indicate their top three priorities for enhancing library services, collections, equipment, and facilities. Their responses, indicated in Table 6, focus on several items: accuracy of the online catalog, library hours, electronic full-text articles, journals, photocopiers, laser printers, Internet computers, individual study space, noise level, and temperature. These are the essential items users need to help them be effective researchers and productive scholars and students, and should receive library support for enhancement.

Gaps Between User Satisfaction and Importance Ratings

Importance ratings highlighted specific areas where the gap between users’ satisfaction and their perception of importance is greater than .50 among all user populations. Table 7 provides data indicating areas the library needs to address as it seeks to respond to the 2001 survey results. “The Libraries take very seriously the most significant gaps reported between library satisfaction and importance to users,” according to Brinley Franklin, Director of Library Services. “Earlier user

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Library Users Tell Us What They Think

Continued from page 6

surveys demonstrated that users were most dissatisfied with public photocopiers. In response, we purchased all new equipment. While pubic photocopiers are still a concern, user satisfaction has increased by almost 20%. We intend to once again invest in all new photocopiers, address vendacard problems, and increase the number of machines available to users this year.”

In addition, he said, the library is forming a project team to address the accuracy of the catalog in reporting which materials are available in the stacks. “We do not want catalog records to indicate that books are available, and then have users discover that they are not on the shelf when they try to locate them. We hope to make a significant improvement in this regard in 2002/2003.”

Franklin said that the library will continue to increase the number of full text journal articles available electronically and will also add a new catalog feature that will enable users to link directly from a journal citation to the full text of an article that the library has license to use.

To help keep the collections in good order, the library has invested a significant amount of money in a state-of-the-art radio frequency identification system that will greatly improve the ability to ensure that library materials are shelved in order. According to Franklin, “the system will allow shelve rs to pass a wand over books on the shelves and determine immediately if a book is missing or misshelved.”

“Library staff understand that our mission is to serve the UConn community,” Franklin said, “We appreciate our users’ willingness to help us identify areas where we need to improve. It is also gratifying for the staff to see that their hard work over the last several years has paid off in higher user satisfaction levels. Together we can make the UConn Libraries an even better service organization.”

Liaison and outreach services to faculty and students remain a high priority. Scott Kennedy who heads the Libraries’ Liaison Advisory Team, states, “This survey revealed the Liaison Program to be the library service of greatest satisfaction to our users. More people know about the program and benefit from it than ever before. However, the survey also showed that 28.1 % of undergraduates reporting did not know of this service. As a consequence, we will redouble our efforts to communicate information about the Liaison Program to this segment of our user population.”

Conclusion

The 2001 Library User Survey results demonstrate that the University of Connecticut Libraries remains a valued service held in high esteem by faculty and students. One faculty member commented, “[The library] is the true heart of the campus and intellectual life, and I am forever grateful that it exists in such excellent form.” This sentiment was also reflected in comments from graduate and undergraduate students who said, “All the learning that goes on and all the research this is done is to your credit...every degree that is awarded is your degree...Congratulations!” and “I love the library, I really do. It is organized well...the staff is extremely willing to help...I really feel lucky to have such a wonderful library on my college campus.”

Ratings for importance and priority items indicate users’ continued desire for high quality collections and services, as well as increased access to electronic resources, dependable Internet access, photocopiers and computers, and a comfortable learning environment. The library as place is both important and a strong priority for faculty and students as evidenced by the demand for individual and group study space, reasonable noise levels, comfortable temperature/air quality levels, the use of Bookworms Café, and the 24-hour study room. The data provide a clear picture of what users need for research and academic purposes as well as priority areas for funding. The 2001 survey results furnish the Libraries with useful information for planning and implementing the collections, services, and resources needed to ensure support for faculty and student research and academic responsibilities.

Acknowledgements

The Libraries’ USER Team—Francine DeFranco (team leader), Carole Dyal, Meredith Petersons, and Brinley Franklin—wishes to acknowledge the work of staff who

Table 5. Top Importance Rankings of Library Areas by Academic Status

	FACULTY/ADMINISTRATOR	DOCTORAL	MASTERS	UNDERGRADUATES
ASSISTANCE	Info/Reference Desk 4.60 Circulation Desk 4.13 Reserve Desk 4.09	Info/Reference Desk 4.52 Circulation Desk 4.24 Computer & Copy Services 4.16	Info/Reference Desk 4.42 Computer & Copy Services 4.17 Circulation Desk 4.14	Info/Reference Desk 4.36 Reserve Desk 4.18 Computer & Copy Services 4.15
SERVICES	Interlibrary Loan 4.78 Online Catalog 4.73 Accuracy of Library Catalog 4.69	Accuracy of Library Catalog 4.82 Interlibrary Loan 4.78 Library Materials in Order 4.77	Accuracy of Library Catalog 4.79 Online Catalog 4.79 Library Hours 4.69 Library Web Page 4.59	Library Hours 4.60 Accuracy of Library Catalog 4.54 Library Materials in Order 4.53
COLLECTIONS	Electronic Full Text Articles 4.78 Electronic Indexes/Databases 4.73 Journals 4.71	Electronic Full Text Articles 4.79 Journals 4.78 Electronic Indexes/Databases 4.75	Electronic Indexes/Databases 4.79 Journals 4.77 Electronic Full Text Articles 4.76	Books 4.49 Electronic Full Text Articles 4.29 Reference Books 4.28
FACILITIES	ADA Compliance 4.37 Lighting 4.29 Individual Study Space 4.26	Noise Level 4.41 ADA Compliance 4.38 Lighting 4.38 Temperature 4.34	ADA Compliance 4.56 Individual Study Space 4.52 Noise Level 4.51	Individual Study Space 4.57 Noise Level 4.49 24 Hour Study Space 4.38
EQUIPMENT	Photocopiers 4.62 Internet Computers 4.38 Laser Printers 4.06	Photocopiers 4.75 Internet Computers 4.47 Laser Printers 4.27	Photocopiers 4.77 Internet Computers 4.65 Laser Printers 4.39	Internet Computers 4.60 Photocopiers 4.49 Laser Printers 4.27


Table 6. Top Priorities for All Survey Respondents by Library Area

LIBRARY AREA	FIRST PRIORITY	SECOND PRIORITY	THIRD PRIORITY
SERVICES	Library Hours 16.1% Accuracy of Catalog 15.5% Interlibrary Loan 12.3%	Libraries' Web Page 10.7% Accuracy of Catalog 10.0% Library Hours 9.6%	Online Catalog 12.6% Libraries' Web Page 10.3% Accuracy of Catalog 9.8%
COLLECTIONS	Electronic Full Text Articles 25.8% Books 22.0% Journals 13.4%	Electronic Indexes/Databases 16.9% Journals 16.8% Electronic Full Text Articles 15.9%	Journals 16.8% Books 13.0% Electronic Indexes/Databases 10.6%
EQUIPMENT	Photocopiers 31.4% Internet Computers 16.7% Laser Printers 3.9%	Photocopiers 16.9% Internet Computers 16.7% Laser printers 15.5%	Photocopiers 17.4% Laser Printers 13.2% Internet Computers 10.1%
FACILITIES	Individual Study Space 14.8% Group Study Space 8.4% Noise Level 8.4% Bookworms Café 8.1%	Individual Study Space 10.3% Noise Level 10.3% Temperature/Air Quality 9.3%	Temperature/Air Quality 8.8% 24 Hour Study Space 8.5% Noise Level 7.3%

Table 7. Gaps Between Library Area Satisfaction and Importance

SERVICE TYPE	SATISFACTION	IMPORTANCE	GAP
Photocopiers	3.36	4.61	1.25
Accuracy of Library Catalog	3.78	4.66	.88
Electronic Full Text Articles	3.75	4.58	.83
Library Materials shelved in order	3.86	4.63	.77
Books	3.85	4.60	.75
Group Study Space	3.42	4.17	.75
Journals	3.79	4.53	.74
24 Hour Study Room	3.53	4.27	.74
Noise	3.73	4.43	.70
Temperature/Air Quality	3.66	4.30	.64
Electronic Indexes and Databases	3.90	4.53	.63
Online Catalog (Homer)	3.95	4.57	.62
Library Hours	3.93	4.54	.61
Internet Computers	3.97	4.55	.58
Individual Study Space	3.95	4.48	.53
Libraries’ Web Page	3.90	4.40	.50

provided support for this survey. Scott Kennedy, Director, Research and Information Services provided assistance in developing the survey instrument; Susan Gilson, Statistical Consultant, Neag School of Education, Office of Research, Bureau of Educational Services helped with compilation of survey results, data analysis and

interpretation; Mark Wiggins, Systems Programmer, University Information Technology Services, helped to create the random sample of undergraduates surveyed; Matt Ross, Computer Technical Support Consultant, Neag School of Education, University of Connecticut Educational Microcomputer Lab, hosted and maintained the web-based survey. 





UConnLibraries

Homer Babbidge Library  
U-1005A, Storrs, CT  
06269-1005

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U. S. Postage  
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Storrs, Ct  
Permit No 3

Summer Hours: May 20-August 9

Homer Babbidge Library

Monday-Thursday	8 am - 9 pm
Friday	8 am - 5 pm
Saturday-Sunday	Noon - 5 pm

Dodd Research Center

Monday-Friday	8:30 am - 4:30 pm
Saturday	Noon - 4 pm

Closed

June 29-30	Intersession
July 4	Independence Day

EXHIBITS JUNE 3 - AUGUST 9, 2002

From Home Economics to the Winner’s Circle  
Women at the University of Connecticut • 1901-2001

In 1881, the Connecticut General Assembly accepted an offer of 170 acres of farmland and \$5000 from Charles and Augustus Storrs to establish a school of agriculture—Storrs Agricultural School—to reduce the number of abandoned farms and population drain from rural areas of the state. According to then-Lt. Governor Hyde, in 1892, an agricultural school would halt “this growing tendency by affording to farmer boys of the state an opportunity to acquire...a scientific knowledge of their business. Such knowledge, when applied to the practical business of farming, it was believed, ...would tend to change existing conditions and would result in productive farms and contented and thrifty farmers.”

Within ten years of its establishment, the daughters, sisters and future wives of those farmers were knocking on the doors of the school, looking to expand their educational opportunities. Three women attended classes in 1891, although the school could not legally or formally admit them to the program; seventeen more followed in the next two years. Twelve years to the day of its establishment, on April 21, 1893, the General Assembly approved the establishment of the Storrs Agricultural College and identified it as the beneficiary of the Land Grant Act of 1862 and the Morrill Act of 1890.

Walter Stemmons states, in his *Connecticut Agricultural College—A History*, that the passage of the (second) Morrill Act in 1890, “while not definitely espousing co-education, is generally construed as having paved the way for Domestic Science (Home Economics) in the land grant colleges, and the presence of women in these colleges is now considered in most of them as being on a par with agriculture and mechanic arts.” In the fall of 1893, twenty women enrolled in classes at the new college on the hill.

Since 1901, thousands of women have been educated at UConn. This exhibit honors and highlights the contributions women have made to the programs, activities, and education that have made the University of Connecticut what it is today.

Dodd Research Center Gallery; Curator: Betsy Pittman

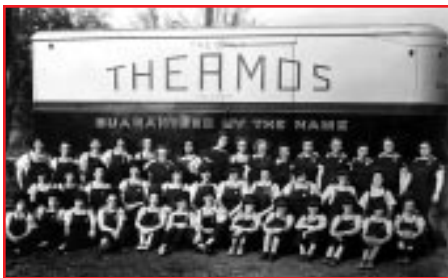
Connecticut’s Wage-Earning Women  
Images & Documents from Archives & Special Collections

At the threshold of the 21st century, women work in virtually every profession, accept increasing levels of responsibility, and rejoice in the same potential for success as men. This was not always the norm. Until the early 1900s women were relegated almost solely to domestic, clerical, and unskilled industrial or agricultural work; or consigned to careers as teachers, nurses, and librarians. These few choices were coupled with an assumption that women were incapable of performing what were viewed as more demanding tasks.

The 20th century saw a sea change in the possibilities for women in the workplace, and Connecticut rode the crest of this wave. A prime destination for immigrants, who were drawn to the state’s many industries, Connecticut provided jobs for women in an array of manufacturing and business venues. As the century progressed, so did the possibilities and accomplishments of women as workers.

The Business and Labor History Collections offer evidence of the types of work women did outside the home and lend credence to their advance throughout the 20th century. The exhibit includes materials from such companies as Southern New England Telephone, Cheney Brothers Silk Manufacturing, Thermos of Norwich, and American Brass of Waterbury. Publications and items from the Alternative Press Collection also show women’s gains in the workplace.

Dodd Research Center, West Corridor; Curator: Laura Katz Smith



Women workers at the Thermos Company plant in Norwich Connecticut, 1940

Truth in Advertising  
The Billboard Art of June Bisantz Evans

June Bisantz Evans’ recent images on billboards and city buses in the Hartford area are recreated here in a gallery setting. Since 1999, she has been working outside the parameters of conventional exhibition venues in order to connect with a wider audience.

Ms. Evans’ work deals with issues of feminine identity and self-image. She collages photographs of herself into various scenarios depicting psychological struggle, gender-related pitfalls, and personal triumph. The images are based on vintage magazine portrayals of women from the 1950s.

“I am interested in making my work part of the local landscape—and even more interested in having a public conversation about personal issues,” says



“Move Forward” will be installed on five city buses as well as on a billboard in downtown Hartford, CT from May-June 2002.

Bisantz Evans. “Although I like my work to have a humorous edge, I am very serious about the importance of these issues.”

Her use of commercial advertising space to invite the viewer to think, rather than to buy, transforms the impersonal and commercial into the personal and emotionally resonant.

Ms. Evans received her MFA degree from Claremont Graduate University in California. She has lived and worked in Boston, Los Angeles, and New York, and her work has been shown nationally and internationally. Currently, she teaches digital art and design at Eastern Connecticut State University. View her work on her website at <http://junebisantzevans.com/>

Babbidge Library, Stevens Gallery; Curator: Michele Palmer