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William J. Murdock ed.
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"Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it." - Dr. Samuel Johnson

The Information Edge

A Newsletter of the Pace University Libraries

VOL . 1 NO. 1

State of the Pace Libraries 1995

Respecting the Past; Pursuing the Future

Many library administrators are reluctant to commit specific goals and objectives to writing, not because they do not have any, but because they wish to adapt quickly to changing circumstances. They do not wish to be constrained by a written document that may be passé' before it is printed. As Peter Drucker so eloquently tells us, however, "management has no choice but to anticipate the future, to attempt to mold it, to balance short-range and long-range goals." Thus, in planning strategically for the future, we must anticipate it, and in doing so, develop short-range plans and base decisions on the here and now.

The strategic plan lends credibility to the quality improvement process. Mission statements provide the library staff with long-term projections and philosophical directions. Goals and objectives, respectively, specify the broad and more precise intentions of the library. Strategies, in turn, offer the library staff possible courses of actions for realizing the goals and objectives. The attributes of a well-designed plan are critical to the success of TQM. "A ship without a rudder" best describes a TQM program that lacks a supporting strategic plan.

The library's plan submitted last year, is based on the following three questions:

- What is the library doing?
- What should the library be doing?
- What will the library be doing?

Four main goals were identified through this process. The first being, we must continue to build collections in support of curriculum and programmatic requirements of the University; collection development is a dynamic not a static process. The printed word will never become obsolete; strong, local collections will still be necessary.

Our second main goal is to continue the integration of computer technology into all aspects of the library's operations. At the outset of her Pace University career,

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INTERNET AT LIBRARIES

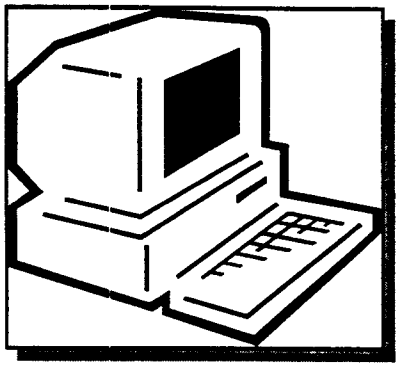
Pace Libraries' direct connection to the Internet allows library users to run ***Netscape***, a graphical interface to the Internet. Netscape makes it possible for even computer novices to click their way through the Internet, enjoying text, pictures, sound, and video along the way.

Access to government documents, legal information, business data, medical information, electronic journals, library catalogs from around the world, art exhibits,

Visit the Pace Libraries and see what the Internet has to offer YOU!

President Ewers authorized the purchase of a library automation system. We chose a turnkey system from Innovative Interfaces, Inc. of Berkeley, California. This state-of-the-art integrated system has had an impact upon the effectiveness of both back room and public service operations. It has afforded us the opportunity to compile hundreds of statistical management reports that have enabled us to make informed decisions about the proper allocation of our scarce resources.

The next step in the automation program was to share information within each library and among the libraries. In order to do that, we had to LAN the libraries and connect to the PACENET. Ethernet Novell Lans were installed in the Mortola Library and the Graduate Center Library during the summer of 1994 and at the Birnbaum Library in January 1995. At the Mortola Library, a network file server configured with multiple CD-ROM drives (42) allows simultaneous access to numerous CD-ROM databases from any of the libraries' 25 workstations. Networking licenses actually restrict the number of concurrent users according to a graduated pricing structure. The Optinet software program which runs on top of Netware 4.1 ensures compliance with all negotiated licenses.



With the communications infrastructure in place, we now are directly connected to the Internet. The most crucial need concerning the Internet is to create a facade of user-friendly software for globe-spanning. A jumble of interlink networks - the Internet includes some seven million server computers housing incalculable volumes of all sorts of information. Unfortunately since there is no central control over the Net, there is also no master index. Software is now emerging that will facilitate access for ordinary people, thereby making Internet the all purpose route into cyberspace. The big breakthrough occurred in 1993 with the creation of an Internet subnet called the World Wide Web, which is really just a clever software scheme for imposing order over the mass of free-form information on the Net by organizing it in easily understood "pages." What makes the Web such a powerful cyber-helper is a software technique known as hyperlinking. When composing a Web page, an author can create hyperlinks, words that appear in bold type and indicate a shortcut to some other information. Using a program known as a Web browser, users can read pages stored on any Web computer. The libraries use Netscape Navigator to accomplish this task.

The Internet is not only a tool for locating, but also for publishing information. Imagine a marketing medium that's able to reach a potential audience of millions and at very low cost. Besides text, the Web can display graphics, digital photos and even sound and video. The library has established a Library Home Page on the Web which was demonstrated at a meeting in December 1994. It has now evolved into a full Pace University Home Page Presentation that will be housed on the Academic Mainframe with extensive programming and editing performed at the Library. The Pace story can be found at the following address: http://www.pace.edu.

It is very easy for departments at the University who have their own LAN to be connected to the library network. We have already made the connection in the case of

Electronic Information Sources

Available at all library locations

- ABI-INFORM
- ACADEMIC ABSTRACTS
- AMERICAN BUSINESS DISC
- BUSINESS INDEX
- DISCLOSURE
- ERIC
- ETHNIC NEWSWATCH
- FIRSTSEARCH
- HAPI
- HUMANITIES SOURCE
- INVESTEXT
- LEXIS/NEXIS
- MEDLINE
- MLA
- NEWSPAPER INDEX
- NTDB/FOREIGN TRADERS INDEX
- RNDEX
- CINAHL
- OVID
- PALS DATABASES
- PERIODICAL ABSTRACTS
- PSYCLIT
- WORLDSCOPE

Career Services on the Pleasantville campus and with the University Relations and Development offices. With a connection to the Pacenet and the necessary software properly installed, any department can access the Internet and all unrestricted internal resources of the university, including the library's CD-ROM databases. The staffs of Academic and Administrative Computing have partnered with the libraries in this important undertaking.

The library uses the Internet to access OCLC's FirstSearch Database. The utopian dream has been realized: it is where you are seated at your workstation, irrespective of its location, you search a subject, retrieve relevant citations, and display the full-text of articles. The text can be printed locally, downloaded to a diskette, or e-mailed to an office or home address. At present over a million articles are available, but that number will likely soar to three million next year. These articles emanate from the most popular journals with retrospective files of three or four years in most cases.

The third goal is to provide adequate facilities for library materials. We recognize that adequate facilities may be defined differently by different observers and clientele. For example, at the Graduate Center the librarians had hoped to acquire an entire floor on which to build a state-of-the-art, 21st century library. It didn't happen; we have been granted only part of a floor. The Mortola Library and the Birnbaum Library, having been built 12 and 27 years ago respecttively, in the pre-automation age, could use some renovation to reflect the methods of current access and delivery of services.

Our fourth main goal is to continue to recruit, hire and retain the best professionals in the field. This goal, in the final analysis, may be the primary one. The quality of the staff certainly determines the quality of the libraries program. The personnel issues may then be the most important ones to be addressed.

Five basic beliefs have guided the personnel program at the Pace Libraries. They are:

1) The library must appoint the best people and must sometimes not make an appointment if the only candidate available will be less than the best.
2) Jobs must constantly be reviewed and revised in light of the campus and library changes.
3) Leadership in all levels of the library is a critical factor in the library's development. Our leaders will need a talent for developing consensus, a tolerance for ambiguity, and an enjoyment of complexities. Increasingly, they will act to accelerate change, to make choices others won't make, to bring about cooperation in the midst of disagreement, and to employ skillfully the array of experts needed.
4) The role of the librarian, vis-à-vis, that of the para-professional, and clerical staff must be continually reviewed and changed as the library changes.
5) Excellence must be encouraged and recognized.

The basic assumption is that the structures of the departments and the units within those departments or the library as a whole are not fixed. The library is viewed as a fluid place and the structures of that place can and will change rapidly to meet the changing needs of the library and its environment.

The past is likely to be the best predictor of the future. One, therefore, would forecast a continued interest in building quality collections to support broadly based programs, establishing innovative programs of service and state-of-the-art automation programs, and, in monitoring constantly the libraries clientele and staff to ensure the support of academic programs. A strategic plan is ever changing and evolving as is the library. While one may wish that the library's program could be completed, by its very nature, it never will. That is the future.

by William J. Murdock
in collaboration
with David T.S. Leighton

GRADUATE CENTER LIBRARY EXPANDS AT 1 MARTINE

The Graduate Center Library at 1 Martine Avenue was established as a satellite of the former Hayes Library located on the 78 North Broadway campus. As a consequence of the consolidation of Pace University's undergraduate programs in Westchester on the Pleasantville campus, the Hayes Library has been disbanded and the

Graduate Center Library is now considered an extension of the Mortola Library operation.

The Graduate Center Library supports classroom instruction and scholarly research through on-site access to library catalogs, locally-mounted databases (CD-ROM), and commercial online systems. Statistical, bibliographic, directory, and full-text databases are searchable. Trained information specialists perform mediated searches and also instruct patrons in computer operation, database selection and search strategy formulation. In conjunction with electronic access to information, the library provides an array of document delivery services, including telefacsimile transmission, online document ordering, and the inter-campus mail service.

During the past academic year, a number of actions have been taken to better serve the diverse and complex needs of the graduate school community. Novell Ethernet LANS running OPTINET software for CD-ROM support have been implemented in the Pace libraries with interconnectivity achieved through the University's WAN (PACENET). At the Mortola Library, a network file server configured with multiple CD-ROM drives allows for simultaneous access to numerous CD-ROM databases from any networked library workstation. In addition, the Pace libraries have a direct link to Internet resources and services, offer a library World Wide Web (WWW) home page and support telnet access to other libraries or information resources.

Secondly, the Graduate Center Library facility has been expanded to incorporate the adjacent student lounge. As a result, graduate students now have onsite access to additional resources and services, including: course reserves, reference materials, current periodicals and newspapers, selected retrospective files of microfilm, more workstations, and study tables and chairs. Recently, the Pace libraries signed a contract with a new copier vendor, and the installation at the Graduate Center includes a modern photocopier and microform printer equipped with either coin or card operation. Card readers will also be installed on CD-ROM workstations to control escalating printing costs. Patrons, however, will have the option of downloading information onto diskettes that may be purchased at the Graduate Center Library for a nominal fee.

As part of the restructuring of the Pace Westchester libraries, the position of Graduate Services Librarian has been created to forge a more cohesive relationship with the graduate schools. Reporting to the Head of Research & Information Services/Westchester, this individual will coordinate, manage, and implement graduate user access, reference, and instructional services in support of classroom teaching, collaborative and interactive learning, independent study, and scholarly research; and serve as principle liaison to graduate programs in Westchester. The Graduate Services Librarian will cooperate with the entire Public Services Team in strengthening and expanding material and electronic resources, instituting appropriate mechanisms for collection access and document delivery, and developing innovative library instruction programs and training opportunities for the graduate clientele. Please contact Christa Burns, Graduate Services Librarian at (914) 422-4384 for further details.

Finally, there are ongoing discussions with senior administration officials concerning the feasibility of eventually relocating the Graduate Center Library to larger quarters on another level of the building. Despite stringent regulations governing floor load capacity, the

LEXIS/NEXIS DEBUTS AT PACE... A WORLD OF INFORMATION AT YOUR FINGERTIPS

Ever wish you could find the latest news stories on a company or industry, read about a new product introduced in Europe just last week, or browse today's issue of *The New York Times* electronically?

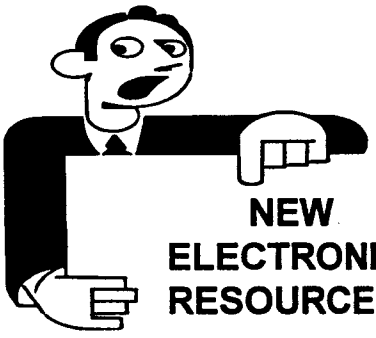
Now you can accomplish this and much more with the help of the world's largest **full-text** news, business, medical and legal database, the LEXIS/NEXIS SERVICE, available for end-user searching for the first time this fall on the Pace libraries' workstations. With access to more than 343 gigabytes of information (a gigabyte is one thousand megabytes (or one billion characters) approximately 4,000 different databases or files, and about 188 million documents (nearly 650,000 documents are added to this number weekly), this is a service that will offer something for even the most discriminating searcher!

⇒ **CONTINUED ON PAGE 6**

library could, nevertheless, maintain a highly focused print collection consisting of core circulating materials, primary reference works, and serial holdings.

Within the context of this future operation, we have also proposed the establishment of a combined electronic classroom/laboratory. This facility would be used for group orientations, online tutorials and self-paced learning, cooperative training sessions with faculty, multi-media presentations, demonstrations of new products, and development of instructional materials in hypermedia, multi-media, and computer-assisted learning formats. When no formal activities are scheduled, the electronic classroom would augment the other computer resources of the library, serving as a drop-in center for students wishing to complete course assignments, perfect search skills, or engage in serendipitous exploration.

by David T.S. Leighton



Over the summer, the Pace University Libraries invested in a new CD-ROM product, published by Ebsco Publishing, titled HUMANITIES SOURCE. This database, which offers access to diverse topics within the disciplines of literature, philosophy and fine arts, is considered the premier reference CD-ROM based product for use in large academic and public libraries. Citations that appear in the HUMANITIES SOURCE are drawn from over 450 of the most respected publications for academic and scholarly research, as well as thousands of McGill's Book Reviews, and cover topics ranging from:

- Art
- Literature
- Archaeology
- History
- Film
- Religion

In addition, 75 of the most popular humanities journals found in large academic and public libraries are available in the full text.

The HUMANITIES SOURCE CD-ROM database offers the following advantages to the end-user:

-Menu-driven software that is designed for first-time users, with easy-to-follow search screens that guide the user through the searching process.

-Keyword and subject searching capability with fill-in-blanks screens.

-Availability of more sophisticated search techniques, such as truncation, wild cards, or proximity/ phrase searching that allow more advanced searchers to refine their search strategy.

- Holdings of a large proportion of the magazines indexed in HUMANITIES SOURCE are available within the Pace Library system (Mortola, Birnbaum, or Pace Law Library).

The program searches the database for keyword terms entered by the searcher and then displays a list of citations found. An additional keystroke will then bring up a concise description of the actual article, which averages 50 words in length. In those cases where the full-text is available, another keystroke will allow the user to view the complete article.

The HUMANITIES SOURCE CD-ROM should prove useful to specialized, upper-division literature classes by enabling students to identify journal articles needed for the study of fiction, drama, poetry, films, and literary criticism. The library staff expects to train students in the use of this database in ENG102 and upper-level classes, and believe they will find the product both helpful and stimulating. It is recommended that this database be used in conjunction with more traditional reference works. The librarians believe that using a combination of both print and electronic resources provides the optimum approach to conducting thorough and effective research.

If you have any questions, please consult a reference librarian.

TAX RESEARCHERS ALERT - RIAs UNPINNED SYSTEM IS HERE!

This summer the Pace University Libraries invested in a new CD-ROM based product, designed for tax research purposes. This product, titled the "OnPoint System," is produced by the Research Institute of America (RIA) and offers instant access to a complete tax library covering the full range of tax issues - income, FICA, FETA, Estate, Gift, and Excise.

The system is designed to be approached from a variety of starting points to accommodate the needs of both novice and experienced searchers. Novice searchers may begin with a "free-form" searching

approach, based on the selection of keyword, while more advanced students may wish to start with a code section, subject or specific citation. The system may also be searched through a comprehensive, on-screen topic index or table of contents. The addition of the RIA Citator 2nd enables the searcher to accurately check the strength or weakness of a case or ruling by investigating whether it has been followed as authority, modified, or overruled.

The following compilation of source materials available on the "OnPoint System" will give you some sense of the comprehensiveness of this resource. Specifically, you will have the ability to access:

-The complete International Revenue Code and Treasury Regulations

-Complete Internal Revenue Bulletins dating back to 1954

-American Federal Tax Reports - full-text of cases dating back to 1954

-Selected Committee Reports - verbatim statements of legislative intent

-Federal Tax Handbook

-Historical IRS Revenue rulings and Procedures, dating back to 1954

-Private letter rulings with full-text, dating back to 1977

- IRS Taxpayer Publications

-IRS Weekly Tax Newsletter

-New York State and Local Taxes

-All States Tax Guide

Because of the complex structure of tax literature, this is a system best used by those Lubin students who are majoring in the tax and accounting area. While somewhat of a challenge to master, students will find the product to be fast, stimulating, and incredibly comprehensive. Stop in and try it out soon! *by Nancy Bobrek*

⇒ ***Continued from page 4***

"LEXIS/NEXIS DEBUTS AT PACE"

The LEXIS service began its life in the 1960's as a project of the Ohio Bar Association, with the objective of putting the case law of Ohio and other states into a centralized computer, thereby enabling remote users to query the system using a combination of keyword and phrase searching. The service was acquired in the late 1960's by the Mead Data Central Corporation, expanded upon each year with the addition of new full-text searchable legal databases, and launched nationally in 1973. However, by far the most significant expansion of the system occurred in 1979 with the introduction of the NEXIS service, a full-text database of news and business information, strategically targeted at the vast, untapped market of non-legal researchers. Today, some 16 years later, LEXIS/NEXIS is the world's largest full-text database, a veritable goldmine of full-text and abstracted information that provides instant access to volumes of archived information from news, business, medical, legal, and government sources. These include:

- Company analyses and financial statements
- Industry overviews
- International news services
- Leading medical journals
- SEC documents
- State and federal statutes
- Case law

Among the vast number of publications available in fulltext are:

- World-renown periodicals like *Business Week, Forbes,* and *Fortune*
- Highly specialized trade magazines that add substantial breadth and depth to the research process, and
- Leading national, international, and major metropolitan newspapers, including exclusive, fulltext availability of *The New York Times.*

In addition, the NEXIS service offers the capability of monitoring the continuous feeds of the major news and business wire services from around the world (Reuters, PR Newswire etc.). A vast portion of these news and wire services are available within 48 hours of publication to educational subscribers like Pace. This makes LEXIS/NEXIS a uniquely timely and comprehensive resource for researching the most recent newsworthy events, or compiling a company or industry analysis where timeliness is a critical component.
Within LEXIS/NEXIS, information is organized into a complex and ever changing assortment of

libraries, most of which are dedicated to a single broad subject area like marketing, computer technology, international affairs, legislation and the like. Each library in turn contains "files" that are essentially equivalent to individual publications or groups of publications. The flexibility of this library and file structure offers users the option of searching categories of files that have been preselected by LEXIS/NEXIS, or customizing a search by mixing and matching files to suit your own specific research needs.

Because individual publications are the building blocks of the service, they too are always directly accessible as single-source files. This means that users can choose to execute a search in a single publication of their choice, for example *The American Banker,* by simply looking up the 3-digit abbreviation for this publication and entering it as a file name. This strategy will narrowly restrict the focus of any subject-area search and provide extremely targeted retrieval.

In a lighter vein, let's suppose you were interested in reading some recent movie reviews - information that is easily accessible in the LEXIS/NEXIS library called "Entertainment." Once you select this library, you would then look under the category "Reviews" on the main menu, and execute your search in the file titled "Movie." Similar files exist for music reviews, video reviews, play reviews, and book reviews. If you then wanted to look at the top-10 movies from last week, you would change files and select the "Topmov" file, under the menu category "Top-Ten Lists", and execute your search here. Finally, if you were curious enough to find out which movies grossed the most at the box-office last weekend, you would change files once again and select the file called "LGR - Latest Grosses" under the "Box Office Grosses" category in the "Entertainment" Library. With a little bit of practice, all of this could be accomplished in a few minutes!

When you first begin searching the system, the selection of which libraries and files to access can be quite overwhelming, and the vastness of the service can prove to be challenging for beginning searchers, since it is possible to retrieve hundreds - or even thousands - of documents about a topic. You will need to master some basic search strategies in order to focus your searches and retrieve the most relevant documents possible.

To administer to this need, the Pace Westchester Libraries offered a series of LEXIS/NEXIS workshops last spring to Lubin faculty members, and we will be expanding these workshops to both graduate and undergraduate students this fall. Watch for announcements of these training sessions (which are limited to 12 students at a time), and join us for 90 minutes of informative instruction at the Mortola Library or the Graduate Center Library in White Plains. Remember, this is one of the world's premier on-line information services, and only a small investment of your time will put a world of information at your fingertips!

By Nancy Bobrek

The Information Edge is published by the Office of the Director of Libraries, Pace University, 1995. Permission to reprint any part of this publication for nonprofit purposes is given to the source.

The Information Edge welcomes contributions from its readers. Send inquiries to the Editor, *The Information Edge*, Pace University, 861 Bedford Road, Pleasantville, New York, 10570

Editor: William J. Murdock
E-Mail Address: murdock@pacevm.dac.pace.edu

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