



Library Directions/ A Newsletter of the University of Washington Libraries

Volume 11

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An Interview with Betty G. Bengtson

Betty Bengtson will be retiring from the Libraries in December of this year. She obtained a B.A. in History from Duke University in 1962, an M.S. in Library Science from the Catholic University of America in 1967, and a Master of General Administration from the University of Maryland in 1986. She was hired by UW Libraries in 1987 as Associate Director of Libraries for Bibliographic Control and Access Services, and became Director of University Libraries in 1990.

LD: *You have been director of University Libraries for ten years, and much has happened in that time. What was going on in the Libraries ten years ago?*

BB: I just reviewed the text of my first all-staff talk of September, 1991, and noted that technology was very important to us. In strategic planning that year we identified an information technology initiative. Dottie Smith was given a six-month assignment as our Internet Librarian—to investigate the Internet and to gain a better understanding of what it was and what implications it might have for the Libraries. The World Wide Web did not exist. We still had Geac, but were in the process of identifying a new library system, and we were still doing a lot of barcoding and records conversion of our catalog. We had UW REFLIB, which was our first attempt at providing full-text databases. We were beginning to talk about graphical user interfaces, or GUI, and Willow was under development.

LD: *What elements of your tenure as director have provided the greatest challenges and the greatest satisfactions?*

BB: In terms of challenges, I have spent the most time on technology. We are challenged to keep up with technology and to pay for it, and to keep our patrons informed about what we're doing. We must try to meet the expectations of people who have not adapted to technology as well as those who are at the cutting edge, and must find some balance between

the traditional print environment and the new online environment.

The greatest satisfactions have been in the areas of both staff development and in our staff itself. The quality of our staff is exceptional. During these years, we've presented one demand after another to the staff, and they have met every challenge.

LD: *How has the role of the University Libraries changed on campus and nationally?*

BB: The Libraries has tried to reach out to the University community—to take the library to the campus. We have strengthened our connections with schools, colleges, and departments and now are more involved in teaching and curriculum development and in supporting research. Libraries staff also are taking leadership in the creation of new knowledge bases, in assisting faculty and students to structure and build specialized databases. I believe we are known as good partners and collaborators.

Innovative library programs here have attracted a great deal of attention among academic libraries nationally, and our staff members are much in demand as speakers and authors. A number of our librarians have been elected to important national offices and have won awards. The Libraries is playing a more active role within the state as well.

LD: *As you leave the University of Washington, what thoughts do you have for the future of the Libraries?*

BB: It continues to be a very exciting time to be in libraries. There are serious challenges and wonderful opportunities ahead. There will be stresses and options that don't exist now, and it is important that the Libraries be agile and adaptable in the environment that is being created around us. New leadership and directions will energize the Libraries in new ways, and the campus community must be open to that. I'm grateful that the Libraries is so greatly valued and welcomed as a partner by the community. I will watch developments with great interest.



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Cascade: a Unified Catalog

Mark Kibbey, Associate Director for Library Systems

This fall the Washington State Cooperative Library Project has completed its third phase with the launching of the Cascade catalog. This project has been funded by the state legislature to improve library services through resource sharing.

A New Way to Share Resources

Cascade is the unified library catalog of the six public higher education institutions in Washington. Through Cascade you have access to over ten million books, sound recordings, films, videotapes, and more. With a single search you can view selections from the collections, and authorized individuals (current faculty, staff and students of participating institutions) may borrow materials.

The Cascade Catalog

Merging the catalog records from the six members into a single online catalog creates a new kind of library service. In one sense, the UW catalog has been expanded by one million new titles overnight (see sidebar). Although all the member libraries have many items in common, even the smallest collection has over 65,000 not held by any other member. In addition, the other libraries have five million items so that if the book you want is checked out at UW, you have a good chance of finding it elsewhere in the state.

The Cascade catalog is updated within minutes of any change. It can show not just what is held, but whether the item is checked out or available for loan. The combination of a comprehensive catalog and real-time information provides a powerful tool for maximizing the use of expensive library materials. While some of the resources of the other members are well known, like the veterinary medicine collection at WSU, there are many lesser known resources that would be missed without Cascade. For the UW, it also offers the only way to search both the main UW Libraries and the Law Library collection at the same time.

How Do I Search It?

The system is well integrated with the present UW Web catalog. Every search result screen now has an added button "Repeat search in Cascade." Pressing the button performs your most recent search in the merged Cascade catalog. For example, a UW search on the LC Subject, 'Protein folding,' gets four subject headings with 16 books, and the Cascade button appears above the search.



Pressing the button generates a list with 29 items.



So the easiest way to use Cascade is to start in the local UW catalog and transfer a search. To return to the catalog, use the 'Return Home' button on the Cascade page.

Cascade also can be searched directly. The main page of the [UW Libraries Catalog](#) has a [Cascade](#) button, or you can enter cascade.lib.washington.edu/search. This will bring up the Cascade search screen.

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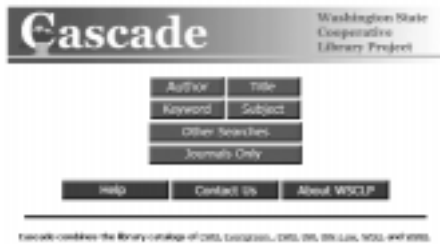
Library Directions

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www.lib.washington.edu/about/libdirections/current/.

Several sources are used for mailing labels. Please pass multiple copies on to others or return the labels of the unwanted copies to *Library Directions*. Addresses containing UW campus box numbers were obtained from the HEPPS database and corrections should be sent to your departmental payroll coordinator.



The options are similar to those of the UW Libraries Catalog, but the layout is slightly different. Only the searches that are most commonly used across the state appear on the first screen; additional searches are found using the 'Other Searches' button. A few local searches, like "Call Number," don't work in the merged catalog and are not on the search menus. Call numbers will display when you ask to see what libraries hold an item.



The display after a search is also different from the UW Libraries Catalog. In addition to the catalog record, there are links to the holdings for each holding member, and a link to request the item. The local holdings displays are similar to those in local catalogs, with some new status codes. One important value is *unavailable*.



This does not mean the item is not on the shelf, but that you cannot request it. At this time the request service applies only to books, so journals are listed as unavailable, as are books with restricted circulation policies. For example, reserve materials and special collections have never been eligible for off-campus loans and are not requestable in Cascade.

The actual request process is similar to the method of requesting on-campus books as outlined below.

Borrowing Materials from Member Libraries

Current faculty, students and staff of the University of Washington can easily request books located at one of the participating libraries. When you find materials in Cascade, you may:

- Choose the 'Request Item' option.
- In the window, identify your institution (UW), provide your name, ID number, and a Personal Identification Number (PIN). (If you have never set up a PIN just leave the box empty and click submit. You will be requested to create a PIN.)
- Choose the pick-up location on campus.
- Your request is forwarded immediately to the owning library and sent to your specified pickup location within two to four working days. OR
- Visit the library that owns the title. Students, staff and faculty are covered by the Cascade Reciprocal Borrowing Agreement. Borrowing policies may vary among institutions, so ask a library staff member about agreements our library has with other Cascade member libraries.

Contact information and hours are usually available from each member library's home page, and a link to all of them is part of the [Cascade help pages: catalog.lib.washington.edu/screens/members.html](http://catalog.lib.washington.edu/screens/members.html)

You can monitor the status of Cascade requests in the *View Your Record* option available through the UW Libraries Information Gateway. Items that are ready for pick-up are marked RECV'D. Prior requests (not yet received) can also be cancelled from this option.

Borrowing policies for Cascade include:

- Must be current faculty, student or staff at a member institution.
- Borrowing from Cascade is free for authorized users.
- Items are checked out for 21 days with one renewal.
- Cascade materials can be returned to the owning library or your Cascade member library.
- Overdue fines will be the same as your local library charges. Replacement costs will be charged for lost books.

Each authorized user can have up to a combined total of 100 Cascade requests or checked-out items at one time.

Cascade Profile: 4,150,000 Titles with 10,500,000 items

Library	Unique Titles from each site	Total items in each catalog	% records	Number of sites
UW	1,876,000	5,124,000	70.09%	1
WSU/EWU	617,000	3,173,000	16.85%	2
WWU	164,000	939,000	7.32%	3
CWU	91,000	533,000	4.08%	4
UW-Law	93,000	337,000	1.54%	5
TESC	65,000	405,000	0.13%	6

Check out these resources:

The UW Libraries has many excellent examples of the high quality resources that support our decision to “go digital.” At our Web site you will find a number of digital image collections, created from materials held here in the Libraries (content.lib.washington.edu). The JSTOR project promises to provide perpetual online access to complete runs of the best scholarly publications in many disciplines. See www.jstor.org/cgi-bin/jstor/listjournal for their list of journals currently available and which we have acquired.) To find many of our electronic journals, consult www.lib.washington.edu/types/ejournals/. Our new e-books will be provided in a consortial arrangement through netLibrary (www.netlibrary.com).

Transforming the Libraries: What the move to digital collections means to you

Joyce L. Ogburn, Associate Director, RCMS

The Libraries has undergone tremendous change in the last decade, adapting to the digital revolution in quiet but steady ways. We have added an array of electronic abstracts, indexes, journals, and reference works to our strong print and microform collections. This fall we will launch a project to provide access to approximately 2,000 electronic books. As you access our collections over the next couple of years, you will see a rapid increase in digital resources. Through this growth the Libraries extends its “footprint” of services to you.

The reasons for this acceleration are many. Library surveys show that our users want the Libraries to continue to provide quality collections while delivering more resources to the desktop. In addition, many journals are now provided in full text with advanced searching and linking capabilities. Delivering materials to users wherever they are can increase productivity and support widely distributed education. Because the prices of library materials continue to escalate at a rate higher than inflation, we can no longer afford to maintain multiple formats for the same content, or to do business in the same way.

The Libraries first plans to move more aggressively to digital collections in areas that support teaching and learning, reference, and science and medicine disciplines. We propose to maintain only core materials in print or another reliable archive for these areas. To expand our purchasing power, we will increase our cooperative purchasing within the state and with other institutions whose needs are similar to ours. Other strategies include fostering competition and changes in scholarly communication and, concurrently, providing opportunities for UW faculty to launch their own digital publications.

Examples of what we propose include transforming course reserves into a Web-based electronic reserve and course system. We will convert journal holdings in science, technology and medicine to digital versions—print duplicates of journals will be maintained conservatively while we acquire and cancel titles strategically.

Although we have much experience moving in this direction, there are new and challenging areas that confront us. Many of the digital resources are acquired through licenses negotiated with publishers. Often the Libraries do not own the resources, but rather have

obtained rights to access them. For this reason the Libraries may not own an archive, and as a result, if we were to cancel a subscription, we may have to rely on a third party to preserve our access over time.

Transformation to more digitally based collections also requires exploring and introducing new technologies, standards and processes to acquire, organize and deliver information resources. The Libraries intends to leverage our purchasing power by participating in consortial arrangements with the **Cooperative Library Project** (www.washington.edu/wsclp/) and the **Big 12 Plus** (www.big12plus.org/). We will participate in long-term collection development, preservation, and archiving relationships with other institutions. We plan to provide resources and expertise to scholars and researchers and to provide viable channels for dissemination and archiving of research and scholarship.

“The footprint of the library extends far beyond a physical building and grows larger every day.”

There are risks associated with increasing reliance on digital resources. These risks are not insignificant, but we believe they are manageable and likely to diminish as more libraries and scholarly organizations work together to solve the endemic problems of the current models of publishing.

The Libraries is willing to take these risks now to achieve cost containment over time while continuing to provide a wide access to high quality resources. Pressuring publishers to reduce price increases, in part by supporting new competitive publications provided by scholarly associations, will minimize some of these risks. We will work closely with cooperative ventures and member organizations committed to changing the current system of scholarly publishing. Building partnerships in creating and maintaining archives of digital or print collections and in creating knowledge and access tools is important to achieving our goals.

On campus we want to work with UW editors and authors to pressure publishers and make strategic choices about venue of their publications. We also propose to offer server space and expertise to authors/editors seeking to mount an online publication or archive of research material in lieu of relying on commercial publishing. We will consult appropriate campus units regarding the technology infrastructure needed to support these transformations.

As the Libraries transition to the digital future, we will continue to provide excellent services and collections to our many diverse users and will retain our commitment to quality resources for teaching and research.

1999-2003 Libraries Strategic Plan

Gordon Aamot, Head, Arts, Architecture and Business Libraries

In June 1999 Betty Bengtson, Director of University Libraries, appointed a Strategic Planning Team to oversee the process for creating the Libraries' 1999-2003 strategic plan. This began an intensive year-long planning effort that ultimately involved staff from every part of the Libraries and laid the groundwork for a planning process that will provide ongoing direction for the Libraries into the 21st century.

With the assistance of Jan Monti, a professional consultant hired by the Libraries, the Strategic Planning Team planned three retreats for the Libraries Visioning Team, a group of 65 staff members selected to provide input and represent different areas of the Libraries in the planning discussions. The Visioning Team discussed and refocused the Libraries' mission, vision, and values statements and then moved on to goals and strategies. After each retreat, Visioning Team members held meetings in their own units to solicit input on topics raised at the retreats and shared that new information with the Strategic Planning Team, who then folded it into the meeting documentation. The intention was to continually add new ideas to the mix and give all staff an opportunity to participate in strategic discussions. By December, the Strategic Planning Team was ready to send a draft version of the 1999-2003 Strategic Plan to the Director for her review and approval.

Next, units were asked to create Unit Action Plans to support the general goals and strategies laid out in the Strategic Plan. This step added flesh to the bone and detail to our necessarily broad goals and strategic themes. More unit meetings were held to gather input, and over 200 Action Plans were submitted by Libraries staff. These varied in scope from very unit-specific actions—for example, barcoding unbound periodicals in the Foster Business Library—to broader actions like transforming the ways in which the Libraries provides electronic course materials. Action plans approved by the Libraries Cabinet are now moving forward and providing direction to our strategic initiatives.

Our Strategic Planning process—the collective hours spent articulating our mission, values, preferred vision, and goals—resulted in a document that helps us understand better who we are as an organization and charts a course for the future that most of us agree is the right

one. The real value of implementing an ongoing and open planning process like the one we've begun, however, is not just the creation of a Libraries "to do" list of goals and strategies. It comes from changing our culture and the ways we do business. It comes from developing the habit of scanning the environment in which we operate for opportunities, learning to think strategically, and continually questioning our assumptions. It comes from involving staff at all levels in discussions of where the Libraries should be going, listening to and learning from new voices, and letting new leaders emerge. It comes from the collective exercise of examining and articulating the core values that will guide our decisions in the turbulent, but exciting, times ahead.

"I was in a warm bed, and suddenly I'm part of a plan"

Woody Allen in *Shadows and Fog*

The success of our planning effort last year was due to the energy and enthusiasm of the Strategic Planning Team, the Visioning Team, and the entire Libraries staff. The precise manner in which we do strategic planning may change from year to year, but one thing is clear—strategic planning in the Libraries will never be the same.

Pinyin Conversion

Min-Chih Chou, Head, East Asia Library

The University Libraries will soon start converting catalog records from the Wade-Giles to the "pinyin" system of romanization of Chinese. The former, devised by two Britons, Thomas Francis Wade (1818-1895) and Herbert Allen Giles (1845-1935), has been in use throughout American libraries since the first half of this century. However, since it was developed in China a few decades ago, pinyin, or the phonetic rendering of Chinese, has gradually been replacing Wade-Giles. Now most countries and the U.S. government have adopted pinyin as the standard system of romanization for Chinese. There are substantial differences between the two systems. The University Libraries, along with the other major American university libraries, have decided to change to pinyin to promote more convenient access to their Chinese collections. Today's students and researchers clearly prefer pinyin to Wade-Giles. At UW, because researchers in many disciplines use Chinese materials, conversion of the library records to pinyin will benefit not just those in the social sciences and humanities, but far beyond. The conversion will also make library records in the U.S. consistent with those in other countries and facilitate our communications with our colleagues overseas for such things as interlibrary borrowing.

Strategic Planning Team Members

- Gordon Aamot, Chair
- Alan Grosenheider
- Emily Hull
- Geri Bunker Ingram
- Elaine Jennerich, *ex officio*
- Sarah Leadley
- Lisa Scharnhorst
- Kirsten Spillum
- Jenny Stone
- Jake White

University of Washington Joins Big 12 Plus

The UW Libraries has joined the [Big 12 Plus](http://www.big12plus.org) Libraries Consortium (www.big12plus.org). The mission of Big 12 Plus is to deliver quality cost-effective library services and resources through joint action and collaboration. Big 12 Plus' current strategic programmatic efforts include resource sharing, scholarly communication, and continuing education.



OUGL Master Plan Renovation Completed

Jill, McKinstry, Head, OUGL

The **Odegaard Undergraduate Library (OUGL)** completed phase two of the master plan renovation in June. After six months of core drilling, rewiring, repainting, and rethinking every detail of the project, OUGL opened for summer quarter with expanded lab, office, and service areas, and a much-enhanced entrance. Since OUGL is open 24 hours a day, Sunday through Thursday, staging the project posed a challenge for the contractors as well as the staff. There never seemed to be a good time for noise or dust, but all agree that the disruption and inconvenience were worth it, and the results are stunning. One of the highlights of the construction in terms of programmatic change was the relocation of the reference collection and services to the 2nd floor UWired Commons (see photo above). The location of a reference collection in a computer lab, and the combined reference and technical help desk, jointly staffed by student technology consultants and library information specialists, is somewhat unique in the country. It is a model that capitalizes on our collaborative strength of providing technical and information support—a single service point to aid intelligent navigation in an increasingly digital world. Highlights of the renovation:

- Expanded the UWired Commons to provide 116 additional computing stations, for a combined total of 356 general access computing seats.
- Enlarged the Copy Center to become the first completely digital copy facility on campus with state-of-the-art copy machines and production space to enable 24-hour service.
- Created wired multi-use production, demonstration and collaborative space for students and faculty. Three group study rooms are now wired.

- Expanded office space for UWired staff who provide technical support for students, and consultation, development and workshop space for faculty, teaching assistants and librarians.
- Relocated the OUGL administrative offices, conference room and mail room to the west alcove of the first floor to provide needed central space for an enlarged copy center.
- Created a periodicals reading room in the southwest alcove of the first floor with low, functional shelving and comfortable seating for browsing and reading.
- Replaced the entry security system and gates to facilitate easy and safe access to the building.

Suzzallo Renovation Update

Paula Walker, Assistant Director of Libraries

Construction for the Suzzallo Renovation Project began over the summer, with site preparation, installation of exterior fencing and interior construction walls, and abatement. Demolition, expected to last approximately three months, began in late August 2000.



Part of the preparation for Renovation involved protecting the art in the Suzzallo building. For example, the murals in the Smith Room, two pictured here, have been protected in place, and the glass globes in the Reading Room were removed and stored. For more details, see the “**Photos and Art**” section of the **Suzzallo Renovation** Web site at www.lib.washington.edu/about/suzzren/.

The initial phase of the Renovation will concentrate on the 1925 and 1935 wings of Suzzallo Library. Seismic bracing and concrete shearwall work will be the focus, but improvements are also being made to the mechanical, electrical, and fire-safety systems in these wings. Approximately nine months into the project, work will begin on the structural bracing for the 1963 wing. Because the spaces in the 1925 and 1935 wings will still be under construction at

this point, more collections and a number of Libraries staff must be relocated out of the building for this second phase. During both phases of construction, the Libraries staff will make every effort to provide efficient services and quick retrieval from collections that are temporarily located out of the building.

The Health Information Challenge

Terry Jankowski, Information Management Librarian, HSLIC

On Thursday, November 30, 2000, the Health Sciences Libraries (HSL) is hosting a symposium, "The Health Information Challenge: Authorship," in the Hogness Auditorium, Health Sciences Building, University of Washington campus from 9:30 a.m. to 11:30 a.m. Drummond Rennie, MD, FACP, FRCP will kick off the symposium with his talk, "Who, if Anyone, Wrote Your Paper and Do You Know What's In It?" He will be followed by UW Copyright Officer Catherine Innes on faculty rights regarding copyright.

Dr. Rennie is a faculty member of the Institute for Health Policy Studies, University of California, San Francisco and a Deputy Editor (West) of JAMA. His research for the last few years has centered on the "system whereby science is published and otherwise communicated" with emphasis on issues of authorship, including identifying authors, conflicts of interest and responsibility for papers.

See information and links to related pages about these and related subjects at healthlinks.washington.edu/hsl/digitaldialog.html. The November Healthlinks front page will also be devoted to authorship. The Health Information Challenge symposium is the second in its series that began last year with the celebration of the 50th anniversary of the founding of the HSL.

A Unique Plan

Marjan Petty, Director of Development

Most people are too busy living to think about dying. Yet it has proven to be inevitable.

Although making appropriate preparations can be somewhat uncomfortable—who wants to confront one's own mortality?—it is far better to be prepared. The lifelong interests of the individual can be supported through an estate plan, unique to each person.

Take for example the arrangements made by Robert B. Inverarity. The 1947 UW graduate was involved in education his entire life. He taught at the UW School of Drama and designed two mosaics for Bagley Hall. He was director of the Museum of International Folk

Art, the Adirondack Museum and the Philadelphia Maritime Museum. The UW Libraries hold several of his books on Northwest Coast Indian art.

Under the terms of his will, Inverarity left a generous cash bequest to the University Libraries as well as correspondence, autographed books and photographs: a record of his life and interests.

Making arrangements to support your own lifelong interests is quite simple. You are invited to contact Ms. Marjan Petty, the Libraries' Director of Development (206-685-1973, mcpetty@u.washington.edu), who can provide bequest information for the guidance of your attorney.

Students Awarded Scholarships

Six student employees of the Libraries were awarded \$500 scholarships at a ceremony on May 7, 2000. Funding for the scholarships was provided by Blackwell's Book Services and an anonymous donor. The students may use the money for academic needs, such as tuition, books, or materials. Winners were chosen based on their supervisors' recommendations and an essay each student wrote describing ways to make the best use of the Libraries and the benefits of working as a student employee in the Libraries.



Photo by Christine Jew

Winners were: (left to right, top row) **Vicki Valleroy**, Library and Information Science major working at the Bothell Campus Library; **Amie Grimme**, sophomore in neurobiology working in the Natural Sciences Library; **Anh Nguyen**, junior in electrical engineering working in Monographic Services Division; (bottom row) **James Shepard**, senior in social work working in the Social Work Library; **Yi Li Chen**, senior in microbiology working in Engineering and East Asia libraries; and, not pictured, **Alexis Schultz**, senior in music and French working in the Music Library.



Libraries Briefs

Appointments

Gordon Aamot, head, Arts, Architecture and Business Libraries. May 1, 2000.

Jessica Albano, communication studies librarian, Reference & Research Services. August 1, 2000.

Fred Brown, reference/computing and information technology librarian, UW Bothell/Cascadia Library. September 1, 2000.

Jacqueline Coats, head, Monographic Acquisitions Section, Monographic Services. October 1, 2000.

Alan Grosenheider, head, South Asia Section, International Studies. June 16, 2000.

Julia Paulsen, reference & instructional/nursing librarian, UW Bothell/Cascadia Library. September 14, 2000.

Allison Pirri, reference/social sciences librarian, UW Bothell/Cascadia Library. September 14, 2000.

Linda Pitts, head, Serials Receipts Section, Serials Services. May 1, 2000.

Carole Svensson, technology services/reference librarian, UW Tacoma Library. September 1, 2000.

Retirements

Betsy Darrah, reference librarian, Reference & Research Services. June 30, 2000.

Irene Joshi, South Asia librarian, International Studies. June 15, 2000

Ramona Leer, reference librarian, Odegaard Undergraduate Library. June 30, 2000.

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