CLS Newsletter
Issued by the College Libraries Section of the Association of College and Research Libraries, A Division of the American Library Association

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Table Of Contents

1. CLS Improves Our Work and Intellectual Development
2. First Friday Night Feast
3. Kudos for CLS Members
4. CLS Annual Program: "Don't Leave Customer Perspectives Out of Customer Service"
5. CLS Continuing Education Committee
6. CLS Research for College Librarianship Committee
7. CLS CLIP Notes Committee
8. CLS Conference Program Planning Committee Readies for 2000 Annual Conference in Chicago
9. Seeking Nominations for ACRL Awards Program 2000
10. Tentative Schedule of CLS Meetings at 2000 Midwinter

CLS Improves Our Work and Intellectual Development

As the new academic year commences, I am pleased and thankful for the exciting accomplishments and planned activities of the College Library Section of ACRL. Following an outstanding year under the extraordinary creative and efficient leadership of Carolyn Sheehy, CLS is moving forward with plans for useful and stimulating programs benefiting the membership this year. The year was capped by several memorable events, including the CLS program at New Orleans, Customer Perspectives: College Library Service in the Digital Age, attended by over 500. Larry Oberg was honored for his creation of COLLIB-L in 1993 and his six year administration of the list. The section held its first Friday Feast, an evening of culinary joy at Dickie Brennan's Restaurant which afforded members and those interested in participating in CLS a chance to meet and share ideas. The section was also hosted most hospitably by Mary Lee Sweat and toured the new J. Edgar and Louise S. Monroe Library at Loyola.

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CLS will investigate virtual participation in its committees in the coming year.

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These activities highlight the nature of CLS, a membership organization in which each of us continually reaffirms our commitment to college librarianship and to the sharing of our knowledge and experiences with each other. CLS serves to improve our work, our impact on the educational enterprise in which we are all engaged, and our own intellectual development. As a parent with two children in institutions where librarians actively participate in CLS, I have been afforded constant reminders of the benefits of membership last year. As a librarian moving towards a regional accreditation review, the work of the CLS Standards Committee and the new guidelines addressing outcomes assessment have proven invaluable. As we work in concrete ways to document the outcomes of our library activities in the intellectual lives of our students and faculty, I look forward to the program being planned by the Standards Committee and Continuing Education Committee of CLS which will present practical tools for implementing assessment under the Standards.

A joint program offered with the University Libraries Section, examining our need to redefine ourselves and our libraries in the context of the revolution in scholarly communication and the teaching and learning environment, is planned for Annual in Chicago. The section is also jointly sponsoring a program being organized by the Women’s Studies Section.

CLS will investigate virtual participation in its committees in the coming year. I urge all of you to encourage your colleagues to share in CLS and to join with the thousands of current members.

CLS is successful in its totality only through the efforts of all members working together, whether through committee services, through attendance at events or through the sharing of ideas, collaboration and commitment to our common goals on COLLIB-L and in the CLS Newsletter. The new CLS brochure and logo created this year to replace the brochure last done in 1991 ably sets forth our mission--To advance college librarianship and encourage the development of library services in baccalaureate-degree-granting institutions. Please join with me as we seek to continue and build on the noble efforts of the section as we move into the new millennium.

John G. Jaffe
(Chair, College Libraries Section)
Director of Libraries & Integrated Learning Resource
Sweet Briar College
Sweet Briar, BA 24595
Phone: 804/381-6139
Fax: 804/381-6173
E-mail: jjaffe@sbc.edu

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First Friday Night Feast

June 25, 1999

In the posh private dining room in Dickie Brennan's Steakhouse at 716 Iberville Street in New Orleans, 48 college librarians and their guests shared a sumptuous and delightful dinner. CLS Chair Carolyn Sheehy opened the occasion with a warm welcome, introduced the CLS board and other attendees, highlighted recent CLS activities as well as meetings and programs at the annual conference, and presented the just-published CLS brochure.

Dinner commenced with a salad of romaine lettuce tossed with black pepper-garlic dressing. We moved on to entrees of grilled gulf fish, oven roasted chicken with béarnaise sauce or sautéed fresh vegetables over pasta, accompanied by creamed mashed potatoes and an inspired selection of vegetables du jour. Many tables shared a bottle of wine from Brennan’s well-stocked collection. The evening culminated in bananas foster bread pudding, an original Brennan’s recipe in which bananas foster is baked inside bread pudding, topped with homemade vanilla ice cream and finished with warm rum raisin creme anglaise.

Diners sat at round tables of eight each, an arrangement that was most conducive to meeting new colleagues as well as to sharing good conversation and rousing good cheer.

My special thanks to Member-at-Large Marilyn Dunn for her excellent work on registration and publicity for this event and to the Membership Committee (Pat Suozzi--Chair, Nancy Magnuson, Marilyn Mitchell, and Stephen K. Stoan) for supplying the name tags, serving the hors d'
Kudos for CLS Members

Rosemary Arneson has been appointed Director of Libraries at the University of Montevallo in Montevallo, AL.

Steven Bell, Director of Gutman Library at Philadelphia University, presented the workshop, "Preparing for the Inevitable: Back-up Strategies for On-Line Instruction When Networks are Down," at the Fifth Annual Mid-Atlantic College Conference on Teaching, Learning and Managing With Technology. It was held on October 15, 1999 at Montgomery County Community College in Blue Bell, PA. In addition, "Understanding Preferences for Search System Interfaces and the Role of Emotive Forces: A Research Challenge" was published in College & Research Libraries (September 1999).

If you are a person who wants to stay informed, meet new people, and travel to exotic ALA Conference cities, then you should consider applying for the editorship of the CLS Newsletter. Contact Susan Richards, Chair, CLS Communications Committee: 920/832-7353; susan.l.richards@lawrence.edu

Marylaine Block, Associate Director for Public Services, has retired from St. Ambrose University, O'Keefe Library beginning July 1999 after 22 years of service. She developed the award-winning reference homepage, the Best Information on the Net, or BIOTN (http:www.sau.edu/bestinfo/) in the early 1990s. Marylaine, now a free-lance writer and Internet trainer, is currently webmaster and proprietor of Ex Libris, an e-zine for librarians (http://www.marylaine.com).

Leslie Ann Bowman, Coordinator of Instructional Services at the J.W. England Library, University of the Sciences in Philadelphia, was one of the recipients of this year's Faculty Special Recognition Award.

Susan Campbell, Library Director at York College of Pennsylvania, has been promoted to the rank of Professor. She is the first librarian at York to reach the rank of professor.

Kathy Davis, Director of Libraries at Depauw University, is serving as chair of the Steering Committee for PALNI (Private Academic Library Network of Indiana), which operates a shared online system used by 21 academic libraries as their local library system.
Norman Desmarais, acquisitions librarian at Providence College, has had two articles published: "Innovations Affecting Us—RIAA Opposition to Digital Publishing May Soon Crumble," Against the Grain, vol. 11, no. 3 (June 1999), and "XML and Its Potential for Ecommerce," Against the Grain, vol. 11, no. 2.

Jim Douglas has been promoted from Electronic Resources Librarian to Assistant Director of Conant Library, Nichols College, Dudley, MA. His most recent publication is Music in Every Classroom: A Resource Guide for Integrating Music Across the Curriculum, Grades K-8 (Libraries Unlimited, 1998).

Carol E. Eyler has been appointed Head of Technical Services at the Carleton College Library in Northfield, MN.

Evan Farber, College Librarian Emeritus at Earlham College, had his article, "Faculty-Librarian Cooperation: A Personal Perspective," published in Reference Services Review, vol. 27, no. 3 (1999).


Larry J. Frye, Library Director at Wabash College, has been selected to chair the Steering Committee of INSPIRE, a state supported entity to supply access to digital databases for Indiana residents.

Larry Hardesty, President, Association of College & Research Libraries and College Librarian at Austin College in Sherman, TX, had his article, "Reflections on 25 Years of Library Instruction: Have We Made Progress?", published in Reference Services Review, vol. 27, no. 3 (1999). He has also edited Books, Bytes, and Bridges: Libraries and Computer Centers in Academic Institutions (ALA Editions, January 2000). The following CLS members have contributed articles to this forthcoming work: Peggy Seiden, Mike Kathman, Terrence Mech, Larry Hardesty, Stephen Peterson, Eugene Engeldinger, Connie Dowell and Robin Wagner.

Damon Hickey, Director of Libraries at The College of Wooster in Ohio, participated in a panel presentation ("Many Faces of Mentoring") at the Pennsylvania Library Association's Annual Conference in Pittsburgh on September 29.

Tom Kirk, College Librarian at Earlham College, had his article, "Course-Related Bibliographic Instruction in the 1990s," published in Reference Services Review, vol. 27, no. 3 (1999).

Michael McLane, Director of the Library at Salisbury State University in Salisbury, MD, was promoted to the position of Dean of Libraries and Instructional Resources. In addition to the University's Blackwell Library, McLane will also have administrative responsibility for the Nabb Research Center for Delmarva History and Culture and the campus Teaching-Learning Network.

Larry Oberg, University Librarian at Willamette University, had two articles published: "Support Staff in an Age of Change: The Challenge of Tomorrow," Library Mosaics (January/February 1999), and "Paraprofessionals: Time to Celebrate or Time to Move the Agenda," College and Undergraduate Libraries, vol. 6, no. 1 (1999).

Robert E. Sears has been appointed Director of Library Services at Southern Wesleyan University in Central, SC. Sears was previously the Library Director at Oakland City University in Indiana.

Carolyn A. Sheehy, Director of Library Services at North Central College in Naperville, IL, has been selected by the Illinois Library Association as the 1999 recipient of the Illinois Academic Librarian of the Year Award.

Cory Stevens has been appointed Reference and Technical Services Librarian at Lake Forest College in Illinois.

Ru Story-Huffman, Public Services Librarian at Cumberland College in Williamsburg, KY, had her third book, Caldecott on the Net, published by Highsmith Press. She also has an entry in The Cambridge Guide to Children's Literature to be published in 2000.

Kathy E. Tezla has been appointed Head of Collection Development at Carleton College in Northfield, MN.

Kristin Vogel has been promoted from Access Librarian to Associate University Librarian at Illinois Wesleyan University.

Cheryl Zobel has been appointed Reference and Electronic Services Librarian at Lake Forest College in Illinois.

The following CLS members have been selected to serve on OCLC’s Users Council: Douglas Anderson (Presbyterian College); Sherrie Bergman (Bowdoin College); Thomas Boyle (Midland Lutheran College); Bonnie Clements (Claremont Colleges); David Cohen (College of Charleston); Richard Doyle (Coe College); Lessie Culmer-Nier (Drew University); Larry Frye (Wabash College); Lynne King (Sage College); Thomas Kirk (Earlham College); Charles Kratz (University of Scranton); Jennifer Morris (Hobart & William Smith Colleges); Richard Olsen (Rhode Island College); Kristin Senecal (Dickinson College); Susan Stroyan (Illinois Wesleyan University); and Bruce Williams (Macalester College).

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**CLS Annual Program: “Don't Leave Customer Perspectives Out of Customer Service” Draws Over 500 in New Orleans**

College Libraries Section Chair, Carolyn A. Sheehy, called the annual business meeting of the section to order at 9:30 a.m. on Sunday, June 27, during the annual conference of the American Library Association meeting in New Orleans to an overflow crowd of over 500 conference attendees. Carolyn reported on the many accomplishments of CLS during the past year and introduced the various committees for the coming year. Following reports from these
committees, a special presentation was made to honor Larry Oberg for his yeoman service to CLS in managing the CLS listserv these many years.

The CLS Annual Program followed at 10 a.m., exploring the topic, "Don't Leave Customer Perspectives Out of Customer Service: College Library Service in the Digital Age." Sponsored jointly by CLS and RUSA, Dr. Darlene Weingand and three case studies presented some concrete examples of ways to assess the effects of technology on customer service from varied college library customer perspectives.

Moderator Christopher Millson-Martula (Lynchburg College) introduced Professor Darlene Weingand (SLIS-University of Wisconsin-Madison) who presented the keynote address discussing the relationship between human development and customer service expectations, and suggesting ways to measure customer satisfaction and perceptions. She emphasized the need to focus on the individual customer's (student, faculty, staff) needs, not what the library thinks it is delivering. She suggested that whatever research methodology is used to look at customer perspectives, it must have measurable outcomes that allow the library to take action to implement change.

The three case studies were introduced by Co-moderator, Vanaja S. Menon (University of Wisconsin-Milwaukee). Lucretia McCulley (University of Richmond) presented the first case study that discussed students' perspectives on how they used the library web page and how successful they were in obtaining the desired information; they were assessed using focus groups, an outside facilitator, and a web page survey. Data collected from these sources will be used to help redesign the library's web page in the summer of 1999. Professor Margaret Schramm and College Librarian, Marilyn Dunn (both from Hartwick College) presented the results of a Hewlett Foundation grant to promote the use of electronic portfolios to enhance student and faculty learning and thinking. As a professor of English and one of the library's customers, Dr. Schramm's evaluation of the library's role in teaching the new technologies was instrumental in helping to establish the library as an integral player in providing new technology services for faculty and students out of their traditional areas of responsibility. Mary Lee Sweat, Tish Del Nero, and Ed Gans (all from Loyola University in New Orleans) told how student and faculty perceptions and expectations of the library were examined before and after a new technologically advanced library facility was opened at Loyola in early 1999.

During the wrap-up and question and answer period that followed the presentations, there seemed to be a general consensus that in evaluating customer perspectives in libraries, new and different roles for librarians, faculty, and students are definitely emerging in the new electronic environment.

James Gwin
Director of Library Technical Services
Boatwright Memorial Library
University of Richmond
Richmond, VA 23173
Phone: 804/289-8458
Fax: 804/287-1840
E-mail: jgwin@richmond.edu
CLS Continuing Education Committee

The CLS CE Committee sponsored two well received events in the last year. Three college library directors discussed "Managing Technology in the Small Academic Library" at the ACRL Conference in Detroit. Despite a late program time slot, an overflow crowd heard Pam McKirdy (Greensboro College) discuss "How the Small College Decides What to Get and How to Provide It"; Paul Jenkins (College of Mt. St. Joseph) review "The Risk and Reward of Adding Flutist Databases in the Small College Library"; and Charles Getchell (Quinnipiac College) elaborate on "Providing Full-Text Resources Through a Consortium."

While at the ALA Annual Conference, approximately 75 academic librarians traveled to the verdant campus of Loyola University in uptown New Orleans to tour the newly opened Monroe Library. University Librarian Mary Lee Sweat and her staff hosted a CLS Open House in the 150,000 square foot facility. Visitors enjoyed light refreshments while viewing wired tables and study carrels; a Special Collections reading room; microcomputer labs, and lecture rooms equipped with the latest technology.

The CE Committee is considering offering a follow up to the Staff Development Discussion/Swap and Shop held at the 1998 ALA Annual Conference. The 2000 conference session would focus on technology training materials and activities for librarians, support staff, and student support staff. The committee will also consider offering a second library open house/tour in Chicago.

CLS sponsored an open hearing in New Orleans on the newly prepared ACRL/CLS Standards for College Libraries. Earlier standards relied heavily upon resource and program inputs such as expenditures, space, materials, and staffing. The new standards continue to consider inputs but also take into consideration outputs and outcomes. The CLS Standards Committee and Continuing Education Committee are planning a program for the 2000 Annual Conference that will focus on the communication of concepts and ideas and concrete tools and methodologies for implementing the outcomes assessment measure included in the new standards.

Lisabeth Chabot
(Chair, Continuing Education Committee)
Grafton Library
Mary Baldwin College
Stauton, VA 24401
Phone: 540/887-7299
Fax: 540/887-7297
E-mail: lchabot@mbc.edu

CLS Research for College Librarianship Committee

The topic at the Annual Conference was "Do You Have an Obligation to Publish?" The discussion focused on John Newman's January 1998 C&RL News column, "Academic Librarians as
Scholars." Although the intent was to elicit conversation about whether Newman's experience and argument applied to college librarians, participants shared a range of concerns and issues—the difficulty of finding ideas, finding time to follow through on ideas, the negative effect of publishing/research requirements on the quality of the literature, the need to place pieces in non-library journals, and the literature's value in keeping the vision alive for new librarians whose jobs become pedantic. Committee members Lynn Livingston and Chris Millson-Martula were able to share useful advice and discuss potential article ideas; Lynn distributed and discussed a one-page bibliography of articles useful to seasoned and beginning writers; and the chair offered a closing opinions: that if college librarians do not sense an obligation to publish and to do research, then the literature cannot reflect their interests and concerns. On one level, therefore, Newman's thesis does apply to college librarianship.

Work continues on the Web version of InPrint: Publishing Opportunities for College Librarians, a 1997 ACRL publication designed, compiled, and edited by Research for College Librarianship Committee members. Although an Initiative Fund grant was solicited and ACRL liked this project, it suggested that it move forward under ACRL's publishing budget. The project is less simple than updating the publication and publishing it in HTML or Adobe Acrobat. Since the bulk of the information in the publication is directory information, the Committee is designing a database to capture that data, a front-end Web page to update information in the database, and steps to integrate database reports and other information into one seamless Word document that can then be published on the Web. The database is finished and the Web interface is in design. Members are still adding titles and gathering information that will be entered into the Web interface this fall.

The Committee will jointly sponsor a panel discussion with the CLIP Notes Committee at Midwinter in San Antonio. The program will examine mentoring opportunities for publication and research. The program chair is Christopher Millson-Martula (Lynchburg College). The basic format of the program will be mentors and mentees from the CLIP Notes Committee discussing the mentoring process in producing a CLIP Note, followed by mentors and mentees from the Research Committee discussing their experiences in that committee's research mentoring program.

Alice Bahr
(Chair, Research for College Librarianship Committee)
Library Director
Thomas Byrne Memorial Library
Spring Hill College
4000 Dauphin Street
Mobile AL 36608-1725
Phone: 334/380-3871
Fax: 334/460-2086
E-mail: bahr@azalea.shc.edu

CLS CLIP Notes Committee

The CLIP Notes Committee approved the publication of two titles earlier this year. Friends of
College Libraries, 2nd ed., CLIP Note #27 was released in February 1999, while Mission Statements, 2nd ed., CLIP Note #28 was released in July 1999. Both were very popular titles when first published in the 1980s and they continued to sell well throughout the decade of the 90s. Considering the important changes which have occurred in libraries in the time since these titles were first published, the new editions (new survey and analysis as well as new documents) are timely additions to a library's collection.

There will be an exciting opportunity for potential authors to meet and talk with committee members of two CLS publication committees at the next ALA Midwinter Meeting. The Research for College Librarianship Committee and CLIP Notes are jointly sponsoring a discussion on publishing opportunities and mentoring. Come and receive expert advice on turning your idea into a viable publishing project.

Any CLS member looking for a challenging and rewarding professional publishing opportunity is encouraged to contact the Chair or any member of the CLIP Notes Committee. Additional information on the process and the essential elements of a CLIP Note are available from the CLS Web page at www.ala.org/cls/index.html.

Watch for additional new publications to be released by the CLIP Notes Committee late this year and next year!

Lewis R. Miller  
(Chair, CLIP Notes Committee)  
Dean of Libraries  
Irwin Library  
Butler University  
4600 Sunset Avenue  
Indianapolis, IN 46208-3487  
Phone: 317/940-9714  
Fax: 317/940-9711  
E-mail: lmiller@butler.edu

CLS Conference Program Planning Committee Readies for 2000 Annual Conference in Chicago

CLS will co-sponsor a program with the University Libraries Section at the Annual Conference in Chicago. Draft plans call for a program that will provide perspectives on the academic library of the future in the context of vast changes impacting the competitive environment of higher education. A keynote speaker will present his/her views of the changes impacting higher education and the way that this may/should impact academic libraries and librarians. Respondents from academic libraries will present their perspectives and offer new language to describe the library of the future in ways that enhance understanding and appreciation of the role and contribution of libraries and librarians.

Details for all future programs and activities will be publicized in forthcoming CLS and ACRL
print and online publications.

Lisbeth Chabot  
(Co-chair, CLS Conference Program Planning Committee)  
College Librarian  
Grafton Library  
Mary Baldwin College  
Staunton, VA 24401  
Phone: 540/887-7299  
Fax: 540/887-7297  
E-mail: lchabot@mbc.edu

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**Seeking Nominations for ACRL Awards Program 2000**

The ACRL Awards Program continues to recognize outstanding contributions to the fields of academic and research librarianship in the year 2000. ACRL currently supports twenty-one recognition opportunities across four categories: achievement and distinguished service, research grants/fellowships, publications, and institutional excellence. The awards are presented annually at the ALA Annual Conference.

ACRL urges its members to submit nominations of colleagues, coworkers, and team leaders who have made a significant contribution to the field of academic and research librarianship. Nomination and submission procedures, criteria, and eligibility requirements for each award are available from Lisa R. Grube, ACRL Awards Program Assistant. Further details are also available on the ACRL web site ([www.ala.org/acrl/award2.html](http://www.ala.org/acrl/award2.html)). The deadline for most nominations is December 1, 1999.

Lisa R. Grube  
ACRL Awards Program Assistant  
50 East Huron Street  
Chicago, IL 60611  
Phone: 312/280-2515  
or  
Phone: 800/545-2433 ext. 2515  
E-mail: lgrube@ala.org

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**Tentative Schedule of CLS Meetings at 2000 Midwinter**

**Saturday, January 15**

<table>
<thead>
<tr>
<th>Time</th>
<th>Meeting</th>
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<tbody>
<tr>
<td>9:30 a.m. - 11:00 a.m.</td>
<td>CLS Executive Committee</td>
</tr>
<tr>
<td>11:30 a.m. - 12:30 p.m.</td>
<td>CLIP NOTES Committee</td>
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<td></td>
<td>Conference Program 2001 Committee</td>
</tr>
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11:30 a.m. - 1:00 p.m.  Conference Program 2000 Committee  
2:00 p.m. - 4:00 p.m.  Communications Committee  

Sunday, January 16

9:30 a.m. - 11:00 a.m. Standards Committee  
2:00 p.m. - 4:00 p.m. College Library Directors Discussion Group  
4:30 p.m. - 5:30 p.m. College Libraries Discussion Group  

Monday, January 17

8:00 a.m. - 9:00 a.m. Membership Committee  
9:30 a.m. - 11:00 a.m. Continuing Education & Standards Committees/joint meeting  
2:00 p.m. - 4:00 p.m. Medium-Sized Academic Libraries Discussion Group  

Tuesday, January 18

8:00 a.m. - 11:00 a.m. Executive Committee

Final schedule with room locations will be published on the COLLIB-L listserv and in the meeting program.

College Libraries Section  
ACRL/ALA  
50 E. Huron Street  
Chicago, IL 60611-2795

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Edited by Paul Frisch, Head Librarian, Washington and Jefferson College, Washington, PA 15301-4811; Phone: 412/223-6539; Fax: 412/223-5272; E-mail: pfrisch@washjeff.edu. Editorial correspondence should be directed to the editor. © American Library Association, 1998. All material in this publication subject to copyright by the American Library Association may be photocopied for the non-commercial purpose of scientific and educational advancement.