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## Library Newsletter : 1995 : 06 : 09

Nelson Poynter Memorial Library.

Deborah Boran Henry

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Library Newsletter volume 1(9)

June 9, 1995

Gossip fit to print:

For those of you who knew Elizabeth Smith, formerly of the the USF - Tampa Library, she has published an article entitles "Facing the challenge of democratization," C & RL News, May 1995, 56(5), p.324. Liz is currently Dean of Learning Resources at Collin County Community College, Plano Texas.

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Administrative News:

Librarian meeting, Monday, June 19, 1995, 2 PM.

Staff meeting, Tuesday, June 20, 1995, 2 PM.

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AV News:

Sherwood Liu and George Robbins are new members of the AV department.

Jerry lists new videos:

1. The Return of the Tall Blond Man
2. The Crucible
3. Montparnasse 19
4. Anatomy of a Filmmaker: Otto Preminger's Life in Film
5. Manufacturing Consent: Noam Chomsky and the Media (pt. 1&2)
6. Outcasts
7. Street Kid
8. Here Comes Mr. Jordan
9. The Emigrants
10. Tito and Me
11. Europa Europa
12. Child of Mine: The Lullaby Video
13. Radio Days (The in Timepast Series)
14. Making Opera: The Creation of Verdi's La Forza Del Destino
15. Gift of the Whales
16. We Were One Man
17. A Fish Called Wanda
18. The Last Laugh: Treasures from the Weimar Republic 1919-1933
19. Piggy Banks to Money Markets
20. Maskmaking with Paper (Art is...Video Series)
21. The Firemen's Ball
22. The Story of Jazz (Masters of American Music)
23. Clues to Good Reading
24. Andrew Lloyd Webber: The Premiere Collection Encore
25. Winter Wolf
26. Elvira Madigan
27. Bye Bye Brazil
28. Spirit of the Eagle
29. Sarah Vaughan: The Divine One (Masters of American Music)

30. Hypercard (Tapes 1-3) (c.2) (MacAcademy Video Training Series)
31. Los Olvidados (The Young and the Damned)
32. A House Without A Christmas Tree
33. Pretty Boy
34. Cirque Du Soleil (We Reinvent the Circus)
35. La Strada
36. Madame Rosa
37. That Man From Rio
38. I am a Dancer (The British Sterling Collection)
39. Thelonious Monk: American Composer (Masters of American Music)
40. Fellini's 8 1/2
41. Belle Epoque (The Age of Beauty)
42. Paws, Claws, Feathers and Fins
43. Il Barbiere Di Siviglia (pt. 1&2)
44. The Complete Churchill (pt. 1&2) (c.2)  
(A&E Biography Collectors Edition)

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#### Public Services News:

##### Circulation

Diane Angello is a new member of the circulation staff.

##### Instruction

A staff training session on LEXIS/NEXIS will be offered Monday, June 19, 1995 at 10 AM. The training is open to Library staff members who are called upon to assist USF students using the service or faculty members planning LEXIS/NEXIS assignments.

##### Reference

Deb has been working on reconfiguring / redistributing the CDROM products amongst the CD workstations. A written memo has gone out to all staff members and will be updated as needed. If you have any questions, check with Deb. Thank you for your patience. Highlights:

Business NewsBank is up & running and consists of 3 disks now. If you require instructions on exchanging disks, please contact Deb.

CINAHL (Nursing) is now available at Poynter Library. It is a SilverPlatter product and runs most effectively on the new multimedia workstation #7

Check out Microsoft's Art Gallery now with audio. The guided tours are really neat!

The SUS Electronic Collections Committee recommended and the SUS Library Directors approved that the Current Contents database in LUIS be a revolving database covering approximately 12 months of data. This is instead of a continuously growing file or a series of individual annual files. In light of this decision, FCLA will begin deleting older records from the Current Contents file within the next week or so. This will mean that the file can vary in coverage from 52 to 56 weeks. The weeks that are rolled off will be kept on an archive tape in case this decision should be changed at some point in the future.

This came over one of Deb's listservs:

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### BRUNO'S LAWS

--courtesy of Phil Smith, Reference Librarian Extraordinaire

1. Never Assume.

Anything about anything or anyone. Typically, the user who says "I've looked in the catalog and you don't have the book" or the colleague who says "I've checked every conceivable source." Skepticism as process.

2. Get Off Your Duff.

Pointing has its place, Emily Post to the contrary, but the skilled librarian never simply points the user to a complex or iffy source. If there is any doubt that the user might run into problems, MOVE.

3. Attempt to Answer the Original Question.

During the reference interview, it often turns out that the question is reformulated. This is fine, but take care to respond to the question as asked. Example: Original question: "Where are the books on England?" Reformulated question: "Where can I find information on the Gunpowder Plot?"

Somewhere early in the interview if possible, indicate that if the user truly does wish to browse the stacks, many books on England can be found in the DA section on the fifth floor. In this way he/she perceives that the request for help has been fully heard.

4. Never Take Anything Interesting To Read With You to the Desk.

Not terribly interesting, anyway. If you're absorbed, with head lowered, you'll appear to be unapproachable.

5. Make it a Practice to Follow up on Unresolved Questions.

This applies to questions you feel could have been answered better, even if the user has long since left the building. For several reasons: sometimes the user returns. The question, or one like it, will probably come up again. It's a good device for testing new sources ("I wish I'd know about this last week.") A back burner, for odd moments on rainy Tuesdays, is a fine device.

6. Keep in Mind: You May Have Heard the Question a Thousand Times, but it's the First Time the User Has Ever Asked it.

7. Dress Comfortably.

8. Avoid Library Jargon like the Plague.

If you tell someone to look under the main entry, the chances are good that he/she will find it --and leave through it.

9. Be Prepared to Drop All Conversations with Colleagues the Instant a User Shows Up.

No one will be offended by this standard practice.

10. Before Coming to the Desk, Try to Take a Few Minutes for Mental Calisthenics. The desk shift should be approached for the fun and

challenge that it is.

11. Always Pass Along any Useful Information You Encounter in a Search.

12. Be as Concrete as Possible When Giving Directions ("the second door on the white wall").

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Technical Services News:

NERLUIS announcement

The NERLUIS (i.e., search-only) region was converted to run under a new release of CICS (4.1) starting Wednesday morning, May 24. Report any problems to the FCLA office. If all goes well, we will be converting NERNOTIS to CICS 4.1 next week.

Renee announces new recreational reading:

In Retrospect: The Tragedy and Lessons of Vietnam

Robert S. McNamara

The Information by Martin Amis

The Knights of the Black Earth by Margaret Weis and Don Perrin

The Memoirs of Elizabeth Frankenstein by Theodore Roszak

Oswald's Tale: An American Mystery by Norman Mailer

The Promise of Rest by Reynolds Price

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Internet & other techie stuff:

Taken from first stat report for our world wide web home page, provided by Jerry Notaro. Highlights of the last two weeks in May:

- 160 logons to the home page, 2226 transfers
- weekdays are about 10 times busier than weekends
- busiest times are between 11 am and 1 pm
- about half of the users client domain are unknown, most are usf, and we even had one from Greece
- The St. Petersburg Times used 17 files
- users seem most interested in the new construction, library policies, and newsletters
- we can't track when a user logs from us to one of our links, such as LUIS

<http://www.stpt.usf.edu/~notaro/wwwstats.html>>

World-Wide Web Access Statistics for [www.stpt.usf.edu](http://www.stpt.usf.edu)

St. Petersburg Public Library is not on SUNLINE. Instructions to dial in to their database follow:

8 bits, 1 stop, none (parity); VT100 emulation, full duplex  
number 813-892-5272 (ADTD); runs at 1200 & 2400 baud  
at user prompt type: dialpac & press return

First Russian Library Home Page:  
<http://www.indiana.edu:80/~librcsd/resource/library/ryazan/>

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