

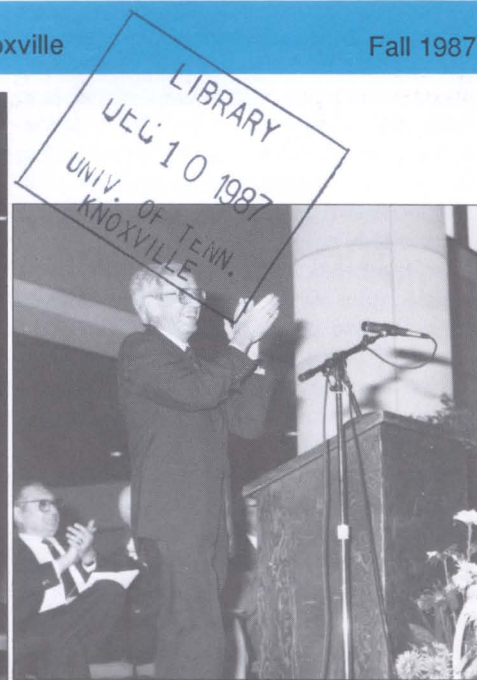
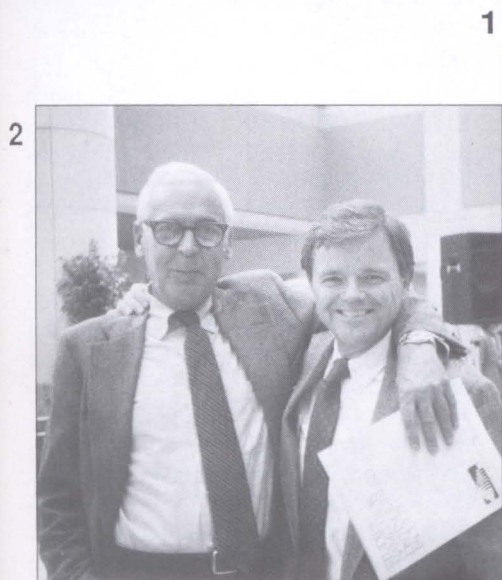


The UTK Librarian

Volume 3, Number 1

Newsletter of the University of Tennessee-Knoxville

Fall 1987



Ceremony and Conviviality: The Dedication of the John C. Hodges Library



Officials, honorees, and friends of the library gathered on September 25, 1987, for the dedication of the University of Tennessee, Knoxville's new library, named in honor of John C. Hodges, English professor at UTK for more than 40 years and an active supporter of the University Libraries. Hundreds from the Knoxville community joined Library and University representatives for an open house and tour of the building on Sunday, September 27.

1. Former Tennessee Governor Lamar Alexander congratulates Mrs. John C. Hodges.
2. Chancellor Jack Reese and Dean Warren Neel enjoy the open house.
3. Director of Libraries Don Hunt applauds the efforts of all who helped make the library a reality.
4. Representatives from the University administration included Vice-Chancellor Betsey Creekmore and Vice-Provost Ralph Norman.
5. Vice-Provost Hardy Liston, President of the University of Tennessee Edward Boling, and Mrs. Boling.
6. Lamar Alexander, assisted by Don Hunt and Pauline Bayne, checks out the first book "officially" circulated from the John C. Hodges Library. Bayne, Assistant to the Director for Library Relocation, engineered the move of 1.2 million volumes into the new library.

Letters to the Library

Dialing-in to the Online Catalog

Dear Tamara,

Congratulations on moving into your new quarters. The Hodges Library is a wonderful addition to the campus, and I hope it turns out to be as nice to work in as it is to look at.

In spite of the attraction the building holds, there are times—like late at night—when I do not have the energy to come back to campus, but would still like information from the card catalog. I used the online catalog from my computer at home several times before you made the move, and I expect I will want to use it again. My previous efforts produced mixed results, however, and I wanted to ask about some of the problems I had.

The first is hours of access. On the old system, when the library closed, the computer shut down with it. One of the big advantages of remote access would be that one could overcome the limitations of library hours, particularly in the evenings between quarters. Will that change now, and will the catalog be on for longer periods of time?

The second problem does smack of an infantile need for instant gratification, but it could affect significantly your users' desire to work from home, or from any remote terminal. The first time I ever contacted the library computer from home, I found myself in a queue, and the person in front of me did not want to quit.

The most frustrating problem I ran into was the not infrequent inability of my computer to communicate with the catalog. Any hints on how to know which communications programs are acceptable and which ones will bring grief?

In spite of all the frustrations, it is a good feeling when the information comes racing across your screen—or creeping across, as is the case with my 300 baud modem—so keep up the good work.

Best regards,

David Lee

Associate Professor of German

Dear David,

Computers are useful tools that make our lives easier. Communicating with a computer, however, can be a different matter.

Setting up your microcomputer (or more specifiably, your modem) so that it is able to talk to and understand the Online Public Access Catalog is not difficult. To configure your modem, it needs to be set to seven (7) data bits (instead of the usual eight), with one stop bit, even parity, and full duplex (two-way, simultaneous transmission, with "echo-on" usually implied). The next step in the process is to dial your modem. Consult your modem or software operations manual for the exact instructions for your equipment.

The good news is that the online catalog is available via the University Computing Center's DCA network, and we have quadrupled the original number of communications ports available. The truly great news is that you do *not* need to have an account with the Computing Center to access the online catalog. You will not need to connect with an IBM, VAX or other host computer before using the online catalog. The following telephone numbers will connect you to the Computing Center's DCA network and to the online catalog:

Phone Number	Baud Rate
974-6711	300/1200
974-6741	300/1200
974-3021	300/1200/2400
974-4281	300/1200/2400
974-6811	300/1200/2400
974-8131	300/1200/2400

When you make a connection, hit return twice, and then you should see the prompt ENTER HOST NAME OR HELP>. At this point, type in LIBRARY. This and all following commands must be entered in UPPER CASE. You will now see the online catalog news screen. Read, then press carriage return. The next screen contains brief instructions, and you must press carriage return again to begin. You are now in the online catalog and can follow the prompts on the screen.

NOTE: Certain microcomputers (Commodore, Apple, etc.) use a 40-column display screen. The online catalog requires an 80-column display screen. You will need to have 80-column display software or word-wrap capabilities to properly display catalog information.

The online catalog is now up round the clock, except for about 30 minutes each morning for processing.

Tamara Miller

Head, Library Automation

Table 1. Overall Quality of UTK Library System

College (N in parentheses)	Poor	Fair	Good	Excellent
All (1186)	7%	36%	52%	6%
Agriculture (90)	1%	20%	65%	14%
Architecture (12)	8%	50%	42%	—
Biomedical Sciences (12)	—	33%	64%	—
Business (134)	10%	39%	45%	6%
Communications (24)	8%	29%	59%	4%
Education (110)	9%	27%	57%	7%
Engineering (97)	6%	45%	41%	8%
Human Ecology (44)	7%	39%	50%	4%
Law (17)	—	53%	35%	12%
Liberal Arts—Humanities (199)	6%	35%	54%	5%
Liberal Arts—Sciences (253)	9%	40%	49%	2%
Liberal Arts—Social Sciences (89)	7%	49%	40%	3%
Library & Info. Sci. (9)	—	44%	56%	—
Nursing (18)	—	28%	61%	11%
Planning (5)	—	40%	60%	—
Social Work (10)	—	10%	70%	20%
Veterinary Medicine (33)	6%	21%	58%	15%

Phillips, Table 1 (see article, p. 3)

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Library Research

Library Report Card: Results of the Faculty Opinion Survey

by Linda Phillips, Head, Science and Technology Services

Perhaps you were one of the 932 faculty or 343 graduate teaching assistants who answered the recent survey on the Library. The survey was designed by Bill Lyons, Professor of Political Science, in consultation with University librarians and was conducted by the Office of Institutional Research in the spring of 1987. Linda Phillips highlights your responses below.

UTK faculty and teaching assistants believe that they are receiving excellent assistance from Library staff—and—they want more emphasis on acquisition of library materials. This consensus emerged from a survey conducted during spring, 1987, by the Office of Institutional Research.

Questionnaires were distributed to all teaching faculty and teaching assistants. The response rate exceeded 75% with returns from 932 faculty and 343 graduate teaching assistants. Approximately 20% of the respondents added written comments.

Overall quality of the Library system was rated "good" or "excellent" by 58% of the respondents. A "fair" or "poor" overall rating was assigned by 42% of the respondents. Table 1 (page 2) shows overall ratings by college. Some written comments expressed appreciation to the Library for quality received per dollar spent. While only half of the respondents noted that the Library is "very important" to their teaching effort, 83% found it "very important" for their research.

Services. Is the Library administration receptive to requests for new services? Nearly half (48%) of the respondents found the Library administration to be "very receptive," while 47% marked "somewhat receptive." Only 5% believe that the Library administration is "not at all receptive."

When asked about librarians' approaches to educating users on the availability and use of services, over 85% in each category rated librarians as "somewhat" or "very" active in providing assistance. However, most respondents do not take advantage of having librarians speak to their classes. Of those who do, quality of presentations was rated "excellent" by over 60%.

Written comments on the questionnaire confirmed enthusiasm for staff service. One hundred thirty-two comments praised Library staff. In contrast, eighteen written comments complained about the staff, ranging from concern for inadequate train-

ing to noisy staff conversations.

Collections. Cross tabulation of the responses evaluating the Library collection shows that the overall quality of the collection in the individual's discipline for undergraduate instruction was rated as "good" or "excellent" by 68% of the respondents. For graduate instruction, the ratings dropped to 47%, and for research, only 42% rated the overall discipline collection as "good" or "excellent." For research, the overall discipline collection was rated "poor" or "fair" by 59% of the respondents. Written comments produced a plethora of suggestions for specific new acquisitions, as well as notation of subject areas that require more collection development.

Policies. Library policies typically generate controversy. Respondents to this survey reflected a diversity of opinion. In response to the statement, "the Main Library should be open 24 hours a day," 40% of the respondents marked "agree" or "strongly agree"; 27% were neutral; and 33% marked "disagree" or "strongly disagree." Extended library hours were a higher priority for GTAs, who, incidentally, reported more frequent use of the library than faculty on a daily and weekly basis. Respondents were similarly divided on policy issues such as circulation of periodicals (for, 41%; against, 43%; neutral, 16%) and on the best ways to

manage a limited acquisitions budget.

Physical Facilities. One respondent asked why this survey was conducted now, rather than after the new Hodges Library is occupied. A leap in the positive ratings for physical facilities might be expected in the next year. Photocopy facilities received a 37% "fair" rating, a 37% "good" and a 12% "excellent" score. Microform facilities received 11% "poor," 39% "fair," 44% "good" and 6% "excellent." Noise was mentioned as a deterrent to study.

Priorities for the Future. The questionnaire provided a shopping list of eleven items ranging from increased staff, hours, and acquisitions to electronic library access. Respondents were asked to rate each item as a low or high priority. "One of the highest priorities" was assigned by 52% to increased journal subscriptions and by 43% to increased book acquisitions. High or highest priority ratings were assigned by 91% to journals and 88% to books.

The survey highlighted respondent interest in document delivery; reestablishment of the Science-Engineering Library; fundraising; telephone renewals, holds and recalls; a shorter loan period for faculty; and user education services.

A more detailed report of the survey is in preparation and may be requested from the author at 974-4702.



Bill Lyons and Linda Phillips review questionnaire results.

Services That Support Research

Golf Carts and Carpal Tunnel Syndrome—A Unique View of Human Factors Engineering

by Ann Viera, Agriculture-Veterinary Medicine Librarian

Accidents—whether in a golf cart or from a stump grinder—can be avoided. Research on systems and human interaction within them has become a key factor in making products safer. Ann Viera of the Library staff has provided a wide range of research assistance to John Hungerford, Associate Professor of Industrial Engineering. She describes their team effort below.

John Hungerford is one of two human factors engineers in the Department of Industrial Engineering. What is human factors engineering? According to Hungerford, the most straightforward definition is simply that it "looks at the capabilities and limitations of human beings while performing some task in an environment, for example a workplace." Three interconnected components are studied: (1) human beings and their capabilities—visual, auditory, sensory, lifting and so on; (2) tasks humans perform—pace, work organization and flow; (3) environmental influences—e.g., if it's a driving task, what are the road and weather conditions, etc. The goal of human factors engineering is to empirically measure system performance and then improve the interactions between human and machine components.

Historically, the discipline of human factors engineering has been driven by developments in engineering that require people to perform well in complex systems (weapons systems, power plants, or automated factories) and by product safety issues. Hungerford uses library services primarily for investigations into the safety of specific products.

The focus of Hungerford's research is cumulative trauma disorders. He has written about carpal tunnel syndrome. Carpal tunnel syndrome occurs when the carpal or wrist bones entrap a nerve in the arm called the median nerve. It afflicts people who must flex, extend, or rotate their wrists stressfully and results in numbness, weakness and damage to the hand. Surgery is often required to relieve the trapped nerve. His latest paper, co-authored with Baron P. Johnson of the UT Corporate Health Institute, is on the effects of lifting on the lower spine. To be presented at the 31st annual meeting of the Human Factors Society in October, the paper reports the results of two biomechanical studies whose objective was to define variables that will predict a worker's potential risk for back injury.

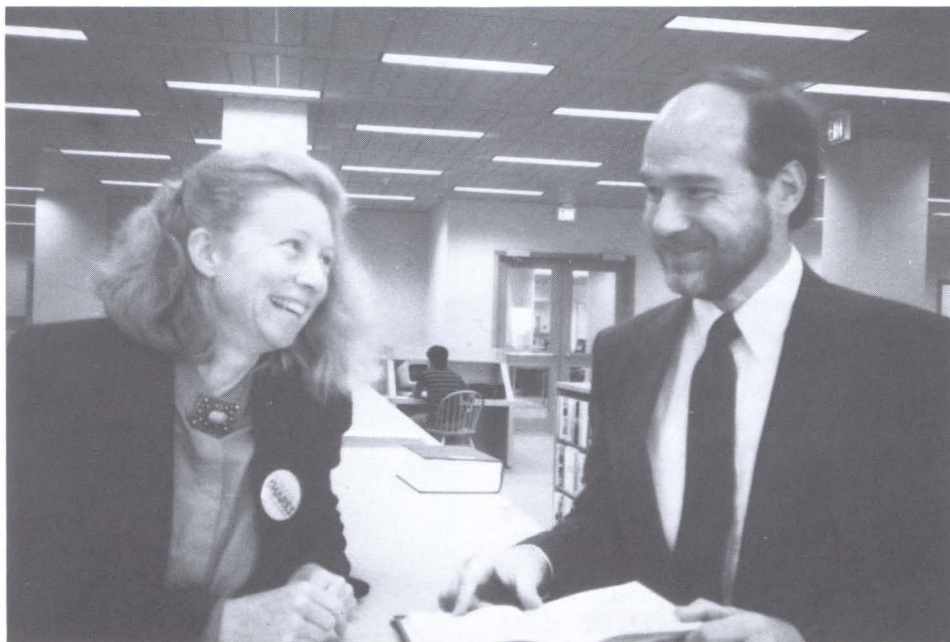
When consulting on a product safety case, Hungerford heads for the library to find pertinent information about the particular circumstances of the case. In 1984 he used libraries intensively with a team of four people who looked at the design of warning systems for golf carts. To get a complete picture of golf cart safety issues the team covered the engineering, legal and psychological literature. Golf cart accident data was obtained from manufacturers and the Consumer Product Safety Commission (CPSC) through the Freedom of Information Act. The CPSC monitors nationwide data collected via the National Electronic Injury Surveillance System (NEISS). Hungerford and his team also visited golf courses to interview users and maintenance personnel. Sponsored by golf cart manufacturers, the project resulted in a proposed revision of the American National Standards Institute (ANSI) standard for golf carts.

Hungerford uses interlibrary loan, the computer search service, and the journal collections on a regular basis. He commented that, for a non-medical library, the UTK Libraries have a "pretty good collection of journals that cover the medical literature." He was less positive about the human factors journals, noting that *Ergonomics* and *Applied Ergonomics* had been discontinued. (Reinstatement of these two subscrip-

tions has been requested as part of a collection evaluation project.) Hungerford uses interlibrary loan often and reports that he can usually get materials not held in the library in sufficient time to meet deadlines. He has used the computer search service to efficiently cover all the disciplines involved in human factors engineering and to keep abreast of new developments.

Hungerford is trained to look at systems, and he observes that the UTK Library is like an iceberg: the "physical system" of the library—the card catalog, books, and journals, etc.—are its visible tip. The invisible portion of the library system/iceberg are the links, such as computer searching and interlibrary loan, that it provides to other sources of information.

Hungerford likes the centralized library system at UTK for his multidisciplinary field. It allows him to get most materials at one location, with perhaps an occasional trip to other libraries in the area like the Agriculture-Veterinary Medicine Library or TVA Library. Recently Hungerford has been experimenting with the online catalog and has found it convenient to dial-in from his office in Alumni Gym and "scan the shelves via computer" before visiting the library. Overall, he is pleased with the UTK Libraries and said that "...the more I go over there the more I'm impressed with the library system."



Ann Viera and John Hungerford search for the right citation.

Services That Support Instruction

Journalism Students Find The Facts

by Joe Rader, Head, Circulation Services

Journalism students at UTK learn how to cover hot topics by actually covering a "beat." Whether the topic is pollution of the Pigeon River or nuclear waste disposal, students need background information. Joe Rader of the Library staff frequently teams his efforts with June Adamson, Associate Professor of Journalism, to help students hit the mark.

June Adamson tries to make sure that her journalism students know how to find information. That may not sound very surprising, but for her students learning to find information includes searching the library as well as using techniques more commonly thought of as standard journalism practices.

Adamson tries to build a library component into each course she teaches. Close cooperation with librarians and her own knowledge of library resources work together to incorporate library research into the students' general quests for information for their stories. She has used Special Collections for graduate students, and she regularly has students view certain classic films on reporting from Audiovisual Services.

Adamson wants her students to have a deeper understanding of the kinds of tools and resources that are available in libraries before they go out into the field. She cites her own use of public libraries and other information centers when she has worked as a writer as proof positive of the value of knowing one's way around libraries.

A variety of library emphases is contained in Adamson's courses. In Basic Reporting (2220) fundamental information tools are reviewed for students, and they are intro-

duced to an extensive range of biographical sources. They are taught to "background"—to find out all they can about specific noteworthy persons before they meet them, interview them, or cover their speeches.

In Writing Feature Articles (3120) the library component varies. Since features may be written on any topic, any resource found in the library might be potentially useful. Students are also taught to use the library to find out about markets for feature articles and about the publications that are potential buyers of the stories.

In Editorial Writing (4130) Adamson finds the chief challenge is teaching students to learn to write effectively on contemporary controversial topics. In a library session

students are reminded of the value of works such as *Editorial Research Reports* for gaining balanced coverage of opposing sides of a controversial topic.

A course which Adamson particularly enjoys is Reporting Issues in Science (4150). The objective of the course is to teach students to write about topics in science for the general public.

Adamson noted that many students go to work for Tennessee newspapers and broadcasting media. "A lot go to law school, and some get MBAs." Others go into magazine journalism. Wherever they go, they should be able to find their way around libraries if they were students of June Adamson.



Joe Rader and June Adamson review a book for Journalism.



A-V Services Hoops One for John Finger's History of Sport in America

When John Finger, Associate Professor of History, teaches his History of Sport in America, one of the places he turns for materials is Audiovisual Services in the John C. Hodges Library. The course is more than a simple recounting of the games people play. It is an insightful exploration of the many ways American sports incorporate the values, goals, prejudices, and trends of the society. Videocassettes dramatize and illustrate these themes. James Mitchner's *Women in Sports* details the struggle of American women to participate in athletics. Prejudice is also the theme of *Only the Ball Was White*, a history of the Negro baseball leagues. Finger reports that film clips and interviews bring an immediacy to his classes, and students appreciate a format that brings alive the themes of the course.

John Finger and Bill Ward, Head of Audiovisual Services, toured the facilities before completion. Visitors will now find banks of state-of-the-art a-v equipment.

Interview

Novel Magic—An Interview with Wilma Dykeman Stokely, September 1, 1987

by Angie LeClerc, Head of User Education and Public Relations

Wilma Dykeman Stokely is a long-time friend and user of the UTK Libraries. She is a Visiting Professor in the English Department, as well as a noted author and journalist. With her typical vigor and insight, she talks about writing, feminism, and the process of research.

AL: Your work has a quality of authenticity. Have you gone wherever your subjects lived, stood where they stood, seen what they saw?

WD: I believe that you have to know so much about the entire atmosphere of a place before you can even write about it. A description grows out of a place I have remembered, that I have either lived near or that's made some impression—every aspect of it—the weather, the way it looks, the way that people relate to it. That to me is what sort of gives that added layer to a

novel, that gives it a dimension....

AL: In *The Tall Woman*, is the place that the Bledsoes live, above the Devil's Brow, a real place?

WD: It's a place that has grown out of two or three similar places that I've seen, very remote places in the mountains. And the Bledsoes come from at least a couple of instances I've known of just similar situations in which people were isolated and were romanticized, oddly and paradoxically, for economic reasons. They sort of become the receptacles for any suspicion in the community. They absorb or stand for a community's sins.

AL: In *The Tall Woman*, Lydia says, at one point, that the only certainty, lasting truth, in life is work and the mountains.

WD: The one thing I knew when I started that novel: I knew how I wanted her to die with typhoid fever. It's an illness that's borne

of pollution. People are either inconsiderate or ignorant. And those are two things that so often cause the tragedies in life. I didn't want it to be stated; I wanted it to be implicit. This spring that she had loved so had been ruined by the greed and the indifference of those who had cut the timber and despoiled the spring. Coming back from helping a daughter give birth she drinks from that water. And the most valuable person in this community, then, is lost to the community because of that.

But, back to your question about work being "certain." Faulkner said once that the most important decision that a person makes is the work that he does. It's the one thing you do all your life. The dullest people I've ever known are those who've had all the leisure in the world and were not workaholics, but were kind of "play-holics," in the sense that they were bored. And I think

Finding Library Resources for Afro-American Studies

by Anne Bridges and Janette Prescod, Reference Librarians

Afro-Americana, a new Library Resources Guide, is available at the reference desk, Hodges Library. Compilers are Anne Bridges and Janette Prescod.

Afro-Americana, a new Library Resources Guide, is designed to assist both beginning and advanced students in their research on black Americans. It is organized into subject areas, each containing a list of selected indexes, bibliographies, directories and other reference sources. For example, the section on music leads one to books on the role of blacks in American music or biographical material on Jelly Roll Morton. An extensive film and literature section provides the beginning point for finding information on black writers like Maya Angelou or James Baldwin.

The history section lists black historical newspapers and magazines available at the library. The periodicals provide excellent primary research material. The titles range from Frederick Douglass' *Liberator* to the *Chicago Defender*, published from 1909 to the present.

The Library owns several collections of primary source material on black Americans. A student who was interested in Marcus Garvey could go to the Documents

and Microforms department and read his FBI file. The personal papers of Marcus Garvey and the documents of his Universal Negro Improvement Association are also available in paper for more in-depth historical research. Another extensive research file held by the Library is the Southern Education Reporting Service microfilm col-

lection on civil rights and race relations, covering the years 1958-1973. Entitled *Facts on Film*, this documentary collection includes a wealth of information on persons, legislation, Supreme Court hearings, newspaper editorials, magazine articles, texts of speeches, reports, pamphlets and other miscellaneous materials.



Diane Morrow (History and Afro-American Studies), Anne Bridges, and Janette Prescod select titles for Afro-Americana.

probably the worst word you can use in the world is, "How shall I kill time?"

AL: Writing is work. And you certainly pursue it with tenacity and vigor. Are you writing to satisfy your own curiosity? What motivates you to write?

WD: Curiosity is one of the basic things. When I wrote *The French Broad*, a part of that was just curiosity about interpreting my own place to other places and to even people who live here...curiosity about discovering it. And that taught me how little you know about the very place where you live. When we wrote *Neither Black Nor White*, we were curious about this terrible kind of time of wrenching that was going on in the South. Are we all wicked, and everyone else good?

AL: What approach do you take to writing?

WD: I really taught myself to write when I could write. And, of course, I'm thinking about it so often when I'm doing other things, when I'm driving or doing menial tasks. I mean, you're sort of in two worlds at one time.

AL: Do you write on the typewriter or in longhand?

WD: I've never written any fiction on a machine. It's all in longhand. It's quite different.

AL: What is different about fiction?

WD: It's the way it grows. There's just something about it. That as you're writing dialogue, as it comes out....And, of course, I rewrite at the same time. But there's something about the just...the sheer, physical process of writing it. You're thinking about it in a different way than having the clack, or the sound, or the hum, whatever it is, of a machine there. And you just sort of lift the pencil or the pen, and it's different.

AL: Do you keep a diary, Wilma? Your descriptive passages are so beautiful.

WD: No. You forget so much that you think you'll remember. Of course, this is part of the magic, I think, of writing. You call up things that you don't know that you remembered 'til you need it. But you have to be at work before it comes. You have to be at work before the inspiration comes too, very often. The discipline is the hard part of it. I will do anything before I'll start writing. But it's such hard work. And then you get into it. I think, well, my goodness, why wasn't I doing this before?

AL: How do you organize your life so you

get so much done?

WD: One of the troubles is I always over-research everything. It's one reason James and I stopped writing for magazines. I sat down once to do a chapter in one of my books. And I took a yardstick, and I had three feet of material that I had to distill into this one teeny, little chapter.

AL: In your digging do you go back and read archival letters?

WD: Yes, everything. I actually looked at the old *South Carolina Gazettes*. They let me turn through those. Microfilm is great. But to really be reading the paper and think, "Somebody really handled this." It's this

you identify with women that have a lot of drive, I'd say gumption, endurance. And I'm wondering: is that what feminism is about?

WD: I don't even know that feminism is a term that's very useful. It's like mountaineer. I'm not ashamed of being feminine, and I'm not ashamed of being from the mountains. It's the stereotype that it brings to mind that always distresses me. Because, when you have to stop and get over a lot of stereotypes, you've lost a lot of time. One of the things that seems to be missing so often in so many of our situations today is a sense of humor. I'm talking about what Mark Twain had, that sense of the ridiculousness of



Wilma Dykeman Stokely in her library at Newport, Tennessee.

sense I have of, you know: how did it smell? Or, you know, was the wind coming in off of the bay that day when somebody was reading this sign here about somebody in Tradd Street opening a glove shop?

AL: Your images are wonderful. At one place you describe thunder as somebody up there rolling those old pumpkin wagons.

WD: If you've ever heard a pumpkin rolling, you couldn't use that with lots of other things. It has to be heavy, like a pumpkin is too. Alfred Cason once said that a good image was like a bell that was struck. And it was not only that the note was right, but it reverberated.

AL: I sense, particularly in the novels, that

life—that there is a kind of cosmic laughter there too that you indulge in. That's why around the world the folk tales, the trickster, the jokes, the stories that are very similar in all the cultures around the world....And I think very often women don't cultivate or are not seen as having this sense of humor.

AL: What type mentoring do writers need? Warm critique?

WD: Well, the tender heart and the tough mind is exactly what you want—if you're a professional writer. It doesn't do any good to show it to your family. They say, "Look! You've written seventy pages here, all your own little self." That is as bad as having someone say, "Destroy it."



Dr. Kenneth Curry, one of 37 Distinguished Faculty honorees, chats with Connie and Ralph Norman.



Professors John Morrow and Tom Hood.



Professors Michael Lofaro (with daughter) and John Muldowny.



Greta Eichel, designer of many Library publications, Dr. and Mrs. John Fisher.



Library Associate Directors Betty Bengtson (l.) and Marcia Myers (r.) with one of the designing architects, Doug McCarty.



Professors Ron and Linda Magid. Ron Magid chairs the Faculty Senate Library Committee.



UNIVERSITY LIBRARIES

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Knoxville, TN 37996-1000
EO1-6010-010-88

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The Southern Writers Program: Commemorating the Reopening of The John C. Hodges Library



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Faculty, students, librarians, and friends are celebrating the reopening of the expanded John C. Hodges Library with presentations and seminars by distinguished authors. Included so far: George Garrett, Alex Haley, Al Young, and Wilma Dykeman (Stokely). Upcoming are: Lee Smith, February 17 & 18; Bobbie Ann Mason, April 19; Donald Justice, May 4 & 5.

1. Professor Jon M. White and author, Al Young.
2. Author, Wilma Dykeman Stokely, and Professor Norman Sanders.
3. Author of *Roots*, Alex Haley, and Professor Felicia Felder-Hoehne.



Lamar Alexander at the Dedication of the Library (see p. 6 for interview).

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Letters to the Library

Buying Abroad

Dear Ms. Webster,

I am sure that, now we have the magnificent new library in operation, you are thinking about ways to improve our collection, which should in the next decade be brought up to the standards of its new home in value and usefulness.

One practice which might be introduced—not a new one but one which was common years ago when Ms Olive Branch was acquisitions librarian—is the active encouragement of faculty to reserve books in second-hand and antiquarian bookshops for the university library. Many

members of the faculty do a great deal of travelling to major metropolitan centres and university cities where they visit bookstores. They should be able to ask such booksellers to reserve important volumes in their fields of study and inform the acquisitions librarian that these books are available for purchase by us when the necessary catalogue checks have been made.

Yours sincerely,
Norman Sanders
Lindsay Young Professor
English Department

Dear Dr. Sanders,

The practice you describe may have declined because of our Library's funding problems. During recent years, we have been struggling just to purchase the majority of the current materials requested by faculty members. Frequently, funds have not been available to pursue the retrospective purchases that can be so valuable to the development of any library's collection.

Any faculty member interested in pursuing collection development interests for our library on a foreign trip should contact me prior to departure to discuss the funding possibilities, the general subjects and types of materials to be sought, and specific procedures to be followed. Briefly, any bookseller involved must be willing to reserve the selected items for our library while we check our holdings to determine whether we already own the titles. We cannot be obligated to purchase materials that have not been approved in advance by Collection Development. Faculty members who do not mind working under these constraints should contact me at 974-4306 for more information.

Sincerely,
Judy Webster
Acting Assistant Director for
Collection Development



Judy Webster and Norman Sanders confer.

Library Development



Panhellenic Council representatives discuss the library fund-raising campaign with Chancellor Jack Reese and Dean of Libraries Don Hunt. Pictured, left to right, are Hunt, Deanne Irby (Panhellenic President), Martha Cornwell (Pan Scan Editor), Mary Ann Dickerson (Panhellenic Treasurer), Julie Hagler (Publicity Chair), Macie Burnett (Vice-President of Chapter Relations), and Ann Fore (SGA Liaison).

Panhellenic Council Meets \$5,000 Goal for Gift to the Library

UT's Panhellenic Council has completed a fund raiser for the new John C. Hodges Library while publicizing the services the library offers. "Our big thing was to make the students aware of the library and all the services it offers," said Macie Burnett, the Council's Vice-President of Chapter Relations.

The Panhellenic sororities raised \$5,000 for the library by selling raffle tickets for 25 prizes awarded October 24 at the football game. They also sold items such as t-shirts that publicized the library's services and raised money to enhance those services.

Each of the sororities had a member working one hour a day for four weeks handing out flyers, running the raffles, conducting tours or doing whatever work was necessary to carry out the project. "Panhellenic Council does not normally plan major projects," said Deanne Irby, Panhellenic President and coordinator of the library project. "We really wanted to make Panhellenic a noticeable force on campus. With the library, the opportunity was there."

Panhellenic members also conducted tours of the library when it first opened, sponsored an Adopt-a-Periodical program and encouraged other groups to get involved in supporting the library.

Library Research

Analysis of Citation Retrieval Success in the UTK Library—Why Our Students Fail 36% of the Time

by Rita H. Smith, Reference Librarian*

Background. Early in 1987 the Working Group on Serials Holdings was formed to examine the Library's options for providing serials holdings information to library users. The future of the Serials Holdings List and specific recommendations for provision of serials holdings in the online catalog were to be considered. Committee members decided as part of their deliberations to conduct a research study on serials accessibility. The committee looked at physical and bibliographic access to serials within the library and the search patterns established by library users. The research study was modeled along the lines of previous work by Murfin (1980), Smith (1980-1981), and Hanson/Serebnick (1986). These researchers had reported success rates in the retrieval of periodicals that ranged from 43% to 69%. According to Hanson and Serebnick, previous studies indicated that "library users are often thwarted in their search for serials, and that accessibility problems frequently outnumber acquisitions problems."

Research Design. Our user study sought to identify successful and unsuccessful search patterns of a group of 15 students in the Hoskins Main Library. We employed a methodology of citation retrieval, interview, and critical analysis of factors entailing success or failure on the part of either the system or the searcher. We were intent on determining how retrieval rates could be improved by a better system and/or better instruction.

The fifteen student participants were selected from respondents to newspaper ads. Each study participant was given 5 references to serial publications and allowed one hour to complete their searches and annotate a worksheet for each search. We compiled 15 packets incorporating 5 citations each for a total of 75 citations reflecting articles in bound volumes, current unbound issues, issues being claimed, in binding, or in microforms. The 75 citations had been chosen from a pool of 300 citations drawn from online searches of *Science Citation Index*, *Social Science Citation Index*, and *Arts and Humanities Citation Index*. After the search for citations was completed each participant was asked to complete a

questionnaire and submit to a structured interview.

Results of Citation Searches. In our study, 47 (64%) of the 75 citations were successfully retrieved; 28 (36%) were not. This figure falls near the high side of the range of 43% to 69% reported in previous studies. Spreadsheets were used to facilitate a detailed analysis of the factors that contributed to successful and unsuccessful searches. The factors could be broadly grouped as system problems versus patron problems. Within each of these categories,

We were intent on determining how retrieval rates could be improved by a better system and/or better instruction.

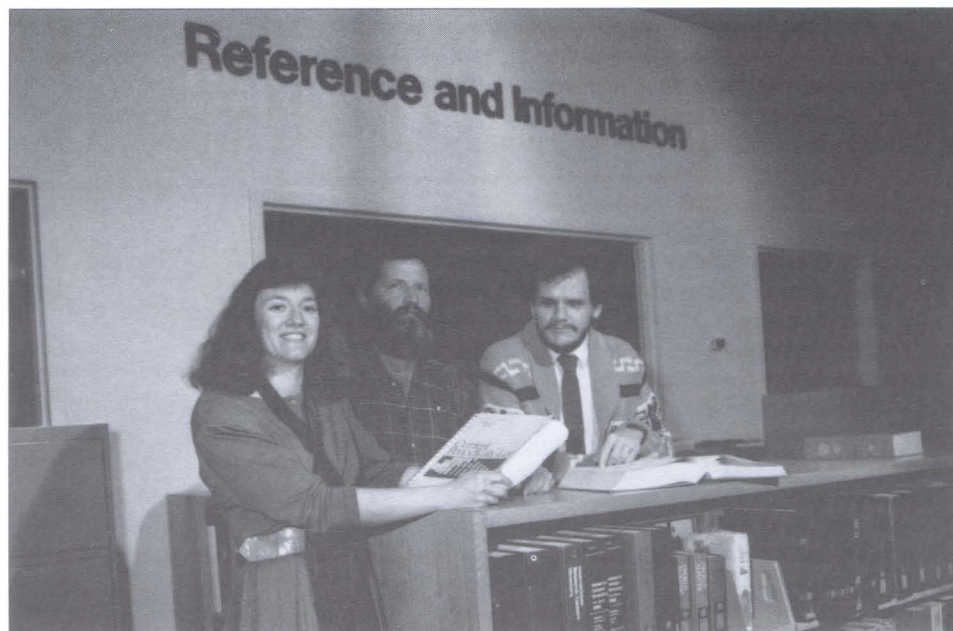
more specific reasons were assigned, such as tools, location dispersal, and staff assistance. Patrons' problems included: carelessness, a reluctance to request assistance, a wrong question asked, false assumptions made, a lack of pursuit, a report of false information, and running out of time. The major system problem was the library's division of the periodical collection between bound and current in terms of location. In summary the differences in results between successful and unsuc-

cessful searches can be attributed to the degree that the student could: (1) identify the correct entry in the *Serials Holdings List*; (2) translate the holdings information to determine if the desired item was held; (3) identify the correct location for the item; (4) determine if the item was "current" or "bound" (or was willing to check both).

Practical Implications. Results from the study indicate the importance of considering the problem of the physical distribution of the serials collections among several locations. For example: we will need to develop effective means for indicating the location of a particular issue in the online catalog; we may need to provide signs to alternate locations of recent and back issues. Because the *Serials Holdings List* has become an essential tool for locating serials in the libraries, we must also plan for promotion and instruction for any tool that replaces or supplements it, especially the online catalog.

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Part of the Working Group on Serials Holdings: Rita Smith, Sugg Carter, and Steve Thomas.

*This article was drawn from a report authored by Sook Kim, Theresa Pepin, Rita Smith, and Steve Thomas.

Services That Support Research

Aluminum, Ferritin, and the Alzheimer's Disease Link

by David Gillikin, Reference Librarian

Dr. Jayant Joshi is a professor in the Biochemistry Department at the University of Tennessee. He received his Ph.D. in 1957 in India and first came to the United States to work in a post-doctoral position at Duke University, "for all the exciting biochemistry that I read about in journals was being done in the United States." He went back to India once the post-doctoral position was finished, but later returned to Duke University as an Assistant Professor. In 1970, he accepted his current position here at the University of Tennessee.

Individuals with Alzheimer's Disease have unusually high concentrations of aluminum in the brain.

His current research* began with the study of the enzyme phosphoglucomutase and the effects of the element beryllium on the activity of the enzyme. He found that the toxic effects of beryllium were greatly reduced in crude extracts of liver preparations, an observation not seen in purer extracts of the enzyme. Subsequent investigations led to the isolation of the protein substance, ferritin, as the source for decreasing the beryllium toxicity. "Ferritin is a major protein, involved in the storage, transport and detoxification of iron metabolism." The study of ferritin and its role as a storage site for metals grew to be Joshi's primary scientific pursuit.

One of the interesting areas of ferritin research that Joshi and his laboratory have pursued is the role of ferritin in the storage of aluminum, since beryllium and aluminum are similar in chemical and physical properties. Joshi decided to look at the possible role of ferritin in binding and storing aluminum due to the potential implications involving Alzheimer's Disease, for it has been shown that individuals with this disease have unusually high concentrations of aluminum in the brain. His laboratory was able to demonstrate that ferritin is able to inhibit the toxic effects of aluminum in laboratory animals. Further study showed that there is a marked

difference in aluminum and ferritin levels in normal animals and those with symptoms like Alzheimer's Disease. Work that Joshi and one of his students performed demonstrated that soft drink cans and glass bottles contribute to a sizable increase in the amount of aluminum found in the soft drinks. Other studies that have occurred in Joshi's lab have included the discovery of ferritin in plants and its comparison to ferritin found in animals. Joshi is quick to credit his students for their own ideas and the amount of work that they do. Currently, he has three graduate students in his laboratory: Jim Fleming, Sung Cho, and Martin Clauberg. "It's very important that all my students get credit for what I'm doing, because without them there wouldn't be a lab. I am very pleased with the recognition that the work by my students is getting."

In the area of teaching, Joshi is involved in the four thousand level course in cellular and comparative biochemistry and the graduate level course in metabolic regulation. He also teaches specialized courses, such as the special course in the study of metals in biology, which was offered last year.

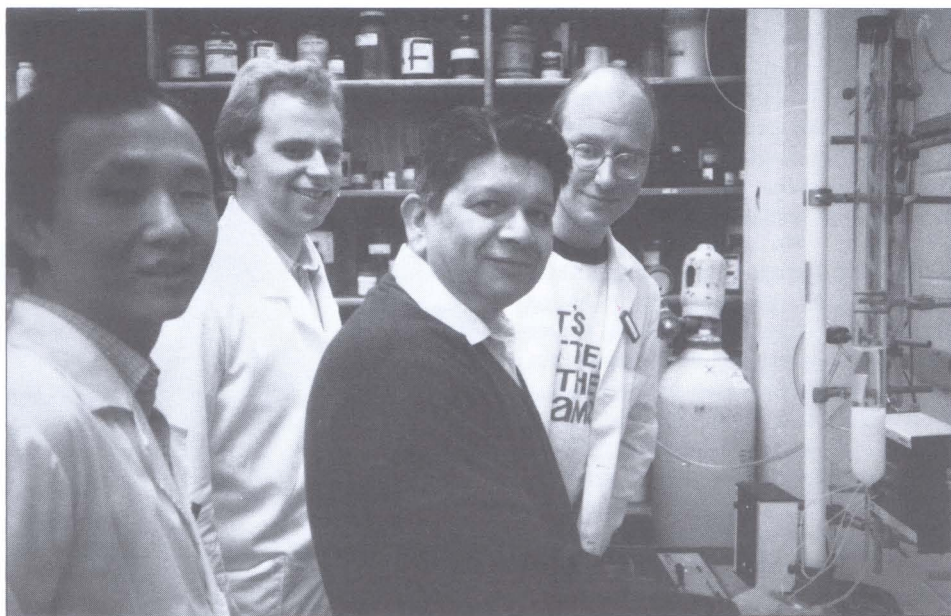
In his use of the library, Joshi is quite pleased with the service provided and by the journal coverage in his fields of interest. He and his students divide up about 60 different journals which they review and

then report on in weekly journal club meetings. This provides an avenue of keeping up with journal literature in a manageable fashion.

Another library service that Joshi and his laboratory have used extensively is the database search service provided by the reference department. Having worked a great deal with two librarians, David Gillikin and Biddanda Ponnappa, who have become very familiar with his work, Joshi is able to call them to request information. It is not unusual for him or his students to ask for

Joshi demonstrated that soft drink cans and glass bottles contribute to a sizable increase in the amount of aluminum found in the soft drinks.

a database search to be performed without having to go through the normal process of setting up time for a search. Because Joshi has taken the time to inform them of his research and his needs, these librarians are able to offer him a more convenient and faster form of service. "When I have to write a proposal or need some literature survey done, within 48 hours I've been able to get what I've wanted. The library has been very useful."



Jayant Joshi and his colleagues: left to right, Sung-Woo Cho, Martin Clauberg, Joshi, Jim Fleming.

*Dr. Joshi's research has been supported by the Cole Neuroscience Foundation and the Council for Tobacco Research.

Services That Support Instruction

Night Search—A Library Bargain For Your Students

by Chuck Griffin, User Education and Public Relations

It's term paper time, and the students groan as the professor hands out the assignment sheet. "Fifteen sources!" one student cries. "How are we supposed to find 15 sources?" "Yeah, it will take the rest of the quarter," another chimes in. "We've got other classes!"

The professor smiles a sly grin. "Miss Curtis, Mr. Deakins—didn't I see you two coming out of an infamous bar on Cumberland Avenue last night?" "Well, yes," Mr. Curtis says. "And how much did you spend there?" the professor asks. "I guess about 12 bucks," Mr. Curtis says. "Well then, I suggest that tomorrow night you start finding out about Night Search. You'll get a good start on your paper, and you'll save four dollars in the process."

Night Search, a "do-it-yourself" computer search system available in Reference and Information Services at the Hodges Library, can comb more than 70 databases for sources related to a specific topic. An hour-long training session and a few minutes with a thesaurus can prepare just about anyone to use it.

A student begins by attending the training session to learn the basics of the system. The simple codes the computer uses are introduced. Also, a user learns to limit the search with "and" statements or broaden them with "or" statements between keywords in the topic. Then the student prepares to actually search the system by deciding what the key ideas in the topic are.

For a broad topic like "The Effects of Alcohol on Social Behavior," the problem is the large number of citations. In a psychology database the keyword "alcohol" alone has 10,627 related documents listed. "Social behavior" brings nearly as many



Night Search demonstrated: Reference Librarian Jane Row, who administers the Night Search program, and Mark McGrath of Nutrition and Food Sciences, whose students received a tutorial on the system.

responses. But by limiting and combining keywords, the sources can be reduced to a more manageable and useful number. For example, when the user asks for topics dealing only with alcohol drinking patterns and social behavior, the number of topics drops to 41. And by limiting the related sources to those published after 1984, the number can go as low as 11.

The computer then prints out a list of sources, with details on the contents of each one. The alcohol and social behavior search resulted in sources with titles such as "Alcohol and Drug Use During Sexual Activity," "Gender Differences in the Functions and Effects of Moderate and

Excessive Drinking," and "Gay Bars."

Students can use the search system between 6 p.m. and 10 p.m., Monday through Thursday, and 1 p.m. to 5 p.m. on Saturday. During those hours the cost is \$8 for the first 20 minutes of computer search time, and \$1 for every two minutes over.

A properly planned search should take less than 20 minutes. The alcohol effects search took 12 minutes.

Students with IBM computers at home can also bring their own floppy disks and download the information rather than printing it out. That can save time and—if a person is close to using up the 20 minutes—money.

The NOVA Series

Billed as "Science for curious adults," the NOVA science series is one of the longest-running and most varied programs of its type. Its seriousness of purpose, topicality, and entertaining format have made NOVA a popular teaching aid on the UT campus. For Botany's Alan Heilman and Ken McFarland NOVA provides a study of America's farm crisis ("Down on the Farm"), a look at the alarming loss of agricultural diversity ("Seeds of Tomorrow"), the politics of water management ("Where Did the Colorado Go?"), and the potential perils of nuclear energy ("Incident at Brown's Ferry"). Dr. Heilman says that even older NOVA titles continue to have currency, which is not surprising in a world where problems are on-going and solutions slow to come. These programs are part of the Library's Audiovisual Services collections. For a list of the NOVA programs contact A-V Services at 974-4473.



Ken McFarland, Alan Heilman, and David Reaves, left to right, look at a new NOVA arrival.

Interview

Interview with Lamar Alexander, January 4, 1988*

by Angie LeClerc, Head, User Education and Public Relations

Pulling out of the urban sprawl of Knoxville onto the snowy, rolling wilderness of the Cumberland Plateau was a fitting prelude for a visit with Lamar Alexander. Back from a six months sojourn in Australia, his rough-hewn good looks were a younger stand-in for Kirk Douglas in *The Man From Snowy River*. Alexander is earnest, intense, a lover of the Tennessee communities and the Tennessee "outback," its rolling farm lands and cramped hollows. When I lamented that *The Tennesseans* (a beautiful homage to Tennessee that retraces his "walk") depicted a rural people

"At heart I'm a decentralist."

far from my suburban ken, he said, "You must go to the rural areas to get a sense of what the country really is. You can go to Bangkok or Hong Kong or Sydney or Memphis, and the Holiday Inns are all the same—and so are the airports. If you go into the bush of Australia or into the Smoky Mountains in Tennessee, you get a sense of the character of the place and, therefore, the character of the people."

Alexander's blue-grey eyes were a match for his lamb's wool sweater and grey corduroy trousers. He rocked comfortably in response to my queries. Yes, as editor of *The Hustler* (Vanderbilt's student newspaper) in 1962 he had urged students to accept blacks on campus. It seemed the "right" thing to do. "It was the way I was raised. My parents taught respect for black people. In our church groups in Maryville and Blount County we were beginning to be involved with black people. At Vanderbilt in 1962 it was embarrassing to have a policy that denied admission to blacks. And, so, I kind of crusaded for that and forced a vote on it." And yes, we have endemic racism today that is just as troublesome as that faced by Alexander as a young law clerk for Judge Wisdom of the old Fifth Circuit (who along with Frank Johnson and Skelly Wright were among the few Southern federal judges to give the Civil Rights Movement a fair shake). But having black friends and

acquaintances changes attitudes. "Most white people don't have good black friends. It's not a matter of just passing laws that require admission to people. The question is: is there an easy exchange between white and black people? And the answer still is generally no."

The bright red and black plaid talisman Levi Brothers overshirt that hunkered down around Alexander's shoulders on the "walk" across Tennessee hung casually across a chair. It symbolizes community, the people-to-people ethos of Alexander. Back twenty years ago, Alexander, a young law review writer and a Root-Tilden fellow at NYU Law School, wrote a superb analysis of *en banc* federal court proceedings. Today, he says the key to leadership is not whether nine, three, or even one person makes the decision; what counts is "if somehow you can help to set a general direction, then emerge yourself in the whole situation and inspire everybody else to want to do more—rather than ramming things through." Alexander, whose creative music muse is never far, favors the Count Basie style of leadership. "Count Basie could sit down at a piano with almost any group of musicians, and he could start plinking out a few notes, and something about him caused all those musicians suddenly to begin to play at their best. And I think (the way the world works) that may be the kind of leadership that may be the most valuable." That style seems to work for a man who has attracted the brightest and best to work for state government, like our own Dean Warren Neel, or Sammie Lynn Puett, or Richard

Marius of Harvard.

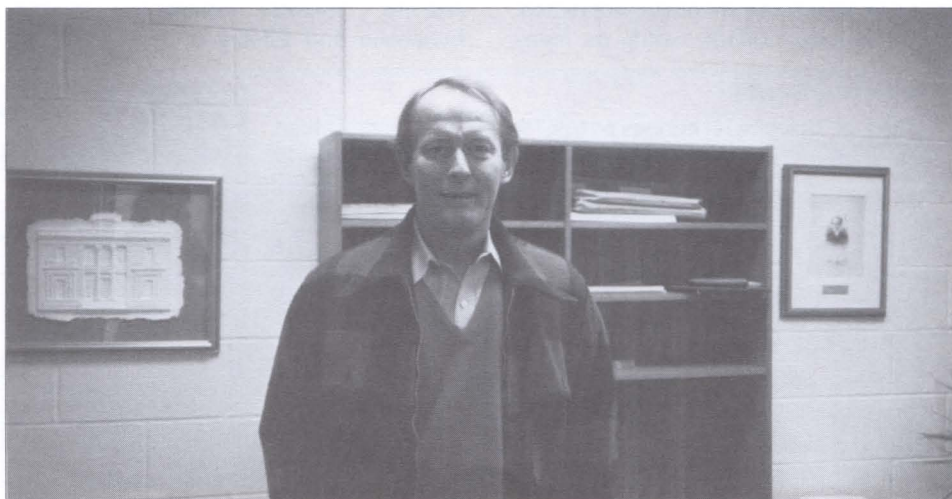
Alexander's eyes have a steady way about them—eye contact is easy, like looking close-up in a Tennessee valley. He talked of his cabin in Miller's Cove, said Honey—a Texan—needed a ridge-top cabin, something with a horizon, not closed in. "But I grew up in East Tennessee, and a cabin on the creek suited me better, so we have two."

The Alexander smile belies his serious tone. When I asked him to list the ideas "heritage," "employment," "family," "football," and "religion" in order of

"What I'm really after is to try to get the government to respect human nature."

importance to himself and Tennesseans, his serious/amused look cast out football ("a game but a good one") and dwelt intently on the other four. "To be a very happy person you have to ask questions about God. You have to ask questions about where you came from (which is heritage). Your family represents your willingness to come out of yourself and not be a selfish person. Your work is your sense of mission. So, it would be very difficult for me to say which comes first." Heritage is a key part of Alexander's integrity. He is a man of parts, who stands squarely for generations of honest Tennesseans. He laughs at my comment that my son, Ben, thought from

(Continued on p. 7)



Lamar Alexander, two-term Governor of Tennessee, in his office at Belmont College.

*This interview with Lamar Alexander occurred before he announced his willingness to be considered for the UT presidency.

Resources

Map and Atlas Resources

by Flossie Wise, Reference Librarian

Many of us use maps only when planning a trip, making the Hodges Library's varied collection of U.S. and foreign maps and touring information quite popular with those wanting the best route to Miami, a street map of Rome, or a map of the New York City subway system. This, of course, is just one of many uses for maps and atlases. Thematic maps and atlases make up a widely diverse collection in the UTK Library and are important, not only for the geographers and geologists, but for the historians, political scientists, planners, astronomers, and the business or transportation student, as well.

The UTK collection in Reference and Information Services, Hodges Library, includes atlases such as the highly regarded *Times Atlas of the World* or the Rand McNally *Commercial Atlas and Marketing Guide*, city and county maps produced by the Tennessee Department of Transportation, and topographic quadrangle maps issued jointly by TVA and the U.S. Geological Survey.

Among the topical maps, the history buff will find materials ranging from the *Atlas of the American Revolution* to maps of Civil War troop movements and battles to the *MacMillan Atlas of the Holocaust*. Taking a different tack, there are maps of the oceans (*World Ocean Atlas* and the recently acquired Circum-Pacific Map Project series

of the Pacific regions, for example) or of the stars (the *Times Atlas of the Moon* and the *Cambridge Atlas of Astronomy*).

Use of the collection has been varied. One of the most recent class assignments involved the 105 students in Dr. Mike Fitzgerald's Fall 1987 Political Science 3390 class (The Vietnam War and American Culture), who made extensive

use of the library's map collection. Students were given a detailed map of the old Indochina area and were required to fill in places which included the location of important landmarks and battles associated with the Vietnam conflict of 1946-1975. This required, according to Fitzgerald, that the students spend long hours poring over the library's maps.



Mike Fitzgerald and Flossie Wise share an atlas of Southeast Asia—part of an assignment for *The Vietnam War and American Culture*.

(Alexander Interview, continued)

my description "the man must be a Democrat." "Oh, no," seven generations of East Tennessee Republicans sing out, "I had a grandfather who explained very carefully that I've been a Republican since his great-grandfather came into Dumplin Valley in Jefferson County....When I grew up, Republicans were the shop-keepers, the workers, the middle-income people; sometimes the presidents of the union at Alcoa were Republican....The reason I'm a Republican now is because at heart I'm a decentralist. And I like to see things pushed down to the smallest unit. I'm a great believer in enterprise and in education as a way of the individual standing on his or her own two feet....What I'm really after is to try to get the government to respect human nature."

Alexander comes out to find me—sitting a little apprehensively in the Belmont

Business College lobby. "Angie"—he shakes my hand warmly. How could you help but be at ease? But how to explain Alexander's *magnum opus*, his vision for excellence throughout Tennessee education. He says it's easy. Education is essential to better jobs and to learning to take change on our own terms. "The first thing our work force needs is basic skills, and computer skills, and job skills. The other thing you need is just a good, sound, broad as possible, liberal arts education....I think we've tended to specialize and narrow ourselves and that that's probably the worst response to an increasingly technical world." Alexander was the idea person behind the Centers for Excellence, the Career Ladder, the Governor's School for the Sciences, Performing Arts, English, and one for Teachers of Writing. And he persuaded the Legislature (à la Count

Basie) to fund the whole kit and caboodle, including the \$28 million library and a 50 percent UT funding increase in three years. He is a modest man, taking no special credit. But, in fact, it happened, in part, because of him.

And so, Man From Snowy River, where are you going in 1988? It seems almost disarming to hear a politician say that he must have a compelling reason to offer for office. But that's just the point: Alexander is *not* Hart, or Blanton, or Butcher. He is a man after the likes of Disraeli, or Churchill, or Howard Baker. He is a public servant, a lawyer who learned at NYU that to be a public servant was to be "active in your profession, active in the community, active in scholarship, active in government." It is a calling he has followed to the betterment of the University, as well as the State of Tennessee.



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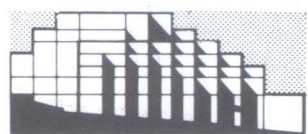
2



3

At the reception for Wilma Dykeman Stokely:

1. Associate Provost Anne Hopkins and Dr. Joe Trahern, Head of the English Department—organizers of the Southern Writers Program.
2. Wilma Dykeman Stokely and friends, Angie LeClerc and Pauline Bayne, both of the Library faculty.
3. Wilma Dykeman Stokely with admirers, Dr. Milton Klein of History (l.) and Vice-Provost Ralph Norman (r.).



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Spring 1988

Lee Smith Speaks at the Southern Writers Program

Faculty, students, librarians and friends are celebrating the reopening of the expanded John C. Hodges Library with presentations and seminars by distinguished authors. Noted author Lee Smith, who writes of the New South emerging from the Old South, entertained and delighted a large audience with readings from *Fair and Tender Ladies*, her most recent novel. Smith's observant eyes and ready smile were much in evidence as she autographed copies of her books, including *Oral History*, *Fancy Strut*, *Family Linen*, and *The Last Day the Dogbushes Bloomed*.



Author Lee Smith (left) and friends.



Lee Smith and Chancellor Jack Reese.



Smith autographs one of her books.



Smith converses with a member of the audience.

LIBRARY

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Letters to the Library

A Book Delivery Service?

To Aubrey Mitchell

I am delighted and impressed with the new Hodges Library. Having recently installed an IBM in my office I am looking forward to accessing your online catalog through the DCA network. I also have hopes for other improvements to enhance faculty use of the collection.

I am researching two subjects which require extensive access to nonlegal materials. They are the "Black Sox" baseball scandal of 1919 and the Tennessee "Monkey Law" trial of 1925.

For me, increased distance has combined with burdensome library procedures to make it difficult to work from the Law School with Hodges materials and personnel. The added walking distance, plus the time needed to learn of and locate books—which may either be misshelved, lost, or checked out to an undisclosed colleague—followed by a sometimes arduous checkout or applications for temporary recalls or interlibrary loans, culminating in the return trek to the Law School, add up to a considerable workout. The uncertainty of results and likelihood of futile or frustrating delays have reduced substantially my personal use of Hodges. (I hope to catch up this summer on essential research.)

I feel certain that the present obstacle course also inhibits many other faculty members from making even minimal—

much less optimum—use of our under-resourced Main Library. It is instructive to me that there has been so little temporary recall of books which I have been allowed to keep for a year or more. This has occurred only once in 30 to 40 possible occasions. I feel certain that many materials theoretically available for faculty research and teaching are going almost totally unutilized.

Could you possibly develop procedures for obtaining books without physical trips to the library? Would you consider some method of telephone or electronic ordering of books and a simple courier system of pickup and delivery? I understand that campus mail is used for such services at Ohio State. A better solution would be to install a relatively inexpensive use of couriers who would deliver materials and pick up returns and new orders at selected sites on a daily basis. Most libraries have staff who are under utilized during portions of the day. I understand that you already have one courier and a suitable truck.

I look forward to your response, and hope that this might be an early agenda item for our new Dean of Libraries, Ms. Kaufman. The faculty would view such innovations as an auspicious beginning for her heralded administration.

Sincerely yours,
James Kirby
Professor of Law

Dear Professor Kirby:

Technology has, in fact, put the Library's database into the office of every faculty member. You can now browse the shelves, so to speak, at your desk. Thus it is not surprising that you would like to obviate that final step in the retrieval of needed books and information—the trip to the Hodges Library.

The brief answer to your request is that the beginning of such a service is now being set in place to provide photocopy delivery service. Requests can be made to Interlibrary Loan. Further information to the faculty is forthcoming. If there are specific questions about the service, you may wish to contact ILL at 4-4240.

Presently book delivery to faculty is not part of the program. Additional funding will be required to institute a book delivery system. The idea, however, has been off-raised and is an attractive one. As our new Library Dean, Paula Kaufman, considers service priorities for the future, I am certain a total document delivery program will be on the list.

In the meantime, let me suggest that you avail yourself of our proxy system whereby you can designate a research assistant as a proxy.

Sincerely,
Aubrey Mitchell
Associate Director
for Public Services

Special Services

Media For The Masses

Problem: 150 students enrolled in a Sociology of Social Problems course, a desire to use the Library's video collection, and no library facility available for a combined lecture/viewing session. Solution: A cooperative effort by Dr. Samuel Wallace of the Sociology Department, Television Services, and the Library's Audiovisual Services. Individual titles are delivered on a prearranged schedule to Bill Terry at Television Services for broadcast over the University's cable network to the Buehler Hall auditorium where the class meets. The result is access to topics as diverse as politics (*Jake Butcher for Governor*), bigotry (*Life and Liberty For Those Who Believe*), abuse (*Battered Women*), and alternative technologies (*The Other Way*). Faculty interested in the arrangement should contact Bill Ward at Audiovisual Services.



Part of the AV Services team: Steve Foster, David Reaves, Stewart Taylor.

Library Research

Use and Acceptance of the Online Catalog

by Tim Silcox, Music Library

Background. Vital to a smooth implementation of the UTK Library's online catalog was an understanding of user characteristics and expectations. To ascertain those, two studies were developed and implemented in the Music Library.

Since the first study was designed to give baseline data for the second study, this report will focus on the second study.

Research questions considered in the second study were:

- What is the level and pattern of online catalog use? How does this compare with the manual catalog?
- What is the success rate of online catalog users?
- What help are users seeking in using the online catalog? How is this effecting the outcome of their searches?
- What are users' reactions to the online catalog—general attitude, specific likes and dislikes, and in comparison with the manual catalog?
- How does reaction to and success with the online catalog fall along demographic lines?

Methodology. The research tool used to collect data was the questionnaire. The online catalog survey was conducted from November 1, 1986 through March 15, 1987. During this period there were two stand-up terminals and one sit-down terminal accessing the online catalog database. A screen dump printer was attached to one of the stand-up terminals.

Data Analysis and Interpretation. Following is a selected sample of raw percentages from the online catalog questionnaire; questions with percentages totalling greater than 100% allowed more than one response.

1. What did you bring with you to the catalog?
 - 68% — full or partial name of an author
 - 62% — full or partial title
 - 37% — topic words or subject heading
2. What were you looking for in the catalog?
 - 63% — a specific item
 - 28% — materials on a particular topic
 - 15% — materials by a specific author
3. By what did you look in the catalog?
 - 67% — author's name
 - 56% — title
 - 9% — topic word or words
 - 25% — subject heading
4. What did you find?
 - 56% — all or more than what looking for
 - 24% — some of what looking for
 - 16% — none of what looking for

- 4% — things of interest other than what looking for
5. Help in doing this computer search came from:
 - 14% — printed materials or signs
 - 40% — instructions on the terminal screen
 - 42% — library staff
 - 3% — person nearby
 - 31% — did not receive help
 6. Describe your attitude toward the computer catalog:
 - 65% — very favorable
 - 29% — somewhat favorable
 - 6% — somewhat unfavorable
 - 0% — very unfavorable
 7. Compared to searching the card catalog, searching the computer catalog is:
 - 66% — better
 - 22% — about the same
 - 8% — worse
 - 4% — can't decide

The following crosstabulations were made:

Of the patrons who found *nothing* they were looking for:

- 83% — were somewhat or very favorable toward the online catalog
- 56% — online better than card catalog
- 11% — online same as card catalog
- 28% — online worse than card catalog
- 5% — can't decide

Highest frequency of use with an unfavorable attitude: daily users, at 9%.

Of the patrons who found all they were looking for:

- 98% — were somewhat or very favorable toward the online catalog

Status of user/attitude:

Status	Very or somewhat favorable	Unfavorable
Faculty	88%	12%
Graduate	100%	—
Undergraduate	93%	7%
Staff	100%	—
Non-UTK	75%	25%

Practical Implications. Users are generally pleased with the online catalog, and most prefer it to the manual card catalog even when the search results are negative. The majority of users are looking for known titles or authors. Daily users are experiencing the limitations of the online catalog; more importantly, they are becoming more sophisticated in their search strategies to overcome any limitations. Help screens are a prime method of self-instruction.

Findings indicate that users must be thorough and patient as they begin to use the online catalog. Initial search results which yield little or no information can seem gratifying due to the nature of this new "high tech" tool; users are advised to review the results of each search and ask for assistance if there is any doubt about the quality or quantity of information retrieved.



Professors Bruce Wheeler of History and Penny Tschantz of English use the online catalog in Hodges.

Services That Support Research

Professor Mary Ann Handel's Research in Genetic Factors Affecting Fertility by David Gillikin, Reference and Information Services

Investigating the development of sperm cells, the process called spermatogenesis, is relevant to a number of scientific and medical issues. Dr. Mary Ann Handel, an associate professor in the Zoology Department at the University of Tennessee, is one of the individuals making strides in the understanding of spermatogenesis.* "It's of value to learn about spermatogenesis because, if we understand it, we can interfere with it contraceptively or, on the other hand, we can hopefully enhance it in cases of infertility."

It was during the course of her doctoral work that Dr. Handel became interested in spermatogenesis. A postdoctoral position at ORNL provided the beginnings of her research into this field through the study of the synthesis of DNA during insect spermatogenesis. "I knew at that point that I was interested in the development of sperm cells as a model of terminal cell differentiation, as a facet of reproductive biology, and as a precursor of embryonic development."

When she joined the UT Zoology Department, Dr. Handel made the decision to study mammalian spermatogenesis for several reasons. For one thing, funding for research is more abundant in the study of mammalian systems. The possible implications and uses of this work in the study of contraception, infertility and sterility was another. Dr. Handel chose the mouse as her research organism because extensive information on the genetics of development of the mouse was already available. She credits a summer spent in the late '70s doing research at the Jackson Laboratory in Bar Harbor, Maine as truly getting her work underway. "It's a wonderful research lab and also a mutant mouse resource." During this time, Dr. Handel investigated all of the known mutations that affected male fertility but not female fertility. "I was interested in identifying mutations that interfered with spermatogenesis, and spermatogenesis as distinct from oogenesis. I literally knocked on doors, spoke with animal caretakers and scientists and said, 'Hey, what mutations do you know

of besides those in the literature that might affect spermatogenesis, that render the male infertile?'" This began her work in the investigation and description of pleiotropic mutations that affect the production of sperm by either inhibiting sperm development, decreasing the number of sperm produced or causing sperm to be produced that are morphologically abnormal. "The ultimate hope is that by the use of mutations you can dissect apart the

By the use of mutations you can identify genes that are active during spermatogenesis.

component regulatory pathways occurring in spermatogenesis and identify genes that are active during spermatogenesis. That's what we're working on now."

The other main area of research for Dr. Handel and her lab is the role of the sex chromosomes, the X and Y chromosomes, in sperm cell development. "The form of chromosomal male sterility that we are investigating most intensively is that produced by a translocation between the X chromosome and any other autosomal chromosome." This exchange of genetic

material from the X chromosome to an autosomal or non-sex chromosome does not affect the development of the egg cell but does affect spermatogenesis. "The males are sterile. There is no *a priori* reason why they are sterile since they have all their genetic material. It's just in different places." This system and other translocations of sex chromosome DNA allow Dr. Handel to investigate the role and function in meiosis and in spermatogenesis of both the X and Y chromosome genetic material and meiotic pairing of these chromosomes.

In obtaining the research information needed for her work, Dr. Handel receives her own copy of several important journals. The rest of journal coverage is obtained from the library. She skims these journals herself and often has one of her undergraduate workers doing library work. "My student is over there in the library at least once a week getting current journals or copying an article or going into the stacks to get a reference that I need." Dr. Handel also uses the Database Search Service. She has taken a database searching course previously offered at the University's Medical Library and does some of her own searching. "I have a topic and either ask you to do the search for me or I ask you to help me do my own search on MEDLINE."



Dr. Handel in her laboratory in the Walters Life Sciences Building.

*Dr. Handel's work is supported by grants from the National Institute of Child Health and Development, a part of the National Institutes of Health.

Services That Support Instruction

Choices—Multiple Routes to an Old Stand-by: *Psychological Abstracts*

by Sandra Leach, Database Search Services

Psychological Abstracts is the Library's major resource for information in psychology and the behavioral sciences. You can now search the PsycINFO database in three different ways: the paper indexes, online searching, or PsycLIT—the Library's first venture with CD-ROM technology.*

Those researchers who value their time have learned to use the Library's Database Search Services for quick and efficient access to this information. A researcher can schedule an appointment with a reference librarian to discuss search strategy and choose key words. The librarian then runs the search online and produces a tailor-made bibliography of

A CD-ROM disc is capable of storing the equivalent of 220,000 pages of text.

citations on a specific topic. The cost of this service depends upon which database service is chosen, the amount of connect time used, and the number of citations identified and printed. Searches in PsycINFO, as the database is called, average \$15 to \$20.

The adventuresome researcher can also take advantage of the Library's Night Search program, where the computer is used during non-prime hours to offer opportunity for less expensive, user-conducted database searching. For Night Search the Library recovers its costs by charging \$8 for each 20-minute search session.

*CD-ROM is an acronym for Compact Disc-Read Only Memory. A CD-ROM disc is 4.72 inches and is capable of storing the equivalent of 1,500 floppy disks or 220,000 pages of text. Digital information is encoded in a series of indentations and flat areas. The data surface is sealed with a transparent plastic coating and a reflective aluminum base. A CD-ROM player reads the disk through the use of a low intensity laser beam. The CD-ROM player runs on a PC-compatible microcomputer. Database-specific software accesses the data on the disc. CD-ROM's high density storage capability makes it an ideal storage medium for databases.

Users of the paper *Psychological Abstracts* or the PsycINFO database online through BRS, Dialog, or Night Search will soon be able to search these sources for the years 1974 through the previous quarter of the current year on PsycLIT, the CD-ROM database provided by SilverPlatter. There is no charge for searching PsycLIT. The database includes entries from 1300 journals and monographic series from 45 countries in 24 languages.

The SilverPlatter software enables the searcher of PsycLIT to use simple search commands to locate the precise information needed. A user can search for specific terms or combinations of terms, consult a dictionary of index terms, combine concepts with Boolean operators, limit retrieval by selected parameters such as language, date of publication, human or animal subjects, etc., and display the search results to a printer or on a floppy disk. Context-sensitive help screens allow even the first time user to effectively conduct searches.

PsycLIT does not contain the most current information, nor information available online from 1966 through 1973. If research is being done for a dissertation, thesis or important article, consultation with a reference librarian will assure that an appropriately constructed search will be run and will clarify the options available for a thorough review of the literature.

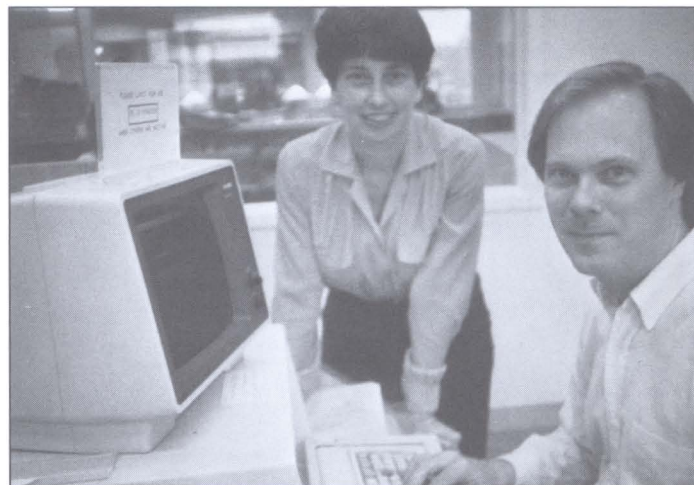
PsycLIT will be located in the Database Search Services area of Reference and

Information Services, Hodges Library. Searchers may schedule use of the database in 20-minute increments up to one hour at a time. There is no limit to the number of appointments which can be

Other CD-ROM products in use at the Hodges Library:



Shermaine Mounoubai, Senior Library Specialist, has thousands of authors at her fingertips as she uses the Books In Print CD-ROM, new to Acquisitions.



Reference librarians Alan Wallace and Jane Row search for citations on InfoTrac, an easy-to-use CD-ROM-based business and technology information research system.

made, and if there is no subsequent appointment and no one waiting, lengthier sessions may be arranged. Appointments may be made by calling 974-4936 between 8 a.m. and 5 p.m. During hours when Database Search Services is not normally open, arrangements for use of PsycLIT may be made by inquiring at the reference desk.

Resources

Newspapers as a Primary Source

by Anne Bridges, Reference and Information Services

"Our candid opinion is, that a more worthless Legislature has never convened in this State. There are decent, talented, and patriotic men in both Houses, but they are powerless for good. The Democracy have a working majority in both Houses, and it enables them to *work mischief*. We have no hope of them doing any good, and believing that they will not, the sooner they adjourn the better it will be for themselves and the State." W.G. Brownlow, Editor

The above quote, from the *Knoxville Whig* of December 6, 1859, is from a typical nineteenth century newspaper article. Frequently news items were liberally intermixed with editorial comments, such as the one above. The focus was on national and international issues, relegating local news to a minor role. However, most newspapers did have a local news column. For example, the December 29, 1859 edition of the *Whig* contained articles noting that "The Bridge over the creek on Main Street, east of the University is in very dilapidated condition," and that the stealing of firewood was a serious problem in the city, especially on nights with no moon. The typical *Whig* issue of the 1850s might also contain a court notice for "Land and Negroes for Sale" in Maryville, an advertisement for Cephalic Pills (cured "sick" and "nervous" headaches) and the text of an interview with the wife of the notorious John Brown. Before television or radio, the newspaper was the primary source of news for most people.

The UT Library has an extensive collection of newspapers in various

formats. The *Daily Beacon* and its predecessor, the *Orange and White*, are available in the stacks of the Hodges Library. Students have used these issues to research protests on the UT campus in the late 1960s. The Hodges Library has microfilm copies of many newspapers. When Dr. Milton Klein planned the bicentennial celebration of the U.S. Constitution, he first read about Knoxville's centennial celebration of the same event in the microfilmed editions of the Knoxville newspapers. Dr. Marian Moffett studied

local newspapers in her research on cantilevered barns. In addition to Tennessee newspapers, the Library purchases microfilm of other prominent newspapers, such as William Lloyd Garrison's *The Liberator*. Newspapers may be added to the collection individually or as a part of sets such as the *American Periodicals Series* and the *English Literary Periodicals*. Some newspaper titles are not in the catalog so it is wise to check the file in the Documents and Microforms department for an inclusive list.



Marian Moffett, Milton Klein, and Anne Bridges (l. to r.) view a newspaper on microfilm.

Faculty—A Key Element in the Development of the Collection

by Chuck Griffin, User Education and Public Relations

Just who does decide what goes in the library?

Professors who assess the needs of a particular department are often the major factor in determining what materials are bought. They do not always get what they want, but they do influence Library buying decisions greatly.

Dr. Norman Sanders, who coordinates English Department requests, says he has learned to use the skills of the entire department to determine the value of new books, films, manuscripts or other materials the Library may need to buy.

"If my expertise is not sufficient, I send reviews to the relevant members in the

department," Sanders said.

Sanders said the University has basically done a good job acquiring materials for his department, although there are problems.

"I would like to see the University of Tennessee...going out into the community and getting an enormous endowment" to buy library materials with, he said.

Dr. Karen Levy, who handles requests for the French and Italian departments, said she uses catalogs and journals with book review sections to decide what new materials the department needs.

"That's to keep up with things published in the last few years," she said.

Other professors involved in the process

are concerned they are not getting a wide enough range of materials. Dr. Mildred Fenske, who coordinates College of Nursing needs, and Dr. Juan Allende, who makes requests for the Political Science Department, agree the Library needs to increase the number of periodicals it orders.

"Nursing is sort of a developing profession," Fenske said. However, she has had difficulty getting new periodicals in the field. Allende said that periodicals are what the Political Science Department wants.

"You have to go on the fringes of research and get periodicals that are a little more unusual," he said.

Library Events

Library Day, 1988—A Thumbnail Sketch

by Angie LeClercq, User Education and Public Relations

"Writers, Readers, Librarians: A Partnership in Creativity" was the ambitious theme for Library Day, 1988, an event that occurred with much festivity on Wednesday, March 30. The event included lectures and musings by authors including Robert Drake and Jon Manchip White, young adult author Sue Ellen Bridgers, poet Jeff Daniel Marion, and former governor Lamar Alexander who billed his talk "Confessions of a Rookie Writer." Discussions and readings focused on why authors write books, why people read them, and how librarians and libraries fit into that scheme of creativity. The topic was designed to explore the multiplicity of sources that authors draw on for inspiration. A potpourri of advice and techniques emerged.

Lamar Alexander had just finished a book entitled *Six Months Off* in which he detailed the experiences shared with his family in Australia. He put the finishing touches on the book while on a cruise with Alex Haley. Haley and Alexander "talked it out," and "rewrote some passages up to ten times." Alexander, perplexed with his 800 pages of notes, took Haley's good advice on where to start: "at the beginning."

Robert Drake, whose work, *Survivors and Others*, had just been published, spoke of his experiences growing up in the Midsouth in the '30s and '40s. His works are filled with humor and anecdotes. One of Drake's favorite anecdotes is about his father who refused to order soup in a restaurant. Robert Drake, Sr. complained that the chefs really didn't make soup, they just accumulated it. Drake speaks of his own short stories as "accumulations": "I start writing stories, and they just pile up." He also laughingly told a story on his mother, a renowned "from scratch" cook whose greatest condemnation of another woman was not that she might be an adulterer, but that "she doesn't cook." Drake stressed that writing is an art. "Writing, like all arts, is an obsession. The arts depend on sweat. The arts are the work of fanatics...and the work of survivors."

Jon Manchip White, who writes novels, detective stories, and works on archaeology, spoke of the need to stimulate his imagination by dipping into the bizarre. Current bedtime viewing included the art work of Goya and Hieronymous Bosch. White's vivid titles are often the beginning

inspiration for a work: *Chariot of Fire, No Home But Heaven, The Rose in the Brandy Glass, Death by Dreaming*, and his current work, *Patriot to Heaven*. When asked if he used a word processor, White laughed: "No, I'm frightened of them. I'm frightened it is going to eat my book and not give it back to me, and it's going to be floating around somewhere in the empyrean...somewhere beyond recall."

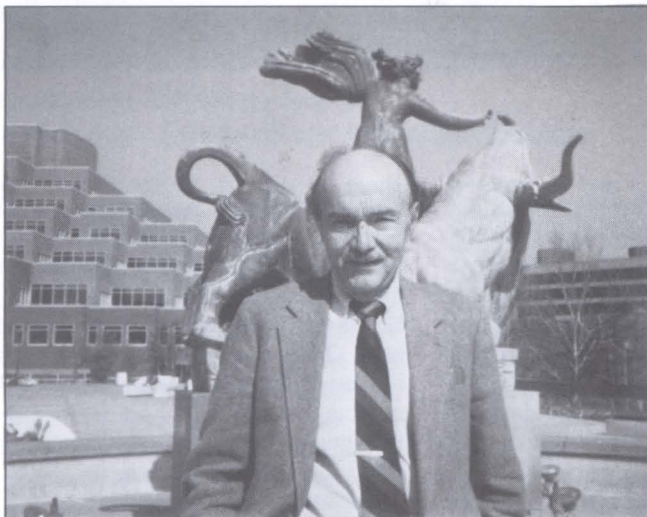
Sue Ellen Bridgers spoke of the importance of physical places to her characters, especially their home. "I see a family history in houses. I grew up in a town where people lived in the same house for generations. Time was told by the year we built the house....The life that the house had seemed to be separate from that of the people." Family is a pervasive theme in her novels. She noted that "I've always been interested in the fact that a family is sort of stuck there together and has to figure out ways of making it work....I see that as a place where you are the most vulnerable because people know you well enough to get you anytime they want to. And the fact that they don't must be the most loving thing that can be." Bridgers said that her characters spring to life in her imagination and that she lives with them for a year

before committing their destinies to paper. She noted that "I know the beginning of the book, and by the time I start writing I know the end. But I do not know how I'll get there. So the getting there is sort of the miraculous part....They [the characters] kind of tell me because I know them well." Like all of the authors at Library Day, Bridgers spoke of the need to rewrite and edit. "Sometimes I'll have to go back and enrich a passage because I have stripped it so bare that it doesn't even last long enough for the reader to get satisfaction out of it."

Jeff Daniel Marion, whose wonderfully evocative poems limn the character, humor and folklore of the people of the Tennessee foothills, read poems spanning two decades, including works from his latest, *Tight Lines*. He told of how he had begun writing, stirred by the need to describe the haunting beauty of his surrounding landscape to his blind grandmother. And so water pitched out the backporch screen door was "arching its back like the cat," while the boards of a deserted barn "strain against nails that bleed their strength into the grain, holding on." Marion's sensitive, beautiful reading stirred a responsive chord with the audience and ended what many thought was the best Library Day ever.



Sue Ellen Bridgers.



Robert Drake.



Jon Manchip White.



Jeff Daniel Marion and librarian Ann Viera.

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