Document Delivery: A Collaborative Plan to Support Research
by Joanne Bessler

On April 5, 2000, the University Libraries and the College of Arts and Letters initiated a pilot Document Delivery Program. This program was designed to speed access to library materials for faculty in the College by allowing these faculty to order books and journal articles from the Hesburgh Library collection for delivery to their department. In its pilot phase, the program included delivery to approximately 560 faculty in 26 Arts and Letters departments, centers and institutes across campus.

Spearheaded by Julia Douthwaite, associate dean of faculty in the College of Arts and Letters; Sue Dietl, head of the University Libraries' Access Services Department; and Jo Bessler, associate director for user services, the pilot project was the product of campus-wide collaboration. The planning team included: Julia Douthwaite and Mary Ellen Koepfle from the College of Arts and Letters; Aaron Bales, Andy Boze, Sue Dietl and Jo Bessler from the University Libraries; and Donald Padgett from the Office of Information Technologies.

The delivery program depended on cooperation that extended far beyond the planning team. Elaine Molenda (the Libraries’ campus document delivery specialist), Donna Stevenson (web librarian), administrative assistants throughout the College of Arts and Letters, the IKON Copy Service personnel, and Dave Czajkowski and the General Services staff all cooperated to ensure that library materials were securely handled and tracked throughout the process.

The program combined aspects of a document delivery program at the University of California, Irvine; the University Libraries’ longstanding branch library delivery service to the colleges of engineering, science, business and the School of Architecture; and other electronic-form-based services of the University Libraries of Notre Dame. The pilot allowed faculty to use an electronic form to order journal articles, chapters or books from the Hesburgh Library collection. Library staff retrieved the desired items from continued on page 2

Collegium 2000: Faith and the Intellectual Life
by J. Douglas Archer

Every summer for more than a decade faculty members and graduate students from American and Canadian institutions of higher education have gathered to discuss issues of faith and the intellectual life under the auspices of Collegium. Collegium brings together Catholics and persons of other faiths pursuing their careers in Catholic institutions, as well as Catholics doing so at non-Catholic institutions. The institute is sponsored by a diverse consortium of Catholic colleges and universities including the University of Notre Dame. As a sponsor, the University has sent several dozen participants to these annual gatherings including faculty and graduate fellows and featured speakers, mentors and spiritual directors.

Collegium 2000 was held at St. John's University in Collegeville, Minnesota, June 16-23 with approximately 120 attending. Though the highest percentage of attendees were from the arts and humanities, the social and natural sciences and engineering were well represented. Participants came from small colleges and large universities and, while most were professors teaching undergraduates, there were significant numbers from graduate and professional programs along with a scattering of administrators – and one librarian. continued on page 4
Requests for program modifications, improvements and expansion will be reviewed by the committee. Simple enhancements have been/or will be incorporated as quickly as feasible. Requests requiring significant funding or staff support will be evaluated in comparison with other library user priorities, such as purchasing additional e-serials, accelerating interlibrary loan service, increasing user instruction services and providing customized information portals.

Escobar Named First Librarian-in-Residence

Hector Escobar, Jr., joined the library faculty in September as Notre Dame’s first librarian-in-residence. This is a new position designed to offer recent library school graduates, who will contribute to the diversity of the profession and the University, an opportunity to experience various aspects of academic librarianship. Escobar received his master’s degree in library and information science from the University of Texas at Austin in May of this year. He has worked at two campuses of the El Paso Community College, El Paso, Texas, and his professional interests focus on reference and public services. Look for more about this new program, which is jointly administered by the University Libraries and the Kresge Law Library, in the spring 2001 issue of Access.

Hector Escobar, Jr.
Who needs a library?
by Jennifer A. Younger,
Edward H. Arnold Director of University Libraries

Gerhard Casper, the then president of Stanford University, spoke in October 1999 at the dedication of the Bing Wing of the Cecil H. Green Library, Stanford’s former Main Library. In his reflections he spoke of the administration’s deliberations over how and where to renovate the library wing which had been destroyed by an earthquake in the early 1990s. However, no one for a moment questioned whether it should be rebuilt. President Casper elaborated: “Guarding the rational process is the Western university’s major contribution to civilization,”¹ and library holdings are one of the ways in which this is achieved.

Jaroslav Pelikan, writing a few years earlier in response to an invitation from the then president of Yale University, Benno C. Schmidt, Jr., to offer a series of public lectures on the future of the university, had this to say about the mission of the library within the university. “It is not always so obvious, but it is a teaching role: building collections, teaching novice and expert scholars what there is and how to find it and doing bibliographical research for future scholars on the state of the literature in a field. A university must have a library functioning as a genuine and full partner in university scholarly life.”² He illustrates the value he places on libraries in his characterization of two great scholars, John Henry Cardinal Newman (The Idea of a University Defined and Illustrated) and Edward Gibbon (The History of the Decline and Fall of the Roman Empire), as “grateful offspring of research libraries.”³

At Notre Dame, the University has accepted the master plan for the Theodore M. Hesburgh Library which proposes an ambitious reconfiguration and transformation of the interior space in support of library services, collections, readers and library staff. Notwithstanding the seminal importance of this planned renovation, for which detailed planning for the first phase is beginning immediately with reconstruction work to begin in January 2002, there is another “library” in our planning. The library is a system for selecting, organizing and managing knowledge and access to that knowledge. Increasingly that knowledge is represented in digital form, and our attention must turn to creating a library that encompasses this form of knowledge representation.

We want to create a digital library services environment. This environment is defined by Dan Greenstein (Council on Library and Information Resources) as a “networked and Web-accessible information space in which users can discover, locate, acquire access to, and, increasingly, use information.”⁴ It would be more precise if I had said that we want to extend our efforts at building a digital library services environment because we are already doing so. At Notre Dame, the University Libraries offer access via their Web site and the online catalog to a multitude of citation and full-text information resources and library services, including reference, interlibrary loan and suggestions for new purchases.

Greenstein continues his definition and identifies key characteristics. First, all formats are included in a digital library services environment, including:

- library collections and electronic holdings,
- books and e-books,
- journals and e-journals,
- pre-prints and e-prints,
- archives and e-archives,
- video, film and streaming video,
- sound recordings and digital sound,
- traditional and digitized collections.

Second, there are multiple and different paths to take in finding and accessing library and information resources. There are the familiar library catalogs, indexes, citation databases and finding aids. We regularly consult other librarians and colleagues in person or through footnoted sources. Search engines are a newer path and use the computational power and techniques of computers to find text that matches a particular query against millions of documents.

A third characteristic is the provision of access to those information resources managed by the library as well as to those made available by individuals or other organizations. Again, libraries have always provided access to information not within their physical walls, but there is significantly more information available via the Web and it is more easily located. In today’s world, many organizations, companies and government agencies put their documents on the Web where search engines and librarians can more easily navigate what traditionally has been a haphazardly controlled literature.

And finally, Greenstein notes that the delivery of library services will take place via the Web as well as through a visit to the physical library.

To all of these, I add most importantly that a digital library services environment will continue to be a safe haven for ideas and will provide support for the generation of new ideas just as libraries have always done.

At the University Libraries of Notre Dame, our vision is to be a great destination for learning and research. What brings greatness to a library? Internationally distinguished research collections; clear access; and effective services, all of which are designed and created by expert, innovative and enthusiastic library faculty and staff committed to excellence of collections and services. As I look ahead to the next year, I know that we face many challenges and opportunities in achieving our goals, but we have the first and essential ingredient in place, and that is the people who will bring our vision into reality. I am grateful to be working with and leading a truly knowledgeable and visionary group of library faculty and staff who welcome reaching for the stars.

higher education are engaged both in the process of searching for truth and in the sharing of those truths possessed by their particular religions. Participants recognized that the task of remaining faithful to both was neither new nor limited to Catholic institutions. George Marsden in his The Soul of the American University: From Protestant Establishment to Established Nonbelief (New York: Oxford University Press, 1994) amply documented the results when the search for truth becomes the overwhelmingly dominant mission of religious colleges and universities. The opposite danger, of the academy becoming nothing more than a seminar writ large, is no less a fear.

The desirability, indeed, the necessity, of Catholic colleges and universities remaining true to both parts of their mission was assumed. Discussions focused on the “how.” In the draft of Ex Corde Ecclesiae: An Application to the United States (http://www.ncchuboc.org/education/highered/exorde.htm) available during Collegium, the requirement that “...the university should strive to recruit and appoint Catholics as professors so that, to the extent possible, those committed to the witness of the faith will constitute a majority of the faculty” provoked the most discussion. The question which dominated conversation was (obviously): “What does ‘committed to the witness of the faith’ mean?” The second was related: “Who defines ‘committed’?”

For non-Catholic participants, this question was less relevant than others since their status with regard to that issue was already clear. However, the climate engendered by what might be characterized as a potentially more rigorous definition of “committed Catholics” was certainly of concern.

The passages of Ex Corde discussed with most direct application to libraries and librarians within the academic environment were the ones which affirm academic freedom with the following qualifying phrase “so long as the rights of the individual and of the community are preserved within the confines of the truth and the common good”. Since the library profession within the United States has long considered intellectual freedom to be a fundamental necessity for the achievement of the common good, the question arose as to whether this qualification could signal potential difficulties for academic libraries and librarians in Catholic institutions.

Again, it depends upon how “confines of the truth and the common good,” is defined and how the basic principles of librarianship and library service are understood. If the basic document of intellectual freedom for American librarians, the American Library Association’s “Library Bill of Rights,” is read carefully, it should be clear that principles of intellectual freedom, while foundational to the profession’s self-understanding, must be applied in the local context within specific libraries, i.e., negotiated within each community. The struggle to affirm and manifest intellectual freedom is never over. Ex Corde, too, assumes a continuing dialogue regarding its application in each country.

Given the multi-millennial perspective of the Church and the everlasting human aspirations for truth and liberty, librarians and their academic colleagues may be assured that
Notre Dame Hosts NAAUG

by Marc Truitt

From the point the decision was made by Notre Dame and its partners in the Michiana Academic Library Consortium, Saint Mary’s College, Holy Cross College and Bethel College, to select Aleph 500 from Ex Libris as its integrated library system (ILS), the critical importance of building the Aleph community in North America as a means of helping to ensure the product’s success here has been recognized. Perhaps the most immediate manifestations of that conviction which come to mind are the numerous visits by prospective Aleph sites to which MALC has played host over the past two years. Our efforts in this regard have been fruitful, both for Ex Libris-USA and ourselves. While Aleph is an extremely capable product, MALC staff can point with pride to the undeniable fact that it is our implementation that has made both the product and the company serious contenders in the North American market. Ex Libris itself has recognized this fact on various occasions.

A second, and less obvious way in which we have worked to strengthen Aleph’s acceptance is the central role we have played and continue to play in the foundation and growth of the North American Aleph Users’ Group (NAAUG). User organizations are the library analogue of “support groups”: we join them to share experiences, learn new approaches to common problems, pressure vendors to make product improvements and sometimes simply to provide a forum for the airing of the inevitable frustrations that go with library automated systems.

Our role in the formation of NAAUG began in summer 1999, when James Wruck, the then assistant director for systems, and Lorenzo Zeugner, head of the Acquisitions Department, both of the University Libraries of Notre Dame, met with Sharon Rankin, systems/automation librarian at McGill University, and Donna Hirst, head of the Library Automation Office at the University of Iowa, at the American Library Association’s Annual Conference in New Orleans. With the encouragement of Carl Grant, president of Ex Libris-USA, the participants decided to establish a users’ group for Aleph customers in North America. They further agreed to form a Provisional Steering Committee of the organization, initially consisting of Wruck, Rankin and Hirst, with the option for members to delegate someone else from their institution to serve. Caitlin Robinson, technical services librarian at the University of Iowa Law Library, would eventually take over from Hirst. Notre Dame volunteered both to provide administrative support for the first year and to host the first annual meeting at the end of May 2000.

The following months were spent in preparation for the meeting. Laura Sill, the then special projects librarian at Notre Dame, took over many of the organizational details required to get NAAUG off the ground and ensure a successful conference. Among other things, Sill set up the group’s Web site (http://www.naaug.org/), established two NAAUG discussion lists,1 completed the initial drafts of a constitution and bylaws, and oversaw the University Libraries’ end of planning for the annual meeting, which was scheduled for May 31-June 1, 2000, at Notre Dame’s Center for Continuing Education, McKenna Hall (CCE). By early March, when I assumed the role of MALC’s representative to the Steering Committee upon Wruck’s retirement, much of the groundwork was in place because of the labors of Sill and Wruck. During these final three months, we concentrated on fine-tuning the conference program, finalized drafts of the constitution, bylaws and discussion documents on the enhancement request process, and had numerous discussions with CCE staff.2
Ex Libris-USA President Carl Grant

Approximately 100 persons, representing Ex Libris-USA and about a dozen current or prospective Aleph sites, attended the conference. Of these, some 60 attendees were from the MALC institutions. Because this meeting was NAAUG’s first, the program—of necessity—gave much time to administrative matters, such as discussion of and agreement to the basic organizational statutes (i.e., the constitution and bylaws) and consideration of a process for submission of enhancement requests to Ex Libris-USA. By the second day, the attendees reached a consensus on both of these matters. In the case of the former issue, the statutes were approved with several minor changes, the most important of which dealt with the issue of how larger institutions and consortia might qualify for multiple memberships in NAAUG.

As for the matter of the enhancement request process, the attendees agreed to the Steering Committee’s proposal to appoint Larry Woods, director of health sciences and information technology, Hardin Library for the Health Sciences at the University of Iowa, as enhancements coordinator. The plan further envisioned creation of a number of specialized member enhancements groups, each of which will review and prioritize requests in its respective area. These individual group lists will in turn be submitted to the Steering Committee for its review. As this is being written, the deadline for submission by the enhancements groups is nearly at hand; the Steering Committee members will have a month to review the groups’ work. By the end of that period, the Steering Committee will produce a unified draft enhancements list that collates and re-prioritizes the separate group lists. Following review and comment by the enhancements groups, the final version of the Steering Committee list will be submitted to Ex Libris-USA. As we currently understand the plan, Ex Libris will indicate which items either are already slated for inclusion in a future Aleph release or cannot for some reason be considered (e.g., incompatibility with basic Aleph system architecture). Then, the company will review the remaining items, starting at the top of the list, and assign “development points” (1 point = 1 hour of developer/programmer time); when the total points assigned equals 150, the list will be returned to the NAAUG Steering Committee for final pruning. As it has in the case of ICAU (the International Consortium of Aleph Users), Ex Libris has allotted a total of 100 “development points” for NAAUG-sponsored enhancement requests. Thus, it will be the Steering Committee’s task to excuse from the list 50 points’ worth of requests. The resulting list will be submitted next spring for inclusion in Aleph version 16.x.

The NAAUG conference attendees’ final administrative chore was ratification of a proposal by the Steering Committee members that they remain in office until the next annual meeting, at which time nominations and elections will be held in accordance with the statutes passed at the May 2000 meeting. Until then, NAAUG’s officers are: Sharon Rankin (McGill - chair), Caitlin Robinson (Iowa - secretary) and Marc Truitt (MALC - treasurer).

While much of the focus of this first annual NAAUG meeting was on organizational and administrative concerns, there was time for other, less process-related topics as well. On the first morning, attendees were treated to an overview of SFX and MetaLib by Carl Grant, president, and Oren Beitarie, vice president of research and development, Ex Libris-USA. On both afternoons, there were functionality-based breakout sessions so that application specialists might have a chance to meet and exchange problems, tips and various other "tales of woe and intrigue." Finally, several breaks, two lunches and a dinner provided everyone with ample opportunity to get acquainted with colleagues from the vendor and other Aleph sites.

There is a certain synergy between the fortunes of an ILS and the vitality of the user group with which it is associated. The term "synergy" is used intentionally, as it implies that the process runs both ways. While we may all immediately recognize that a users’ group’s fortunes are in part dependent on the health of the associated ILS, it is probably not immediately and intuitively obvious that the ILS’s fortunes are also heavily dependent on the vitality of its associated users’ group. If either should start to atrophy, so too will the other; the state in which both NOTIS (MALC’s previous ILS) and the NOTIS Users’ Group exist today is sad testimony to that fact. If the excitement and energy displayed at the first NAAUG meeting are any indicator, the prospects for both Aleph and NAAUG are bright.

1These are: aleph-na@listserv.nd.edu, an open list for the discussion of Aleph issues, and naaug-sc@listserv.nd.edu, a closed list restricted to members of the Steering Committee.

2In addition to the contributions by Laura Sill and James Wruck, a number of others helped ensure the meeting’s success in ways large and small. Three of these deserve particular attention. Harriet Baldwin, conference administrator at Notre Dame’s Center for Continuing Education, McKenna Hall, skillfully handled the practical aspects of conference preparations. Sandy Stellem and William Sill, both of Desktop Computing and Network Services, University Libraries of Notre Dame, freely gave of their time before and during the conference to configure and support several network workstations set up for the meeting. I am most grateful to all of them.
Libraries Welcome Gay Dannelly

Effective September 1, 2000, Gay N. Dannelly joined the University Libraries as associate director for resources and collection services. Dannelly comes to Notre Dame from the Ohio State University Libraries where she had served as associate professor and assistant director for collections since 1997. Prior to that she held various positions in collection development and acquisitions at Ohio State. After earning her M.A.L.S. (Library Science) from the University of Wisconsin, Madison in 1970, Dannelly became reference librarian there in the William S. Middleton Health Sciences Library. From 1971-1975 she was assistant professor of library administration at Wright State University Library.

Dannelly is recognized nationally for her expertise in collections within the research library context. She has been an active member and chair of numerous committees of various professional and academic organizations, including the American Library Association, the Association of Research Libraries, the Center for Research Libraries, the Committee on Institutional Cooperation (CIC) and CICNET, OhioLINK and others. A frequent invited speaker, she has also published widely in the area of collection management, with an emphasis on cooperative and consortial strategies and resource sharing.

Gay Dannelly may be contacted at (219) 631-3282 or by email at dannelly.1@nd.edu.

Three Librarians Honored at President’s Dinner

At the President’s Dinner on May 23, 2000, three Notre Dame librarians were recognized with faculty awards presented by Rev. Edward Malloy, C.S.C.

G. Margaret Porter, coordinator of Reference Support Services in the Hesburgh Library, was presented with the Paul J. Foik, C.S.C., Award. The award is given annually in recognition of significant contributions by a library faculty member to library service, to the Notre Dame community or to the library profession through personal scholarship or involvement in professional associations. The citation reads:

Praised as an “absolutely reliable” and “astonishingly responsive” individual, this librarian has for the past twenty years worked to bring an understanding of the library’s full resources to all members of the Notre Dame community. Using customized web pages, library instruction, individual consultation, or informal conversation at campus lectures and meetings, she has helped develop a library without walls. As a scholar she has made important contributions in several areas of librarianship through her publications and her work in the American Library Association. An energetic and welcome member on numerous University committees, she is a person who prides herself on calling things exactly as she sees them. Tonight the University calls her exactly as we see her, the year 2000 Foik Award Winner, G. Margaret Porter.

Father Malloy Presenting Margaret Porter with the Foik Award
Roger Jacobs, director of Notre Dame’s Kresge Law Library and associate dean for library and information services of the Law School, was also honored with a 2000 Presidential Award. The citation reads:

For the past fifteen years he has directed the Law Library with distinction, developing the collection to that of a major research institution. He has inspired the library staff to emulate his dedication to service; he has encouraged all who work with him to improve their skills and to seek professional advancement. A former librarian for the Supreme Court of the United States, his contribution to the profession is evidenced by his election to the presidency of each of the major professional organizations in the United States and in Canada. Beyond the stacks of the library, he has been a respected colleague within the Law School and across the campus. His lifelong devotion to improving legal education has earned him universal respect within the American Bar Association, the Association of American Law Libraries, and the Association of American Law Schools. His commitment to living his faith is exemplified through his unstinting service to the poor through the St. Vincent de Paul Society. Tonight we recognize Roger F. Jacobs.

Although she has been a member of the faculty for less than three years, this individual has generated an impressive list of accomplishments. She has helped prepare two successful grant proposals, has offered customized research and instructional assistance to faculty and students in two academic departments, and has raised library visibility on campus and nationally. In 1998 she initiated a project to edit a book marking the centenary of the School of Architecture in 1998-1999. This volume, 100 Years of Architecture at Notre Dame: A History of the School of Architecture 1898-1998, recently earned the Art Libraries Society of North America–Worldwide Books Publication Award. Tonight we honor an individual who is valued by her colleagues in the University Libraries and by the faculty and students of the School of Architecture and the Department of Art, Jane A. Devine.
Loghry Heads Serials Department

Effective May 1, 2000, Patricia Loghry joined the University Libraries as head of the Serials Department within the newly configured Information Systems and Access Division. Loghry comes to Notre Dame from the University of Nevada, Reno, where she had been head of serials and acquisitions since 1997. She previously held positions as serials librarian and coordinator of the Serials Section at the University of Texas at El Paso. Loghry earned her master’s degree in library and information science at the University of Wisconsin–Madison in 1991. She has been active as a member and chair of a number of professional committees of both NASIG (the North American Serials Interest Group) and ALCTS (the Association for Library Collections & Technical Services, a division of the American Library Association).

Ladwig Appointed Mathematics Librarian

The Libraries are pleased to welcome our new mathematics librarian, Parker Ladwig, who joined the library faculty on August 1, 2000. Ladwig comes to us from Houston, Texas, where he held a position as research analyst and information specialist with McKinsey & Co. He holds a bachelor of science degree from the United States Naval Academy in Annapolis, Maryland; his master’s degree in library and information science is from the University of Texas at Austin.

By the summer of 2001, Ladwig will have moved to his permanent office which will be located in the Mathematics Library in the basement of Hayes-Healy. In the meantime, please look for him in his temporary office in G096, Hesburgh Library basement. He may be reached at (219) 631-3617, or at ladwig.1@nd.edu.

This issue’s contributors from the University Libraries of Notre Dame:

J. Douglas Archer, coordinator of reference desk services, Hesburgh Library

Joanne Bessler, associate director for user services

Marc Truitt, systems librarian and head, Library Systems Department

Jennifer A. Younger, Edward H. Arnold Director of Libraries
Access: news from the University Libraries of Notre Dame (ISSN 0743-2151) is published semi-annually and is distributed to the University community. It is available by subscription upon written request.

Editor: Mary C. English

Access Editorial Committee:
Katharina J. Blackstead, chair
Mary C. English
Elaine K. Griffen
Robert L. Kusmer