



# John M. Pfau Library Newsletter

California State University, San Bernardino

<http://www.lib.csusb.edu>

Spring 2004

## **ILL Articles via E-Mail**

By Lee Bayer

The library's Interlibrary Loan (ILL) department has enhanced services as of Fall 2003. The first is e-mail notification. The e-mail field is now a mandatory field on the online request forms (<http://www.lib.csusb.edu/service/bookreq.html>). That enables the department to e-mail all patrons that their book request has arrived and can be picked up at the Reference Desk.

The other improvement is ILL article delivery. Articles requested from Interlibrary Loan used to be delivered to faculty and staff solely on paper via campus mail. Since Fall 2003, however, the Pfau Library has been testing a new method of delivering ILL articles to faculty and staff – via the Internet. When faculty or staff submit an interlibrary loan using the online article request form (<http://www.lib.csusb.edu/service/perreq.html>) they are given the option for electronic document delivery. They then receive an automatic e-mail notifying them that the document has arrived. The e-mail includes a PIN number and URL to retrieve the document. Documents are delivered as a PDF file. (Users must have Adobe Acrobat 3.0 or higher.) Articles may be downloaded, printed, or both for a limited time before they are deleted from the server. The magic is made possible by the Ariel Automated Document Delivery software.

Not all articles are available using this system, but you'll be surprised how many can be delivered to you using any Internet-accessible computer. In a few instances, for example when the article is legal size, it will not be sent via Ariel.

The service has proven to be very popular; it is chosen more than half the time as the preferred delivery method. Since it has been such a success, and the technology has functioned well, this service will be available to students as of Spring 2004. Distance learners especially will welcome this new service. 🐾

## **Introducing OLLIE**

By Barbara Quarton

**OLLIE** — the OnLine Library Instruction Experience — is a new, convenient way for students to learn basic library skills. Created by Pfau Library faculty, OLLIE is a set of ten self-paced online tutorials that guide students to the answers to popular questions such as, "How do I find a book on my topic?" "How do I find articles using EBSCOhost?" "What's a scholarly journal?" "Can I get help doing my research?" and "Where do I find paper copies of magazines and journals?" It takes about 30 minutes to complete all ten tutorials in OLLIE.

The online tutorials expand the library's instruction program to meet the needs of several segments of the campus population: students whose professors do not schedule instruction sessions; classes that meet online or off-campus; professors who want library instruction for their students but who are unable to use class time to visit the library; and otherwise information-literate students and faculty members who lack familiarity with the library and its resources.

OLLIE is geared to students in introductory courses such as ENG 101 and Communication Studies 120, among others. The language and tone is casual to appeal to students, and the content is applicable to any course. Any student can access OLLIE from a home computer or from campus computer labs. Students can spend as much or as little time as they wish on OLLIE to learn how to use the library efficiently. Because OLLIE was produced by Pfau Library faculty, all of the information in the tutorials is specific to the resources held by the CSUSB library.

Students can self-assess their learning at several points in OLLIE, and take a "final test" that reports their score to the library. In this way, any faculty member can assign the online tutorials and receive the names and scores of all students in their class who take the final test. So, even when professors are unable to schedule in-person library instruction, they can assign OLLIE to ensure that their students have a baseline competency in research skills.

The team of librarians involved in this project has received support from various sectors of the campus community. A Teaching Resource Center grant funded the development of the tutorials, and a grant from the Department of Graduate Studies funded the assessment efforts. Professors in the English Department tested the tutorials, and changes to OLLIE were based on their feedback.

Visit OLLIE at <http://www.lib.csusb.edu/ollie/ollie.htm> to try out this new teaching tool. For more information or to receive your students' scores on OLLIE, contact Barbara Quarton, head of Reference, at x7553 or [bquarton@csusb.edu](mailto:bquarton@csusb.edu). 🐾

### **In This Issue**

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## Phone Numbers

Add 880 to extensions below for off campus.

### Public Services

Library Information	5084
Circulation	5090
Reference	5091
Info Den	5092
Interlibrary Loan	5093
Periodicals	5095
Library Instruction	5118
<b>Other</b>	
Campus Operator	5000

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Back issues of the newsletter are available on the library homepage ([www.lib.csusb.edu](http://www.lib.csusb.edu)) under General Information.

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# Government Information in the 21<sup>st</sup> Century

By Jill Vassilakos-Long

The information published by the federal government provides the essential tools of research in many disciplines. Most statistics originate in federal government publications. Policy documents, historical documents, reports on the economic, educational and criminal justice systems, along with information on laws and regulations, are produced by the federal government every day.

The Pfau Library was designated as a Federal Document Depository in 1999. Jill Vassilakos-Long is the head of Government Documents and the Head of Technical Services

The federal agency charged with publishing and disseminating these documents is the Government Printing Office (GPO). In 1996 the United States Congress charged the GPO with moving from print to electronic publishing. The intention was to provide wider access to government information, while cutting costs by ceasing printing operations. By 2003, more than half of all federal government documents were disseminated only in electronic format, via the World Wide Web. State governments have followed suit. In 2004 the budget of the state of California will not be printed at all. It is available on the Web at [http://www.dof.ca.gov/HTML/BUD\\_DOCS/Bud\\_link.htm](http://www.dof.ca.gov/HTML/BUD_DOCS/Bud_link.htm).

This new world of electronic information has benefits. Primarily, it allows citizens to access many documents from any computer that meets current specifications. There are also challenges. An examination of the life cycle of an electronic document exposes some of the pitfalls.

The initial step seems simple. The document must be created. That is, it must exist in a finished form. In the past, once a document was printed, alterations were either made via errata slips or in a subsequent edition. In an electronic document, corrections are usually made as soon as errors are brought to the attention of the authors. Often there nothing in the document that indicates that it has been altered. This has an impact on research practices. It is now recommended that researchers print out all electronic materials used when writing a paper, simply to be able to prove that they accurately reported the content. There are also concerns that documents posted might be suddenly removed from Web sites. Some researchers believe that the recent redesign of the ERIC Web site was motivated by a decision to remove information that runs counter to the administration's plans for educational reform. This sense that official documents may be altered or removed at any time has also had an impact on public trust in our government. A recent article in the *Washington Post*<sup>1</sup> on excisions from [Whitehouse.gov](http://Whitehouse.gov) started with:

"It's not quite Soviet-style airbrushing, but the Bush administration has been using cyberspace to make some of its own cosmetic touch-ups to history ..."

It is imperative that documents posted remain both accessible and immutable.

Any other policy inevitably breeds the suspicion that "facts" change when policy changes. The head of the GPO, Public Printer Bruce James, suggested that the concept of "editions" makes as much sense in the electronic world as it did in the print world. Once a document is "published" it must remain intact and available. At most, an errata note could be added to the file. If corrections need to be done throughout the document then a new corrected "edition" of the title could be posted as well.

Once created, the document must be collected. If each agency uses its own interface, its own metadata, its own site hierarchy, etc., it becomes difficult to locate needed information. One idea is for the GPO to create standardized metadata and a search interface for all federal government information. Documents could stay on the originating agency's Web site, but the GPO would provide centralized access.

Once a document has been created and intellectual access had been provided the document must be preserved. This is, again, complex. There are documents in depository libraries that are centuries old. A few years ago the GPO began an electronic archive, making a local copy of electronic documents at the point of cataloging. Concerns that the files could become corrupted lead to the creation of a mirror archive. While one copy was immeasurably better than none, and two was better yet, there were still significant concerns. The GPO's public printer has proposed that office print a copy of each document at the point of cataloging. If the document file on the Web becomes corrupted or if changes in technology render it unusable, it would be possible to re-digitize the document from hardcopy.

Other significant concerns remain. Groups such as the American Library Association (ALA) are giving the public printer ideas that they hope will inform his plans as he redesigns the Government Printing Office for the 21<sup>st</sup> century.

1. Milbank, Dana. "White House Web Scrubbing: Offending Comments on Iraq Disappear from Site." *Washington Post*, 18 Dec. 2003, Final ed. LEXIS-NEXIS 11 Feb. 2004 <<http://web.lexis-nexis.com/universe/>>.



# Connecting From Home Made EASY

By Stacy Magedanz

Once upon a time, using the library's online resources from home required some effort. Users had to specially configure their Web browsers, a process that was sometimes confusing and prone to technical problems.

All that changed in Spring Quarter 2003, when the library implemented a new log-in system known as *EZproxy*. Completely invisible to the user, *EZproxy* makes it simple to reach our thousands of online books, magazines, and journals. Just go to the library's Web site, click on the resource you want, and enter your Coyote OneCard barcode number and name on the simple log-in page that will automatically appear. Absolutely no setup is required, and *EZproxy* has proved to be virtually problem-free.

If you have not used the library from home lately, give it a try! And if you had previously changed your browser settings for library access, we recommend that you remove those old settings for best performance. See the online instructions at <http://www.lib.csusb.edu/database/remotearchive.htm#deactivate> for more information.

## GET WIRELESS IN THE LIBRARY

By Lisa Bartle



The Pfau Library is wireless! Users of the library may connect to the Internet, search the library's subscription databases, or check e-mail using their own laptop computers. First, you must have a laptop with PCMCIA slot. Virtually all laptops, even older ones, have this slot. Second, you must have a PCMCIA wireless card that is 802.11b compliant and supports SSID (service set identifier or the network name). You may purchase a card in the campus bookstore or any electronics store for around \$60. Very new laptops are usually wireless ready and do not require the card.

To log-on to the campus network you must have a campus email — an email that ends in @csusb.edu. When you log-on your e-mail is your user name and the last six digits of your Social Security number is the password.

Everywhere in the library will work for wireless, but some areas have a stronger signal than others. The first and second floors have a particularly strong signal; near the bathrooms and stairway exits the signal is weaker.

Don't want to drain your battery? Go to the first and second floors for electrical outlets and desks. These outlets are not a substitute for the wireless connection, but they sure save battery life. For more detailed information, see the newsletter insert "Campus Wireless Network."

## Library Goings On

**John Baumann**, information technology consultant, celebrates 10 years of service.

**John Camien**, head of Circulation, celebrates 30 years of service.

**Linda Evans** (retired) died on Jan. 9, 2004. Linda was among the first staff members hired by Art Nelson in 1963. She retired as an LA IV after 25 years of service.

**Les Kong**, head of Public Services, completed his term as president of the California Library Association (CLA), with the conclusion of the 105th Annual CLA Conference, held in Ontario, Nov. 14-17, 2003. During his term in office, he appointed members to 17 different committees, presided over quarterly executive committee meetings, the Legislative Day lobbying effort in Sacramento, and two assembly meetings. He was interviewed, and also authored editorials, regarding the USA Patriot Act in local newspapers. He presided over the general meetings at the annual conference, introducing keynote speakers and award winners. In the history of the organization, CLA has had two Asian Americans serve as president. Les is the first Chinese American to serve in this position. He will complete his term this year as past president.

**Sue Lusk**, head of Serials, celebrates 15 years of service.

**Rachel Martinez**, library assistant III, celebrated 15 years of service. Ms. Martinez retired as of Dec. 24, 2003. She is considering returning to school for a degree in history.

**Kris Sanders**, head of Special Cataloging, has been reclassified to a library assistant IV, effective July 31, 2003.

**Brent Singleton**, reference librarian, published the article: African Bibliophiles: Books and Libraries in Medieval Timbuktu. *Libraries & Culture* 39(1), 1-12.

**Maria Titus**, administrative support coordinator, celebrates 15 years of service.

## Library Hours

### Library

Monday-Thursday  
8am-11pm  
Friday  
8am-5pm  
Saturday  
9am-5pm  
Sunday  
2pm-11pm

### Reference Desk (First Floor)

Monday-Thursday  
9am-9pm  
Friday  
9am-5pm  
Saturday  
9am-5pm  
Sunday  
2pm-6pm

### Info Den (Fifth Floor)

Monday-Thursday  
1pm-6pm  
Friday  
1pm-5pm  
Saturday  
Closed  
Sunday  
Closed

### Periodicals Service Desk (Third Floor)

Monday-Thursday  
1pm-9pm  
Friday  
1pm-5pm  
Saturday  
1pm-5pm  
Sunday  
2pm-6pm

# Calendar of Events

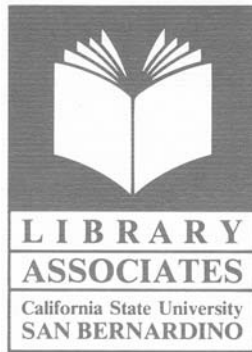
Ninth Annual Harry  
Rheubottom/George  
Webster Local History  
Lecture

San Manuel Indian History  
and Heritage

**Saturday, May 8, 2004**  
**6:30 Dessert**  
**7:30 Lecture**

**FREE**

**2nd Floor Pfau Library**



## John M. Pfau Library Associates

The Library Associates was founded to promote the relationship between the University, its library, and the community, increase public awareness of the resources and services of the John M. Pfau Library, and sponsor cultural programs such as exhibits, lectures and other events. Members of the Library Associates make full use of the library, including borrowing library materials on the same basis as CSUSB students, reference assistance, and low cost interlibrary loan service.

Categories of membership:

Single/Family	\$20.00 per year
Business	\$50.00 per year
Life Member	\$100

Membership applications are available at the Pfau Library Circulation Desk, or call (909) 880-5090.



CALIFORNIA STATE UNIVERSITY  
SAN BERNARDINO

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