Point of Reference - Fall 2004
Room With a View: Reference Area Gets Significant Update

As you walk through Gould Library’s reference area this fall, you may wonder “What’s different here?” in the same offhand way you might gaze at a friend who has shaved his mustache or changed her hairstyle. But look closely—the library staff spent last summer redesigning the layout of the library’s fourth floor, focusing on updating the reference area, which hadn’t significantly changed in 20 years.

The renovation accommodates a changing Carleton educational landscape that increasingly emphasizes cooperative learning and the use of technology, notes Carolyn Sanford, head of reference and instruction. “What was true in 1984 doesn’t quite fit what people need in 2004,” she says. “Students are doing more presentations, they need more integrative services and technology, and, since the library is such a central place, we felt that we needed to offer more.”

Changes have been in the works for several years, Sanford says, and users had a hand in the redesign. Library staff members began the process of rethinking the fourth-floor layout by having informal conversations with patrons; changes were influenced by the results of interviews and a more formal user survey.

Most of the changes have occurred in the large, open reference space on the north side of the fourth floor. The current periodicals previously located there have moved to the area where the current newspapers are stored. New four-foot-high shelving for the reference books has increased the prominence of the room’s large, wall-length windows and panoramic views. “The lovely views from this wing have always been blocked by high shelving,” Sanford says. “The lower shelving opens the room up more.” New signs near the reference books resemble those seen in bookstores, Sanford says, to help make the space more accessible and encourage browsing.

The reference area also features new furniture designed to facilitate collaborative work and to accommodate increased technological needs. New tables offer users more space and flexibility in their arrangement, giving each person enough space for a laptop computer, books, and papers, and providing outlets for power and networking. Desktop computers are loaded with the same software as other computing labs on campus, and chairs on castors allow for multitasking.

One corner of the reference area has been converted to what Sanford calls the “Drawing Board.” Enclosed by low walls, the space features a large plasma display with a Smart Board overlay, surrounded by audience-style seating. This allows small groups to work on a variety of tasks, including practicing presentations, demonstrating software, and brainstorming ways to complete a project. The Smart Board is connected

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From the College Librarian: Leveraging a Public Good

Academia is approaching a tipping point in the movement to alter the economic paradigm of journal publishing. The largest private supporters of biomedical research in Europe and the United States, anxious to ensure the greatest return on their investment in research, are requiring that publications resulting from their funding be made available in open access journals. Governments are following suit.

The British House of Commons has completed an inquiry that essentially endorses open access, the European Union has launched a similar case, and many public funding agencies in Europe are now requiring open access publication. Being debated in Washington is a regulation proposed by the U.S. National Institutes of Health that would make a huge portion of our nation’s biomedical research openly accessible.

According to the Bethesda Principles, to be defined as open access, a journal must meet two conditions: Essentially, the author grants free access to and a license to copy the work publicly, as long as it is properly attributed; and a complete version
Art in the Library: 
The Art of Design

Gould Library’s art and exhibits program is dedicated to finding art and placing it in the library for the enjoyment and education of the Carleton community.

There’s another aspect to this mission that may not be labeled art, but is evident everywhere in the building. From paint colors to light fixtures to the style of a reading room, the art of design shapes the look, feel, and atmosphere of the library.

Gould Library itself represents two important phases of architectural design at Carleton; in fact, it’s like two buildings in one. As Professor Emeritus Lauren Soth points out in *Architecture at Carleton: A Brief History and Guide*, the brick and limestone entrance is an exercise in contextualism, the idea that “a new building should blend in, not contrast, with those already there.” This 1983 entrance and lobby, designed by the Northfield firm Sovik, Mathre, Sathrum and Quanbeck, visually unifies the library with the early-20th-century facades of Leighton and Laird Halls.

As you walk to the reference area, you’re going back in time, designwise.

This part of the library was designed in the mid-1950s as a classic example of modern architecture, characterized by an unadorned, geometric, “container-like appearance,” in Professor Soth’s apt term. Plain doesn’t mean sterile, though. Magney, Tusler, and Setter, the architects of this earlier portion of the library, used warm wooden paneling and sweeping views across campus to make the well-proportioned reading room an inviting study space.

For a sense of how modernist designers used color and materials to enrich a building, look at the east stairway’s red terrazzo steps, sculpted wooden handrails, and aluminum banisters—functional elements that make up an artful ensemble.

Design choices during our recent renovations have respected those features while incorporating high-tech research tools and 21st-century furnishings. Light fixtures on levels two and three offer examples of international design and imaginative shapes. The color scheme goes beyond beige with bold accent colors that distinguish different floors. And furnishings we’ve retained from earlier days, like the heavy oak tables used when Scoville Hall was the library and the molded-plywood chairs of the 1950s, are usable reminders that the art of design has always helped create Carleton’s environment for learning.

Tom O’Sullivan is curator of art and exhibitions at Gould Library.
Bridging the Cannon: A Shared Online Catalog

Carleton and St. Olaf Colleges have merged their online catalogs into a single database called the Bridge, giving patrons at both schools access to more than a million bibliographic records simultaneously. The merger represents the first step in what staff members at both colleges hope will be an increase in collaboration between the two libraries.

In addition to being more convenient for patrons, the catalog merger will save significant resources; the colleges can now split the cost of maintaining one catalog. The resources gained will improve the volume and substance of software services at both libraries, according to St. Olaf librarian Bryn Geffert, who says the savings can be put toward buying additional software such as Metafind, a one-stop program for searching multiple databases and journal indexes simultaneously, and Open URL Resolver, which can monitor a search of external databases and indicate which items are available at either Carleton or St. Olaf.

Librarians from both colleges designed the combined catalog’s new user-friendly interface. Patrons can select which college or type of materials they want to search, view their personal circulation record, and conduct advanced searches similar to those used in many journal databases. Twice-daily shipments of requested materials between the two campuses allow for the quick exchange of materials.

The merger will lead to expanded cooperative collection development, an arrangement whereby each college’s librarians consult the other’s prior to acquiring new materials to avoid duplication. Carleton librarian Sam Demas welcomes the expansion of cooperation between the libraries, which have for years shared a science librarian and coordinated the selection of government documents. A group of representatives from both libraries began meeting in August to lay the groundwork for formal cooperative collection development.

“One of the challenges is engendering a climate of trust between the libraries and the institutions that allows each institution to rely upon the other for access to important scholarly resources,” Demas says. “Experience in other institutions has taught us that it will take decades to effect a fully articulated cooperative collection program.”

Nevertheless, Demas points to the successful history of small-scale cooperation between the two colleges as a positive sign of future larger-scale cooperation. He predicts that informal cooperative collection development will occur as a natural side effect of sharing a common database. “It’s now apparent when one institution has placed an order, and that will make it easier for us to be more intentional about duplicating or not,” he says.

Demas also hopes the libraries will work together in other areas such as staff development, software selection and technology development, sharing staff expertise, and preservation. “The time is right,” he says. “We have staff members in each library, faculty members in each library, college administrators who believe there is value in more formal cooperation.”

Donny LoChance ’01 is a Minneapolis-based writer.

Book Notes:
Occidentalism: The West in the Eyes of Its Enemies

Occidentalism: The West in the Eyes of Its Enemies, by Ian Buruma and Avishai Margalit, is a book-length essay that tackles political and intellectual history in broad strokes. The authors coined the neologism Occidentalism to explain negative perceptions of the West by those who seek to define themselves in opposition to it. Occidentalism, in part a pun on Edward Said’s influential concept of Orientalism, involves characterizations of Westerners as lazy, money-obsessed, rootless, and bereft of honor and spiritual culture.

Written in a style typical of the New York Review of Books (both authors are frequent contributors, and a version of this book was published there in January 2002), Occidentalism is accessible to the general reader. Its value lies in the way that it addresses a topic of vital current interest—our need to understand the roots of radical Islamist movements—by looking beyond immediate causes. The book examines Occidentalism as it has occurred in obvious predecessors of contemporary Islamist thought as well as those that are not so obvious (from Nazi Germany to Pol Pot).

Arguing that Westerners are not the only ones to mischaracterize others and that the roots of current animosity toward the United States reach beyond reaction to current foreign policy, the authors say they hope we can overcome our own orientalisms and undermine the growth of Occidentalism.

Buruma is a writer, journalist, and professor at Bard College. Margalit is a professor of philosophy at Hebrew University in Jerusalem.

Kristin Partlo is a reference and instruction librarian for the social sciences at Gould Library.
Library/ITS Retreat: Setting the Common Agenda

Every two years a group of library and ITS staff members gathers to fashion a common agenda. We find this a useful way to advance our vital partnership in meeting Carleton’s information and technology needs. This year Shelby Boardman and Scott Bierman from the Dean of the College office participated, and we identified the following priority topics for joint action:

Research Skills Initiative
Work with faculty members to develop a program of curricular grants focusing on student research skills, including current initiatives such as using Geographic Information Systems and other tools for the visualization of information and effective use of data in research.

Institutional Repository
Work with College archives to initiate a long-term program to identify Carleton’s digital output and to develop methods, policies, and institutional support to ensure appropriate storage, dissemination, and preservation.

Research/IT
Conduct ongoing assessment and evaluation of services in the new library/ITS integrated service point (called Research/IT) in the reference room. Shape the program based on the assessment results, and evaluate prototype furnishings and services in light of planning for a library addition.

Student Employment
Continue to develop a sequence of student employment opportunities to intentionally develop a cadre of student information workers skilled in a broad range of applications.

Funding and Assessment
Focus on ongoing assessment of our services and on securing grant funding in support of joint initiatives.

Partnership
Continue to strengthen the library/ITS partnership through activities such as cross-training and shadowing; exploring the use of wikis, blogs, and other communication strategies; social events; and joint conference attendance.

Staff Profile:

Sue Ims
Cataloging Associate
sims@carleton.edu • x5552

Sue Ims received a psychiatric technician degree and worked for the state of Minnesota before becoming a stay-at-home mother. She applied for a temporary position at Gould Library and 20 years later is still working in cataloging.

What does a cataloging associate do?
I help to ensure that the books ordered for the library’s collection are displayed in the catalog in a way that enables users to access the record in many different ways, through subject, author, and keyword searches. I do authority work, which allows patrons to access materials under all forms of an author’s name. For example, a patron conducting an author or subject search for Mark Twain will get all books written by Samuel Clemens. I also transfer records into our system for government documents, which are a valuable part of the library’s collection.

What do you enjoy about your work in the library?
I enjoy the variety of work that I do, and I also enjoy the change that comes with new technology. Above all, I enjoy my coworkers. They are not only friends but also a valuable source of information.

What are you currently reading?
Right now I am reading some of James Patterson’s novels. I also do some spiritual reading and love to browse through cookbooks.
How has your profession changed over time?

Museums now are concerned with bringing community members into decisions about what's going to be on exhibit and how it's going to be interpreted. Before the 1970s, curators were the authority in an overbearing way; they decreed what was good for people to see, what was good to collect, and what could be said about the art. That shut the door on huge ranges of human expression, what was collected, and how it was shown to people.

Staff Profile:
Tom O'Sullivan
Curator of Library Art and Exhibitions
tosulliv@carleton.edu • x7182

Tom O’Sullivan earned a bachelor of arts degree in art history from the State University of New York at Binghamton and a master’s degree in museum studies from the Cooperstown Graduate Program. He has worked as a curator in museums in Baltimore, upstate New York, and the Twin Cities. Prior to coming to Carleton in 2002, he was a curator for 19 years at the Minnesota Historical Society.

How is curatorial work at the library different from curatorial work in other settings?

At a liberal arts school like Carleton, I have a better opportunity to reach across disciplines. For example, we had an exhibit by an artist who does paintings that are based on six-point perspective, so he’s very intrigued with the mathematical undertones of his work. We do similar projects that reach into history and the natural sciences.

What do you like about your work in the library?

That we say “Yeah, let’s give it a try” when someone comes through the door with an idea, whether it’s a student looking for a place to present his or her comps project or a faculty member wanting to bring in an exhibition that can be used as part of a class’s study. We create exhibits on a pretty fast time line. Even museums that are the most community friendly and active tend to work with a much longer lead time.

Navigating Carleton’s Resources

The ELM Databases

The statewide-supported ELM databases accessed through MINITEX have changed from the InfoTrac family to the EBSCO family of databases. The four new EBSCO database titles are Academic Search Premier, Business Source Premier, MasterFILE Premier, and Regional Business News.

These databases include the following:
- 10,722 indexed and abstracted and full-text magazines/journals
- 6,512 full-text magazines/journals
- 5,513 active, full-text magazines/journals
- 10,722 indexed and abstracted and full-text magazines/journals

Academic Premier, the main multidiscipline research database, provides access to the abstracting and indexing of more than 8,000 journals. There are 4,591 full-text journals, including more than 3,500 peer-reviewed, full-text journals. Another 6,681 are peer-reviewed, abstracted, or indexed journals. About 100 journals date back to 1975 or earlier. Cited references are searchable in about 1,000 journals.

In addition, you can search more than 1,200 full-text country reports, more than 3,000 industry reports, 10,000 company profiles, and selected market research reports, educational reports, and health reports.

For more information, see the links from Gould Library’s database Web page: www.carleton.edu/campus/library/it/databases/index.html#TOP.

The new ELM databases will complement our ProQuest Research Library database and other broader, multidiscipline databases.

Social Sciences Index

The Social Sciences Index database is back! Our service was interrupted when MINITEX dropped its license. Near the end of the fiscal year, and with some new, targeted gift funds, we were able to add some resources. You’ll find the link to the Wilson Web electronic version of the index on the database Web page. Kristin Partlo, reference and instruction liaison to the social sciences faculty, has created a searching guide to help users with the new interface. Contact her at kpartlo@carleton.edu or x7668 for a copy.

Liaison Librarian:
Ann Zawistoski
azawisto@carleton.edu • x7671

Liaison librarian to environmental and technology studies, geology, mathematics and computer science, and physics and astronomy.

To contact the liaison librarian who specializes in your area of interest or to arrange for classroom instruction in the use of reference materials, visit www.library.carleton.edu/reference/liaisons.html.
**LibQUAL+ Survey Results: How Good Is Your Library?**

Last spring Gould Library administered the LibQUAL+ survey, which measures patrons’ perceptions of service quality. The student response rate was 30 percent and the faculty rate 29 percent. The survey also was administered at eight other highly selective liberal arts colleges, and we have compared Carleton’s results with the aggregate of the eight. Here are a few highlights:

Carleton students ranked the library highest (7.31 on a 9-point scale) in perceived quality in the “library as place” category, nearly as high (7.22) in the “information control” category (adequacy of and access to print and electronic resources), and somewhat lower (6.94) on “affect of service” (library staff qualities). This is consistent with national norms, but perceptions of service quality at Carleton were higher in every category than at colleges and universities generally and at the eight other liberal arts colleges. In the largest variance from national norms, Carleton students value and rank “library as place” more highly than students at other schools generally. The lowest score in the survey (6.14) was in “helpfulness in dealing with users’ IT problems,” a concern that is being addressed with Research/IT, adding an IT help-desk function in the redesigned reference area (see “Room with a View” on page 1).

Faculty members ranked the library highest in “affect of service” (7.69) and “information control” (7.0) and ranked “library as place” at 6.86. Two areas of serious concern to faculty members were apparent: The scores on “the printed material I need for my work” (6.61) and “print and/or electronic journal collections I require for my work” (6.32) were among the lowest in the survey. Recent College budget constraints and the resulting print and e-journal cancellations are clearly reflected in these responses.

Respondents commented that the library needs more expertise in technology, journal holdings are deficient, library subject Web pages need updating, the electronic information environment confuses people, e-resources are “invisible,” more group and individual study rooms are needed, more computers and printers are needed, and more attention should be paid to enforcing quiet in designated quiet study zones.

On the whole, the LibQUAL+ survey shows a high level of satisfaction with library resources and services in most areas. Most importantly, it gives us useful feedback to guide planning for the future. Thank you to everyone who participated.

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**Athenæum Events**

The term * Athenæum, derived from the name of the Greek goddess of wisdom, Athena, was popular in the 19th century to denote an institution for the promotion of literary and scientific learning. At Gould Library, the Athenæum provides space for an ongoing program of cultural events and brings together people from different disciplines for intellectual discourse.

The following list of events is just a sampling of what’s available through the Athenæum. For an up-to-date listing, visit www.library.carleton.edu/Athenaeum.

**Author Reading: Kathleen Dean Morris**

Morris is the author of The Pine Island Paradox — Monday, October 4 • 4:30 p.m.

**Author Reading: Spencer Reece**

Reece is the author of a book of poetry, *The Clerk’s Tale*. — Thursday, October 21 • 7:10 p.m.

**All in the Family**

Readings cosponsored by Gould Library and the Northfield Arts Guild. — Friday, November 12 • 7:30 p.m.

**Art, Sexuality, and Political Polemics**

Artist Masami Teraoka is Carleton’s 41st annual Ward Lucas Lecturer in the Arts. — Thursday, October 7 • 12 noon

**Student Panel: Disabilities Awareness**

A discussion with Stephanie Cunningham, guest presenter. Sponsored by the Perlman Center for Learning and Teaching and the Accessibility Awareness Committee. — Tuesday, October 19 • 4:30 p.m.

**Why Women: Why Now?**

Distinguished Woman Visitor Debra Rowland is the author of *The Boundaries of Her Body: A History of Women’s Rights in America*. — Tuesday, October 5 • 7:00 p.m.

**The Cultural Basis of Teaching English as an International Language**

Sponsored by the Perlman Center for Learning and Teaching. — Thursday, October 21 • 4:30 p.m.

**Law and the Poverty of Nations**

Peter Coster is a law professor at the University of California, Berkeley. — Friday, October 29 • 4:15 p.m.

**Exhibits • Fall 2004**

To learn more about exhibits in Gould Library, visit www.library.carleton.edu/admin/exhibits.

**Pictorial Photography: Books from the Library of Christian A. Peterson**

An exhibit of books and ephemera representing Pictorialism, a movement in artistic photography that emulated the aesthetic effects of paintings and prints.

**Prints by Roger Shimomura**

Shimomura addresses the social and political issues of Japanese America through paintings and prints. He will speak at convocation on Friday, October 1.

**Gathering Our Memories: Reflections of Multicultural Student Life at Carleton**

An exhibit of photographs and memorabilia presented in conjunction with the Multicultural Alumni Network Gathering, October 8–10.

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**Point of Reference**

is available online at www.library.carleton.edu

**Gould Library fall term hours:**

- Weekdays 8 a.m. to 1 a.m.
- Saturdays 9 a.m. to midnight
- Sundays 9 a.m. to 1 a.m.