Indiana University School of Library and Information Science Library: New Faces and New Directions

by

Stephen P. Harter, Professor, School of Library & Information Science and former Chair, SLIS Library Steering Committee

Judith Dye, Librarian, School of Library and Information Science Library

Geoffrey McKim, Manager of Technology, School of Library & Information Science

Indiana University, Bloomington, IN

Introduction

During Fall Semester 1992, an Indiana University School of Library and Information Science (SLIS) Library Review Committee was appointed by Indiana University Libraries Dean James Neal as the first of a planned series of reviews of university libraries and departments. The Review Committee was chaired by Patricia Steele, associate dean of libraries. Members of the committee included SLIS faculty members, university librarians, and SLIS students. The committee undertook a wide range of information-gathering activities. Input into the review process was solicited from SLIS students and faculty, Indiana University librarians and staff, and others. Open forums and meetings with small numbers of SLIS faculty and librarians were held. Several existing data sources were consulted, and questionnaires solicited additional information from interested groups. The committee submitted its report to Dean Neal on December 21, 1992.

The purpose of this article is to summarize the findings of the Review Committee and to discuss changes in the SLIS Library that were wholly or in part motivated by the committee's report. Particular attention will be given to the library's new collaborative facility, the Center for Information Technology Experimentation and Development (CITED).

Review Committee Findings and Recommendations

The committee commented on the many changes taking place in the

direction of SLIS and its faculty, which themselves reflect developments in technology and the profession. In particular, the committee noted an ongoing shift in SLIS, and in librarianship more generally, from paper-based to electronic modes of storage and access. The report also stressed the importance of the SLIS Library to the teaching and research activities of SLIS. The Review Committee noted that the library should be a model of branch library service for the university and for the profession, especially in applications of information science and technology. It should serve as a laboratory for the school and the profession in these areas.

The Review Committee made several recommendations for changes in the SLIS Library. Some of these were:

* A large, multi-use room with networked workstations should be included to accommodate a laboratory component in the library.

* The monograph collection should be moved from the SLIS Library to the Indiana University Research Library stacks. The vertical file should be eliminated in its present form. A core collection of journals, reference materials, and reserves should remain in the library.

* The serials and monograph collections should be reviewed to align these more closely with curricular shifts in SLIS.

* A technological infrastructure, including connections to external databases and LANs, productivity tools, group decision support software, and other appropriate resources, should be created in the SLIS Library.

* Network manager expertise should be available in the SLIS Library.

* An advisory committee of faculty, staff, and student representatives should be formed to implement changes.

With the release of the Review Committee's report, the process of planning and implementation began. The report served as a rough model for the changes that have been made and the new directions that have been taken.
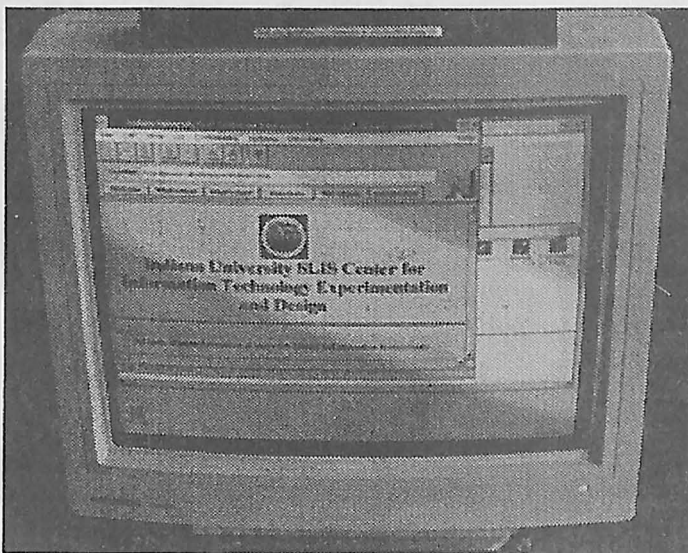
Developments in the SLIS Library

Anyone returning to the School of Library and Information Science during Fall 1994 or Spring 1995 would have noticed a significantly different look and feel to the SLIS Library. Various changes have been implemented. As noted by

the SLIS Library Review Committee, these developments were planned to better align the library with the goals, new directions, and faculty interests of the school.

A major and noticeable change is the absence of the circulating book collection. During June of 1994, the entire circulating collection was transferred to and integrated into the Research collection of the Main Library. Three-fourths of the SLIS collection went to the 11th floor where the "Z" classification is located, and the other fourth was scattered throughout other appropriate floors. Reference books, journals, and reserve materials remain in the library. After the removal of the circulating collection, the library replaced the old, worn carpet with new carpet of an attractive color. Worn sofas were replaced with attractive contemporary easy chairs.

The impetus for moving the circulating collection was to make room for an electronic classroom or other electronic facility. However, since there was not enough money to fund a fully-developed classroom, the available money was used to fund a collaborative work area consisting of ten workstations and two laser printers. In addition, a high-end scanner and accompanying workstation was made available. This area of the library and its network is called the Center for Information 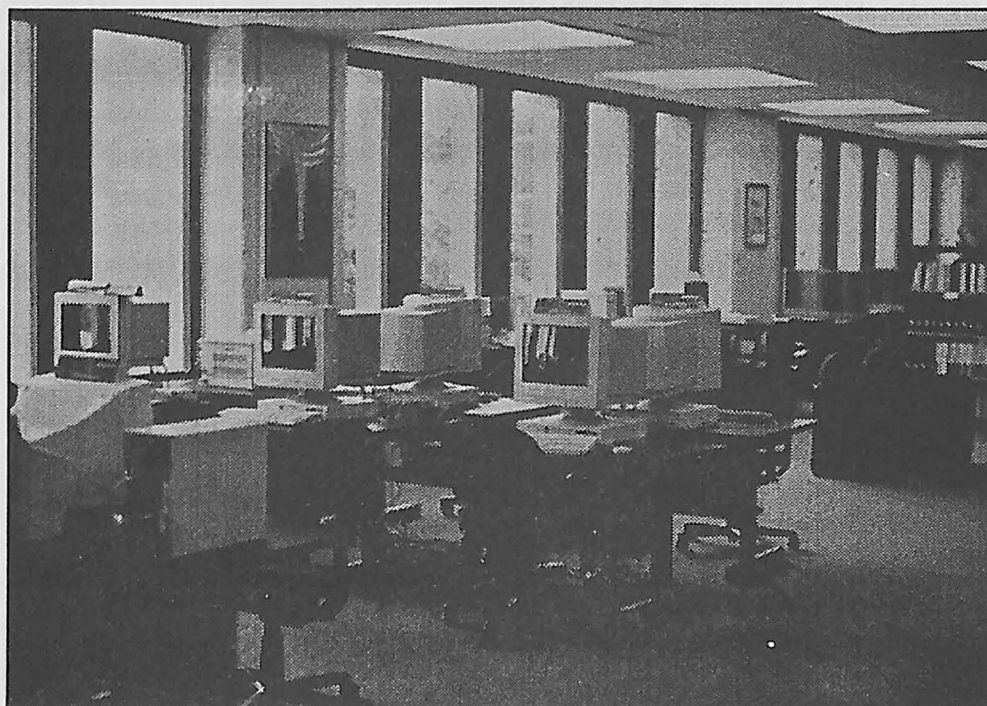Technology Experimentation and Development (CITED). The computers in CITED are not reference workstations. Nor are the CITED computers intended for the kinds of functions such as e-mail and word processing that are found in conventional computer laboratories such as the SLIS Computer Laboratory. The purposes and functions of CITED will be discussed later.

Previously, the library had only two stand-alone workstations that were used to access ten CD-ROM databases. The presence of the ten new CITED

workstations allowed the three most-used library and information science CD-ROM index databases (*Library Literature, Library and Information Science Abstracts,* and *Information Science Abstracts*) to be put on a local area network (LAN). Each database can be used by up to four users at a time. The remaining SLIS databases can be accessed either through the main library's LAN or on stand-alone machines. Other databases and programs available on the new workstations will be described later.

Because of the heavy use of the new collaborative area, four additional workstations were set up in a separate area to provide library reference users (who typically perform quick searches to locate book titles) with more convenient access to electronic reference materials. These reference workstations are

connected to the Main Library's Reference LAN, which offers access to Indiana University's OPAC (On-line Public Access Catalog) as well as many CD-ROM indexes to journals, covering titles in the humanities, social sciences, and sciences, as well as *Dissertation Abstracts* and *Books in Print*. The principal SLIS reference databases (*Information Science Abstracts, Library and Information Science Abstracts,* and *Library Literature*) are only available from the CITED workstations. In the back of the library, two dedicated OCLC workstations remain in their former places. They are used solely for OCLC searching in support of the school's cataloging courses.

Since the collaborative work area has sometimes proved to be fairly noisy — as to be expected from a facility of this kind — the library is exploring the transformation of a conference room into a quiet study room when not needed for conferences or other official purposes. The room currently holds a space-wasting configuration of tables, and there are plans to replace it with more efficient tables. The room may also contain lounge chairs, lamps, tables, and carrels; its design is still in the planning stages. Another noise problem in the library was created by the copy machine. The library installed sound-deadening panels around the copier to help alleviate some of this noise.

These are just the beginning of the improvements in the SLIS Library. Many other changes are planned. For instance, the library hopes to install new attractive shelving to hold current issues of periodicals. This shelving will be in a convenient location and will make the issues more accessible to users.

Another future goal is to begin scanning reserve articles into a database that can be accessed on the CITED workstations. This will alleviate some of the waiting for reserve articles and the long lines at the copy machine. Under this plan, students will be able to call up articles for various courses while sitting at a workstation. However, before this can be implemented, several copyright issues still need to be addressed.

Staffing is of great concern to the library, and it is hoped that additional staff can be hired to provide help with some of the more technical questions that arise related to computer hardware and software. SLIS Library student employees are being trained to assist with some of the more basic and repetitious questions asked.

One issue in better aligning the library with changes in the school, which has seen several retirements and many new faculty members during the past few years, is making appropriate changes in the collection. The collection development policy is being updated. In addition to purchasing monographs to support the curriculum, the journal titles held by SLIS were reevaluated. Several questionnaires were circulated to faculty and students during Spring Semester 1994 concerning journal needs. Responses to these questionnaires continue to be used to help make purchasing and deacquisition decisions.

Since the Library Review Committee's report, some program changes have taken place in the school. New SLIS programs at two other Indiana University campuses, IUPUI and South Bend, have come into being. Both locations have pledged to support SLIS on their campuses, and this brought about the excit-

ing possibility of coordinating library resources, thus increasing the availability of resources as well as possibly saving some funding for all concerned. The SLIS librarian is working actively with the libraries and schools at those locations to provide the best resources for SLIS students statewide.

With all of these changes, it is important that the needs of people working in more traditional libraries continue to be addressed, that the library provide appropriate assistance and collections for all of its users.

One of the recommendations of the SLIS Library Review Committee was that a library advisory committee of students, faculty, and staff be formed to help implement some of the recommended changes. A SLIS Library Steering Committee was appointed by SLIS Dean Blaise Cronin immediately following the release of the Review Committee's report, and it has played an important role in the developments thus far. The changes in the SLIS Library were made to support the future directions of the school. The library has become more integrated with the school, and that integration will foster the involvement of the library with the curricula of the school. Internships are being planned to give students hands-on experience in management, designing databases, and administrative and technical skills that they can use as future librarians and information specialists in this new technological age. The nature of the library will encourage group problem solving and planning, collaborative meetings with professors, and experimental applications using technology. We intend it to be a model and resource for the University Library as well as other interested parties in the community. A fundamental vehicle for achieving these goals is the Center for Information Technology Experimentation and Development (CITED).

Introduction to CITED

CITED is part of a comprehensive attempt to integrate technology into the SLIS curriculum in a fundamental and useful way. Its mission is:

> To provide a laboratory environment for designing, con-
> structing, managing, and evaluating tools for access to informa-
> tion in the most appropriate form, based on the needs of the
> user.

CITED is a "cyber-sandbox", a laboratory for students and faculty to practice their craft, to become familiar with real-world tasks in information management and software development. It reflects the changing role of infor-mation professionals to a more active involvement in the development, sup-

port, use, and evaluation of electronic information management tools. The following is a short list of basic functions that CITED is intended to provide and support:

1. Software development tools
2. Information/data management tools, including database management, bibliography, and reference management
3. Tools for the provision, management, and use of networked information
4. Tools for the development and evaluation of human-computer interfaces
5. Technology to support collaboration and collaborative computing
6. Hardware and software to support digital image management
7. Access to network-based information resources to support the SLIS curriculum
8. Access to the latest on-line databases and other strategically important digital resources

In its completed form, CITED consists of hardware, software, and human expertise, all integrated into the SLIS curriculum.

Hardware

Currently CITED consists of eleven computer workstations -- six 486 PCs running DOS and Microsoft Windows and five Power-PC Macintoshes. All of the Macintoshes have CD-ROM drives attached, as does one of the Windows workstations. All workstations have high-resolution 17-inch color monitors. One of the Windows workstations is attached to a Fujitsu scanner with a document feeder and *OmniPage* Optical Character Recognition (OCR) software. Two of the Macintoshes and the Windows workstation with the scanner have Syquest removable cartridge drives. Finally, all computers are connected to a Novell server, the campus network, the Internet, and a CD-ROM server.

Macintosh Workstation Specifications and Software:

5 Power-Macintosh 6100/60's running System 7.5
CD-ROM drives
Appletalk and TCP/IP Networking
Netscape for Macintosh Internet Browser
TurboGopher
Adobe PhotoShop (image manipulation software)
FoxPro database
WordPerfect 3.0

ProCite for Macintosh (reference management software)
PowerPoint
GraphicConverter
Apple LaserWriter Printer

Windows Workstation Specifications and Software:

5 486-66Mhz PCs
1 CD-ROM drive in one of the workstations
Novell and TCP/IP Networking
HGopher
DesignCad
HyperTies Author
SPSS
Lexis/Nexis
Netscape for Windows Internet Browser
Microsoft FoxPro (database)
Microsoft Access (database)
Information Science Abstracts (ISA) CD-ROM database
Dialog Discovery Disk CD-ROM database
Library and Information Science Abstracts (LISA) CD-ROM database
Library Literature CD-ROM database
ProCite for DOS (reference management software)
Adobe PhotoShop (image manipulation software)
Wordperfect 6.1
Visual C++
Galileo
Lotus Notes
Research Assistant
FoxPro for Windows
Group Systems for Windows
Hewlett-Packard HP4SI/MX Laser Printer

Scanning Workstation Specifications and Software:

1 486-66Mhz PC
Fujitsu scanner with document feeder
Adobe PhotoShop (image manipulation software)
OmniPage Professional (Optical character recognition and scanning software)

Manuals for the software installed on the CITED workstations have been

collected and are housed together on shelves adjacent to the CITED area of the library.

Human Expertise

At the moment, SLIS Computer Laboratory consulting staff are available to work with those doing projects in CITED. However, in the near future it is hoped that there will be a SLIS doctoral student assigned to work with CITED, who will be able to provide more in-depth consulting for those wishing to do projects. This support will be critical to the long-term development of CITED. Any SLIS student or faculty member interested in doing a project using CITED or just exploring possibilities can schedule consulting services by sending an e-mail message to SLISCITED@INDIANA.EDU.

How is CITED Being Used?

The bulk of the use of the CITED facility so far has been in SLIS Professor Thom Gillespie's three-term sequence of courses: Introduction to Computer Programming and Text Management, Data Structures for Bibliographic Communication, and On-line System Design. These courses include the study of object-oriented programming using the C++ programming language, MARC records, HTML and Perl programming for World Wide Web design. Following are two examples of student produced web design projects. These can be viewed using a web browser such as *Mosaic* or *Netscape*. The projects and URLs where they can be found are:

* Pop-up Books
http://bronze.ucs.indiana.edu:80/~bdunn/dirgalleria/SeventhPage.html

* Finding Pictures
http://nickel.ucs.indiana.edu:80/~buechlem/

Future Developments

CITED is a work in progress. There will be considerable development over the coming semesters in the information resources and software available through the workstations and in the consulting services offered to students and faculty.

A major current SLIS initiative is to develop a usability laboratory for the observation of human-computer interaction, in partnership with the Indiana University Libraries and the University Computing Services department. If successfully implemented, this laboratory, to be located in the SLIS Library, will provide experience for students, faculty, library staff, and other members of the university community in all phases of user-centered design as well as

opportunities for research and development.

As change is an integral property of the emerging electronic information environment (and the library and information professions more generally), CITED will be changing continuously. It will and must also be developed in conjunction with the changing curriculum of SLIS, and with the needs of students and faculty in mind. To help students and faculty keep up with the changes in CITED, lists of available resources and changes will be available electronically. And finally, the Indiana University School of Library and Information Science home page can be reached using the following URL: http://www-slis.lib.indiana.edu/.

Comments about the developments discussed in this document or about the SLIS Library more generally are welcome. They may be directed to:
Judith Dye, (JDYE@INDIANA.EDU)
Geoffrey McKim, (MCKIMG@INDIANA.EDU)
Steve Harter, (HARTER@INDIANA.EDU).