Providing excellent service has always been part of the mission of the university libraries. As you read through this newsletter, I hope you find some services that can be helpful to you and support your teaching and research goals. The examples described in this newsletter are just a few of the many diverse services we in the libraries offer to our patrons. Recently I was reminded of the importance of service and how the manner in which it is delivered can affect people. I received a letter from a man who describes himself as "a product of the Old South". He "grew up in the 1950's & 1960's in nearby Tuskegee when lines drawn in the red clay of the region made it clear that we were not to be friendly or courteous - much less helpful to someone of that 'other race'." He goes on to say that his memories of Auburn were those of being courteously escorted out of restaurants and other public places. As soon as he graduated he left the South and departed to what he considered a more "open minded society". The upshot of the whole letter was to thank the library employees and especially the reference librarian who so willingly gave him excellent service, saying "she was courteous, helpful and extremely professional". He has changed his attitude about the people who work and live in the South and closes the letter with the statement, "It may have been a very simple thing to her. But, it meant the world to me."

I am allowing myself a little bit of bragging rights because I feel the faculty and staff in the library are so competent and believe so strongly in providing outstanding service and educational support for the university community. We want to be an essential part of providing information sources and research as you begin this academic year. Please visit the library regularly and utilize our resources. We are here for you!

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E.L. Burt, Russell County, Alabama, August 14, 1925, holding stalks of cotton that received no rain. From Cooperative Extension System Records, Special Collections & Archives, Auburn University Libraries. This photograph will appear on the cover of Big Cotton: How a Humble Fiber Created Fortunes, Wrecked Civilizations, and Put America on the Map, by Stephen Yafa. Big Cotton will be published by Penguin Group.

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Special Collections Features New Displays

This fall there are three new exhibits in Special Collections & Archives, which is located on the ground floor of the Draughon Library. One features architectural renderings of several Auburn University buildings, including Cate Hall, which was recently placed on the National Register of Historic Places. Another features prints done by Conrad Ross, Professor Emeritus of Art at Auburn University. The third traces the history of Auburn cheerleaders from 1918 to the present and includes this illustration from the 1928-1929 Rat Bible, predecessor of the Tiger Cub, Auburn's current student handbook.
"Rank" is one of those many English words that carry a wonderful combination of meanings; as a result, any user of this word unwittingly operates with delightfully ambiguous precision. In addition to the usual meaning (“high or eminent station or position”), “rank” also means “offensively gross or coarse,” perhaps related to the now archaic meaning “lustful, rutish.” Those of us inclined to luxuriate in the consideration that we are people of “rank” may be oblivious to this comical ambiguity; one hopes that those forced to bear our pretenses are not.

The following list indicates Auburn’s rank during 2003 among the 114 members of the Association of Research Libraries. As a comparison, the University of Alabama’s rank is in parenthesis.

- Overall ARL Score: 88 (97)
- Volumes Held: 73 (87)
- Total Current Serials: 42 (78)
- Microforms: 97 (63)
- Government Documents: 39 (12)
- Manuscripts and Archives: 82 (29)
- Sound Recordings: 99 (74)
- Total Interlibrary Lending: 98 (113)
- Total Interlibrary Borrowing: 109 (78)
- Reference Queries: 42 (62)
- Presentation Participants: 27 (93)
- Total Circulation: 104 (110)
- Total Library Expenditures: 107 (93)
- Ph.D. Fields Offered: 48 (71)
- Total Full time Graduate Students: 47 (100)

Digital Resource Laboratory (DRL) to Open in RBD Library
by Aaron Trehub

A new multimedia resource center is opening this fall on the first floor of the RBD Library. Called the Digital Resource Laboratory (DRL), its mission is to help Auburn University students, faculty, and staff create and use multimedia materials in class assignments and course packets. The lab will do this by providing access to the latest multimedia hardware and software, together with the on-site technical expertise needed to use these resources to best advantage. The DRL is committed to serving the multimedia technology needs of Auburn University students and faculty in all academic disciplines.

For more information on the lab’s resources and its hours of operation, please visit the DRL Web site at http://www.lib.auburn.edu/drl/.

ALLIES (Alabama Libraries Exchange Service)
by Bob Yerkey

ALLIES (Alabama Libraries Exchange Service) is a great alternative to Interlibrary Loan Requests. For those of you unfamiliar with it, ALLIES is a cooperative lending service that allows patrons to borrow books directly from one of our ALLIES partners (Jacksonville State, AUM, University of Alabama, and UAB). Active faculty, staff, students, and retired faculty/staff can check a book out for 28 days with one 28-day renewal and it usually arrives within 3 to 5 days. It’s quick, easy to use, and you can keep the book longer than a normal ILL item. The next time you’re searching for a book that our library doesn’t have, log onto AUBIBCAT, click either the basic search or keyword search, then click the ALLIES link and give it a try. You’ll be pleasantly surprised. If you are visiting any of the ALLIES campuses you can stop by with your ID and check out books on site. They can then be returned to any other ALLIES library and they will be shipped back to their home library.

Document Delivery Services
by Jeff Laslie

Document Delivery provides a range of useful services to faculty to assist in research. The Document Delivery office includes Inter-library Loan (ILL), AubieXpress, Ingenta, and the Library Courier. All of these services can be located from the AU Library homepage by clicking on Delivery Services.

Inter-library Loan provides books and articles that the library does not have in its collection to faculty, staff, and students. The request forms are found online and do not require additional passwords. Articles can be delivered electronically or held at our Circulation Desk for pick-up. Books will be held at our Circulation Desk and placed on hold under the requestor’s name.

AubieXpress is a free service that provides pdf copies of articles and book chapters that we hold in print format. Requests are usually processed within 2-4 working days and there is a maximum request limit of 5 items per person per day.

The Library Courier delivers material to AU departmental offices or between the RBD Library, the Cary Veterinary Medical Library, and the Library of Architecture, Design, and Construction. Books delivered to departmental offices will be checked out to the patron and sealed in jiffy bags. Someone must be in the departmental office to accept the material upon delivery.

Ingenta is a general database of over 8 million articles in many disciplines. Patrons can order articles and they either will be

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delivered immediately to your desktop if in electronic format or within approximately 48 hours by fax or Ariel delivery. The AU Libraries subscribes article costs to $46.00 per article for AU faculty, staff, and enrolled graduate students. You must register for Interact Services and set up your account.

If you have any questions about Document Delivery Services or would like to learn more, please call Jeff Luzi at 844-1745.

INTERNET PLUS FOR AUBURN FACULTY AND STUDENTS

by Glenn Anderson

During the past five years, many scholars have found that they can read or print off much of the journal literature they need online. Of course, this access from home or office is not freely available from the Internet. Auburn students, faculty, and staff have access to thousands of licensed journals and popular magazines because the Auburn University Libraries have licensed these titles: the Libraries pay over $1,000,000 per year to maintain this online access. At www.lib.auburn.edu, one can click on "journals" and get a complete list of links to the thousands of journal titles available; or one can search for a particular journal title in Auburn's catalog to find whether a link to full text is available. Many of these journal titles are among the most prestigious and/or expensive journals in their fields and are available online. This online collection provides researchers access to a more extensive journal literature than Auburn ever offered in print.

Online access is available for about 1,000 journals published by Elsevier (via ScienceDirect), despite the fact that Auburn has subscriptions to only about 350 of these journals. Access to about 400 journals published by Springer Verlag (via SpringerLink) is available, despite the fact that we subscribe to only a few dozen Springer titles. Access to over 300 journals published by Wiley is available (via Wiley Online), despite the fact that Auburn subscribes to only 88 of these titles. Access to over 300 journals published by Blackwell Scientific is available (via Synergy). Access to almost 200 journals published by Oxford University Press is available (via Oxford Journals Online). Access to over 400 journals published by Kluwer is available (via KluwerOnline), despite the fact that Auburn subscribes to only about 35 of them. This online access to journals from major scientific publishers, combined with access to the journals published or collected by the American Chemical Society, IEEE, ACM, ASEE, MathSciNet, and BioOne, bring Auburn researchers access to over 3,000 scholarly journals, despite the fact that we purchase paper subscriptions to fewer than 1,000 of these journals. This cost of online access to journals in science, technology, and medicine is designed to support research by Auburn faculty and students in these areas.

Online journals are also available to students in the Social Sciences and Humanities. Full-text access to all of the journals published by the American Psychological Association is available (via PsycArticles); over 150 management journals are available (via Emerald Intelligence); hundreds of education-related journals are available (via JSTOR). To learn more about these or other full-text journals in your area of specialization, contact the librarian responsible for your subject area or contact Glenn Anderson at glenn@auburn.edu.

FIND OUT WHAT'S HAPPENING WITH THE WHAT'S NEW LISTSERV

What's New? There's an easy way to keep up with all of the new developments at the University Libraries: the What's New Listserv. Normally updated every two weeks, the Listserv alerts the subscriber to recent additions to the libraries' collections, such as new databases, reference sets, new services offered to library patrons, and other library-related announcements.

Recent What's New alerts have informed subscribers of the addition of databases such as WDI Online (World Development Indicators), Television News Archives, Naxos Music Library, and Columbia Granger's World of Poetry. These alerts provide a brief summary describing the new resource so you will be able to determine its potential value. Similarly, What's New alerts the subscriber to new services available to the library such as the construction of the new OIT (Office of Information Technology) inside the Ralph Brown Draughon Library and the opening of the Internet Cafe. What's New also serves to provide announcements of special library events and exhibits, such as guest lectures for Black History Month, Women's History Month, and Faculty/Graduate Seminar on library resources.

Subscribing to the What's New Listserv is easy. Simply send an e-mail message to majordomo@auburn.edu and type "subscribe Whatsnew-L" (without quotation marks) to the What's New Listserv. Norrnally updated every two weeks, the Listserv alerts the subscriber to recent additions to the libraries' collections, such as new databases, reference sets, new services offered to library patrons, and other library-related announcements.

NEW FACULTY LIBRARY ORIENTATION

On Thursday, October 7th, between 8:30 AM and 4:30 PM, the University Libraries will host a library orientation for new AU faculty members. This event will be held in the Second Floor Conference Room of the Draughon Library. New faculty are invited to drop in at any time between 8:30 AM and 4:30 PM on the 7th.
Every semester the Auburn University Libraries holds classes of possible interest to the faculty and graduate students on library resources and services. The schedule for the fall semester is below. Almost all of the classes will have both a morning and an afternoon session covering the same topic and both early and late in the semester classes in an effort to have at least one class time free for everyone who wants to attend. Registration for these seminars is online at: http://frontpage.auburn.edu/oit/training/category.asp?CatType=LibService&CatName=Library+Services.

### FACULTY SEMINARS OFFERED FALL SEMESTER 2004

<table>
<thead>
<tr>
<th>Seminar Title</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Presenter</th>
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<tr>
<td>End Note</td>
<td>10/21/04</td>
<td>2:00PM - 4:00PM</td>
<td>RBD 1st floor computer lab</td>
<td>Lisa Bevill</td>
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<td>Faculty Seminar: E-Reserves</td>
<td>11/04/04</td>
<td>2:00PM - 3:45PM</td>
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<td>Jon Brasher</td>
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<td>10/05/04</td>
<td>8:30AM - 10:15AM</td>
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<td>Andrew Wohrley</td>
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<td>Faculty Seminar: Standards</td>
<td>12/02/04</td>
<td>2:00PM - 3:45PM</td>
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<td>Andrew Wohrley</td>
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<td>ILL/Document Delivery</td>
<td>10/14/04</td>
<td>2:00PM - 3:00PM</td>
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<td>Jeff Luzius</td>
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<td>09/28/04</td>
<td>8:30AM - 9:30AM</td>
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<td>Andrew Wohrley</td>
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<td>11/11/04</td>
<td>2:00PM - 3:00PM</td>
<td>RBD 1st floor computer lab</td>
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<td>10:00AM - 11:30AM</td>
<td>RBD 1st floor computer lab</td>
<td>Barbara Bishop</td>
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*Through the ESRI Visual Campus. Limited to 15 students in each class.

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