FROM THE DEAN

Dr. Stella Bentley

It has been a privilege to become a member of the Auburn community. The collegial atmosphere evidenced at each new encounter with faculty, students, and administrators and the strong support for the library as central to the academic mission at Auburn have made the decision to come here a compelling one. When I arrived here from the University of California at Santa Barbara in September, I found a smoothly functioning library system with dedicated staff. Much credit should go to Bobby Holloway, who served as the acting dean for two years. Among the accomplishments of his term were the selection of a new online system and the beginning of the migration from LUIS to AubieCat. We have now completed most of the migration process, and AubieCat became our new operating online system with an official ribbon-cutting ceremony on January 6th.

AubieCat is a next generation library system that uses state of the art technology (including a web browser and graphical user interfaces) to make the library's data more accessible to all users, whether local or remote. Because it is Web-based, our faculty and students are now able to access the catalog directly from any workstation with Web capability. In addition, the library can now provide direct links from our catalog records to other Web-based materials such as images, full-text materials, e-journals, databases, and other local or remote resources. AubieCat is very user friendly, as well. It is possible to just point and click rather than having to know commands. Individuals can now look at their own circulation record, too, and see what they have checked out and when it is due. An additional feature which will be added as soon as possible will enable people to renew their own materials online from any workstation.

The migration to a new system and the introduction of a number of e-journals and other full text online material to our collections are just first steps. There is much to do for the Auburn Libraries. A brief listing of immediate priorities includes:

- Building strong connections to the academic departments.
- Developing the collections to better meet the teaching and research needs of the campus.
- Developing electronic resources that assure the most efficient access to local and external digital resources.
- Enhancing services.
- Enhancing resources.

These goals are predicated on the realization that the Auburn University Libraries have many strengths and have had a tradition of excellence that will continue to be fostered. At the same time, it is obvious to someone entering our libraries that they can be very difficult to navigate and use successfully. Therefore, we will be working closely with faculty, administrators, and students to define the kind of library that will serve Auburn for many generations to come.

We plan to send out a newsletter quarterly to keep you up-to-date about our collections and services. Please feel free to call (4-1714) or email me (bentley@lib.auburn.edu) with any questions or concerns.
Auburn University Libraries, Newsletter to Faculty

INTERLIBRARY LOAN AND DOCUMENT DELIVERY

Linda Thornton, Head, Interlibrary Loan

The interlibrary loan staff will help you gain access to materials not owned by the Auburn University Libraries. We're located on the second floor of the Doughton Library, next to the main circulation desk, and open Monday through Friday from 7:45 am to 4:45 pm. The following should answer most questions you might have about our service. If not, please call us at 844-1728.

Who is eligible for interlibrary loan services?
Auburn University's enrolled students, faculty, and staff members.

How do I place a request?
Use the electronic request forms on the AuburnPlus homepage, or the paper forms available in each library. Be sure to:

- Give complete, accurate information about yourself. Please provide all the information requested. Your request form contains the information we need to notify you that the material has arrived. If a student assistant is preparing your request forms, make sure your name, not the student's, appears as the requestor.
- Give complete, accurate citations. We can usually find requested items when one or two pieces of information are missing, but every bit of information helps. When requesting journal articles, please check the author, title, and page numbers. Each piece of data serves as a check on the others in case of a problem. If your citation comes from an index or database, please include that information.

Tell exactly where you found your citation.
Include the citation number or page reference to your source. Many indexes and databases provide accession numbers (variously called access, abstracts, or citation numbers). These numbers will appear in different locations in the citation depending upon the index or database you are using. Please include the name of the database or index you searched. (Note: WinSpies and WebSpies are not databases).

How long does it take to get an item through interlibrary loan?
Normal delivery ranges from a few days to three weeks. Actual time depends on many factors, including the scarcity of the title you need. Allow several weeks before a deadline to get your most important materials.

What if I need something faster than the average time?
Just let us know by putting the information in the "Additional Information" box on the electronic form or by adding a note to the paper request form. We will do everything we can to expedite processing. Most suppliers charge additional fees for rush processing and delivery. Call our office (844-1728) for additional information.

Is there anything I can't get through ILL?
Yes, we will not request articles available in our full text databases and will not borrow textbooks or items to be placed on course reserve. There are some materials that libraries generally will not lend. Our own policy is useful for gauging potential success in borrowing special items from other libraries. AU does not lend these categories of items to other libraries: entire issues or volumes of periodicals current or bound, audiovisual materials such as videocassettes and sound recordings, rare books, manuscripts, artificts, original and unpublished papers, reference books, newspapers (original copies and the last ten years on microfilm), items in loose-leaf format, microfiche, computer software, and genealogy materials.

In addition to these common non-circulating items, some libraries will not lend dissertations and theses or newspapers on microfilm. Pre-1950 imprints are becoming difficult to borrow unless available in microform. Some libraries may lend these materials with restrictions such as "Library Use Only" or "No Renewal" or "No Copying." Of course, we can't control the lending policies of other libraries. If we cannot find a library willing to lend an item that is critical to your research, you may need to budget time and funds to travel to the material.

How many requests can I submit?
We will accept any number of requests, but do reserve the right to limit the number we process in one day. We do this to maintain an even workflow so that all AU patrons receive the best service possible. The Interlibrary Loan Librarian, Linda Thornton, will be happy to speak with you about your need for an exception.

Why do I have to fill out a separate form for each item I request?
We need to keep track of your individual requests so that we can deliver items to you. Your original request form is what identifies the item as yours. Transferring information from lists or computer printouts would divert staff time from obtaining materials and would cause delays for everyone.

We're required to prove compliance with the copyright law. Guidelines developed to help interlibrary loan operations comply with Section 108 of the Copyright Act of 1976 require us to retain documentation on all ILL photocopy requests for three years.

What will it cost me?
The Libraries will pay the first $25 of the cost for photocopy of an article or the loan of an item. If the cost of the item is more than $25, the additional cost is the responsibility of the requestor. Rush delivery may be available as additional cost. Contact the ILL office for additional information.

How will I know that my material has arrived?
We will send your photocopy request via campus mail. If you'd rather pick up your articles, just let us know when you place the request. We will send you an e-mail message or telephone you to pick up items we loan from other libraries.

How long can I keep books I borrow through ILL?
Usually two weeks. Occasionally, the lending library restricts a loan to a shorter time. We must respect their wishes if we expect them to continue sharing their collections with us.

Can I renew ILL books?
This is always at the discretion of the lending library. You must contact us before the original due date. We will give you a temporary new due date and request a renewal. If the lending library approves the renewal, the item will be due on the date we supplied. If the lending library denies the request, we will recall the book for immediate return.
Do I need to check ILL books out at the circulation desk? No. We take care of all ILL transactions in the Interlibrary Loan office.

My book is overdue. How much are the fines? We do not charge a fine unless the lending library charges one. We do issue overdue notices and will suspend interlibrary loan privileges and block circulation privileges when items are significantly overdue. If you lose or damage a book, you will be responsible for replacing the item either by paying replacement costs or purchasing a replacement copy. The lending library will decide upon the method of replacement. We must maintain good relations with other libraries so that we may continue to obtain materials for all AU clients. Libraries may suspend all borrowing privileges because of the irresponsible actions of a single patron.

How can I check the status of my request? Stop by the ILL office in Draughon Library or call us during business hours. Be prepared to tell us exactly what the requested item was, when you placed the request, and whether you placed it electronically or on a paper form. Please allow a minimum of two weeks before checking on the status of an item. The process is much easier if you keep good records of what you have requested.

Do I have the item on microfilm? Can I borrow hard copy through ILL? No. Our policy is to avoid borrowing items that we own, regardless of format. The libraries purchase materials for permanent retention in order to provide on-site access to the content that AU clients need most urgently. Often we face a choice between having the collection in micro format or not owning it. In practice, items such as ERIC documents are available only in microfiche.

If a book is checked out or missing, will ILL borrow it for me? We will refer you to circulation to place a recall on an item. If the item is long overdue, declared lost or missing, or changed out to the bindery, we will process a request for the item. If you cannot find an item on the shelf, go to a reference desk and ask that a trace be placed.

If a journal is at the bindery, or an article's torn out, can I request a copy through ILL? Yes.

ORDERING BOOKS: HERE'S HOW

Dorothy Marcinko, Head
Acquisitions Department

Each academic department has a faculty library book chair through whom requests for new materials should be made. To assist the department book chair and to determine if an order has already been placed, search AubieCat, the Libraries' online catalog, before placing an order for a book. If we do not already have what you need, please provide as much of the following information as possible:

- Title
- Author
- ISBN (International Standard Book Number)
- Publisher/Place of Publication
- Publication Date

If you have an advertisement or a catalog, please send a copy of that along with the order request.

Books acquired through specific faculty and students requests can be ordered against funds allocated to colleges or departments in the following manner:

1. Submit your request to the book chairman of your department. These faculty book chair are the fund managers and order coordinators for their areas. The printed forms that they have or the e-mail equivalency are submitted to the appropriate library reference department and to acquisitions for processing. There is a list of department book chairs on the acquisitions homepage: http://www.lib.auburn.edu/acquisitions/bookchair.html

2. Some library subject bibliographers have arrangements with book chairs and/or faculty members that allow for other ways to submit requests. Faculty are encouraged to talk with these subject librarians about their research and curriculum needs. The acquisitions homepage lists subject librarians: http://www.lib.auburn.edu/acquisitions/bookchair.html

3. Rush or time-sensitive requests may be submitted to any librarian or to a book chair. These are handled as quickly as possible, but it is best to submit requests early.

4. If a request for an item cannot be filled, it will be returned to the department book chair with an explanation. If an item has been announced but not yet published, the request may be held until release is imminent so funds can be used most efficiently.

5. Records for materials on order or in process are included in the AubieCat online catalog. If you see both a message saying "Not yet available" and a call number, the item is only partially through the receipt or preparation process and not ready for use. If your need for such an item is critical due to a conference or research deadline, ask a librarian for assistance.

The Acquisitions Department has standing orders with many publishers that produce books supporting the Auburn curriculum. These include university presses in the United States, Canada, and the United Kingdom, as well as major domestic publishers who produce academic-level material. Selected conference and institute proceedings are included in these buying plans. Consult the Acquisitions Department, or any library reference department, for a list of the publishers and subject areas included in the approval plan.

Dorothy Marcinko, Head, Acquisitions Department, and Barbara Nelson, Order Librarian, are happy to assist with ordering library materials. They can be reached at 844-1721 or 844-1721, respectively. Sue Flood, Approved Plan Librarian, is at 844-1709.
DEVELOPING THE LIBRARIES' NEW ON-LINE SYSTEM

During the past year, it became increasingly obvious that the Auburn University Libraries needed to evaluate the software package that provided our public database, LUIS. LUIS served Auburn University well for nearly thirteen years, but recent upgrades to the university's mainframe computer required compatible changes in software. Furthermore, the expansion of the web as a communications tool changed library software and hardware needs.

In February 1997, we officially began to explore the necessity of upgrading our library computer system. A committee was formed to coordinate the investigation. The members were Marcia Boosinger, Dale Foster, Helen Goldman, Susan Hinds, Dottie Marcinko, Beth Nicol, Jackie Schurnaker, Harmon Seaton, Paula Sullenger, and Scott Tisdale. Sheri Downer served as chair. Of course, as time went on nearly everyone in the library became involved in the implementation process.

Various software vendors demonstrated their systems to library faculty and staff. After several weeks of presentations, we unanimously decided that a change should be made. A second vote was taken regarding the software vendor. The Endeavor Company from Chicago, Illinois, was chosen. Many of those who worked for the company that developed LUIS are now with Endeavor, which has led to a relatively smooth transition. Furthermore, Endeavor was the only system available that met all our current standards and requirements.

Since July, the library faculty and staff have been involved in planning the conversion. The long hours paid off. On November 19, 1997, nearly two million bibliographic records were uploaded from LUIS to the new system, which has been named AubieCat. The acquisitions, cataloging, and serials departments immediately began working with the new system. Thanks to their effort, we worked out many problems before introducing the system to the public.

In order to avoid disruptions during the fall quarter, we waited until the end of the term before going public with AubieCat. On December 18, 1997, patron records and charges were moved to the new system. During the Christmas holidays, many people worked to prepare the system for public presentation on January 6, 1998, when Dr. Paul F. Parks checked out the ceremonial "first book" circulated through AubieCat.