



PRESIDENT'S ADDRESS

Mark your calendars! We're busy planning the OK/ACRL Fall Conference for Friday, Nov. 13, with a distance education theme (see *the column in the March issue of this newsletter for more of the initial discussion*).

So far, we have confirmed that one of our speakers will be **J. RICHARD MADAUS** (an Oklahoma connection!), who is the Chairman of the Florida Distance Learning Library Initiative Steering Committee. He has been Director of the College Center for Library Automation since its inception. Read more about the College Center in Madaus' article, *Opening the Door to Distance Learning* (**Computers in Libraries**, May 1998, pages 51-55). [Editors' note: Text available through InfoTrac's database General Reference Center.]

See you there!

RHONDA TAYLOR,
President Oklahoma Chapter/ACRL

5 GOOD REASONS TO ATTEND THE FALL CONFERENCE

1. Hear and see great presentations!
2. Hear and share ideas at breakout sessions!
3. Have lunch with a colleague! Catch up on what's happening! Network!
4. Meet the candidates for OK/ACRL Board and Officer vacancies!
5. Fill in YOUR reason here _____

WEB SITES

Thanks to one of our board members, **ANNE PRESTAMO** from Oklahoma State University, here are listings of a few web sites to visit for more information relevant to distance education and academic libraries:

- ◆ Western Governors University <http://www.wgu.edu>
- ◆ Florida Distance Learning Library Initiative <http://www.dos.state.fl.us/dlli/>
- ◆ Extended Campus Library Services Section of ACRL <http://ecuvax.cis.ecu.edu/~lbshouse/home.htm>
(also see the ACRL Guidelines for Extended Campus Library Services, 1990 version, here)
- ◆ Anne's article: *Development of Web-Based Tutorials for Online Databases* (Issue 17, Winter 1998 of *Issues in Science and Technology Librarianship*) <http://www.library.ucsb.edu/istl>



SPECIAL FOCUS: OKLAHOMA CHAPTER OF SPECIAL LIBRARIES ASSOCIATION

- ◆ Last year, the Oklahoma Chapter of SLA sponsored three workshops and seminars:
 1. The first was a hands-on workshop at the Oklahoma Department of Libraries on *Circulating Book Repair* conducted by **GARY HARRINGTON** from the State Archives.
 2. A highly successful *Information Vendor Expo* was held at the Rogers University Conference Center. Representatives from leading information vendors; the Bureau of National Affairs (BNA), LEXIS-NEXIS, EBSCO, and Information Handling Service gave demonstrations of their products, provided attendees with information about their products and answered questions of concerns to librarians dealing with increasing electronic media.
 3. The third program was held in conjunction with the annual meeting. This program featured **LESLIE MILLER**, Oklahoma State University Safety Training Coordinator. Her topic was *Fire Safety* followed by a hands-on opportunity to practice extinguishing fires using the three types of extinguishers.

Our mission is to advance the leadership role of the special librarian and to provide services which will enhance our professional skills. SLA helps us make contacts with others in similar fields, builds problem solving networks and offers professional advantages. The Oklahoma Chapter of SLA currently has approximately 60 members scattered around the state. Members are employed by corporations, private companies, government agencies, technical and academic institutions, museums, medical facilities and consulting firms.

Members of OKSLA are currently updating an old website and are developing a listserv for members and other interested individuals. The program committee, led by President-elect **JOHN BERRY**, are working on events for the 1998-1999 year.

For more information, contact the President, **SUSAN F. WALKER**, Fire Protection Publications, Oklahoma State University, Stillwater, OK 74078. 405-744-7046 or royals@ifstaffpp.okstate.edu

PERSONNEL NEWS:

- ◆ **DON GILSTRAP**, ACRL-OK Chapter Board Member, and reference librarian for the past 3 years at University of Central Oklahoma has taken a position at University of Connecticut as reference librarian at the Connecticut Information Technology Institute.
- ◆ **JULIA CRAWFORD** has accepted the Patents and Trademark Librarian position at Oklahoma State University.
- ◆ **JOYCE SHELTON** is leaving the position of Director of the Eastern Oklahoma State College Library to become the new Director of Learning Resources and Developmental Education. Joyce has been at the Eastern Library for 14 years. Replacing Joyce as is **MARY EDITH BUTLER**, who was formerly librarian at Haileyville Public School. Mary will be on the job August 4.
- ◆ At Southwestern Oklahoma State University, **LINDA PYE** finishes her year as OLA Technical Services Roundtable chair and **JON WOLTZ** begins his year as OLA University and College Division chair elect.
- ◆ **KAREN NEUROHR** is the new Library Director for the Joe E. White Library at Carl Albert State College, Poteau, OK. **GAIL STEWART** officially retires June 18, 1998. Karen has her MLS from the University of North Texas, BA from Northeastern State University, and an AA from Carl Albert State College. She previously was the Library Media Specialist at Poteau High School and also has several years of experiences a high school English teacher. Karen is married to George, a ranch manager, and they have two sons, Chris and Ryan. Chris will be a freshman at OSU this fall and Ryan will be a junior at Poteau HS. Look for Chris in the June 29 issue of Sports Illustrated. He'll be wearing a milk mustache as the Region 16 winner for the SAMMY Award (Scholar Athlete Milk Mustache of the Year)!
- ◆ At Rose State College Learning Resource Center, **SHIRLE HARDESTY**, Coordinator of Library Reference Services, is retiring effective July 1.
- ◆ **JOHN DeGEORGE** was recently honored as the Oklahoma State University Library's Employee of the Year for 1998. DeGeorge is a senior library technical assistant who has worked at the OSU Library since 1988. He received \$500.
- ◆ **TOM MARSHALL** of Stillwater and **BRYAN TAYLOR** of Carnegie were selected at the Dr. James B. and Verena J. Wise Outstanding Oklahoma State University Library Student Assistants for 1997/98. Both received \$500 scholarships. **LAURA RANDOLPH** of Tulsa received the Huik Wunn "Catherine" See Memorial Award for Outstanding Student Shelver at the OSULibrary. She received a \$100 scholarship.



ACRL-OK CHAPTER BOARD UPDATE

- ◆ **BETSY TONN**, from UCO, has graciously filled Don Gilstrap's position on the Board. Betsy supplied the following biography for the newsletter:

I received my MLS from SUNY-Albany in 1989. After a short stint at a small public library in Vermont, I worked at the libraries of Norwich University. There are two campuses, and I spent three years at each. The Montpelier campus was for nontraditional students in distance education programs, and the Northfield campus was for traditional students, most of whom were on campus. At UCO, I'm one of the Reference/Instruction librarians, so I spend some time at the Reference Desk, teach a variety of library instruction classes, do collection development in nursing and library science, and supervise student workers in the Reference Department. I've only been here about 5 months.—Betsy Tonn

OK/ACRL WEB PAGE NEWS

- ◆ Check out the new features on the OK/ACRL web page.
- ◆ March newsletter is now available through Adobe Acrobat in PDF format. The address is

<http://www.library.okstate.edu/okacrl/intro.htm>

- ◆ The coeditors wish to apologize for the incorrect web site addresses given in the last newsletter.

WHAT'S NEW

- ◆ Southwestern Oklahoma State University Library. We are adding Project Muse and Connect Oklahoma's access to the Daily Oklahoman. If there are more than 4 Project Muse users in the state, we can get a joint discount. Interested?
- ◆ Author Judith Viorst was selected for the H. Louise Cobb and the Friends of the Oklahoma State University Library's Distinguished Author Award. She will then speak at the H. Louise Cobb and the Friends of the OSU Library's 1998 Speakers Series Friday, November 6. Viorst is a versatile author of poetry, prose, novels & 14 popular books for children, including *Alexander and the Terrible, Horrible, No Good, Very Bad Day* & *My Mama Says There Aren't Any Zombies, Ghosts, Vampires, Creatures, Demons, Monsters, Fiends, Goblins, or Things*. For more information about this black-tie event, call (405) 744-7331.

OLA-UNIVERSITY AND COLLEGE DIVISION NEWS

- ◆ Congratulations to the new OLA-UCD Officers for 1998-1999:

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SECRETARY:

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- ◆ The next meeting of OLA-UCD is scheduled for July 8, Wednesday. Interested members are meeting for lunch at Eskimo Joe's at 11:30 with the business meeting starting at 1:00 pm in the Oklahoma State University Library Conference Room.

NOTE

- ◆ If you did not receive a membership card with this newsletter it means you have not renewed your membership for this year. Contact **LAURA BOTTOMS**, Treasurer at (918) 343-7717 if you need a membership form or if you think this is in error.



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ELECTRONIC RENEWAL IN AN ACADEMIC LIBRARY

Like most academic libraries, OSU has expanded its use of the Internet to provide services to its users. Initially, we focused on web page development and remote access to reference services, the online catalog, and databases. In 1997, the Access Services Department, which includes circulation, responded to user demands by making it possible to renew books via E-mail and the Web.

Before automation, renewing materials involved a trip to the library or submitting a list of books with call and accession numbers. With the advent of automation, the OSU library added phone renewals. Phone renewals are limited to 10 items per call. Users read the barcodes and library staff key those numbers in one at a time. It is a time-consuming process and when we are busy at the circulation desk, the phone rings off the hook!

In April, we began offering the option of sending a list via E-mail. We had a circulation mail box set up and contacted several patrons who consistently used the phone renewal service and asked them to try renewing via E-mail for a couple of weeks. Once we had formulated a procedure which worked for us, we posted the E-mail address at the circulation desk, and gave it out over the phone as the opportunity arose when people called to renew their books. Users email us a list with their name, ID number, and the bar codes of the items they wish to renew. We send them an E-mail confirmation and a printed list of all the books they have checked out along with the due dates. If for some reason we are unable to renew an item, for example, it has been recalled or is a reserve book, we send them a message indicating the item was not renewed and why.

Next a Web form was created with blanks for user name, ID number, E-mail address, and the bar codes of the books they wished to renew. The form is accessed from the library's home page (www.library.okstate.edu). Initially, we set the Internet form to allow 10 bar codes and we have subsequently increased the number to 40. If a user has more than 40 books to renew, s/he can use multiple forms. We send an E-mail confirmation that the request was received and processed and that a printed copy of everything they have checked out will be sent via snail mail.

Some problems occur when a user claims to have sent a request via E-mail or Web but it didn't get done. The recall/renewal assistant who manages this service keeps an archival copy of each request received. Because transmission errors do occur, we credit intent with the same value as action, until it becomes obvious to us that the individual is attempting to "work the system." This has not been a significant problem.

We have done a number of things to promote the use of electronic renewals. In the fall, we printed bookmarks informing users of all the ways to renew books, but emphasizing E-mail and Web. Bookmarks are placed in books being checked out. We also tell people renewing in person about the service and give them a bookmark as well. That is most effective when the person renewing in person is also paying a fine!

The electronic renewal service has been well received. Phone and E-mail renewals have remained fairly constant, while Web renewals have increased significantly. List and fax renewals have dropped to nearly zero. The ease of electronic renewals has led to requests for other Internet services from circulation. We are examining electronic recall requests and are considering it for fall. If you are interested in more information about our E-mail and Web renewal process, please contact me at (405) 744-7142 or clgwarm@okway.okstate.edu

My thanks to Sharrie Walters, the Library Technical Assistant responsible for Recalls & Renewals for her assistance in the preparation of this article. —

CAROLYN WARMANN, OSU