



Foley Center Library

Front & Center

Volume 8, Issue 1

September 20, 2005

Don't miss the 5th annual Foley Fling!

- This Wednesday, September 21
- 4:30-6:30
- Tour the Foley Center
- Free Italian Sodas
- Lots of giveaways
- All GU is invited
- Fun!!!!

Inside this issue:

Live Chat	1
Work Place Safety	2
Free Films	3
Distance Students	3
ILL	3
St. Als Makeover	4
Library Info	6

Live Help – Chat Reference at Foley Library

The newest way to ask questions at the library is to go online and chat using Foley's new chat reference service which is called "Live Help." This service allows students, faculty and staff to chat with a librarian using interactive software which has a co-browsing capability. In the software, librarians can show students how to search the library catalog or databases step by step, as well as chat with them in a real-time online environment. It's a way for students to use online chat, one of their favorite modes of communicating with friends, in an online library setting. To connect to the chat service use the link for "Live Help" on the Library's home page <http://www.foley.gonzaga.edu>

Started this August as part of a collaborative project with over 20 other Jesuit colleges and universities across the country, the project is another way for students to connect with the library in the electronic arena. Sponsored by the Association of Jesuit Colleges and Universities (http://www.library.georgetown.edu/ajcu_vr/index.htm), this project allows students from any institution to ask questions 24 hours a day, 7 days a week, with only a few exceptions for major holidays. Gonzaga University joined the project this year along with Boston College, Regis University and Rockhurst University. Other AJCU institutions providing chat reference as part of the consortium project include the WCC schools Santa Clara, Loyola Marymount, and University of San Francisco, as well as east coast schools Canisius, Fairfield, Fordham, Georgetown, Holy Cross, LeMoyné, Loyola College and St. Joseph's. Midwestern and southern schools participating include Creighton, John Carroll, and Xavier, as well as Loyola (New Orleans), Marquette, University of Detroit and University of Scranton. In all there are 23 AJCU colleges and universities participating in providing online chat reference.

The genesis of this project came through discussions about collaboration by the AJCU library directors who meet on an annual basis. For the participants, the project allows libraries to extend standard hours of operation by distributing the staffing of online chat reference across many libraries and multiple time zones. For students, this means they are able to chat with a librarian any time of the day or night and get assistance with their library research, ask questions about library services and find immediate answers to their questions.

Using software developed by Tutor.com, AJCU is providing a collaborative and unique service to students who live across the country. For example, from 9 AM to 9 PM in all time zones the service is cooperatively staffed by AJCU librarians. At other times, questions are answered by Tutor.com's Librarians by Request service. The service is available to

(Continued on page 2)



Linda Koep, one of the librarians waiting to chat with you.

Live Help

(Continued from page 1)
 current students, faculty and staff at the participating institutions. When accessing the service, an individual provides his/her name, email address and the name of the affiliated institution. Transcripts of the online chat are sent to each user after the chat is completed, providing links to the resources used and additional notes provided by the librarian as needed. On the technical side, the collaboration software works best using Internet Explorer (5.0 and above) on a Windows-based computer. The software does work with a Macintosh computer but the session may downshift to a more basic interaction. How-

ever, you will still be able to collaborate with a librarian. More technical tips are available on the library's web pages under the link "Ask a Librarian." Online chat is an ideal environment for students to get specific pieces of information, such as a fact, a date, a spelling of a name or a verification of a citation. Suggestions for appropriate electronic or print resources are provided to help find information for a project or research paper.

For in-depth reference questions or detailed research assistance, a student may be referred to the library's reference librarians for more extensive assistance.

Tips for online chat reference

- ~ Be clear and concise.
- ~ Be specific about what you are trying to find.
- ~ Tell the librarian what resources you have used.
- ~ Provide your email address so you can receive a transcript of the session.
- ~ Let the librarian know when he/she has provided enough information.

For further information about "Live Help," Foley's online chat reference service, contact John S. Spencer, Coordinator of Reference and Periodicals, spencer@gonzaga.edu (323-6110).



Look for this button on the Foley website for live help any time, any day!

**Respect,
 Service
 and
 Safety**

*Key values of
 workplace
 safety*

Congratulations to WIN's Mary Ellen Willemssen for her promotion from Program Assistant to Project Manager for Report Services. Effective August 2005.

Work Place Safety a Priority

This summer, Dean Bell-Garrison and the Administrative Team decided that workplace safety would be a priority for staff training and development this year. This emphasis on personnel complements work done by Sydney Chambers ensuring preservation of the collection in case of emergency. The administration identified **PrepareTrainingSM** of the Crisis Prevention Institute as

the program to be offered. The **PrepareTrainingSM** program was developed to help organizations manage potentially disruptive or even dangerous situations. **PrepareTrainingSM** has been used by a number of other libraries in Washington, as well as library and non-library settings throughout the country.

In July Linda Pierce and Kelly Jenks attended a two day session to become certified trainers for the **PrepareTrainingSM** Program. In August all library faculty, staff and administration completed the 6 hour class. This fall Linda and Kelly will be offering training for all library student workers to increasing their confidence and morale while dealing with difficult situations at work.



Linda Pierce and Kelly Jenks

Independent Film Series @ Foley!

Yes, Foley Center is the place to catch **FREE** public viewings of award-winning films that might not otherwise make it to Spokane.

Every 3rd Wednesday of each month through 2005, you'll have the opportunity to see a first-rate, first-run film provided by the

Film Movement (<https://www.filmmovement.com>).

September's film will be **Agata and the Storm** When Agata (Licia Maglietta), the popular bookshop proprietor and dispenser of sunny wisdom in the form of books is suddenly wooed by a man

almost half her age, her electricity hits high-voltage. Yet it is Agata's joy and magnetism in the face of life in all its irony that eventually offers the eye of the storm.

Wednesday, September 21 at 7:00 pm in the Foley Tele-conference Center.



Agata and the Storm, September's Independent Film

Distance Services Update

Foley Library is always looking for ways to improve our services to Gonzaga's distant learners. Last spring we sent a survey to a number of "DL's". While allowing ourselves to bask briefly in the numerous positive comments we received, it was obvious that we fall short in communicating the existence of the library and its services to off-campus students. Several respondents remarked that the survey was the first information they had received about library services! Well, that is just unacceptable!

While we work on that problem, we would like to remind everyone that the library and its resources are available to you wherever you are. With

so many full-text databases available through Foley Library, you can get articles on nearly any topic online! For our distant students (50+ miles from campus) we offer additional services such as mailing books to you and sending you copies of articles from our collection here at Foley. There are also some new online tutorials available – see the "Tutorials" link on the Foley homepage. With our new 24/7 reference chat service, any member of the Gonzaga community can get help from a library any time of the day.

Distant Students may also wish to subscribe to distant-I, a listserv used to communicate information or current

issues pertaining to Distance Library Services at Gonzaga. To subscribe to this list send email to major-domo@gonzaga.edu with the command "subscribe distant-I" in the body of the message. Leave the subject line blank.

Any distant student or any faculty member who teaches distant students is encouraged to contact the Distance Services Librarian (that would be me!) for more information. Theresa Kappus, 323-3820, kappus@gonzaga.edu or toll-free 800-498-5941. If you don't want to go that far, at least check out the Distance Services page at www.foley.gonzaga.edu/distant. Have a great year!

*Remember to
update your
address in
ILLiad to
receive your
Interlibrary Loan
books*

From the Interlibrary Loan Department

It's exciting to see all the students back on campus and we look forward to serving your interlibrary loan needs. Interlibrary loan (ILL) is a service we offer to obtain books and articles from other libraries if Foley doesn't have what you need for your

research. Always check Foley first, but when you need an "ILL", we are here to help. Just sign up for an ILLiad account or login to your existing account to place a request. We would also like to remind returning students to update their in-

formation in ILLiad, especially if you have a new address. For more information on Interlibrary Loan or ILLiad go to <http://illiad.gonzaga.edu/illiad/FAQ.html> or ask any of the helpful Foley staff.



Anji Mertens and Theresa Kappus, your ILL and Distance

St. Aloysius Library Gets a Makeover

At the end of last school year, St. Aloysius Elementary School's auction raised funds for a renovation of their K-8 school library. Foley Center Library staff was asked to consult on the project. Dean Eileen Bell-Garrison was glad that St. Aloysius had thought to ask for our help. "I am especially pleased to give our staff an opportunity to see the value of their skills and to be able to help. I think they often take that expertise for granted and don't realize how valuable their knowledge is ... it's a great opportunity for the staff to do something special."

Over the course of the summer several members of the Foley Center Library worked with St. Aloysius to suggest approaches to redesign their library, purchase and set up an automated catalog and to actually catalog their collection of books and videos. St. Aloysius School Library now has an automated system where the librarian, students, and teachers can search for specific books in the collection. Pictures of work on this project can be found at the following website:

www.foley.gonzaga.edu/news

Late June and early July was spent boxing up old books and moving out old shelves. The St. Aloysius collection is old and needed some weeding. Theresa Kappus and Kelly Jenks were able to offer some collection development insight. Most people don't ever want to get rid of a book, so it's helpful to have someone run through the process of deciding

whether to keep or to discard an item. St. Aloysius' librarian, Kimberly Evans, was very appreciative of their suggestions and will probably call on them for more advice in the future.

Kelly and Sarah Okert brought a fresh look to the library by helping to paint the walls a pale yellow. This color nicely enhanced the high ceiling and large windows. New shelving was brought in to hold the current collection. Numerous volunteers from St. Aloysius and Foley were called upon to unpack 20-30 boxes of "new" books and to help clean old books. Thanks to additional Foley volunteers Valerie Kitt, Laura Hathorn and Mary Water for pitching in that day!! They helped make the "old" collection look new again. It was a dirty job, but one that was much appreciated.

While all the moving and painting took place, work was being done behind the scenes. Kathleen O'Connor helped coordinate demos of automated software products that St. Aloysius could purchase. She was also able to collect some posters for the library classroom from the American Library Association's national conference. These posters now decorate the newly painted walls and catch the students' attention. Cataloging and labeling the collection was an enormous project in itself. Doug Wayman and Marjorie Luce undertook that task.

Follett's automated system Destiny™ Library Manager™

was chosen in late July. Dave, the IT (information technology) guy for St. Aloysius (and the librarian's husband), then had the challenging job of dealing with server issues, installing software and setting up the OPACs (Online Public Access Catalogs ... a.k.a. the library catalog). By August 8th, Doug and Kimberly had worked through most of the setup preferences and were able to catalog their first book! Marjorie and student cataloging assistant, Allison Rego, then came in to help catalog. With 3 people cataloging simultaneously for 2 weeks Destiny™ had over 1,000 items in the catalog. After 3 weeks, Destiny™ had 2,253 items and the catalogers were cross-eyed from having worked about 250 hours in front of a computer monitor.

Meanwhile, Kimberly was busy unpacking boxes and getting the room set up for classes that started August 30th. August 29th, Kimberly, Dave and Marjorie were scrambling to finish as much as they could. Thanks to Marjorie, Kimberly became comfortable with Destiny™. She learned how to check in, check out, place holds and do "on-the-fly" cataloging for the books not yet in Destiny™. Kimberly also had the job of inputting the faculty data into Destiny. Thanks to Valerie, all the student data had already been entered!! Then Kimberly printed out student and faculty barcodes to use for circulation purposes. A little vacuuming and everything was done. Amazingly,

(Continued on page 5)



Unpacking new books at St. Als Elementary

St. Aloysius Elementary School Annual Auction raised funds for a renovation of their K-8 school library



Dave Evans and Doug Wyman

St. Al's Makeover

(Continued from page 4)
they were ready for classes to start the next morning!!

What needs to be done now?

More cataloging and processing! The Foley catalogers were able to catalog about 2/3 of the current collection over the summer, but they didn't even get to touch the 3,000+ new books nor the 500+ videos. It would also be nice if, once the patrons find a call number in Destiny™, they

could easily locate the item on the shelf. So, re-labeling the books is a big next step. Labels need to be matched to barcodes, attached to books and taped over. It is now up to Kimberly and St. Aloysius volunteers to catalog the remaining items, laminate or cover them, label them, shelve them, etc. So, if you or somebody you know is interested in volunteering, contact the St. Aloysius School at (509) 489-7825.



St. Aloysius' librarian, Kimberly Evans

Foley Front & Center is published four times a year, twice during the Fall semester and twice in the Spring.

Editors: Paula Foster, Marjorie Luce, Molly McFadden, Stephanie Plowman, and Brenda Warrington

Email questions or comments to:
foleyweb@gonzaga.edu

Federal Workstudy Positions @ the Foley Center

Job descriptions & employment applications are available at the Reference Desk on the Main Floor (straight ahead as you enter the library) or in the Administration Office (3rd floor, East end). Please return applications to the Admin office to arrange an interview. Questions ... contact Elaine Spidahl at 323-6533

Fall 2005 (Aug 30-Dec 9)

Holiday hours on website

Library Hours

Mon - Thur 8 am - Midnight
Friday 8 am - 9 pm
Saturday 9 am - 6 pm
Sunday 11 am - Midnight

Administrative Offices

Mon - Fri 8 am - 5 pm
Sat & Sun Closed

Special Collections

Mon - Fri 8:30 am - Noon,
1 pm - 4:30 pm
Sat & Sun Closed

Can We Help?

Acquisitions	323-6546
Administrative Offices	323-6532
Chastek Law Library	323-5792
Circulation Desk	323-5803
Computer Help Desk	323-5550
Distance Learner Services	323-3820
Donations	323-6546
Interlibrary Loan	323-6534
Media Services	323-6664
Paw Prints Copy Center	323-5858
Periodicals/Computer Lab	323-3824
Reference Desk	323-5931
Special Collections	323-3814
Student Job Opportunities	323-6533

www.foley.gonzaga.edu

Foley Center Library
Gonzaga University
502 E Boone Ave
Spokane, WA 99258-0095
www.foley.gonzaga.edu



Foley Center Library . . . Your Place!