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UTA LIBRARIES

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Just say NO... to bad behavior!

“The customer is always right” is an empowering statement for the consumer; however, living up to that expectation can cause headaches for the hapless person at the desk. Too frequently we see patrons become more and more irate over a perceived injustice or lack of help. Confronting an angry patron is never pleasant and can leave us feeling shaken.



But while we in the library actively promote service – providing good customer service, offering useful services, and providing service anytime, anywhere – we don’t do much to promote the practical skill of being assertive.

Being assertive does not mean being rude or manipulative. Rather, it is one way to equalize a difficult situation and preserve our dignity and self esteem.

“You have a right not to be able to do everything the us-

ers want, and you have the right to state your inability to meet their needs without making excuses,” writes Janette Caputo, author of *The Assertive Librarian*.¹

Being assertive is easier said than done, but the good news is that assertive behavior can be learned and developed through practice.²

Helpful Hints For Assertive Behavior³

1. Be sure where you stand first, whether you want to say yes or no. If you are not sure, take time to think it over and let the person know when

you will have an answer.

2. Ask for clarification if you don’t fully understand what is requested of you.
3. Firmly and calmly say the word “no” when declining. “No” has more power and is less ambiguous than “well I just don’t think so. . .”
4. Be as brief as possible. Give a legitimate reason for your refusal, but avoid long elaborate excuses, explanations, and justifications. Such excuses may be used by the other person to argue you out of your “no”.
5. Make sure your nonverbal gestures mirror your verbal messages. Shake your head from side to side when saying “no.” Often people unknowingly nod and smile when they are attempting to decline or refuse.

Connections

Just say NO... to bad behavior! (cont.)

- 6. Use the words "I won't" or "I've decided not to" rather than "I can't" or "I shouldn't." This emphasizes that you have made a choice.
- 7. You may have to decline several times before the person "hears" you. It is not necessary to come up with a new explanation each time, just repeat your "no" and your original reason for declining.
- 8. If the person persists even after you have repeated your "no" several times, use silence or end the conversation.
- 9. You may want to acknowledge any feelings another has about your refusal: "I know this is a disappointment to you, but I won't be able to. . ." Do not say you are sorry or apologize for your refusal. This tends to compromise your basic right to say "no."
- 10. Avoid feeling guilty. It is not up to you to solve every problem or make everyone happy.
- 11. If you do not want to agree to the person's original request, but still desire to help him or her out, offer a compromise solution.
- 12. You can change your mind and say "no" to a request you originally said "yes" to.

Further Resources

- 1. *The Assertive Librarian* by Janette Caputo. Published by Oryx Press, 1984. Call number: Z682 .C26 1984
- 2. *The Complete Idiot's Guide to Assertiveness* by Jeffrey P. Davidson. Published by Alpha Books, 1997. Call number: In netLibrary Collection
- 3. *Conflict Management*. Staff

Development class from Human Resources.

—Evelyn Barker. With special thanks to Elizabeth Swift

Notes:

- 1. Caputo, Janette. "Your right to fight back." American Libraries. April 1984: 245.
- 2. Caputo, Janette. "Assessment of MLA Assertiveness Training for Librarians: Students' Behavior Changes After Taking C.E. 669, Assertiveness and Human Relations Skills." Bulletin of the Medical Library Association. 73.4 (1985): 373-82.
- 3. Adapted from a handout by Washington State University, Snohomish County Cooperative Extension. "Helpful Hints For Assertive Behavior." Courtesy of Elizabeth Swift.

Library MallCam



The small camera mounted high on the front of the library shows the library mall and adjoining buildings in real time. The viewer can use the controls on the left side of the screen to pan and tilt the camera to observe strollers near the fountain or get a peek at the sky. I found it easy to zoom in to see individuals and

details and helpful when deciding whether to take my umbrella with me when going to lunch.

The MallCam is managed by Information Technology and has been operational since the first week of May. Weather watchers can access the site

from [http://mallcam.uta.edu/ViewerFrame?](http://mallcam.uta.edu/ViewerFrame?Mode=Motion&Language=0/) Mode=Motion&Language=0/ or the link from the Library Staff Resources page.

—the Editor

Imitation of Life

One could have spent Saturday, May 22, 2004, at home watching the no-longer-funny *Saturday Night Live* and catching up on laundry. Or, one could have attended an all-Mozart Houston Symphony performance, as I did.

The concert opened with the rather dark overture of his opera *Idomeneo* and continued with the complex Violin Concerto #4 in D major. The highlight, however, was his Requiem, his last and unfinished work. A requiem is a Roman Catholic funeral mass.

People who have seen the partially fictitious film *Amadeus* might think that Mozart dictated his Requiem from his deathbed to Salieri. In reality, it was commissioned by Count Franz von Walsegg, who sent an agent to ask Mozart to write it in 1791, the same year Mozart died. The Count planned to claim the work as his own and have it performed on the anniversary of his wife's death.

Mozart was very ill, and he believed he was writing music for his own funeral. Knowing his death was imminent, he left instructions for one of his stu-

dents, Franz Süssmayr, for completing the work. Süssmayr did so after Mozart's death, but it is unreasonable to expect that anybody could even begin to approach the brilliance that Mozart would have put into the last of the work. After Süssmayr's completion, Mozart's wife Constanze delivered the work to Count Walsegg in exchange for payment. The Count had it performed on the third anniversary of his wife's death.

I have been enchanted with this work since I first discovered it in 1991, the 200th anniversary of Mozart's death. I did not see it performed live until the Dallas Symphony Orchestra performed it in November 2001. Unbelievably, the DSO planned the performance in 1999. With the events of September 11, 2001, fresh in my mind, I wept uncontrollably as the musicians gave the most emotional performance I have ever attended. On September 11, 2002, over 15,000 musicians performed this work in commemoration.

As appropriate as his work is in times of mourning, it is also life affirming. Some believe that Mozart wrote this master-

piece as if he were looking down onto Earth and seeing the bigger picture. Sacred or secular, it is a commemoration of life and death, and reminds us that we have the opportunity to truly live and feel every moment in our lives. The youth, beauty, and life in Mozart's music, from his first work to his Requiem, suggests that he wished vivaciousness for all of humankind, wishing it even from the pauper's grave that he was unceremoniously thrown into on the stormy day of December 6, 1791, at the age of 35.

Recommended Listening:

Mozart: Requiem. Revised and completed by Robert D. Levin, conducted by Nathan Berg. Dorian Recordings.

Recorded on September 20, 2001, this recording provides an alternate ending from the Süssmayr version.

Mozart: Requiem. Completed by Süssmayr, conducted by Herbert von Karajan. Deutsche Grammophon.

Von Karajan's interpretation is quite different from most others I've heard. It is very gentle, almost angelic.

—Diane Neal



Connections

Celebrations



May 23, 2004: Campbell getting ready to come home.



Linda and Campbell Avery Depken

Campbell Avery Depken was born on May 21, 2004 at 12:10 pm Central Daylight Savings Time. She weighed in at 6lb 12 oz. and was 19.5 inches long. Everything went well on delivery day - mom and baby did great. Mom (Linda) and Campbell came home on Sunday afternoon.

—Craig Depken
(Father)



Josie Murdock , Cameron Moore, and Julia Madison Moore

Julia Madison Moore was born on April 18 at 8:45pm and weighed in at 6 lbs. 9 oz. and was 17 inches long. Mom is Cameron Moore and Dad is Jeremy Orozco (my son).

—Josie Murdock (Grandmother)

Farewells



Beatrice Cantu
Access Services.

Bea Cantu retired on April 30 after 14 years of service to the UTA Libraries. She had previously worked at the University of Texas at San Antonio. Bea first worked in Cataloging but then transferred to Interlibrary Loan where over the years she facilitated the research and information needs of thousands of students and faculty. In 1999, along with the other Interlibrary Loan Staff, she received a T.E.A.M.S.

Award for "decreasing the ILL borrowing time for patrons, using new technology and newly available cooperative programs."

Bea plans to relax for a while, enjoy her grandchildren, and later do some traveling with her husband of 40 years.

—Sue Sappington and Julie Alexander

The Yellow Rose: A Collection of Short Stories



UTA Libraries' 1986 Chevy Caprice

The Yellow Rose was a 1986 Chevy Caprice station wagon missing all 4 hubcaps. Originally it was a bright yellow color that over the years faded to a pale cream. Years ago the back end of the wagon caved in due to the heavy weight of the book crates. Scott Holmes brought several cement blocks from home and used the blocks to support the back floor. Worked perfectly! That wagon was literally held together with bits of glue, duct tape, and cement blocks. The AC still worked and so did the radio. I think it was stuck on one station. The windows had that old fake tinting on them and it was peeling badly. You could hardly see out the driver's window. The brakes never really worked very well, but then we only drove it on campus, so never drove it very

fast. Thank goodness!

—Carleen Dolan

When we first got the Yellow Rose, our library director was Dr. Charles Lowry. Charles was relatively new on campus when a faculty member who had been on the library director's search committee, spotted our new director driving the shiny, yellow station wagon. I bumped into this faculty member a few months later, and he said to me, "I tell ya, that guy is a work-a-holic," referring to Charles Lowry. I said, "How so?" He replied, "He's always working. Doesn't matter what day of the week or what time of the day I go to the library, I always see his vehicle there." — Ruthie Brock

Mary Castle, Donna Lively, Emily, and I drove to San Antonio for the NASIG (North American Serials Interest Group) Conference. Mary was driving the Yellow Rose and Donna Lively was the last to join us since she resided in Ft. Worth. Naturally, we were running late, and Donna ran from her house with a book and her luggage. The luggage was piled into the back of the station wagon, and Mary convinced Donna to drive. Off we sped. Donna was, and continues to be, a risk taker. She quickly had us zooming down Interstate 35. Suddenly, the car behind us honked. I turned around to see a man waving wildly at us. Donna sped up. He did too. Donna told us to ignore him. We all stared straight ahead and ignored the noise behind us. After several futile efforts to get our attention, the man pulled alongside and pointed to the roof of the Yellow Rose. He drove on, knowing he had done his good deed for the day. Donna decided to stop, and when she looked up, she found her UT Arlington library book intact; resting on the roof. Even then Yellow Rose knew how to protect her library property and her librarian passengers.

—Leveta Hord

—continued on page 6

Connections

Yellow Rose (cont.)

On a rainy Sunday, Julie Alexander, Noel Anderson, Mary Castle, and Chandler Jackson met at the back of the Central Library to pack the Yellow Rose for a trip to Austin to select books. Chandler Jackson was the branch manager for AFA. Peggy Muller at UT Austin had offered UTA a large selection of materials that had been withdrawn from their collections as well as duplicate gifts which Austin had not needed. Not wanting to miss the chance to select, pack, and haul off free books, the group packed large boxes containing boxes, luggage, Noel's scooter, a dolly, tape, etc. inside the Rose and then placed two large containers on the roof luggage rack. When they were done, there was no way to see out of the rear view mirror.

Somewhere around Hillsboro, Mary commented, "Sure is noisy on top." Shortly after that, the two boxes on top were flying in the air and landing, one on the shoulder and the other on I 35. This, natu-

rally, happened on the downslope of a hill; therefore, oncoming cars could not see the box until they were almost on top of it.

Before the car completely halted, Chandler jumped out and was running down the highway to keep anyone from hitting the box in the road. Julie was backing northward on the shoulder, but not doing it very straight. Mary was hanging out one of the side doors and telling Julie to straighten up the car. Noel was shouting, "Look out!" every time a car came over the hill. In the meantime, cars

were dodging the box and Chandler, who was dragging it off the road. The rain continued to pour down.

They managed to repack the inside of the Rose and put some luggage around the passengers so that there was only one box to put on the top. Then, they were back on the road, again!

—Julie Alexander. 1992. On the road again! *The Newsletter* 14, no. 3: 1-3.



UTA Retirees

The UTA Retirees meet on the 2nd Monday of the month September through June in the Rio Grande A at the University

Center. Coffee and sweet rolls are served at 9:30 am and the meeting begins with games and fellowship. After a Dutch-

treat lunch at 11:30 am, the formal program begins at 12:15 pm.

—Kay S. Punneo

Suggestion Box

The online suggestion box, linked from the UTA Libraries Intranet Homepage, is a forum for Library staff to make anonymous suggestions to the Administration. The following are submissions for the last of April and month of May 2004. If you are interested in past submissions, you can find them at <http://rocky.uta.edu/intranet/>.

Q. Confidentiality - 4/27/2004

Every so often we hear through the grapevine that so and so employee is ill and we are also told what their illness is. Unless the sick staff member wishes his medical status to be broadcast, we need to be very careful about revealing this kind of personal information. We all know why, or we certainly should know why.

A. RE: confidentiality - 5/1/2004

You are absolutely correct and, thank you, for pointing out that sometimes we are too friendly in the information that we share about others. As a caring community, we want to know if someone is ill or if they might need help. However, their right to privacy extends to specifics about an illness and it is up to the indi-

vidual to share that information.—Julie Alexander

Q. Book drop suggestions - 5/3/2004

"Book drop suggestions Access Services will discuss these suggestions in our next staff meeting.
Sue Sappington
Added: 3/25/2004"

Was there any decision made?

A. Book drop suggestions - 5/5/2004

Access Services has decided to unlock the book drop during finals to facilitate the high volume of returns during this period of time.

After finals we will return to locking the book drop during the hours the library is open. We have good reasons for doing this. We find it problematic to have the book drop open all the time because of overdue issues with reserve items and other materials with short loan periods. We also have a serious issue with the timely routing of SEL Reserve items that patrons try to return to Central. For some reason, users really like to try and drop their SEL reserves at Central (to try and avoid

fines?--we don't know) but it is essential that these high demand items be returned directly to SEL and not lose a day's use while in transit.

There is also the potential for increased dispute of fines and fees from patrons who insist they put their items in the book drop...and we "must not have found them in time".

All this said, we are not completely closed to the idea, but there are a lot of issues to consider in making a procedural change. Please trust us to make a decision that is best for both us and our users.

—Sue Sappington

Q. Chairs in 315A - 5/8/2004

Chairs in 315A are very uncomfortable. We need some ergonomic chairs so students/staff may sit through an hour long lecture/presentation comfortably.

A. Chairs in 315A - 5/13/2004

It's interesting to note there have been mixed feelings regarding the chairs in 315A. I have had several comments

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“Chairs in 315A are very uncomfortable.”

Connections

Suggestion Box (cont.)

from people that like the chairs and a few comments from others that don't like them. The problem seems to be the back of the chair. It's too close to the seat. I did have Wilson Interiors come and push it back as far as the design would allow and that seemed to help a little. Maybe this next year we should replace them, right, Gerald?

Q. Ordering Pizza - 5/13/2004

If a department orders pizza, they need to be responsible for either a.) letting the Circ staff know to expect a delivery

guy and where we should send him or b.) have someone from within the dept wait at the front lobby to receive the pizzas. The Circ staff doesn't have the time (and should not be expected) to guess who in this vast library ordered the pizza while we are knee deep in patrons, telephone calls, books, laptops, room reservations, and all the Office Depot-esque questions we must answer. Show a little courtesy and respect. Or next time, we might just keep the pizza.

A. Ordering Pizza - 5/13/2004

I ordered the pizzas today for our student party. I was col-

lecting the last of the money from staff when the pizza arrived. They actually did get here earlier than they said they'd be (which is usually a good thing and thank you to Papa Johns) and to the front instead of the back of the library as requested. I am so sorry the circ staff had to deal with this. I know you are on the front lines and so exhausted by now. I had great intentions to be there ready with the money.

We have so much left over from our party and I'd like to invite any of you at circ to help yourselves. —Debbie Carter

Spring Finals Free Coffee

UTA Libraries staff served free coffee to students during finals week from the doorway of the staff lounge. Volunteers kept the urns filled from 11:00 pm to 5:00 am Sun. through Fri. morning May 9 – 14. During that time they used:

- 23 3 lb. cans of coffee
- 20 35.3 oz. cans of creamer
- 70 24 oz. cans of sugar

The first night students lined up to get 991 cups of the hot beverage to keep awake. The busy teams poured an average

of 900 cups a night the rest of the week.

Thanks to:

- Carleen Dolan and Loretta Barker for purchasing supplies, creating the signs, and making certain everything went smoothly.
- Carol Randell for organizing the volunteers and making certain that all time slots were covered.
- Abdul Kelani and his stu-

dents for unloading the van and taking the coffee supplies to the lounge.

- Mike Hayenga, Tom Lindsey, Mary Jo Lyons, Rachel Robbins, Gerald Saxon, Krystal Schenk, Peter Zhang, Tom Wilding, and Tommie Wingfield and others for taking time out of a busy schedule to brew and serve gallons of coffee to grateful students.

—the Editor

The Treasure Hunt—June’s Library Puzzle

The large crowd in front of the library made it difficult for Access Services personnel to open the doors at 9:00 am Saturday morning. Looking out at the excited mob of students gathered in the small patio they heard individuals commenting on how they would “spend the money” and wondering “where it was at”. Curious, Checkout Charley turned to the student entering the door and asked what was happening. Enthusiastically, he explained that the local television station just featured a

story about a woman who had hid an envelope with a rare stamp on it in a UTA Libraries’ book between pages 315 and 316. Unfortunately, the book was returned by her nephew with the envelope still in it. She couldn’t remember the name of the book and her insurance company was offering a substantial reward for the stamp’s return. Checkout Charley immediately said that the woman’s story was fraudulent. How did he know?

If you know the answer, send your solution to Lea Worcester via e-mail (lworcester@uta.edu) with “Contest” in the subject line by June 25.

The winners of this and other contests in Connections will be determined by putting all of the correct answers in a “hat” and randomly drawing the winner. Winners will be announced in the next publication and treated to a lunch at the end of the year where they qualify for entry in the grand prize drawing.

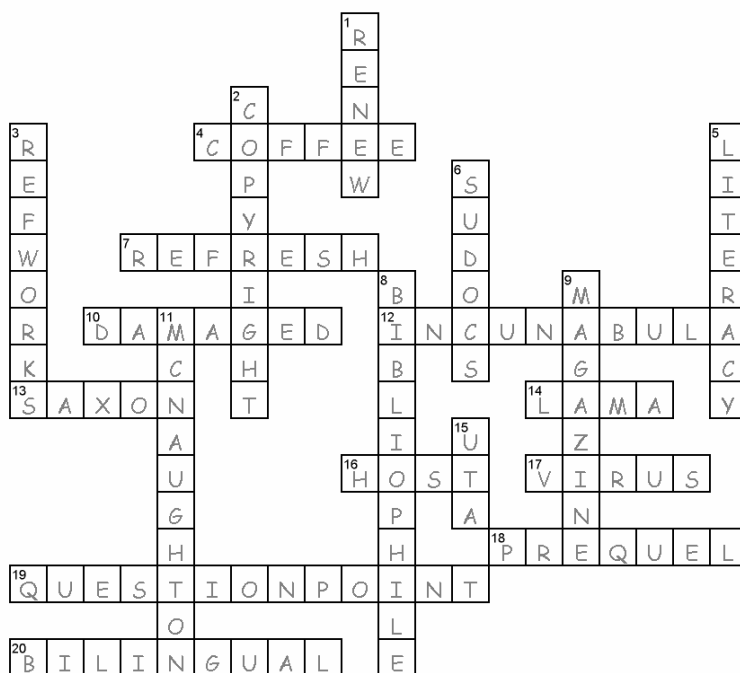
—the Editor

...and the Winner of May’s Crossword Puzzle Challenge is

Loretta Barker in Administration!

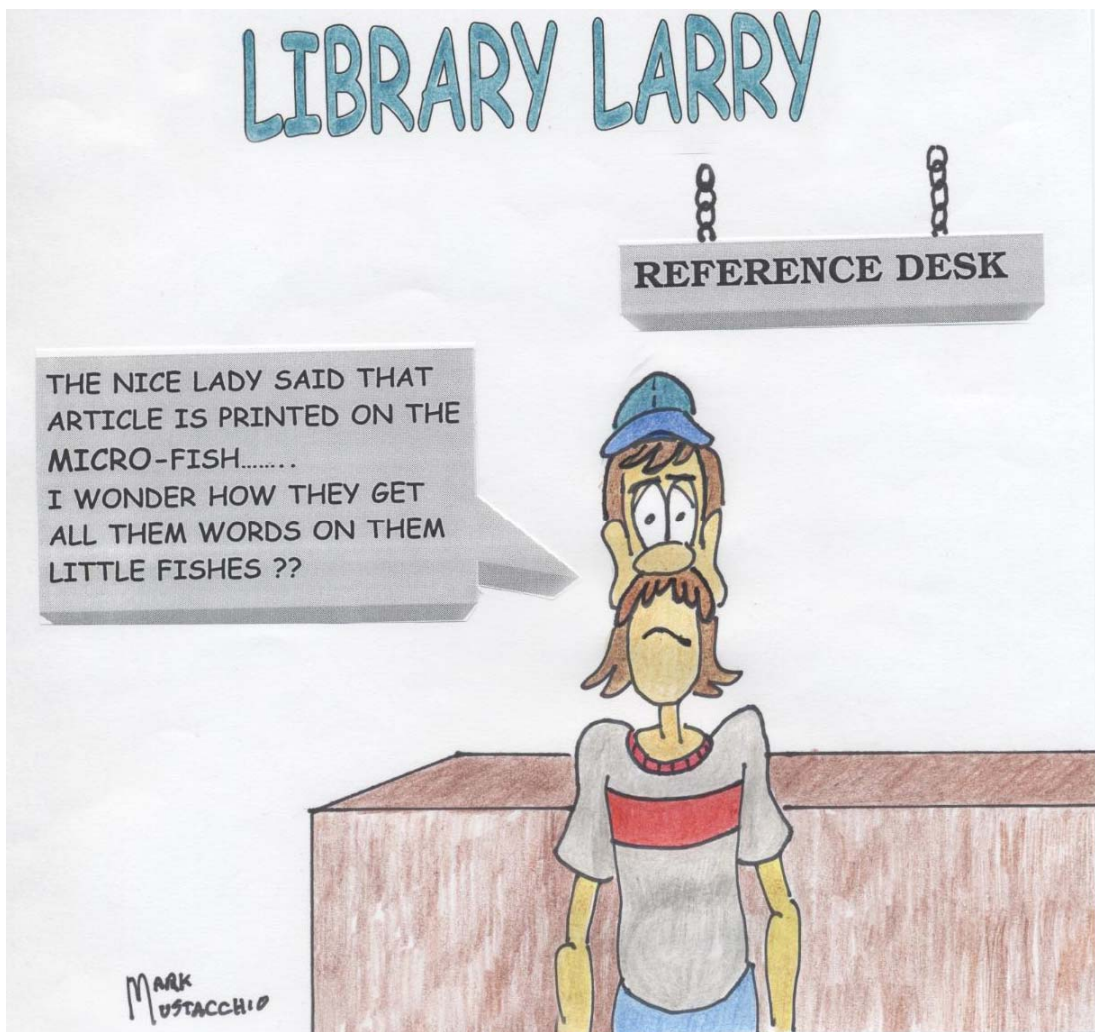
Thanks to everyone that entered the contest! The solution is below.—the Editor

UTA Libraries Trivia - Crossword Puzzle Challenge



Connections

Library Larry



UTA Libraries Represented at EndUser Conference

Several library staff attended the Endeavor User Group Annual Meeting in Chicago April 12-18, 2004. The conference meets yearly in Chicago and provides a variety of sessions to support Endeavor’s customer services needs. Those attending were: Diane Neal, Peter Zhang, Bob Samson, Michael Doran, Faedra Wills and Antoinette Nelson.

Some also made presentations:

- Faedra Wills: “Conducting an Acquisi-

tions Self-Study Using Voyager Reports”

- Michael Doran: “Coded Character Sets: A Technical Primer for Librarians” and part of a panel presentation on: “Overcoming Fear of Implementing Customer- Authored Tools at Your Library”
- Diane Neal & Antoinette Nelson: “WebVoyage Re-design: Collaboration IS what gets IT done”

Presentations to library staff will be forthcoming as well as

being posted on Endeavor Support Web.

—Antoinette Nelson

Library Lingo

Do you speak the Lingo? I think we all should.

Archival material - documents and other material deemed worthy to be kept permanently and as nearly as possible in their original form.

Classification Scheme - a method in which library materials are systematically arranged as in a call number to give order to a collection and to provide a way to find information quickly and easily. Library of Congress Classification is used for our general collection, as well as most university libraries. This scheme differs from the Dewey Classification system used in most public and school libraries.

Controlled Vocabulary – a set of specific terms for subjects or issues used for any database. This may also be referred to as a thesaurus. Library of Congress Subject Headings or UMI Business Vocabulary are examples of a controlled vocabulary.

Electronic Reserves - digitized journal articles, book chapters, old tests and other materials that are made available upon the request of a professor for their classes. You can get to the Electronic reserves under a professor's class by clicking on the Course Reserve tab on the Libraries Online Catalog page.

Stacks - the space in the li-

brary equipped with shelving for the physical storage of books, periodicals and other collections.

Subject Heading - the subject word or phrase describing the theme of a specific work. Library of Congress Subject Headings are used primarily our library.

—Sunday M. Phillips

Send your suggestions to sunday@uta.edu.

Contributors to the June Edition

- Julie Alexander
- Evelyn Barker with special thanks to Elizabeth Swift
- Ruthie Brock
- Linda & Craig Depken
- Carleen Dolan
- Leveta Hord
- Josie Murdock
- Mark Mustacchio
- Diane Neal
- Antoinette Nelson
- Sunday M. Phillips
- Kay S. Punneo
- Sue Sappington

“The librarian of today, and it will be true still more of the librarians of tomorrow, are not fiery dragons interposed between the people and the books. They are useful public servants, who manage libraries in the interest of the public. . .” Sir William Osler, 1917

UTA

Libraries

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Connections is the library staff newsletter published on the first business day of each month. The newsletter introduces new staff members, highlights departments, reports on library staff events, and is a forum for items of interest.

Suggestions and contributions are welcome. Please contact:

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June 2004

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
	1 Summer I Classes Begin 11 Week Classes Begin	2	3	4	5 6
7 9:30. UTA Retirees Meeting—Rio Grande A University Center	8	9	10	11	12 13
14 Flag Day	15 2:00-4:00. Staff Meet- ing—Parlor	16	17	18	19 Juneteenth 20 Father's Day
21	22	23	24	25	26 27
			ALA Annual Conference—Orlando, Florida		
28	29	30 Staff Birthday Cake— Staff Lounge			
ALA Conference—Orlando, Florida					

Connections is archived online at:

<http://libraries.uta.edu/connections/index.htm>