Keeping Up with the (Dow)-Joneses: How We Do What We Do

By Karen Hopkins and Maggie Dwyer

Two years ago the Libraries *Annual Report* included an illustrated timeline of events from the earliest days of the institutions that evolved into the University of Texas at Arlington and its Libraries. (View the timeline online at **http://libraries.uta.edu/publications/AnnRep/99-00/Timeline.htm**.) Collecting those illustrations and that information provided a unique opportunity to glance at the technology and offerings available to the campus community. In that report, Library Director Tom Wilding noted:

> Reflecting on the decade of the 90s, it is easy to see the spiraling effect of technological advancement. At the beginning of the decade, it is just possible to see the catalog and a few reference sources move beyond the walls of the library. By the end of the decade, the Web has transformed library services and the educational enterprise. Web-based educational opportunities obviated the need for students to come to campus, and this put pressure on the Libraries to provide the same level of access to high quality information resources to support those distance learners.

As the saying goes, these advancements didn't happen in a vacuum. They were put in place by librarians and staff who work to stay abreast of current

Ruth Brock, Business Librarian, teaches students, staff and faculty how to use Library electronic resources.

and evolving technologies and who then pass this expertise on to users in the larger university community. This article will examine how we in the library approach a multi-faceted task of keeping up, staying ahead, and taking our library users with us (or keeping up with them!). Let's start with an easily recognizable library landmark—the card catalog.

In August, 1987, the general card catalog for the UTA Libraries was closed as the library converted to a computer-based cataloging system called NOTIS. This was the point when users noticed that libraries were changing as new technology became available. Change didn't necessarily appear to be rapid after that; for many years

the computerized catalog was the only computer interface with new technology that library users saw. But as Wilding noted, change was occurring, and the momentum for users began picking up as more materials became available through various devices. One example is microfiche, a form that had been around for a long time but the machines that helped reading it were greatly improved. Once available only on paper, entire journals, and then journal collections, came in widely-available microforms, soon followed by index databases arriving on Compact Disks for use on dedicated terminals. The Internet and Full-text documents (as opposed to online indexes

From The Director

By Tom Wilding

Staying Ahead

Two associated themes are included in this newsletter. The first focuses on some of the changes that have occurred over the last few decades as technology has become an increasingly large presence in our service programs. The second has to do with the involvement of many staff in our planning process. The association of these themes points out that, without the planning process, the changes related to technology would not have led us to where we are today.

We try through our planning process to look into the future and understand the opportunities and challenges for the Libraries in the context of the changes we see in technology, scholarly publishing, higher education, society, and other parts of our environment. In addition, we try increasingly to engage our research and learning communities, both on and off campus, in communications about their needs. We try to balance these two things, the latter focused more on the services of today; the former focused more on the possible services of tomorrow.

We are very interested in how our customers today evaluate the services we provide, and we are intent on improving those services to meet their needs better. We are equally interested in how our future customers will evaluate the services we are planning to offer, based on what we know about them, but also what we know might be possible in the future. The amazing amount of access that today's customers – students, faculty, and others – enjoy would not have been possible had we waited until they were available to plan to offer them.

The wonderful quote by Wayne Gretzky, often repeated, on how he could play hockey so well, "I skate to where I think the puck will be," works equally well for us. Gretzky knew the reality of the moment but used all his knowledge of his environment to predict the future. We do the same. We know the reality of the information world and the world of higher education today, but it is our ability to predict the future and to strategize on its fulfillment, that will be the true measure of our success.

pointing users to other media where the full texts could be found) soon followed. Several years ago the Libraries' "dumb terminals" that had limited text-only capabilities were replaced with fully connected Web-based Internet workstations and those journal collections were no longer delivered on CD but over the Internet. As technology, programming, and librarian expertise grew indexes and articles were licensed to be viewed online, necessitating passwords for authorized users. As the list of passwords grew longer (first available on wallet-sized cards, then listed on a secure web page) they were

finally tucked behind the scenes with cgi scripts, and UTA users reach subscription resources from anywhere in the world via active server pages and proxy servers. Librarians had to design a system for our library, implement these technologies, and teach the users how to use it. The most recent library catalog is a web-based entity called PULSe **http://pulse.uta.edu** that is light-years ahead of NOTIS in its ability to conduct complex searches and to link to licensed off-site full-text materials. As advanced as PULSe is, it's successor is already in the planning stages.

Making a Plan, Checking it Twice (at least!)

Here in the Libraries we use a conventional process to approach the task of long- and mid-range planning, employing a multi-year strategic plan that takes into account changing technology and the continual need for training. "Three years ago," according to Karen Hopkins, Assistant to the Directorate for Planning and Assessment, "the Libraries finalized the *Strategic Plan 2000-2005*, involving the whole staff and user community in the process. Mindful of the overall UTA mission, this Strategic Plan articulates the Libraries' management and allocation of staffing and programming resources in order to reach our goals and to meet or exceed the primary functions of the Library." In the 2000-2002 *UTA Libraries Annual Report*, Library Director Tom Wilding wrote:

> But while our strategic plan defined new roles for the Libraries, the organizational structure within which we worked and the culture we had established did not necessarily support new directions and new definitions. Clearly if we were to succeed, it had become necessary to focus the Libraries' work and human resources on our new directions.

Accordingly, the library reorganized. Of particular note to this article are the strategic plan's goals to *use emerging technologies to improve and expand the services we provide;* to *plan and design library facilities for the future;* and to *give every library staff member opportunities to succeed in an increasingly*

complex workplace. According to Hopkins, these goals "suggest strategies to guide us into implementing our vision of the Libraries in the twenty-first century. A key element of strategic planning is integrating the changing environment into the annual planning. Decisions can then be energized by considering implications of developing challenges."

In February 2003, at the mid-point of our 2000-2005 Strategic Plan, the Libraries' managers and staff volunteers took time to "review the strategic directions, to reconfirm our orientation toward our vision." In this instance, Library staff conducted a retreat at Garrett Creek Ranch, north of Fort Worth, in order to allow participants to work uninterrupted in meetings in which the air was thick with
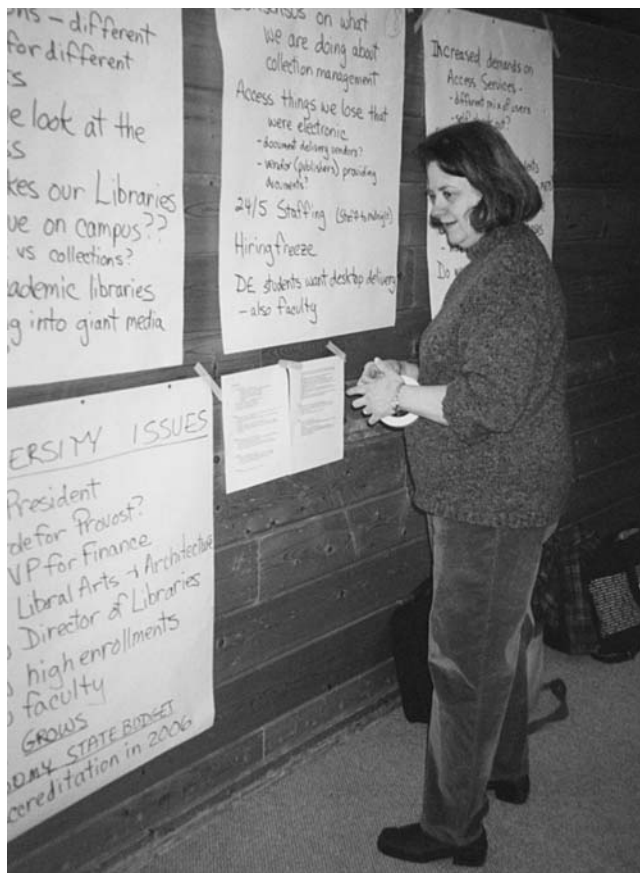
Karen Hopkins, Assistant to the Directorate for Planning and Assessment, leads much of the planning process for the UTA Libraries.

The Strategic Plan includes nine goals:

1. Build a collection of resources befitting a premier research university.
2. Increase distributed access to information resources and services.
3. Make information services and resources easy to find and easy to use.
4. Give every university community member opportunities to become information literate.
5. Integrate library services and resources into all aspects of campus life.
6. Use emerging technologies to improve and expand the services we provide.
7. Plan and design library facilities for the future.
8. Give every library staff member opportunities to succeed in an increasingly complex workplace.
9. Foster the growth of an innovative and dynamic learning organization.

Anticipated outcomes of the new Strategic Plan:

Customers will be more satisfied with our ability to provide access to the information they need to be successful.

UTA students and faculty will have access to more resources and services anytime, anywhere.

Customers are empowered by the Libraries' organization of information, resources, and services.

UTA students and faculty are increasingly proficient in conducting information research in an increasing complex environment.

UTA community members increasingly recognize that the Libraries have a responsibility to help them carry out their role successfully.

Customers will have reliable access to more and better services through the latest technologies.

Library users and staff will be increasingly pleased with library facilities.

Library staff members feel they have opportunities to be successful.

The Libraries will be able to anticipate and incorporate change effectively.

Strategic Planning Process

Current Library initiatives and actions are reviewed quarterly.

Priorities
Library begins identifying priorities Jan. or Feb.

Strategic Plan
Fiscal Year is Sept. 1 – Aug. 31. Begin plan for next FY in January.

Annual Action Plans
April-May. These begin to take shape after university holds budget hearings for next FY.

Budget Decisions
Finalize plans pending University approval of Libraries' budget. Regents approve University budget in August.

ideas and flip charts were filled with possibilities. This retreat allowed all levels of library staff to evaluate and tweak the strategic plan as it is in effect today.

From Process to Praxis

One must move beyond the simple evolution of the library catalog to show some of the other ways in which librarians are using new technologies. Many library functions, such as cataloging new books, searching the catalog, and checking out books, are all integrated through the **Voyager** system. (For more information about this and the parent company,

At Voyager's April EndUser Conference, **Michael Doran** was presented an Award of Merit "For Extraordinary Service to the Voyager User Community." This is the award announcement as it appeared on the EndUser SupportWeb discussion list:

"Michael Doran has been a name that is ever-present on both Voyager-L and on the program at annual meetings as a presenter. His most noted contribution has been the creation of the *New Books List*, a freeware application that over 200 libraries have now implemented into their OPACs. Michael not only created this application but actively supports it as well. This program, which is easy to use, set up and maintain, allows patrons to access a listing of new additions to the library."

Endeavor, visit **www.endinfosys.com/**) Use of such a system involves a dynamic relationship between the library and the software developers; the librarians in the field report back to the software company and work together to continually improve the product and the information it provides (see sidebar—Michael Doran).

In preparation for this article, several librarians were asked how their jobs have changed as the technology has changed, and the responses ranged from little to great change. Helen Hough, subject librarian in both nursing and sciences, illustrates that the old tasks haven't gone away; she still works on "collection development, mediated searching, reference, and library instruction," noting that "conceptually it's not any different; I [still] go to conferences and workshops and read manuals. I send email instead of writing." Ann Hodges, acting program coordinator of Special Collections, described a process of learning to convert large amounts of a varied rare documents into a form viewable or searchable online. Much of this has been made possible through grant funding and has allowed for equipment, software, materials and specially trained staff to make Special Collections materials available to users around the world. Others, like Bea Cantu, who handles Interlibrary Loan requests through the Access Services department, had a remarkable tale to tell of the change in her department, taking it from the hide-bound Dickens-era to the digital age.

"We used to use gobs of paper," said Cantu in her office, pointing out several tall filing cabinets no longer in use that used to bulge with files. "We've gone paperless."

A primary step for librarians and staffers in the face of all of this growth and change has been to take classes and attend American Library Association and Texas Library Association conferences and symposia. And in addition to the specialized Voyager training, there are courses offered in Dallas by AMIGOS, a nonprofit organization that is "one of the nation's largest library resource-sharing networks and a leader in providing information technology to libraries." (Visit **www.amigos.org/** for more information.) Cantu said she has taken several of AMIGOS specialized classes to do with Interlibrary Loan. As one of several staff trainers, she then returns to our libraries to teach our staff these skills. The UTA Continuing Education department has provided some of the basic web-related training and certification for those library staff and librarians who maintain pages on **UTA Libraries Online**, the umbrella name of the extensive set of pages generated by all of our departments. Visit **www.uta.edu/library** to begin exploring our library web site.

In other instances, whole new departments have sprung up to meet the technological demands of campus programs. The Digital Media Classroom is set up to integrate many hardware and software platforms. According to their web page:

In the [Digital Media

Brainstorming is better without external interruptions, and the fresh air at Garrett Creek Ranch helped library personnel put the final touches on the latest version of the Strategic Plan.

Classroom], you will find a variety of computer hardware and software suited for developing almost every type of multimedia project. The DMC features 14 high-end Dell and Apple computers, scanners, and audio/visual equipment. We have digital cameras and miniDV cameras available for short-term checkout. Available software enables digital audio and video editing, graphic and animation creation, web site creation, animation, photo and image manipulation, and multimedia authoring. Projects can be burned to CD or DVD, saved on a Zip disk or network drive, published on a web server, or printed on large format color printers.

Know Your Customers

"Interesting things happen when working with a strategic plan during periods of evolutionary change," says Hopkins. "The direction of our vision has not wavered, but our library, information, publishing, and academic universes have continued to evolve. New opportunities and challenges have emerged as we have focused on our goals." Here are some of the results from recent library surveys that Hopkins conducted:

* Data from the year 2000 library student survey indicated increased use and dependence on electronic resources. We learned that the majority of our students own a personal computer and have Internet access from home. Additional data indicated that we needed more computer workstations within the Libraries to accommodate access to the increasing amount of subscription information available electronically.

* The University's 2001 Comprehensive Student Survey revealed that 78% of

When **Amber Royer** joined the libraries her principal jobs were to provide reference assistance at the desk and through email and an online chat forum called Questionpoint. With her skills in computer graphic communications, she has been called upon to work on many outreach programs such as the High School Outreach Program, the annual university Information Fair, and the Graduate Research Seminars. For these and many other contributions, Amber won the 2003 STAR (Super Talented Appreciated and Recognized) award, presented annually by the Friends of the UTA Libraries.

Librarian Tommie Wingfield, left, is the Assistant to the Directorate for Marketing and External Relations. Her work ranges from arranging seminars for regional librarians to come to UTA to share ideas and network, to exploring the wealth of resources at UTA and presenting faculty members at the popular Focus on Faculty speakers series.

our students have jobs, and almost half of all students work more than 20 hours a week. Over half of the respondents consider themselves likely to enroll in a distance education class.

These two surveys confirmed our need to provide as much information as possible whenever and wherever it is needed. What do university users see today? Library planning has concentrated on providing virtual access to a wide array of information resources.

* Additional workstations were added to the Libraries.
* Wireless access was made available within the library facilities, along with a new initiative to check out laptop computers for use within the Libraries.
* User authentication issues for off campus users needed to be resolved, and
* the Libraries began working more closely with the University's Office of Information Technology and the UTA Center for Distance Education.

Technology is the most pervasive and sexy element in the evolving information world. The explosion of Internet availability and the proliferation of digital information have impacted all areas of library resources and services. One has only to look at such things as course reserves, many of which are now online, the wireless network and laptop computers available for checkout, and the colossal success of Sam's Click, the library's Internet Café to easily illustrate the dynamic interface between the library and its users. This writer finished a Master's in English here at UTA in 1999. I spent hours on the third and fifth floors of Central Library from 1996-1999, tracking down essays on paper, and used the Modern Language Association (MLA) online bibliography to get citations to send to Bea Cantu in ILL. (Thanks, Bea!). In contrast, today's student has easy access from home or campus to a huge indexed array of online printable full-text essays and an automated ILL process that saves lots of paper. The old materials are still available, and are still a valuable resource. Our new databases and technologies still point toward the resources we have on the shelves, but they also bring distant resources to our fingertips. What a remarkable time to be a part of the UTA high tech community! ∎

The Bright Idea Award, presented to **Peter Zhang**, recognizes a staff member whose ideas have enhanced service and/or efficiency or have effected cost savings.

During September, 2002, Peter Zhang discovered a macro that allowed for a text file to house and request the deletion of OCLC holdings en masse. Working with other Information Organization and Preparation members, he tested the use of this macro, with the result that the OCLC database could be updated via this file upload in a fraction of the time previously devoted to removing holdings.

Additionally, he created an Access query that retrieves withdrawn material from Voyager each week, allowing the process to be automated even more, resulting in fewer errors and reduced time spent on task. Overall, his work has allowed IOP to regain almost one-third of the staff time formerly used to delete OCLC holdings resulting in increased efficiency in routine operations.

LIBRARY WEEK
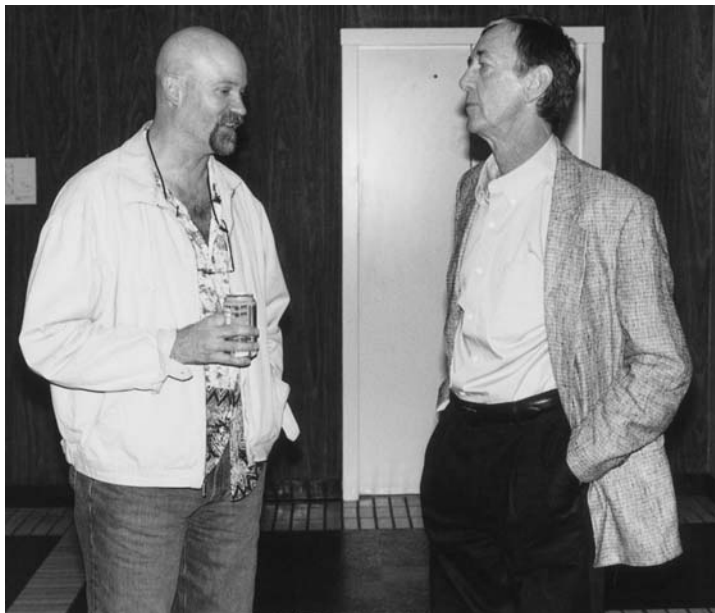
The subject was films at this year's observation of National Library Week. From upper left, keynote speaker Ken Harrison, a 30-year veteran of motion picture and television production, answered questions after speaking on "The Art of Adaptation" and screening clips from several of his films. Top right, Harrison spoke with Bob Castaldo, UTA Art and Art History Professor. Bottom right, Barton Weiss, Art and Art History Professor speaks with Associate Library Director Gerald Saxon following Weiss' directed screening of the film *Network*. Bottom left, Castaldo speaks with Richard Francaviglia, History Professor, following his directed screening of *Lawrence of Arabia*.
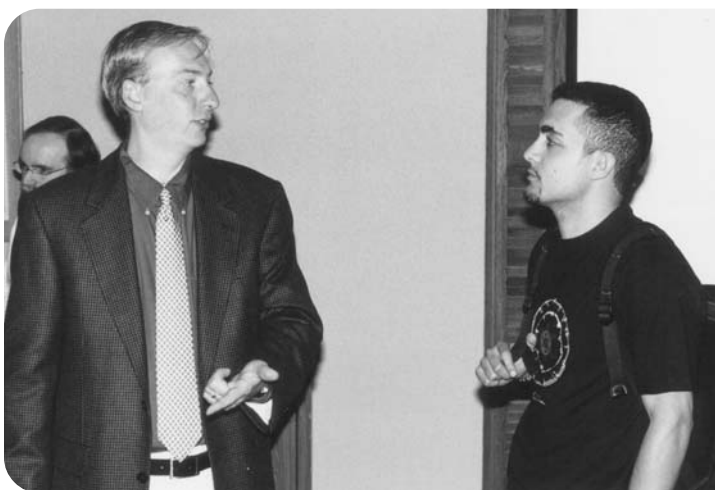
Focus on Faculty

The popular series that began this year concluded with economist Dr. Craig Depken speaking on "The Economics of Sports Arenas." For information about upcoming programs in the series, visit **http://www.uta.edu/library/faculty/**.
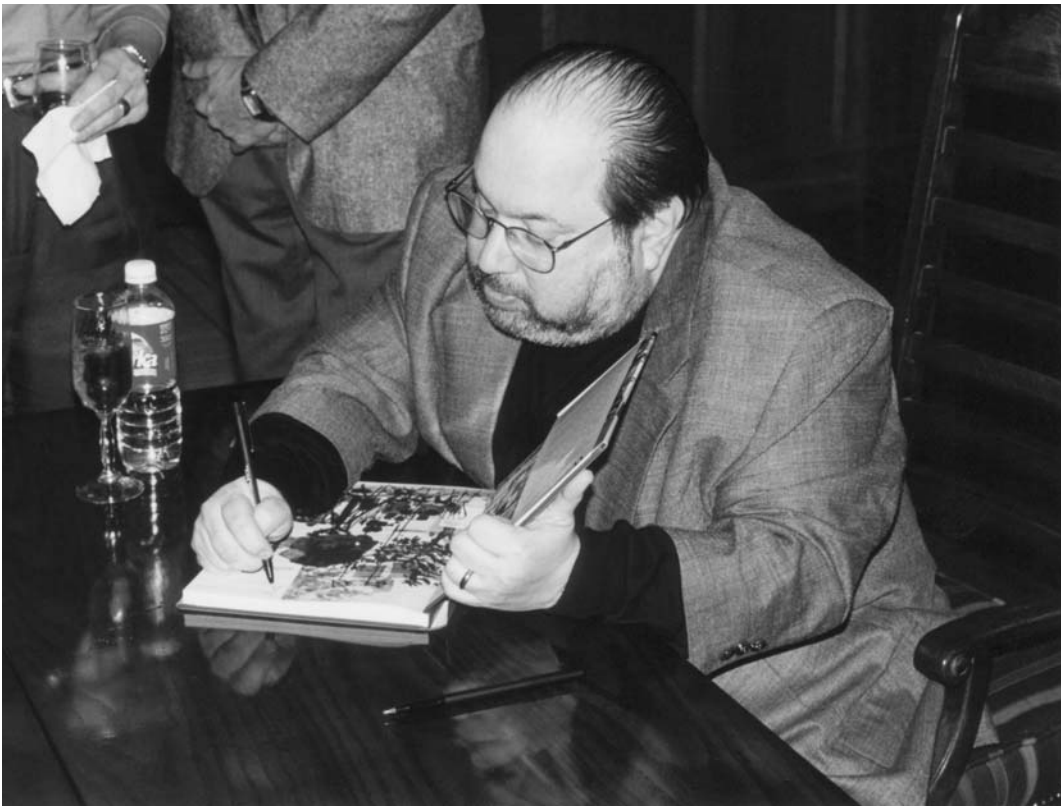
Philip Wuntch signed copies of his book *Martin Jurow Seein' Stars* at the February Friends meeting.

Friends of the UTA Libraries End a Memorable Year

By Gerald D. Saxon
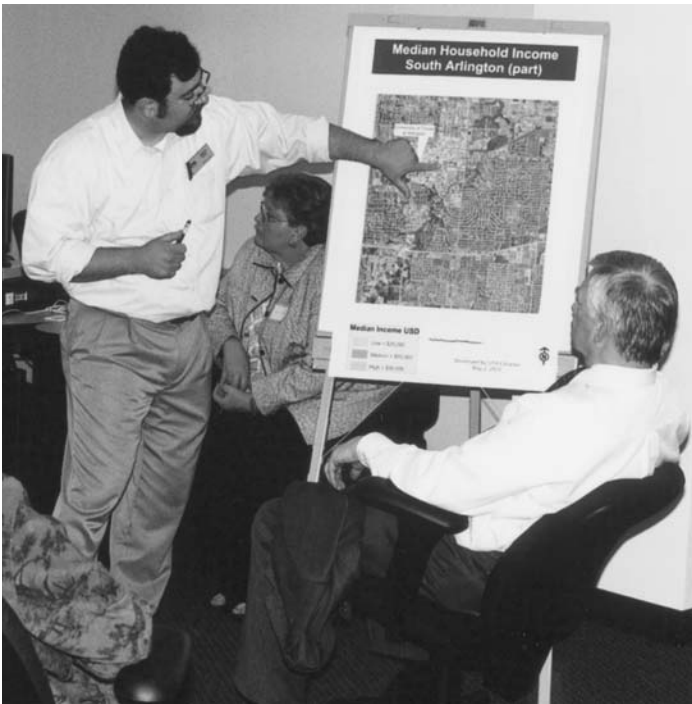
Joshua Been describes the uses of Global Information Systems (GIS) during the May Friends tours of facilities in Central Library.

Since the publication of the fall 2002 issue of *Library Notes,* the Friends of the UTA Libraries have been busy sponsoring a series of interesting programs and initiatives. The Friends have been busier this past season than in any of the organization's first sixteen years. The success of the Friends is a testament to the current officers, an outstanding advisory board, and an energized membership. The officers are Betty Bob Buckley, president; Richard Francaviglia, first vice president; Dorothy Rencurrel, second vice president; Mary Ellen Emery, secretary; Stephen Stillwell, jr., treasurer; and Daniel Kauth, parliamentarian. These officers will serve until September 1, 2003.

What follows is a brief narrative of the Friends' programs, awards, and other initiatives since November 2002. The earlier programs for the year, those for September through November 2002, were covered in the last issue of this newsletter. The programs after November included:

December 13, 2002. The Four Seasons Choral Society, a group made up of local residents of Chinese origins, entertained the Friends for their holiday program. The program included Chinese songs, both holiday and non-holiday, and traditional western carols. At the end of their program, the choral society led the Friends and their guests in a lively sing-a-long of familiar holiday carols. A keepsake was given to all attendees of the program. A reception honoring the choral society followed the program.

February 7, 2003. Local film critic and author, Philip Wuntch, spoke to the Friends about his new book *Martin Jurow Seein' Stars*. Martin Jurow was a theatrical agent and film producer of well-known movies such as *The Pink Panther*, *Breakfast at Tiffany's*, and *Terms of Endearment*. Wuntch brought to life the Hollywood tales of Sinatra, Audrey Hepburn, Ava Gardner, Elvis, and more. A reception followed with copies of Wuntch's book being sold and autographed.

March 22, 2002. The Friends met at UTA, boarded UTA buses bound for Joe T. Garcia's as their destination for lunch. After a Mexican buffet, special guest speaker, Joyce Roach, set the stage for a tour of The National Cowgirl

Stephen Stillwell, jr., spoke to the Friends about the colorful and troubled history of

Museum and Hall of Fame by enlightening her audience with inspiring stories of cowgirls and ranch women who were often quite ordinary but did extraordinary things. Roach served as a consultant during the planning of the museum. She is a winner of several Golden Spur Awards from the Western Writers of America for her work, including her book, *The Cowgirls*.

May 2, 2003. The Friends' annual election and business meeting were held. Friends' president, Betty Bob Buckley, conducted the election of officers and new Advisory Council members before the program. Elected at the meeting were Richard Francaviglia, president; Dorothy Rencurrel, first vice president; Mary Ellen Emery, second vice president; Stephen Stillwell, jr., secretary; Brent Nicholson, treasurer; and Betty Bob Buckley, parliamentarian. Shirley Applewhite, Richard Browning, and William Stallings were elected as new members of the Advisory Council. The new officers and council members will take office on September 1, 2003.

The Friends were pleased to award the second annual UTA Libraries Learning Partnership Award. Friends' president, Betty Bob Buckley, made the presentation to Dr. Dereje Agonafer, of Mechanical and Aerospace Engineering, and Ms. Barbara Howser, the Libraries' Science and Engineering Librarian. Each recipient received a plaque and a $500 stipend.

After the award ceremony, Tom Wilding, director of libraries, spoke and gave a powerpoint presentation on "The UTA Libraries in the 21st Century: Not Your Parents' Library!" Wilding compared the libraries of his parents' time to the libraries of today and then what his grandchildren might expect libraries to be. Wilding has been director of libraries at UTA since 1993. Before coming to UTA, he held administrative positions at the Smithsonian Institution Libraries and at the Massachusetts Institute of Technology.

Following Wilding's presentation, a tour of the libraries was given on four floors of the Central Library. Starting with the 6th floor, Sally Gross, Kit Goodwin, Brenda McClurkin, and Colin Toenjes gave a tour of Special Collections emphasizing maps, photos, and manuscripts. On the second floor, Terry Wang gave an overview of the reference area. James Stewart of the Office of Information Technology gave a tour of Sam's Click Café on the first floor. Two areas in the basement were

featured. Marie Irwin talked and answered questions about the Digital Media Classroom and Mary Jo Lyons and Joshua Been of the Information Literacy Program Area gave a tour of the Interactive Classroom. Food was offered in each of the five areas.

May 7, 2002. At the Libraries' Spring Reception, first vice president Richard Francaviglia presented the annual STAR Award to a library staff member who has had outstanding years of service and made substantial contributions to the library. The award is underwrit-

James Stewart of OIT spoke with Friends members in Sam's Click Internet Café.

Joyce Roach, left (with Jenkins and Virginia Garrett) spoke at the March Friends meeting about ranch women.

ten by the Friends and was presented to Amber Royer, who works in Information Services for the library. The award includes a cash prize of $350.

June 27, 2003. Due to the war in Iraq, the Friends added one more program to their season and asked Dr. Stephen Stillwell, jr., secretary for the Friends' Advisory Council, to be their final speaker for the 2002-2003 year. Dr. Stillwell

has studied abroad in Egypt and Israel/Palestine. He earned his undergraduate degree in Middle Eastern Area Studies from the School of International Service at American University and his Ph.D. in history from the University of North Texas. Currently teaching at UTA in the History Department, he is the author of *London, Ankara, and Geneva: Anglo-Turkish*

Relations, the Establishment of the Turkish Borders, and the League of Nations, 1919-1939.

The Friends will be conducting their annual membership and renewal campaign from July-October. Questions about the Friends should be directed to Betty Wood, at 817-272-7421, email bwood@uta.edu or Gerald Saxon, at 817-272-5318, email saxon@uta.edu. ■

Sally Gross (center), program coordinator of Special Collections, retired this summer. Her reception was held in the Carlisle Suite. Also shown are (left to right foreground) Tom Lindsay, Dawn Letson, and Tom Wilding.

Correction

In the recent *2000-2002 UTA Libraries Annual Report* the accomplishments of two employees were conflated. They should have appeared as:

Sue Sappington is Chair of the Texas Library Association College and University Libraries Division (CULD) Scholarship Committee.

Beverly Carver's minutes and treasurer's reports from the Art Libraries Society of North America (ARLIS)/Texas-Mexico Annual Meeting were published in *The Medium*, the chapter newsletter. She wrote a report from the ARLIS/Texas-Mexico Chapter, that was published in the *ARLIS/NA Update*.

Donor List November 2002 through April 2003

The UTA Libraries receive many donations throughout the year, in the forms of books and journals and other materials, membership dues to the Friends of the UTA Libraries, and through the Adopt-A-Journal program. These individuals help the Libraries serve all users. This list represents donations and Friends membership dues made to the Libraries from November 2002 through April 2003. If you believe your name should be on this list, please contact us at 817-272-5403. (Database searches reflect when information was entered, not necessarily when a donation is actually sent.)

Julie Alexander
Harriet Amster
Michael Atchley
Paul Baez
Annette Bishop
Donald Cantwell
Fred & Kim Carney
Norman Cohen
Richard Cole
Jan Debee
Roger Dickinson
Maggie Dwyer
Jerry Edmonson
Preston Figley
Robert & Carole Findlay
Jenkins Garrett, Jr.
Peter Gaupp
George & Kathy Green
Lila Hedrick
Suzan Kardong-Edgren
Carter & Sue Kelly
Kay Kolb
Miranda Leonard
Reed Marshall
Lyle & Jane Pattie
Selma Permenter
Mary Perry

Kenneth & Marjory Philp
Shannon Primer
Susan Murrin Pritchett
Kay Punneo
Steven Reinhardt
Dennis & Judy Reinhartz
Robert & Donna Ressl
Jerry & Shriley Rodnitzky
John & Shirley Sheets
Stephen Stillwell, jr.
Lisa Van Gemert
Gloria Van Zandt
Gulnaar Vijlee
Martha Walker
James Wellvang
Thomas Wilding
Dan Williams
Margaret Willoughby
Walter Wilson

Organizations

North Texas Chapter National Railway Historical Society
Rosen Heights Baptist Church
Steelcase Foundation
W.K. Gordon, Jr. Foundation

Questionnaire

We in the UTA Libraries would like to know if this newsletter is providing you with information that helps you stay abreast of changes and developments in our organization. Our Statement of Purpose for this newsletter says:

UTA Library Notes **is intended to foster community support and appreciation for Library programs and services and to spotlight grants and contributions.**

All members of the Friends of the UTA Libraries, as well as several other groups, receive this publication. Many are donors above and beyond the cost of their Friends' membership. What do you, as an individual interested in the Libraries present and future, want to know about our operation? Please take this opportunity to help us evaluate our public offerings and to fine-tune the contents of the newsletter by answering a few questions. The questionnaire may be **mailed back to us in the regular postage paid reply envelope** that is bound into the newsletter.

Concerning your interests in UTA, its libraries, the Friends of the UTA Libraries:

1. Are you a UTA Alumnus?   Yes   No

2. Do you ever pass your copy of the newsletters to others to read, or clip articles to keep?   Yes   No

3. Do you have a strong affiliation with a specific subject area covered by our libraries (Science, Engineering, Art, Architecture, Business, Law, etc.)?   Yes   No   please name it _____

    * Are you interested in receiving news of activities going on in that portion of the library?   Yes   No

4. UTA Libraries run special events, such as the recently concluded year of Focus on Faculty talks. Would you like to receive email notification of such talks or programs?   Yes   No

5. Is there a topic you would like to see us revisit or add to the contents of *Library Notes*?   please describe it _____

Please tell us a bit about yourself as a reader:

6. I am: Male   Female

7. My age is: Under 21   21-25   36-49   50-59   60+

The UTA Libraries send out *Library Notes,* the *Annual Report,* and *Compass Rose* on a regular basis. There are also online versions of these documents.

8. Do you have internet access at your home or office?   Yes   No

9. Have you ever visited and read the online versions of these publications?   Yes   No

10. Would you prefer to receive an email announcing the new online version instead of receiving a print version or any or all of these documents?   Yes   No

11. Have you ever visited any of the Internet sites that we provide links to?   Yes   No

12. Would you like the newsletter to include more URL links to topical web sites?   Yes   No

One way to use the UTA Libraries if you are no longer a student and are not staff or faculty is to join the Friends of the UTA Libraries.

13. Are you a member of the Friends?   Yes   No

14. Did you join in order to use the library?   Yes   No

15. How important was each of the following articles to you?

From the Director	Very interesting	Of general interest	Not at all interesting	Did not read
How We Do What We Do	Very interesting	Of general interest	Not at all interesting	Did not read
Friends Update	Very interesting	Of general interest	Not at all interesting	Did not read
Snapshots	Very interesting	Of general interest	Not at all interesting	Did not read
Donor List	Very interesting	Of general interest	Not at all interesting	Did not read

Pardon Our Mess!

Several large contracts to refurbish or replace mechanical systems in Central Library were underway this summer. New air handlers throughout the building, refurbished elevators, a new roof, and new sliding doors are all part of the repair plan. In addition to this, Sam's Click Internet Café is undergoing a major enlargement, estimated completion later in fall semester.

UTA Library Notes
The University of Texas at Arlington
UTA Libraries - Box 19497
Arlington, Texas 76019-0497