

# BiblioTech

A Publication for Students and Faculty



April 2002

UNIVERSITY LIBRARIAN WILL RETIRE JUNE 28, AFTER 42 YEARS OF DEDICATED SERVICE. SEE PAGE 2.

## Campaign for America's Libraries

The Campaign for America's Libraries is a five-year commitment, sponsored by the American Library Association, to speak loudly and clearly about the value of libraries and librarians to our communities, schools, academic institutions, and businesses, as well as to our society in the new digital age. The campaign is designed to increase awareness about the vibrancy, vitality and value of today's libraries, and to galvanize public support and influence public policy.



libraries, support them as the keepers of our freedom to read, learn, and connect.

### The Gumberg Library Celebrates National Library Week, April 14-20

As part of the Gumberg Library's National Library Week celebration and in conjunction with The Campaign for American Libraries, we would like to invite the Duquesne community to participate in the variety of activities planned for the week. There will be two guest speakers at Brown Bag lunch sessions. Sr. Donna-Marie Beck, Professor and Chair of Music Therapy, will speak on "Music Therapy: Fascinating Rhythms," which will include a brief history of music therapy, music and spirituality, and explain how music can help us cope with stresses in our lives. Dr. Bernard Beranek, Associate Professor of English and Director of Undergraduate English Studies, will speak on rare books and book collecting and how scholars use differing editions of the same work for comparisons and research and what makes each edition unique. There will also be story time in the Maureen Sullivan Curriculum Center for daycare children in the area and for anyone who is young at heart. New this year will be our first Gumberg Library Book Sale. Watch for specific details for all events during the week.

Libraries are an American value, born of the notion that a free people should have access to information. In practice, that means libraries give access to a full spectrum of information and ideas that enable us to explore many points of view. More than 200 years after Benjamin Franklin introduced the first lending library, it's easy to take for granted one of our basic freedoms – the freedom to explore the whole world of ideas and information at our nation's libraries. In 1953, President Dwight D. Eisenhower wrote a statement that is just as relevant today: "The libraries of America are and must ever remain the home of free, inquiring minds. To them, our citizens – of all ages and races, of all creeds and political persuasions – must be able to turn with clear confidence that there they can freely seek the whole truth, unvarnished by fashion and uncompromised by expediency."

As we race headlong into a technological age that is sure to surprise us in ways we can't even imagine, it's important to remember Eisenhower's words. Libraries will remain the solid foundation from which information will flow. But only if we, the citizens who use and benefit from

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We look forward to seeing you @your library and hope that you will join us as we celebrate and show our appreciation for the many contributions that libraries make in our communities.

# A Farewell To Dr. Paul Pugliese, University Librarian

By Paul Demilio, University Archivist

Long-time University Librarian Dr. Paul Pugliese will officially retire on June 28. He first began his employment at the Duquesne Library in 1960 and was appointed University Librarian in 1969. Below is a glimpse at how things were in his early years and the many changes that he witnessed in the Library and on campus during his tenure.



*View of the campus as it looked in 1960, when Dr. Pugliese first began working at Duquesne.*

When Dr. Pugliese arrived on campus for his first day of work as the Head of Circulation in 1960, he saw a much different Duquesne than the one of today. What he saw was a college located on top of a high bluff that was primarily a city neighborhood of streets lined with row houses and businesses.

There were no parking garages for students and staff, no Mellon Hall or Student Union. The Palumbo Center was a distant dream. The only dormitory was Assumption Hall. The present Library building was a parking garage for government vehicles and Academic Walk was merely a city street named Vickroy Street. The School of Music was located in an old building that used to belong to the Slovak Society and the School of Pharmacy was in Canevin Hall. There were no skywalks and the only cafeteria for students was on the first floor of Canevin Hall. The School of Health Sciences was a gymnasium and Rockwell Hall was the new building on campus, opened in 1958.

Tuition was \$22.00 per credit and the enrollment was about 5,400. President Fr. Henry McAnulty, C.S.Sp., was only in his second year of what would become a 21-year Presidency. Fr. Edmund Supple was Academic Vice President, the first of eight Academic Vice Presidents under which Dr. Pugliese served. Many students were still wearing jackets and ties to class and ROTC was mandatory.

The Library was located on the other side of Locust Street, where the Law School now resides. At that time the Library was just beginning a major renovation with an addition that more than doubled the space of the original building. The addition was completed in 1962. The collection consisted of about 140,000 volumes and the total number of staff was 20. Researchers used the old card catalog and Miss Eleanor McCann was the University Librarian.

The University was about to embark on a major expansion under its revised Master Plan. Through the 1960s Dr. Pugliese witnessed the destruction of many of the old row houses and buildings that made up the neighborhood on the bluff, replaced with new academic buildings and dormitories.


When Dr. Pugliese was named University Librarian in 1969 the collection had grown so much that there was already talk of another addition to the Library. The collection now numbered about 250,000 volumes. The staff was also growing and the new campus was starting to take shape with the completion of many buildings including Mellon Hall, the Student Union and the Music School.


By the mid-1970s the Library had outgrown its facilities and plans were begun for another addition to the building. But soon that proved to be impractical and the focus shifted to the possibility of a new building. Dr. Pugliese did not have to look far for such a building as the old Geyer Garage across the street from the Library proved to be a perfect home for a new Library. Dr. Pugliese oversaw the planning and renovation of the parking garage into a modern


*(continued on page 3)*



academic library facility. In 1978 the building was completed and the Library moved to its present home.


 The Library has continued to grow and advance under Dr. Pugliese’s leadership and today the collection consists of more than 670,000 volumes, thousands of electronic journals, and nearly 200 databases. The staff now numbers 50. The online catalog, (DuCat) has replaced the old card catalog and the Library is now known as the Gumberg Library. (See *What’s In a Name* on page 4.)

 Today’s campus is almost unrecognizable compared to 1960, when Dr. Pugliese first arrived. There are five dormitories, skywalks connecting the lower campus to the upper campus, a beautified and extended Academic Walk, fountains and flowers, parking garages and a football field. There are computer labs throughout the campus and many courses are now taught online.

 The enrollment is now nearly 10,000 and tuition is \$542.00 per credit. Fr. Edmund Supple has retired from his former position and is now the curator of the Cardinal Wright Collection in the Gumberg Library. Dr. Charles Dougherty is the fourth President at Duquesne since Dr. Pugliese began. Students dress in a variety of styles, most of them not involving ties, and mandatory ROTC disappeared long ago.



*The Library with the addition that was completed in 1962. This is now where the Law School is located.*

 Duquesne University is now 124 years old and Dr. Pugliese has been here a third of that time. He not only was witness to the most dynamic era of Duquesne’s history, but also was a participant. During his 33 years as University Librarian he has adapted to the many changes that have taken place at the University and in the field of library science. The Library has made tremendous strides and development in many areas and he has moved the Library into the computer age by developing the technological infrastructure.



*The original Library as it looked in 1960.*

*On behalf of the entire  
Gumberg Library staff,  
the Newsletter Committee would like  
to express gratitude and best wishes to  
**Dr. Pugliese**  
in his well-earned retirement.*

## What's in a Name?

By Paul Demilio, University Archivist

For years the Library at Duquesne was simply known as the "Duquesne Library" or the "University Library." Today students and faculty are most familiar with the name Gumberg Library.

The Library was named for Pittsburghers Stanley and Marcia Gumberg, who committed major financial support for library development. Stanley Gumberg, a 1950 graduate of Duquesne, is chairman of the board of the J.J. Gumberg Company, a real estate development and management company, and is a member of the Duquesne University Board of Directors. His wife Marcia had always been well-known for her support of library development and as former owner of the Squirrel Hill Bookstore.

The new Gumberg Library was dedicated with a ceremony and reception on February 3, 1995. Mr. Gumberg expressed the reasons he and his wife chose to support Duquesne by enhancing the Library. "Marcia and I thought very carefully how we could best provide Duquesne University with a perpetual legacy. We strongly believe that a university library is the key which can unlock the door to a meaningful education. We trust our contribution will enable the Library to carry on its tradition of academic leadership and technological excellence. It is our ardent hope the Gumberg Library will serve the students of Duquesne University for many generations."



Photo of the Gumberg family at the dedication.

## Read Any Good Books Lately?

If you discover a publication that would be an excellent addition to the Gumberg Library's collection, please share your suggestions with us by filling out a Purchase Recommendation Form. This form is available at the 4<sup>th</sup> floor Reference Desk or via the Library website at <[www.library.duq.edu/eforms/recommendation.htm](http://www.library.duq.edu/eforms/recommendation.htm)>.

Students, faculty, or staff who wish to make a request may do so. Each request is given serious consideration based on content and perceived need. If your recommendation is purchased, the Library will contact you when it's added to the collection. At that time you can request that the book(s) be held at the 4<sup>th</sup> floor Circulation Desk. To date we have purchased approximately 150 recommended books. We encourage more students, faculty, and staff to take advantage of this opportunity to strengthen the collection and better meet your needs.



[www.library.duq.edu/eforms/recommendation.htm](http://www.library.duq.edu/eforms/recommendation.htm)

### Gumberg Library @ Duquesne University

#### Purchase Recommendation

Author/Editor \_\_\_\_\_

Title \_\_\_\_\_

Other Information (ISBN, volume, edition, year, Publisher) if available: \_\_\_\_\_

Why do you think we need this in the collection? \_\_\_\_\_

Name (Optional) \_\_\_\_\_

Phone or E-mail address \_\_\_\_\_

Thank you for your support of the Gumberg Library! Each request will be given consideration based on content and perceived need.



## Electronic Reserves Improve Accessibility to Students

By Martin Sivitz, *Overdues Specialist*

**F**rom paper to digital—that's the way faculty reserves in academic libraries have been going in recent years. ERes (pronounced ee-rez) or electronic reserves, offers students around-the-clock access to reserve materials. They can log on from home, their dorm room, the Library or any computer lab on campus, and they can either read from the screen or a printout.

Joseph Nelson, reserve specialist at the Gumberg Library, has been processing photocopies, books, and audiovisuals from faculty for student use at the Library since 1991. He has witnessed his work change from the pre-online days when photocopies had old-fashioned circulation cards and a counter to punch for each transaction. In 1994 circulation went online and the system tracked both borrower records and usage statistics. Now ERes is another leap forward in the process.

"ERes is basically a database of items that are on reserve for courses—either digital images of photocopies or links to full-text sources. It resides on a dedicated server that we have in the Library," said Nelson. Although any Web server could accomplish that task, what sets ERes apart is that it gives course instructors an easy way to distribute reading materials to students while maintaining copyright compliance.

As part of the move to ERes, the Library modified its reserve policies based upon recommendations from the University Counsel. These new policies, designed to ensure compliance with Copyright and Fair Use guidelines, are available for review on the ERes website <[www.library.duq.edu/eres](http://www.library.duq.edu/eres)>.

ERes can provide access to any type of computer file and can link to virtually any Internet based publication. This flexibility makes it possible to provide students with a single, consistently formatted reading list containing scanned copies of print journal articles or book chapters, links to electronic journals, and links to websites. Students can also access Word, Excel, and PowerPoint files containing course notes.

Users can access ERes at <[www.library.duq.edu/eres](http://www.library.duq.edu/eres)> and can locate reserve items in a variety of ways: by department, instructor, course, or author. Each course is password-protected.

The process of placing items on ERes is similar to that of paper reserves. Course instructors can designate reserves for both formats. They may bring in a photocopy or a citation

for an online article and fill out the reserve form. Photocopies should be clear in quality, one-sided and on 8.5 x 11 paper to allow for clear scanning. Articles in the Library's electronic journal subscriptions will be made available using hyperlinks from ERes to the journal vendors' websites.

### Experience with ERes

The Gumberg Library selected an electronic reserves vendor, Docutek, in 2000. Implementation required the Library to purchase and install a dedicated server. To help launch ERes, Nelson looked at websites from various universities and examined their reserve room policies.

Service began in Fall 2001. Both faculty and student response has been enthusiastic. Initially, six professors used the service for 11 courses. This figure has increased to 22 professors and 30 courses so far this semester. The number of hits on course Web pages provides even more telling figures: the total number for the Fall 2001 semester was 826. In only the first two months of the Spring 2002 semester that total reached 5,082 hits.

Dr. Clifford Bob, Assistant Professor of Political Science, currently has four classes using ERes. He has been pleased with its benefits to his classes. "The system allows me to include a wide variety of articles and chapters of my own choosing rather than using compilation volumes (with many irrelevant entries) that students would otherwise have to buy. Unlike handing articles out in class, ERes saves me the trouble of having to give copies to students who are absent or lose them during the semester. It also saves on copy costs for my department," Dr. Bob said.

Dr. Bob has had no complaints with ERes and observed that students have adapted to the new system quickly. He added, "I have found the system very easy to use—articles, chapters, etc. are entered quickly into the system. Joe Nelson has been very fast and flexible in entering materials."

ERes has had an auspicious start and the Gumberg Library is following the swing to electronic reserves. According to Nelson, "There are obviously items you can't put online such as videos and books. There will always be a reserve room, a physical place to put materials." Photocopies, however, will become a rare species.

*For more information, contact the Reserve Room at the Gumberg Library, 412-396-6130.*

# Can't find it here? ILL can help!

By Moinul Akhand, Interlibrary Loan Specialist

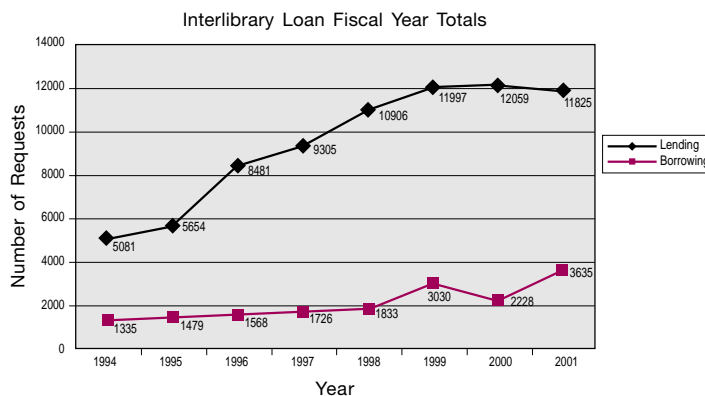
An academic library's survival depends on its ability to satisfy the demands of its researchers. In the past 10 years, libraries have been expected to provide more service using less funding and fewer staff (in proportion to demand) and to provide greater access to information at a lower cost. Gumberg Library's Interlibrary Loan Department (ILL) plays a vital role in meeting these demands. ILL's primary goal is to provide Duquesne University researchers with access to books, articles, CDs, videos, and other kinds of resources that are not available at Gumberg Library. The department's motto is, "If it's available, we'll find it."

## Expanding Options for Duquesne Researchers

ILL participates in two vast networks of libraries – the Online Computer Library Center (OCLC) and the National Network of Libraries of Medicine (NN/LM). In order to lower costs to researchers, Gumberg Library has actively pursued reciprocal borrowing agreements with other libraries:

- In April 1994, the Library began pursuing reciprocal agreements with regional libraries. To date, it has 280 signed agreements. This cost effective measure allows the Library to continue subsidizing all loan requests and journal article copies over \$5.00, up to \$20.00.
- In 1995, the Library joined the Basic Health Sciences Libraries (BHSL) Consortium, which provides access to all journal articles indexed in the heavily used research databases MEDLINE and CINAHL.
- In September 2000, the Library joined a resource-sharing group, Libraries Very Interested in Sharing (LVIS). These member libraries agree to provide loans and article copies at no charge. To date, there are approximately 1,400 member libraries.

Since the inception of these reciprocal agreements, use of ILL service has grown substantially. In 2001, ILL obtained 172% more documents for Duquesne researchers than in 1994. During the same time period, Gumberg's interlibrary lending increased 133%. It's interesting to note that Gumberg Library is a "Net Lender." In other words, it lends more to other institutions' researchers than it borrows on behalf of Duquesne's researchers. This Net Lender status suggests that Gumberg Library owns many valuable materials not available to researchers at other institutions.



## Integrating New Technology

To cope with these increases in volume the ILL Department has examined new technologies as one way to improve efficiency. Last July, the Library installed the ILLiad system, which was developed by the ILL Department at Virginia Tech. It represents an attempt to integrate all the functions of the interlibrary loan process into one software package.

ILLiad seamlessly integrates borrowing, lending and electronic document delivery in one Web-based interface. This environment enhances customer service while significantly reducing costs and staff workload. ILLiad has allowed the ILL process to go virtually paperless. Eliminating the paper trail is cost effective and increases the Department's efficiency.

## Reducing Turnaround Time

In the past, when Duquesne University researchers completed ILL forms on the Web, staff members needed to re-key their request into other systems. ILLiad has allowed Duquesne researchers to enter their requests directly into the ILLiad database. This capability saves time and automates the process to some extent. Average internal processing time for each request now totals only one day – including the night and weekend hours that elapse from the time the request is entered until the staff begins work.

In 2001, the ILL staff also reduced the average turnaround time by nearly 13% despite a 16% increase in requests filled. The average turnaround time is calculated from the time a researcher enters a request until he receives the requested document. Note that 90% of turnaround time is caused by external factors, such as time for lending libraries to respond and ship documents.

(continued on page 7)

## Improving Convenience

Implementing ILLiad eliminated the need to enter personal information each time you make an ILL request. For example, when you register for ILLiad, you enter your mail address, phone number, e-mail, and other necessary information. This information is then automatically available to the ILL staff for every request you make. ILLiad also allows you to specify if you would like to receive electronic delivery of articles – provided that ILL is able to obtain the article in electronic format.

In addition, ILLiad allows you to track the progress of your requests or renew loans 24 hours a day, seven days a week. If you prefer to call, it also enables the ILL staff to immediately review a full record of your request in order to answer your questions.

The ILL Department is always looking for new and innovative ways to meet the needs of its customers. ILL continues to allow Duquesne researchers to obtain books, articles, and other materials from thousands of library collections comprised of tens of millions of books and journals.

Please don't hesitate to contact the ILL Department if you have questions. You can reach us by phone at 412-396-5341 or e-mail at [illservice@library.duq.edu](mailto:illservice@library.duq.edu).

## DEPARTMENT OF MODERN LANGUAGES Sponsors Symposium

A SYMPOSIUM ON  
"Padre Pio: A Mystic for All Times"

Thursday, April 18, 2002

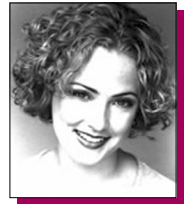
Keynote Speaker:  
Achille Cardinal Silvestrini, Vatican City

For more information, please contact the  
Department of Modern Languages at 412-396-6415.

## A Student's Perspective on Working at the Gumberg Library

Submitted by Erin Lahm,  
Collection Development/Preservation Department

Working at the Library has been a very positive experience. The environment is friendly, supportive, and relaxed, so I never have to go from the stress of my class work to a stressful job. The staff is considerate of my busy schedule as a music major and willing to make adjustments if I need them.



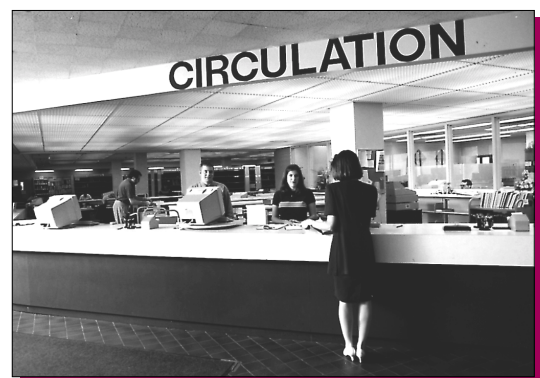
Erin Lahm

My duties have included creating exhibits for the display cases on the 4<sup>th</sup> floor of the Library, working with the music collection, photocopying, recording temperature and humidity readings, filling out request forms, and helping to sort the mail. I have learned how to create charts and graphs on Excel and how to do book repairs.

Through my work here, I have become a lot more comfortable using the resources in the Library, which has helped me in my own studies.

## Student Assistants

Since this is the last newsletter issue of the year we would like to commend our student employees for all their hard work this past year. We appreciate their many efforts to provide service to Library users and to assist staff in their job duties. On behalf of the entire Library staff, the Newsletter Committee would like to congratulate the graduating seniors and wish them all the best in their future endeavors.



# BiblioTech

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*Editorial Staff:*  
*Melodie Thoms, Editor*  
*Paul Demilio*  
*David Nolfi*  
*Martin Sivitz*

*Contributors:*  
*Moinul Akhand*  
*Erin Lahm*

*Proofreaders:*  
*Tina Benedek*  
*Angela Fleming*  
*Lisa Lazar*

Gumberg Library  
Duquesne University  
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## Summer Policies

The spring semester is nearly over and summer is just around the corner. During the summer, Library hours will vary and policies for borrowing materials may change.

Please refer to the Gumberg Library website <[www.library.duq.edu](http://www.library.duq.edu)> for information on hours and borrowing privileges. If you have any questions, please ask at the Circulation desk.