

## SPECIAL THEME

### Electronic Information Resources and Electronic Services in a Collaborative Environment

#### **The CSU Libraries Working Together**

As Chair, CSU Council of Library Directors (COLD) AY 2002-2003, I appreciate the opportunity to reflect upon the CSU Libraries' long and successful history of collaboration and partnership among the libraries and with the Chancellor's Office. For over a decade we have been working together in an environment of change and fiscal uncertainties. Myriad technological advances, the impact of Tidal Wave II enrollment growth, and the service needs of a diverse clientele have presented challenges and foster our collaborative efforts.

While each of our libraries operates in a unique campus setting, the CSU libraries strive to collaborate on the system level. We have sought to identify and implement initiatives that permit the 23 libraries to benefit from collective efforts and centralized funding. The foundation for these efforts was established and refined in two five-year strategic plans: *Transforming Libraries for the 21st Century: A Strategic Plan for the CSU Council of Library Directors*, September 1994, and *Working Together, A Strategic Plan for the CSU Libraries*, June 2000 (<http://www.calstate.edu/LS/2000-Lib Strategic Plan.pdf>).

The support of the Chancellor's Office has been pivotal to the achievement of these strategic initiatives. The CSU established a funding "partnership" with the Governor that seeks in part to redress the severe budget reductions suffered by the libraries in the early 1990s. The core funding need for libraries is calculated at \$13 million, the amount needed each year to restore purchasing power to 1990 levels. Three million dollars of the funding need was received as a baseline augmentation in FY 1999/2000 and serves as the funding source for the Electronic Core Collection. The remaining \$10 million remains unfunded due to the state's budgetary crisis. However, \$4 million in one-time lottery funds was received in FY 2001/2002 and a similar amount has been requested this year. Additional centralized funding has made possible strategic planning, PHAROS implementation, information competency initiatives and much more. To illustrate this I would like to share COLD's report to Executive Vice Chancellors Richard West and David Spence summarizing our collaborative efforts during 2001-2002. Working Together serves as the framework of those efforts; accomplishments are listed under the corresponding goal areas of the plan.

*Information technologies will continue to dramatically change the ways in which knowledge and information are obtained, transforming the instructional process at CSU.*

#### **Source**

*Working Together: A Strategic Plan for the CSU Libraries, June 2000, p. 1. <[www.calstate.edu/LS/2000-Lib\\_Strategic\\_Plan.pdf](http://www.calstate.edu/LS/2000-Lib_Strategic_Plan.pdf)>*

## **COLD Strategic Plan Update 2001/02 Highlights**

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### **Goal A: Information Resources**

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- **Pharos.** Pharos crossed a critical threshold in 2001/02. Pharos 1.0 (Union Catalog, including Union Catalog, Resource Sharing for end user borrowing of books at any campus from any campus, and a robust Web interface).
- **SFX.** Purchase, installation and training for first wave of campuses to implement SFX, the current best practice product to link electronic citations to electronic full-text journal articles. SFX enables users to fully exploit the thousands of full-text journals in the CSU and campuses' electronic collections.
- **Electronic Core Collection** of journal citations and articles. Four databases eligible for inclusion in the CSU Electronic Core Collection were added to the resources funded centrally: The ECC continues to add tremendous value for investment to each member of each campus community. For example, in 2001/02: 598,680 article abstracts in PsychINFO were accessed; students used 2,578,200 full-text journal articles in Ebsco Academic Search Elite; over 10,000 bioscience journal abstracts in BIOSIS; 85,000 full-text articles in Wiley Interscience (for 6 months January-June 2002); 50,000 abstracts in Historical Abstracts/America History and Life.
- **Cooperative Collection Development** – Ebooks. The ebook pilot project was completed, final report accepted by COLD (May 2002). Some usage highlights include: 1,522 ebooks meeting the selection criteria were purchased or leased. The collection was accessed 17,473 times between March and December 2001, 94% of the titles were used at least once, 64% were used at least 5 times.

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### **Goal B: Instruction/Information Literacy**

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- **Faculty Learning Outcomes Grant Program.** This was the first year of a grant program to assist classroom faculty to incorpo-

rate information competence into the curriculum and to promote faculty/librarian partnerships. Twenty-five grants, totaling \$215,443 and representing a wide range of subject areas, were awarded across the CSU. A workshop of all award recipients was held in the spring to share experiences and successes and to plan for the continued success of this initiative.

- **Phase II Information Competence Assessment.** Using the services of SBRI research group, the Assessment Task Force completed the field study phase of the project. Four campuses brought students and faculty together with the assessment team to capture information seeking behavior on video, transaction logs, focus groups and individual interviews by the research team. This data was reported by the task force. The next phase will be the development of the end user learning assessment instrument and, in consultation with faculty, suggestions for “best practices” for library services and instruction.
- **Live Reference.** Twenty-one campuses attended a symposium on real-time online reference services sponsored by the COLD Strategic Plan Initiative. A systemwide task force was formed and an experiment in live reference was undertaken on several campuses. In May, COLD accepted the task force report to undertake a one-year test of the three leading live/virtual reference products. Nine CSU libraries are involved in the pilot to test applications for traditional reference service in an electronic environment and to assess the possibilities of live reference to support online education and information literacy initiatives.

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### **Goal C: Human Resources**

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- **Staff Recognition Awards.** Four \$1,000 awards to support the continuing education and professional development of classified staff were given in recognition of contributions to multi-campus and systemwide projects including the Pharos RSS system.

- **Library Assistant Series:** At COLD's request, a comprehensive review of the Library Assistant Classification series was begun by C.O. Human Resources. A COLD task force assisted in the design and implementation of the data gathering phase completed in the spring.

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#### Goal D: Infrastructure

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##### **Cooperative strategy to ensure last copy access to information resources.**

A task force was formed to report to COLD in 2002/03 about ways to ensure that a last copy of titles is retained in the CSU. As space becomes an issue in more and more CSU libraries, COLD is investigating ways to ensure that lesser used materials remain accessible in the CSU collections.

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#### Goal E: Fiscal Resources

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**Hispanic Serving Institutions grant opportunity.** COLD researched the feasibility of a grant application for Title V funds to support library services and collections to the campuses federally designated as Hispanic Serving Institutions. (CSU Northridge received a \$1.6 million grant.)

**Supplemental Funding.** A lottery augmentation of \$1 million enabled COLD to leverage and increase systemwide investment in collaborative purchasing IT development. An additional \$3 million enabled campuses to address, for one year, the state recognized shortfall in funding for campuses' information resources.

##### **Stable funding for collections.**

COLD has requested lottery funding for 2002/03 to preserve and build on the gains made with the 2001/02 funding.

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#### Goal F: Outreach and Collaboration

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**Libraries @ Calstate.** COLD inaugurated a newsletter to inform the CSU community about library programs, initiatives, collections and services. The first issue of *Libraries @ Calstate* was published in spring 2002 featuring the projects funded by the Information Competence Initiative to develop information literacy projects on all campuses.

##### **COLD representatives appointed to ATAC and SWAT.**

To facilitate communication and to share information, COLD has appointed representatives to the (1) Academic Technology Advisory Committee (ATAC), a committee of campus faculty, administrators, and Chancellor's Office staff to provide advice to the Executive Vice Chancellor/Chief Information Officer on matters related to academic technology; and (2) Systemwide Academic Technology (SWAT) services project which helps to reduce campus and system costs for academic technology products, vendors, and services.

By working together, the CSU Libraries continue to strive to meet the needs of their users. Creativity, collaboration and innovation remain the hallmarks of our efforts. As we enter what may well be even more stringent fiscal times it is the commitment of COLD to make every effort to support the needs of the diverse CSU population and curriculum.

*Johnnie Ann Ralph, Chair  
Council of Library Directors,  
AY 2002/2003, University Librarian,  
CSU San Bernardino*

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#### **Source**

*Johnnie Ann Ralph,  
Chair, Council of  
Library Directors  
2000/2003*

## CSU Libraries Share Ebook Collection

When most people think of libraries, they think of books. And even though libraries provide information in many other formats, books remain the staple of the CSU library collections. Now, those collections have a new kind of book—an electronic book, or ebook.

In many respects, ebooks are identical to their print equivalents. Ebooks are written by the same authors and published by the same publishers as print books. Each ebook has the same pages, photos, bibliographies, and other features of its print counterpart. In fact, all of the ebooks in the CSU collection are electronic versions of printed books, many of which exist in print in one or more CSU libraries.

The electronic format provides several advantages over the print. Electronic books cannot be lost or stolen and pages never need to be replaced. Ebooks can be searched by keyword or phrase to identify specific passages of interest. Ebooks link footnotes to citations and even other books, so that the reader can jump the text to the footnote and even to another book. Readers can also print out pages in a manner very similar to using a photocopier—usually one page at a time.

There are some disadvantages to using ebooks. Obviously, a reader needs a computer with an Internet connection, which makes curling up with an ebook in bed a little difficult. Many readers find that reading text online is harder on the eyes than reading a printed book. It can also be very difficult for readers to highlight, annotate, or personalize ebooks like they can print books.

For the CSU system, the biggest advantage of ebooks is the ability to share copies among campuses. Since elec-

tronic resources do not require a physical location, they are instantly available to readers anywhere and everywhere. Because ebooks are electronic, several readers can use the same book at the same time. Due to limits placed by the publishers, some ebooks allow only one reader at a time. However, since the ebooks are shared among all of the campuses, a student in Chico can read the book as soon as the student in San Diego is finished with it. CSU libraries have a long history of sharing their print books, but it takes several days to physically ship a book from one campus to another. With ebooks, the transfer is instantaneous, making a shared collection as easy to use as a local collection.

Through a project funded by the Systemwide Electronic Information Resources program of the Chancellor's Office, a team of librarians investigated the feasibility of ebooks for CSU libraries. That team, consisting of librarians from Chico, Fresno, Fullerton, Humboldt, Long Beach, and San Francisco, developed criteria for the selection and evaluation of ebooks. The project had several goals: to explore the technology of ebooks; to evaluate available ebook vendors; to determine the appropriateness of ebooks to CSU libraries; to measure use acceptance of ebooks; to study the economics of ebooks; and to influence the development of ebooks. The Team was successful in making progress on all of these goals.

Initially, the Team identified several ebook vendors, but only NetLibrary was able to provide a stable collection of books for the project and by default, became the primary vendor.

One of the ways in which the Team influenced the development of ebooks was to negotiate new pricing

### Professor Writes Popular Ebook

CSU Fresno criminology professor Barbara Owen is not only an ebook user, she is an ebook author. When her critically acclaimed book, *In the Mix: Struggle and Survival in a Women's Prison*, was published by the State University of New York Press in 1998, she had no idea that it would also become one of the CSU's most popular ebooks.



The work was one of the first titles selected by the CSU Ebook Team, and is representative of the scholarly material included in the CSU shared ebook collection.

Dr. Owen appreciates the access that ebooks provide, and tells her students that even when the print copies in the library are checked out, they can still read the book online.

*CSU Fresno librarian Diane Majors demonstrates ebooks to Dr. Barbara Owen, using her own publication, In the Mix: Struggle and Survival in a Women's Prison, as an example.*

schemes for the CSU collection. Netlibrary's standard pricing model is to sell copies of books, with each individual copy available to one reader at a time. The purchasing library then "owns" that book forever, just like they do with print books. While this model is useful for many books, the Team did not want to "purchase" copies of books that would only be useful for a short period of time. Computer manuals, reference books, and many business and health books have a short shelf life before they are replaced by newer titles. As a result, Netlibrary developed a new pricing model in which the book is leased for a specific period of time at a lower price than the purchase price, but which allows multiple users to read the book at the same time. The CSU libraries are the only Netlibrary customers with this arrangement, which the Team designated as the multi-use collection.

During fall 2000, the Team selected 1,500 books from the Netlibrary catalog. Of these titles, 800 were purchased and 700 were multi-use books. These books represented a cross-section of disciplines taught at a majority of the CSU campuses, including education, business, psychology, computer science, social sciences, and the sciences. In addition, a fairly large number of reference titles were selected.

In order to make library users aware of ebooks, each of the libraries represented by the Team loaded records for ebooks into their catalogs. Many of the other CSU libraries also loaded the records. In evaluating use of the ebooks, the Team discovered that most users found the books by searching their library's catalog. Some campuses used other means to publicize the ebooks, including holding seminars and putting articles in campus newspapers. Use of the collections rose throughout the project, peaking with the usual student research crunch in April and October.

By the end of the study, the ebook collection had been used over 17,000 times, with over 94% of all ebooks in the collection being used at least once and 2/3 of the ebooks used at least five times. This demon-

strates a very high acceptance rate among library users—no other new library collection of this size is used this heavily. As far as subjects go, the most heavily used books were in the fields of computer science, business, medicine, and the social sciences.

The Team also provided readers with a survey instrument to collect data and comments from ebook users. Most users found ebooks of interest to them and were satisfied with their ebook experience. Interestingly, 61% of users said that they would prefer a print copy of the book over the ebook version.

Overall, the Team views the ebook project as a success for the CSU libraries. A second round of book selection was done in fall 2001, with an additional 3,000 ebooks purchased or leased for the shared collection. The Team has also ordered 500 ebooks in the field of history from the American Council of Learned Societies and will soon purchase an extensive computer science collection from another major publisher. If funding is available, the Team plans to add more ebooks and more publishers over time. Individual libraries are also able to purchase their own ebooks or to recommend titles for the shared collection. Pomona has already selected several hundred titles for use solely on that campus.

The CSU investment in ebooks is paying off every day by providing instant access to scholarly books on all campuses. When a student in Fullerton and a professor in San Francisco can share the same book online, both benefit from the shared ebook collection. Individual libraries benefit as well, since less duplication of print books is needed. Using the careful selection and evaluation criteria developed by the Team, the collection will continue to grow—bringing more ebooks to every library in the CSU system.

*Dave Tyckoson, Chair  
CSU E-Books Pilot Project Coordinating Team  
and Head of Reference, CSU Fresno,  
Madden Library*

## *The CSU*

*investment in  
ebooks is paying  
off every day  
by providing  
instant access  
to scholarly  
books on  
all campuses.*

### *Source*

*Dave Tyckoson, Chair  
CSU E-Books Pilot  
Project Coordinating  
Team*

## **CSU's Electronic Core Collection: A Shared Approach to Acquiring Information Resources**

Within the CSU, the electronic "core collection" (ECC) is defined as the online bibliographic and full-text information resources that support the common core curricula. Core curricula are defined as those offered by at least two-thirds of the 23 CSU campuses. These include the social sciences, life and physical sciences, arts and humanities, and professional programs such as business administration, education, nursing, public administration and engineering/computer science.

In September 1996, the CSU Libraries' Electronic Access to Information Resources Committee (EARCOM) proposed that a common collection of electronic databases be centrally licensed, through its own library consortium, Systemwide Electronic Information Resources (SEIR) for all CSU libraries to support general, as well as specific, information needs of the core programs at the study level. A set of criteria were developed to determine which electronic resources should be included in the core collection (see <[www.calstate.edu/SEIR/ecccriteria.shtml](http://www.calstate.edu/SEIR/ecccriteria.shtml)> ). The criteria followed closely the principles, which had been established by the committee, for acquiring electronic information resources. These principles have guided the committee, since its inception in 1989, in its review and recommendation of vendor proposals (see <[www.calstate.edu/SEIR/principles.shtml](http://www.calstate.edu/SEIR/principles.shtml)>).

Primary among the criteria is that the e-resources support the common core of CSU curricula.

Other criteria require that the resources considered for inclusion in ECC have at least one year of actual use by a minimum of 15, or two-thirds of all CSU campuses. The search interface and service capabilities of the information provider are also of importance. The interface must include both basic and advanced capabilities. The service must allow both local (on-campus) and remote (off-campus) accessibility and be compatible with the current telecommunications infrastructure. The content/service provider must be flexible and responsive; provide adequate documentation and training; and require minimal technical support of library staff. Finally, the cost of acquiring the resources must reflect the economies of scale brought about through large volume and collaborative purchase.

Acceptance of a resource into the ECC does not constitute inclusion in perpetuity. The EAR Committee recognizes that technological developments and changes in CSU core curricula and budgets all have impact on the ECC. All ECC resources are, therefore, subject to formal system-wide review. A review of each resource is conducted at least once every three years. A recommendation from EARCOM is then forwarded to the CSU Council of Library Directors (COLD) to either retain or remove the resource.

A permanent and stable budget for funding the Electronic Core Collection was established several years ago. Prior to that time, each CSU campus was assessed annually for its proportionate share

### **CURRENT TITLES IN THE E-CORE COLLECTION**

- ABI/INFORM
- America History and Life
- Britannica Online
- Ethnic Newswatch
- General Periodicals Database
- JSTOR Arts & Sciences Collection I
- Project Muse Full Collection
- RAND California
- STAT USA
- Academic Search Elite
- Basic BIOSIS
- Expanded Academic ASAP
- Factiva
- Historical Abstracts
- LEXIS-NEXIS Academic Universe
- PsycINFO
- Science Direct
- Wiley Interscience

of the core collection. Beginning in 1997/98 costs for the ECC were partially offset by supplemental funds granted through a central "Strategic Initiative Program." In 2000/01 a General Fund increase provided CSU libraries with a permanent allocation to further develop ECC content and to support the dissemination and use of electronic information resources. The total expenditure for the Electronic Core Collection is currently \$2.7 million annually.

Through the cooperative identification and implementation of the electronic core collection and through its unique common gateway, called "PHAROS," CSU libraries are able to share equal access at all 23 campus locations to a common core of e-resources. The ECC has greatly enhanced the development of distance learning programs by enabling students and faculty to access these critical resources from their remote locations.

CSU libraries have further benefited by consolidating their acquisition of common online information resources through the central CSU-SEIR. By consolidating purchase orders for common services, while not compromising campus-level freedom of choice, CSU libraries have increased the leverage of CSU-SEIR in their negotiations with information providers. This has resulted in increased savings and more cost-effective access to the resources required to support teaching, learning and research at CSU.

The ECC represents a winning example of how policy and procedures developed with consensus among cooperating campuses sharing common interests can achieve effective and lasting results.

For further information about the Electronic Core Collection, the EAR Committee and, the office of CSU-SEIR, visit the SEIRWeb page at <<http://www.calstate.edu/SEIR>>. Please feel free to contact CSU-SEIR if you have questions or require additional information at SEIR-MAIL@calstate.edu.

*Evan A. Reader, Director  
Systemwide Electronic Information Resources*

## **Anywhere, Anytime Interactive Reference Service**

Imagine that you are a student. It is 1:00 a.m. and you are desperately trying to finish up a paper for your English class, due tomorrow. Two of the article citations for your bibliography are incomplete. Wouldn't it be great if you could contact a reference librarian for help right now? Well, you can.

A pilot project of nine CSU libraries, in both Southern and Northern California, is offering live, real-time interactive reference service over the Internet to CSU students, faculty, and staff.

Six campuses (Hayward, Long Beach, Monterey Bay, Northridge, Pomona, and San Jose) are using customized software from 24/7 <<http://www.247ref.org>>. This service is available around the clock, and librarians at the participating campuses are staffing the service 27 hours per week. When the CSU librarians are not on duty, 24/7 reference staff answer the questions. Nationally, 29 academic libraries, 48 public libraries in California, and eight national consortia are currently participants in, and contributing to, the 24/7 reference service.

*Continued on page 8*

*“The California State University has one of the most successful models for shared acquisition of electronic information in the nation. Since 1989, the CSU Chancellor’s Office has conducted a program of cooperative buying which leverages the purchasing power of the largest system of higher education in the nation.*

*The Electronic Core Collection represents a winning example of how policy and procedures developed with consensus among cooperating campuses sharing common interests can achieve effective and lasting results.*”

### **Source**

*Evan A. Reader,  
Director, Systemwide  
Electronic Information  
Resources*

Live Help  
Click Here

## Anywhere, Anytime Interactive Reference Service

Continued from page 7

Customized software tools enable librarians to communicate using real time chat; guide users' browsers to the best sources on the Internet using collaborative browsing technologies; send files, images, and other documents to the user's computer; and gather statistics to improve service efficiencies.

Three campuses (Chico, Fullerton, and San Diego) are offering real-time reference service using Convey OnDemand software <[www.conveysystems.com/library.asp](http://www.conveysystems.com/library.asp)>. Chico and Fullerton each offer the Web reference service 14 hours per week, and San Diego is providing service 20 hours per week. These libraries are testing the audio and visual components of the OnDemand software that enables librarians to speak with students during the reference interaction, and permits students to see the librarian that is assisting them.

In May 2001, the CSU Council of Library Directors/Deans (COLD) sponsored a *Symposium on Live Reference in the CSU* that brought CSU librarians together to hear about cooperative live reference services already underway, and to consider the possibility of cooperating together across the CSU to offer expert, interactive, Web-based reference assistance. Following the symposium, COLD considered a recommendation from CSU librarians to pursue this initiative with the formation of a task force to investigate and make recommendations about a cooperative live/Web reference service for CSU students. The CSU Live/Web Reference Task Force began work in January 2002,

and with approval from the CSU Library Directors/Deans, launched a live/Web reference pilot project during the 2002-2003 academic year.

The service, known as live reference, chat reference, digital reference and/or Web reference, is best defined as the provision of real-time, interactive personal reference assistance by librarians for students, faculty, and staff via Web-based customer contact center software. This software permits questions to be asked and answered in real-time over the World Wide Web in a secure, private environment, using text-based chat, voice-over IP and video, Web pages, slide shows, and other materials that can be sent to the patron's browser. At the end of the session, users can receive a transcript of the transaction including embedded Web sites and complete URL addresses.

Based on an evaluation protocol developed by the task force, the pilot libraries will assess technical aspects of the software, and also gather data on usage, user satisfaction, effective service models, and several other factors relevant to the success of a system-wide live/Web reference service.

In May 2003, the CSU Live/Web Reference Task Force will present a final report with recommendations to the Council of Library Deans/Directors based on the evaluation protocols developed for the pilot project.

*Kathleen Dunn, Chair  
CSU Live/Web Reference Task Force  
and Assistant University Librarian,  
Cal Poly Pomona*

### CSU LIVE/WEB REFERENCE TASK FORCE MEMBERS

- Johanna Alexander, Bakersfield
- Kathleen Dunn, Pomona
- Rosemary McGill, Fullerton
- Ilene Rockman, Chancellor's Office
- James Tyler, Chico
- Janie Silveria, Monterey Bay
- Gordon Smith, Chancellor's Office
- Mark Stover, San Diego

## ***New Technology Streamlines Interlibrary Loan***

Interlibrary loan, the sharing of resources among libraries, has been made easier and more efficient through a new Web-based application of information technology. The Resource Sharing System (RSS) is a key component of the PHAROS system of unified information access, a newly developed portal to the full range of library information resources.

The RSS automates many of the laborious functions associated with interlibrary loan, saving time and effort for both library staff and students and faculty. Interlibrary loan has in the past been one of the more labor-intensive functions in academic libraries. Verifying the citation information supplied by the requestor, identifying another library owning the requested item, transmitting and tracking the status of the request, and shipping and receiving the book or article all combine to require a great deal of effort on the part of interlibrary loan staff. The RSS greatly streamlines these activities yielding fewer mistakes, increased staff efficiency, and better service to students and faculty.

At the heart of the RSS is the CSU Union Catalog containing the combined holdings of all the CSU libraries. Searchable through the PHAROS portal, the Union Catalog provides direct access to more than 12 million volumes and 30,000 periodical and serial titles held across the CSU. Real-time availability status for items in the Union Catalog can also be retrieved should the borrower wish to travel directly to the owning library to check out an item.

Here's how the RSS works. First, the student authenticates as a legitimate borrower by entering identifying information that is checked against the library's patron records. Once an item is found in the Union Catalog through a search using elements such as keyword, title or author, the student can simply click on a button to request the item from another library. The system checks to make sure the item is not already owned by the student's library then forwards the request to the library that owns it and has it available. The requested item is then shipped to the student's library via a special courier service and an e-mail is automatically sent telling the student to pick the item up. At any time during this process the student can log on to the system to find out the status of the request.

Underlying this simplified functional view of the RSS is a great deal of complex programming that supports the "behind the scene" transactions streamlining the workflow for interlibrary loan staff. The most significant achievement of the RSS, however, is to create for students direct Web-based access to what is, in effect, one large CSU-wide collection with resources much richer than those of any one library.

RSS and PHAROS are by design dynamic systems that will evolve to accommodate new information resources and services. CSU Los Angeles, for example, is already expanding the RSS beyond the interlibrary loan of books to include document delivery of journal articles. CSU libraries will continue to explore and apply emerging information technologies that will enhance anytime-anywhere access to scholarly information resources for students and faculty.

*Gordon Smith, Director  
Systemwide Library Initiatives, The CSU Office of the Chancellor*

*“The most significant achievement...is to create for students direct Web-based access to what is, in effect, one large CSU-wide collection with resources much richer than those of any one library.”*

### ***Source***

*Gordon Smith,  
Director, Systemwide  
Library Initiatives  
The CSU Office of the  
Chancellor*



Journal and report based literature has long been a key part of Cal State University library collections. Students and faculty alike rely on journal literature for the latest and most in-depth information on the edge of the growing universe of knowledge in diverse academic disciplines. With the explosion in research in many academic areas continuing unabated, academic libraries have made every effort to help their users keep pace with the hundreds of thousands of journal articles published every year by providing access to numerous electronic article indexing services. Librarians have reported, however, that with the advent of dynamic and diverse digital collections they have been spending an increasing amount of their limited time with students and faculty explaining how to locate a copy of the article that might have been quickly found in an online search.

CSU libraries have been leaders in the adoption of the use of electronic databases of journal article indexes, and more recently the use of electronic full-text articles, journals, and books. Students and faculty alike rely on journal literature for the latest and most in-depth information on the edge of the growing universe of knowledge in diverse academic disciplines.

Using technology which is based on context-sensitive reference linking, SFX permits users to link from a particular citation to a menu of choices (the full-text of the article, to check for holdings in the online catalog if the article is available in print, to the book if a chapter is cited, to interlibrary loan services, or to search the World Wide Web).

After searching for a desired item in a database or other resource, a user need only click on the SFX button in the citation to retrieve a menu of context-sensitive links that will take the user to the best, and most easily accessible, copy of the article or report being sought.

In spring 2002 the CSU Serials Linking Task Force was created by the CSU Council of Library Directors to address the two-fold problem of knowing where a copy of an article in electronic or print resource could be found at a CSU library while at the same time empowering library users so that they would be able to quickly locate a copy of an article for themselves in a world where library users are spending more of their time online.

The result of the CSU Serials Linking Task Force's accelerated investigation of solutions for offering end users with quick and accurate information about available copies of journal articles and reports was a recommendation to implement the SFX OpenURL Link Resolution System, offered by Ex Libris, at all 23 CSU libraries by spring 2003. The PHAROS Management Team endorsed this recommendation that was then adopted by the CSU Council of Library Directors at their February 2002 meeting at Cal State Long Beach. A contract with Ex Libris, the firm that first brought this technology to the marketplace, was signed in April 2002. Training of library personnel at Cal State's 23 university libraries began in June 2002 and will be completed in January 2003. After receiving the training, it usually takes a library two to three months to configure the SFX system before it can be made available to library users.

In late October 2002, 13 CSU libraries had received training in configuring SFX and eight CSU libraries were already making SFX available to their patrons.

In the future, it will be possible to further enhance and expand the availability of each library's electronic collections to link to virtual reference services, an article in an electronic encyclopedia, or from an author's work in an online catalog to a book review in a database.

For more information about the exciting SFX service, please contact your local campus library.

*Marvin Pollard, Project Manager,  
CSU Chancellor's Office*

*SFX (is) a linking software application that helps library users determine if a library owns (or can provide access to) a desired work. This technology permits users to navigate easily through electronic resources without having to retype or reenter searches.*

### *Source*

*Marvin Pollard  
Project Manager  
CSU Chancellor's  
Office*

## **Libraries Provide Support For Web-Based and Online Learning Courses**

How can the university library help faculty members who are creating, enhancing, or expanding their Web-based or online courses?

Librarians are able to provide personal assistance by:

- Identifying resources to support the learning objectives of course. Such resources include electronic journal articles, government documents, e-books, and Internet resources.
- Consulting on the design and creation of assignments so that students receive maximum opportunities for success.
- Developing instructional support materials such as electronic guides to the literature, pathfinders, webliographies, research tools, or tutorials to help students gain important skills in information literacy, search strategy development, critical thinking, and information evaluation.
- Suggesting links to 24/7 e-mail or virtual reference services to assist students at the point of need.
- Facilitating remote access to databases, borrowing of print books, or receiving physical copies of journal articles.

Contact your local library for additional information about these, and other, available services.

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*“Access to adequate library services and resources is essential for the attainment of superior academic skills in post-secondary education...”*

#### **Source**

*Guidelines for Distance Learning Services, Association of College and Research Libraries, 2000. <[www.ala.org/acrl/guides/distlrng.html](http://www.ala.org/acrl/guides/distlrng.html)>*