

Spring 2005

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Ex Libris

Newsletter of the West Virginia University Libraries

Spring 2005

www.libraries.wvu.edu

State Library Association Names WVU Librarian Leader

Penny Pugh, Head of Reference for the Downtown Campus Library, was named president of the West Virginia Library Association during the organization's fall conference at Stonewall Resort.

In the post, she will guide the group which represents librarians and staff from public, academic, K-12, and special libraries around the state.

"It's very challenging and humbling to be president of this organization," Pugh said. "The Association represents libraries of all types and gives us an opportunity to work together toward common goals, which ultimately serve the citizens of West Virginia."

Pugh comes aboard with a full agenda already on her plate. The WVLA succeeded last session in securing funding from the Legislature to acquire statewide electronic database licenses for hundreds of libraries.

Nationwide concerns exist about a disparity in access to electronic information. Nearly all public and K-12 libraries lack the extensive electronic resources available at most colleges and universities. College students grow accustomed to a wealth of easily retrievable information while on campus, but then, after graduation, find that the information sources are not available outside the academic setting.

Pugh and others in the WVLA leadership see this statewide contract as part of a remedy to this societal problem. The goal now is to encourage the Legislature to continue funding. Pugh's mission is to convey to state lawmakers the positive impact realized by the number of resources now available at public and school libraries.

"From kindergarten through the rest of your life, you should be able to have access to electronic or digital information," Pugh said. "This project, being coordinated by the West Virginia Library Commission and funded by the Legislature, is one that I think will stay on the Association's legislative agenda for a long time."

WVU Libraries Dean Frances O'Brien called Pugh a devoted advocate for libraries and a knowledgeable professional. She expects 2005 to

be a good year for libraries in the Mountain State with Pugh at the helm.

"Penny's experience has earned her the respect of her colleagues across the state, and she will be very effective in leading collaborative efforts among the different types of libraries," O'Brien said. "I believe her year as WVLA president will bring significant advances in library service to citizens of West Virginia."

Myra Lowe, Associate Dean of the WVU Libraries, shared similar praise and optimism. She has supervised Pugh since she joined the staff as a reference librarian in 1989 and highly regards her efforts as a librarian.

Lowe called Pugh a leader at the WVU Libraries in terms of electronic resources, explaining that the libraries rely on Pugh's judgment in identifying what electronic resources to purchase. She also stressed that Pugh runs a large and diverse department within the Libraries and is able to guide wide-ranging areas of responsibility effectively.

"I see Penny as an excellent leader," Lowe said. "Her expertise has already been valuable and will continue to be."

Pugh has previously served as Chair of the Academic Division of WVLA and as a member of the Executive Board. Prior to settling at WVU, Pugh was a librarian and library science instructor at Fairmont State College from 1986-1989. Pugh earned her Bachelor of Arts in English from WVU and her Masters in Library and Information Science from the University of Kentucky. She has been Head of Reference in the Downtown Campus Library since November 2000.



West Virginia Library Association outgoing President Charley Hively presents the gavel to Penny Pugh, Head of Reference at the Downtown Campus Library and newly named WVLA president.

WVU Libraries Seek Input through LibQual Online Survey

The WVU Libraries are about to resume an ongoing research project of their own.

They are again seeking input from students and faculty on the services they currently provide and what users believe they should provide. This spring, about 4,000 randomly selected individuals will each receive an email requesting they participate in LibQual, an online library service quality survey.

"As we plan for the future of the WVU Libraries, it is important that we understand our users' perceptions and expectations so that we can provide the services they need," Libraries Dean Frances O'Brien said.

The survey, consisting of 33 multiple-choice questions, is a chance for library users to be frank and know their opinions count. Participants will be asked about their desired, perceived, and minimum expectations of service from the WVU Libraries.

Two years ago, nearly 4,700 students and faculty participated in the campus' first LibQual survey. The feedback has guided the WVU

Libraries in plans to enhance services and to become more user-friendly.

Electronic journals ranked among their chief concerns. Many voiced frustrations that they were unable to find particular electronic journals on the WVU Libraries' web site.

Often, the library has a subscription to the title, but the user ran into difficulties during the search.

One of the first steps to remedy the situation was to appoint Linda Blake, a WVU librarian and the Electronic Journals Coordinator, with responsibilities for ensuring efficient and effective user access to electronic journals.

The Libraries soon after purchased software called Article Linker, which provides quick, easy access to an online journal article directly from the citation in our electronic indexes.

The Libraries also have revised the Electronic Journal pages on the Libraries' web site to provide better access. Title and subject search options have been improved. In the summer of 2004, the Libraries purchased MARC cataloging records for journals in the Article Linker service, and in the

fall of 2004, the Cataloging Department added these records to the Mountainlynx catalog.

"The WVU Libraries are moving into the full text electronic journal environment as rapidly as resources permit," O'Brien said.

Survey participants also gave the Libraries several high marks.

Graduate students and undergraduates listed modern equipment that allows them to easily access needed information among WVU Libraries' strengths. Graduate students said they especially like that the web site enables them to locate information on their own.

"As a non-traditional student, the most important thing to me is off-site access. I have been very happy with (and have made the most use of) the library's electronic resources that I can access from home," a graduate student wrote.

Undergraduates said they appreciate the library as a quiet and comfortable place to study, learn, and do research.

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Ex Libris

WVU Libraries to Host Exhibit Highlighting Women in Medicine

Growing up in Terra Alta around the close of the Civil War, Dr. Harriet B. Jones had big dreams of one day being a doctor. Lofty aspirations, considering no woman in West Virginia had yet graduated from medical school and been licensed as a physician.

The responsibility of breaking that tradition fell to Jones, who graduated from Wheeling Female College and then Woman's Medical College of Baltimore. After two years of post-graduate training in gynecology and abdominal surgery in New York, Philadelphia and Chicago, she returned to Wheeling in 1886 to establish a private practice.

The WVU community and area residents will have a chance to learn more about Jones and others like her. Jones is one of the several women from the medical field whose lives are highlighted in "Changing the Face of Medicine: Celebrating America's Women Physicians," a traveling interactive exhibit created by the National Library of Medicine at the National Institutes of Health and sponsored by the American Library Association.

Stretching from the mid-1800s to today, the exhibit introduces visitors to women who faced daunting barriers to practice medicine and who made great advancements in their field. Relying on the latest multi-media technology, the exhibit brings history alive through continuous video shown on a large screen, computer work stations, and traditional displays of artifacts and photographs.

"The one thing these brave women shared was obstacles. In the early days, it was thought that being a doctor was a man's job," said Carroll Wilkinson, Head of Access Services for the Downtown Campus Library. "Their stories are told through the artifacts, letters and text in the exhibit. It is really just fascinating."

WVU is one of only a few dozen sites across the nation to be selected to house "Changing the Face of Medicine." The traveling exhibition will stop at the WVU Health Sciences Library in 2007 to coincide with the completion of renovations at the Health Science Center and the new Health Science Library.

WVU won this distinction following a lengthy application process that Wilkinson orchestrated with help from a team, including Health Science Interim Director Susan Arnold, Evansdale Library Director Mary Strife, librarian Jean Seibert, Center for Women's Students Director Dr. Barb Howe, and many Health Sciences officials.

As a selection requirement, the group worked together to develop ideas for programs that could run in conjunction with the exhibit. The National Library of Medicine ranked community outreach high on its list of criteria for acceptance.

The team proposed several programs such as bringing a woman with national prominence in the

medical field to campus to address a topic concerning women's health. Initial plans include one presentation directed toward students and the University community and an evening session open to the public.

Other plans call for collaborating with the HSTA (Health Science and Technology Academy) programs on campus. HSTA is a community-based program designed to encourage high school students to pursue careers in health care.

Wilkinson sees tremendous potential in the exhibit for sparking interest in young people for health care careers. She became determined to bring the exhibit to WVU after visiting it at its current location at the National Library of Medicine in Bethesda, MD, in the fall of 2003.

"When you first enter the exhibit, it's like walking into a movie. You go right into the video and see and hear these physicians close up in interviews. They talk about their lives, and the ups and downs of being physicians," Wilkinson said. "To me, this was immediately very engaging."

One such interview was with Dr. Edith Irby Jones, who shares her experiences as the first African American to attend the University of Arkansas School of Medicine. She went on to break a second barrier in 1985 when she became the first woman to be elected president of the National Medical Association.

Dr. Mary Ellen Avery made two big steps in

1974. She became the first woman to chair a major department at Harvard Medical School, and she became the first woman physician-in-chief at Children's Hospital in Boston.

Avery attributes her interest in medicine to a next door neighbor who was a professor of pediatrics at Woman's Medical College in Pennsylvania - Dr. Emily Bacon, a trend-setter in her own right and also part of the exhibit. Avery recalls seeing Bacon as someone who led a life that was exciting and meaningful.

"Emily Bacon had something going for her in terms of reaching out to all children. But mainly, she reached out to me, and I'm eternally grateful," Avery shares in the video.

Visitors to the exhibit can search the database to learn more about Dr. Harriet Jones, who broke barriers even outside of her chosen profession. She also fought to have women admitted to WVU and the state's colleges. She was also active in the women's suffrage movement in West Virginia, and in 1924, was the first woman elected to the House of Delegates. She also penned a history of the women's suffrage movement in West Virginia.

The exhibit leaves the National Library of Medicine in early fall for a tour scheduled to last into 2009.

For more information about the exhibit: www.nlm.nih.gov/changingthefaceofmedicine



Elizabeth Fitzgerald Howard reads from one of her books to a group of children at Westover Elementary during a presentation titled "Every Family Has Stories." The author visited the school in October as part of the West Virginia University's marking of the 50th anniversary of the Brown vs. the Board of Education decision. Howard, who resides in Pittsburgh, was a member of WVU's library science faculty from 1978-93.

State Library Association Selects WVU Librarian for Award

The West Virginia Library Association selected Kelly Diamond, a WVU reference librarian, for its New Voices in West Virginia Libraries Award during the organization's fall conference.

As part of her selection, Diamond delivered a presentation focusing on the success of a term paper clinic she runs in the Downtown Campus

Library. Her talk was titled "The Term Paper Clinic: Writing, Researching, and A Bit of Therapy."

Diamond established the clinic about two years ago. For two hours every weekday, Diamond sets up shop in a study room in the Downtown Campus Library and meets with students with questions about writing research

papers. The offer of help draws close to 20 students a week to the free clinic.

Blackwell Book Services sponsored the awards program, which offers new librarians a chance to express their views on a current topic.



WVU Libraries Add Electronic Journals to Online Catalog

Research may be a few steps faster and net greater results for many WVU students, faculty, and staff. Mountainlynx, the Libraries' online catalog, now includes electronic journals in its listings.

Until now, someone searching for a mix of resources to research a topic had to check Mountainlynx to find books, films, and microfilm, and then look elsewhere on the Libraries' Web site to find available electronic journals.

It's now one-stop shopping.

"If students know to go to Mountainlynx, then they can find the electronic journals they need," said Linda Blake, Electronic Journals Coordinator and Science Librarian.

Because the electronic journals are in the online catalog, they are treated like the more traditional items in the collection. This upgrade means users can search by keyword to find all available e-journals for a particular area.

For example, someone doing a keyword search on "Hemingway" would find 307 listings of materials available at the WVU Libraries, and one is an e-journal called the Hemingway Review.

Searching under the keyword "art" reels in 24 e-journals among thousands of books and other materials; "engineering" finds 390 e-journals, and "oil" recovers 16.

Users can also choose to narrow their search to just e-journals by setting the Quick Limits option on the Mountainlynx page to "electronic journals." This mode would return only the 390 e-journals for engineering rather than all of the thousands of books, videos, and other resources.

Another benefit of these catalog listings is quick access to the material. The user simply clicks on the desired listing and heads directly to the e-journal.

Adding these listings to Mountainlynx is the

second step in the Libraries' plan to enhance access to more than 10,000 e-journals.

The first step was getting an alphabetical list of e-journals on the Libraries' Web site. The next step is using the enhancements to better manage the resources and, in turn, to continue improving offerings to users.

Plans have worked well so far. Since her name appeared on the Libraries' web page in June 2004, Blake has received an average of three queries a week about electronic journals.

Blake is excited about what the future holds. She heard statistics at a recent conference that show adding e-journals to the online catalog increases usage and expects the same to happen here.

"This trend is not going to stop," Blake said. "We're going to end up with more and more electronic journals and less and less print. And we have to manage them."

International Group Recognizes WVU Student's Efforts

West Virginia University's efforts in the Electronic Theses and Dissertations frontier received international accolades in 2004.

The Networked Digital Library of Theses and Dissertations named Hilary Attfield, journals manager for the West Virginia University Press, the winner of the Most Innovative Electronic Dissertation Award.

Attfield, a doctoral graduate of WVU's Department of Technology, College of Human Resources and Education, has also been a contributing editor for the WVU journal *Victorian Poetry* since 1987. *Victorian Poetry* is

sponsored by the Eberly College of Arts and Sciences and its Department of English.

"Electronic theses and dissertations submitted for this award represent student efforts to transform the genre of the print dissertation through the use of ETDs," says John Hagen, NDLTD board member and WVU ETD Program coordinator. "We are very proud that a WVU alum has received this considerable recognition."

Attfield's dissertation, "The Future of Electronic Editing: Theory and Practice," investigates a lecture by David Hunter Strother, a West Virginia artist and journalist whose

works reflect civil war history, art, and culture. This particular lecture focused on John Brown. Attfield's dissertation uses multimedia components that highlight manuscript illuminations while exploring the theory and practice of editing as it evolves into the electronic era. Her dissertation is available online by searching Mountainlynx, the Libraries' online catalog, for "Attfield."

WVU is a charter member of the NDLTD consortium which consists of more than 200 universities globally. Members seek to promote the implementation and development of electronic theses and dissertation collections.

Government Information Online at WVU Libraries

West Virginia University Libraries are among 31 institutions across the nation participating in a pilot program to provide virtual reference services to persons seeking government information.

The Government Information Online service allows researchers to go online and ask questions or seek information about state and federal government. Patrons access the service through a link on the WVU Libraries' webpage www.libraries.wvu.edu or directly at <http://govtinfo.org/>. From this site, users can email a question or engage in a real-time chat session with a librarian.

"More and more citizens are seeking information about government programs, services and policies, and this virtual reference service makes it easy for Internet users to get

that information quickly from qualified reference specialists all over America," said Penny Pugh, Head Reference Librarian at the Downtown Campus Library. "While researchers can continue to visit the WVU Libraries in person to obtain such information, I am pleased that those with Internet access can use this exciting new service to pose questions directly to government information specialists."

Pugh is coordinating the team of librarians from WVU which includes Christine Chang, Kelly Diamond, Hilary Fredette, and Barbara LaGodna. They share responsibilities with colleagues at the 30 other libraries to respond to email inquiries and answers questions in a chat format.

The site promises responses within 48 hours for emails. Immediate assistance, however, is

available by chatting online with a government information librarian.

WVU Libraries are a regional depository for state and federal documents. While all participating institutions are federal depositories, only a few serve as depositories for their state.

The pilot program, which runs through this spring, is being overseen by the Illinois State Library, in collaboration with the University of Illinois at Chicago. The service utilizes the QuestionPoint software of the Online Computer Library Center (OCLC).

If the pilot program is successful, Pugh said the Library will consider becoming part of a permanent virtual government information reference service.



White Hall Mural Swings onto the Big Screen

Several current and former WVU students probably felt their Spidey Sense tingling while watching *Spider-Man 2*. The thought that there's something familiar about one particular scene probably swings through their minds.

As Peter Parker can attest, trust those senses. There is something familiar about the film's bank robbery scene for anyone who has sat in G-21 of White Hall.

A replica of the Robert Lepper mural covering the front wall of the WVU auditorium adorns a wall of a bank in the latest *Spider-Man* installment. The work, considered one of the most important examples of Machine Age Art, depicts industries prevalent in West Virginia during the early 1940s.

"It is flattering to know that a leading Hollywood design studio thought so highly of the painting that they were willing to go to considerable trouble and expense to incorporate it in the film," said John Cuthbert, curator of the West Virginia and Regional History Collection. "It is simply the best example they could find of the Machine Age movement in American art."

In 1940, West Virginia University

commissioned Lepper to do the painting in the then new Mineral Industries Building. It was "discovered" last year by an art consultant working on the movie.

Jennifer Long, with Film Art LA, had the task for finding a mural that could be copied and placed on the wall of a bank. The set decorator simply told her they wanted something with a WPA feel.

The search led Long through many artists and finally to the book *The Machine Age in America, 1918-1941*, where she found a picture of Lepper's mural at WVU.

"It had all the workings of a WPA mural. The lines and the designs were perfect. It was definitely right as part of the building," Long said. "For me, more than anything was the kind of feeling of commerce and industry moving forward."

When she showed the picture to set decorator Jay Hart, he knew he had found the mural for the wall. Hart said the muted colors appealed to him the most because they compliment the marble columns and dark wood in the bank. And, for the Pittsburgh native, it also helped that Lepper had taught art at Carnegie Mellon University.

After director Sam Raimi gave his approval,

Long contacted Cuthbert to obtain the rights to use the image in *Spider-Man 2*. Hart then sent a photographer to campus to take shots of the mural so it could be reproduced.

Back at Sony Studios, a team of five painters then copied the painting onto eight separate pieces of canvas so that it could fit into the available space at the bank. Crews then crafted faux bronze frames to attach to the finished paintings before mounting them in the bank.

The end result is an attractive backdrop that looks like it's original to the bank, Hart said. The mural can be seen during a scene in which Peter Parker and Aunt May go to the bank. It also serves as the background for a fight between *Spider-Man* and Dr. Octavius.

Cuthbert doubts the average viewer will notice the University's contribution to *Spider-Man 2*; however, he is hopeful its placement can increase awareness of this great mural on campus and serve as a reminder of the many wonderful treasures stemming from the University's intriguing history.

"It is also a fun new addition to WVU trivia," Cuthbert said.

Securing the Future

Hundreds of students, faculty, and staff walk through the Libraries' doors each day. It is truly important that the appropriate librarians, books, publications, Internet resources, and other information sources are available for those who need them.

Providing funds for those ongoing needs is always a challenge. For those who appreciate the importance of WVU's library system, considering ways to help in the future can be worthwhile - and personally satisfying.

One special support option is to include a gift provision in a will or revocable trust with the words "to the West Virginia University Foundation, Inc. for the benefit of the WVU Libraries."

Additional directions about the gift's use may be included by your attorney as well.

Another idea is to create an income-producing gift with the WVU Foundation to benefit any component of the Libraries you decide is appropriate. A donation of cash, stocks, bonds, mutual funds, or real estate can provide income

for life (or for a period of up to 20 years) and a tax deduction now. Favorable tax treatment of the capital gain also occurs when making such a gift arrangement.

Your choice to help extend the benefit of WVU's Libraries will be helpful to many - and will assure that these valued resources will be available to students and scholars now and in the future. To learn more, call Monte Maxwell at (304) 293-4040 ext. 4004.

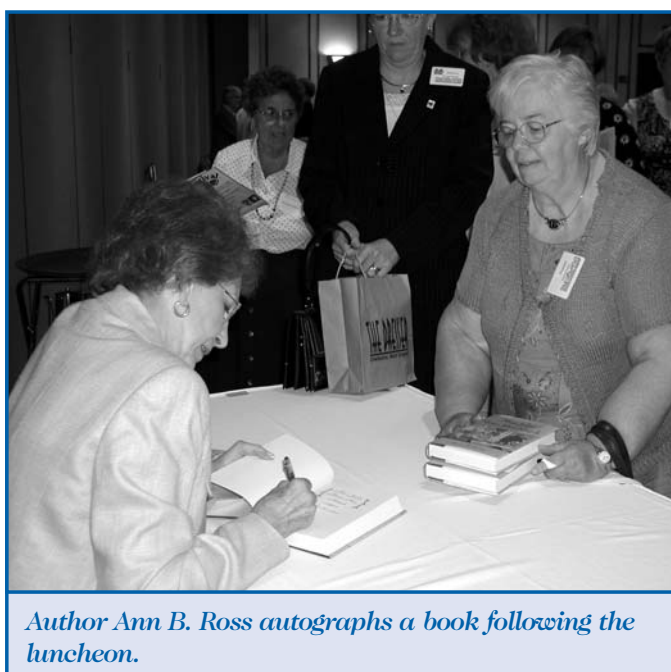
Acclaimed Author Speaks at Friends Luncheon

It may not have been on a football field, but WVU and Marshall did meet on a fall afternoon in 2004.

Instead of eyes being locked on two groups of athletes and a ball, attention was focused on an author and the books she has written. The excitement was all part of the Second Annual Friends Luncheon for supporters of the libraries at WVU and Marshall.

"We are immensely grateful for our friends who have helped us fill our shelves and run our libraries," Libraries Dean Frances O'Brien said. "We believe the opportunity to have lunch with an author is an excellent way to thank library supporters."

More than 80 friends of the WVU and Marshall libraries gathered at the Charleston Embassy



Author Ann B. Ross autographs a book following the luncheon.

Suites to listen to Ann B. Ross, author of the popular *Miss Julia* series. Her writing style has earned Ross, a grandmother and former college instructor of literature, frequent comparison by critics to writer Fannie Flagg.

While the audience sipped coffee and nibbled dessert, Ross served up a heaping helping of Southern charm and wit as she shared how she moves from the blank page to a finished novel.

Ross gave away her secret to creating funny and interesting plotlines for her book.

She simply makes a practice of paying attention while walking through life. "Ideas come from all different places - at the hairdressers or grocery store," Ross explained. "I try to keep my ear open."

The strategy apparently works well. Readers first met Ross and her collection of

lively and colorful characters in 1999 with *Miss Julia Speaks Her Mind*. The induction was a whirlwind success for Ross.

Miss Julia Speaks Her Mind went through six reprintings in less than a year. In addition, it hit Barnes & Nobles' Discover Great New Writers list, and the Independent Booksellers ranked it number 9 on its list of most highly recommend books of 1999.

Her sophomore effort, *Miss Julia Takes Over*, fared similarly as well, spending time on the bestseller list of *BookSense* and the *NY Times* extended bestseller list.

Four books later, Ross still receives more than 100 emails every week from fans from around the globe. She admits to being caught off guard when people from China, the Philippines, and Croatia first began contacting her and saying they connected with the *Miss Julia* character. Her publisher initially told her to expect her readers to be mainly women older than 40 living in the South.

"People write me that they were up all night reading my book and laughing. They identified with the characters, and it delights them," Ross said. "And that delights me."

Ross adds a seventh title to the series with the latest, *Miss Julia's School of Beauty*, hitting shelves in the spring.

The Third Annual Friends' luncheon is in the works for this fall in Charleston.



Members of the Italian-American Organization of WVU donated to the Libraries a selection of books that focus on Italian-American Heritage. Sam Mardia, advisor Tina LeVelle, Leah DiDomenico, DJ Casto, and David Bonasso pose with WVU Libraries Acquisitions Head Allyson McKee in Wise Library's Milano Reading Room.



WVU truly is where greatness is learned. The motto is based on a reputation that has spread around the globe. The reputation brought Gao Fan, Deputy Director of the Library of Southwest Jiaotong University, to the WVU Libraries to do research for her doctoral dissertation on library consortiums. At the end of her stay, she praised the Libraries for the electronic resources available to users and the emphasis placed on serving students. Libraries Dean Frances O'Brien poses with Gao Fan.

International Association for Identification Tags WVU Libraries as Official Repository

WVU Libraries could serve as the set for a new program in the fall lineup - CSI: 1893. It may be light on the cool special effects, but the story is still interesting.

Long before FBI agents were searching digital files to find a match for a fingerprint found at a crime scene, Sir Frances Galton began studying fingerprints as a means of identification. The result was *Finger Prints*, an 1892 work that included the first fingerprint classification system.

Galton established two major points. First, an individual's fingerprints are unique - the chance of two people having the same prints would be 1 in 64 billion. Second, fingerprints stay the same as a person ages.

An 1893 edition of *Finger Prints* is part of the collection that the International Association for Identification is entrusting the WVU Libraries with for the next decade. The IAI selected the WVU Libraries as the official repository for its library holdings because of the University's Forensic and Investigative Sciences academic program and the Forensic Science Initiative research and outreach program.

"We are thrilled our library was chosen to receive this collection," Myra Lowe, Associate Dean of Libraries said. "The materials will be valuable additions to the Libraries' resources in the subject area and will greatly enhance our ability to support student and faculty research."

The collection is dedicated to the history of fingerprinting, crime scene analysis, and related sciences. Along with Galton's landmark effort is a 1901 edition of Sir Edward Richard Henry's *Classification and Uses of Finger Prints*.

A pioneer in the field, the British police officer led police in Bengal, India, to use fingerprints to identify criminals. He later become assistant commissioner of metropolitan police in London and then established the Britain's first fingerprint files in 1901. Soon, the rest of Europe and North America incorporated the practice of using fingerprints to identify criminals.

The collection includes many similar items dating back to the earliest uses of fingerprints in criminal investigations in the United States. The IAI library also includes original notes from the earliest practitioners and developers of fingerprinting, arguably one of the most important tools available to the forensic scientist.

"It is somewhat analogous to having notes taken by Charles Darwin during his voyages on the HMS Beagle prior to his publishing *On the Origins of Species*," said Clifton Bishop, Director of the Forensic and Investigative Sciences Program and Chair of the IAI Student Committee.

Bishop is a firm believer in knowing the history of significant developments within one's field. He considers it critical that students understand why certain conclusions were drawn within their area and not simply accept things on blind faith.

"Often, you find that the questions asked by the early pioneers in a field are, with modifications, the same ones that are being asked today and knowing about their thoughts can make one better informed," Bishop said.

In addition to the value of the material itself,

IAI entrusting WVU with their collection is an important recognition of the University's forensic program's status.

"Locating their collection here further strengthens the important bonds between us," Bishop said. "It is also a statement of IAI's faith in us and in the continuance of our program that they have entrusted us with this collection."

LibQual survey continued from page 1...

"The library has a lot of state-of-the-art technology. It is also very comfortable, and I enjoy going there to relax and study," a student remarked.

Faculty appreciate the knowledgeable and helpful librarians and staff.

"I have asked many times for help in locating obscure bits of information and have always found the library personnel not only extremely courteous and helpful, but also very well informed. The library staff is wonderful," a faculty member wrote.

This second LibQual survey interests O'Brien because they will be able to gauge the impact of improvements made and show if the Libraries are maintaining, or even increasing, the level of quality in areas in which they already received high marks.

"The results will be extremely helpful in evaluating our successes and shortcomings," O'Brien said. "As an integral part of WVU, we share in the University's commitment to the students, faculty, and staff. We want to ensure that we are doing our best to fulfill our contribution."



Shelf Space

Friends of West Virginia University Libraries can demonstrate their support by taking an active role in filling our on-site and electronic shelves with needed materials. West Virginia University Libraries seek help in purchasing the following items:

World Consumer Lifestyles Databook, \$995.	Encyclopedia of polymer science and Technology, 3rd ed., volumes 1-12, \$4,200.
Global Market Share Planner: 7 volume set, \$3,495.	Encyclopedia of Supramolecular Chemistry, both online and print versions, \$575.
Philanthropy in America: a comprehensive historical encyclopedia, volumes 1-3, \$285.00.	The Gerritsen Collection - Women's History Online, 1543-1945 (Database)
Encyclopedia of Homelessness, volumes 1-2, \$295.	GenderWatch (Database)
American Men and Women of Science, 8 volume set, \$1,025.	Women and Social Movements in the United States: 1600-2000 (Database)
Encyclopedia of Analytical Science, 10 volume set, \$3,660.	
Encyclopedia of Mass Spectrometry 10 volume set, \$4,050.	

If you wish to help purchase any of these materials or would like to help with other resources, please contact Monte Maxwell at 304-293-4040 Ext. 4004 or monte.maxwell@mail.wvu.edu

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Spring 2005 * West Virginia University

Frances O'Brien/Dean

Myra N. Lowe/Associate Dean

John Cuthbert/Curator, West Virginia and Regional History Collection

Mary Strife/Director, Evansdale Library

Susan Arnold/Interim Director, Health Sciences Library

Monte Maxwell/Development Representative

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