The Demise of Infotrac

by Lou Malcomb

It was March 1986 when UGL first subscribed to InfoTrac. The Reference Department had had it since the preceding September and by a year later had acquired several other CD-ROM products, so InfoTrac was transferred to UGLS. The Business/SPEA Library, Halls of Residence Libraries, Journalism Library, and the Political Science Reading Room also added subscriptions over the years. Students loved the InfoTrac product. Its producer, Information Access Corporation, continually tried to improve its products by adding greater search capability and increasing coverage. If the product was so loved, why the need for change?

From the negative perspective, there were lots of practical reasons for making Infotrac's databases available on the AIE. During the Fall and Spring Semesters of 1993, students were waiting thirty to forty-five minutes for access to four databases available on 26 workstations at IU-B. The databases were: Expanded Academic Index, National Newspaper Index, General BusinessFile, and Government Publications Index. Every month, staff were changing more than 120 CDs, making sure CD-ROM players and computers were maintained and functioning properly, and instructing users on where to find the articles the databases had identified. The Selected List of Periodical Holdings, commonly called 'The Redbook,' was costly to produce yet greatly assisted students in quickly locating where a magazine was housed; preferable to reading an IO Serials Record without instructions.

Now for the more positive, philosophical reasons for moving InfoTrac services. Mounting Infotrac databases distributed access to these databases with a search software many students already knew or needed to learn, i.e. Notis. Three advantages are prevalent: 1) Distributing access via the AIE basically increased access from 26 workstations to an unlimited number, although we estimated that no more than 50 users would probably be accessing the databases simultaneously. 2) Same search software made it easier to offer instruction, since introduction to both IUCAT and Index could be handled in one session. 3) Hook to holdings eliminated the need for 'The Redbook' because it simplified student searching of serials listed in IUCAT.

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InULA fundraising successes

Loads of Manure & Boxes of Books

by David Flynn

This year's InULA Auction and InULA Booksale raised over $5000, much of which will help provide research support awarded to IU librarians through the InULA Research Incentive Fund.

Buckets of Llama manure, compliments of Sarah McKee, and Lou’s infamous truckload of Indiana’s finest helped cultivate this year’s cash crop. Thanks to the generosity of those who donated and purchased the crap (and non-crap items), the 1993 InULA Auction raised almost $1000. Other moneymakers included a basketball autographed by Bob Knight, IU basketball tickets, and several delicious dinners. The InULA Auction, however, may have dropped its last load for a while. The Social and Program Committee has recommended that the auction be “put to rest for a few years” and an ad hoc Resource Planning Task Force will be considering future fundraising activities and programs.

This year’s InULA Book Sale, directed by Frank Quinn, was quite a success as well. Thanks to the guidance of Mr. Quinn and the hard work of many volunteers, the sale raised over $4000! Solid promotion and reputation provided a steady flow of customers throughout the two-day sale. The three-hour preview sale, however, attracted approximately 70 dealers and accounted for $3527 of the total income. While the future of the InULA booksale is also unclear, it will most likely continue to be included in InULA’s fundraising plans.

Special thanks to Lou Malcom, May Jafari, Sylvia Turchin, Frank Quinn and all who supported the fundraising activities.

Don’t forget ... November 30 is your next application deadline for the InULA Research Incentive Fund. Contact Marianne Mason for details.

New members welcome anytime!

InULA welcomes new members at anytime throughout the year. If you’re interested in joining, but missed the first opportunity, just send your dues, or contact Michael Gago, Serials Dept., Main Library E-048, IUB (email MGAGO.UGS.INDIANA.EDU).

Membership fees:

Regular .............. $10 per year. Includes all appointed IUL Faculty.
Regular-New ...... First year free
Associate ........... $6 per year. Open to all former IUL faculty, retired IUL faculty, SLIS faculty, anyone holding an MLIS not covered in the Regular Member category.
Friends ............... $3 per year. Open to all IUL support staff (non-MLIS), SLIS students, anyone not covered in the Associate or Regular member categories.

WATCH FOR a mailing on the Fall Membership Event to be held on Oct. 2
Regional Campus Highlights:
IU-Kokomo New Library Update

by Jeff Coon

The excitement continues to grow at Indiana University Kokomo, where construction on the new library building is scheduled to begin August 23. The official ground breaking ceremony was held May 23, but now that construction is about to start, it feels more like reality than it ever did during two years of squinting at blueprints!

The $11.8 million facility is intended to be the focal point of the expanding campus and will include not only a high-tech library, but also a multi-media auditorium and an exhibition gallery. It will be located near the main entrance to the campus, where it will be highly visible to anyone entering or leaving campus or just driving by on the way to or from downtown Kokomo. An interesting feature of the building will be a glass-walled hallway, 50 feet wide by 150 feet long, which will connect it to the Kelley Student Center. This large open area can be used as study space, a reception area, an area for displays, and for many other purposes.

The new library will cover about 41,000 sq. ft. of the 48,000 sq. ft. building, providing about twice as much space as the current library. It will include user study stations that provide connections for voice, data and video. Great care has been taken in planning to ensure that the necessary cable and power configurations are present to support the gradual upgrading of user stations as technology advances. Other features of the new library include a library instruction classroom, a CARS (Computer-Assisted Reference Services) room, an archives room, and a special collection/rare book room. The building is scheduled for completion in December 1994.

Building for the Future

The InULA Continuing Education Committee will sponsor a Fall workshop:

Building(s) for the future: the impact of new library buildings on staff, collections, and services

Oct. 8, 1993
9:00am-3:00 pm,
IUPUI Library

There are several new library buildings in the IU system, and they have been designed to meet instructional and research needs of today and the future. The designs of these buildings integrate new technologies with traditional library materials and services. This workshop will focus on planning for new libraries and their impact on staff, collections and services. There will also be an opportunity to tour the new IUPUI library!

Watch InULA-L and InULA Notes for more information and registration details.

InULA Notes is a publication of the Indiana University Librarians Association. Letters and comments should be addressed to Karen Nissen, IUPUI Columbus Library, email KNISSEN@INDYVAX.IUPUI.EDU.
Election Results & Board Profiles

by Karen Nissen

On August 1, 1993, Marianne Mason assumed the office of President of InULA, and the new Board Members began the responsibilities of their offices. Congratulations!

Marianne Mason, President:
Marianne is nearing the start of her sixth year at the IU Law Library in Bloomington. She is the Government Documents librarian at the Law Library, but also spends about fifty percent of her time on general reference work. The library issue that Marianne finds most challenging is access to information, particularly public access to government information on the state and federal levels.

In the coming year, Marianne would like to see InULA Notes serve as a vehicle to discuss the organization’s changing mission. She notes that originally, InULA’s primary mission was to achieve faculty status. With that mission not having been entirely met in the areas of research leaves, ten-month appointments, or salary equity, InULA Notes could serve as a forum for candid discussion among IU librarians. InULA Notes can also help IU librarians maintain awareness of the several other goals we can pursue, including continuing education opportunities, support of research activities, and involvement in professional organizations.

Frank Quinn, Vice President/President-Elect:
Frank has worked in Reference, Research Collections at the Main Library, IUB, since 1988. He serves as the regional campus reference liaison, supervises graduate student reference assistants, and is involved in a wide range of responsibilities associated with reference work. Frank’s personal research interest is in the area of censorship, and he is currently working on a project with Judith Serebnick, SLIS, in which they are developing a measure of relative collection diversity in public libraries.

During this past year, Frank has been involved in InULA, chairing the Book Sale Committee, and participating in InULA discussions. One topic he would like to see further addressed is the issue of ACRL’s standards for faculty status.

Nonie Watt, Treasurer:
Nonie has worked at the IU Law Library since 1985, and has been Head of Technical Services there since 1989. Her responsibilities involve administering all phases of the department, including cataloging, acquisitions, serials control, and processing functions. She notes that the variety of the work keeps it interesting! Nonie’s primary research interest is in law library administration, particularly staffing issues.

During this past year, Nonie has been a member of the InULA Revitalization Committee. Along with improving InULA’s visibility and influence, Nonie would also like the topic of ACRL’s standards for faculty status and professional librarians to be more widely discussed.

Bill Orme, Secretary:
Bill came to IUPUI in September 1989, and has been Bibliographic Instruction Coordinator at University Library since August 1990. As BI Coordinator, he serves four courses on campus directly, as well as responding to area schools and subject liaisons who request instructional sessions. Bill enjoys the opportunity to function as an educator in an educational setting, commenting, “Although most Public Service librarians participate in the education process, it is especially rewarding to have the opportunity to plan and execute instructional activities.” Bill’s professional areas of interest revolve around bibliographic instruction issues. He is very interested in the current infor-
information literacy debate and, because of a current project, he has developed an interest in distance education issues.

As last year’s treasurer, Bill has been involved in the discussions of InU.L.A.’s revitalization, and hopes that InU.L.A. Notes and InU.L.A.-L listserv will provide a way for everyone to keep up-to-date with InU.L.A. discussions and activities.

Maggie Harter,
Representative-at-Large:
For the past three years, Maggie has been the Reference Librarian at The Kinsey Institute Library, located in Morrison Hall on the Bloomington campus. Her primary responsibilities include assisting users with the Institute’s catalogs and collections; responding to reference queries from Kinsey staff, scholars, students, media representatives, and the general public; searching online databases; and developing inhouse computer reference resources. Maggie’s particular professional interests are special libraries, online resources, bibliography, and preservation issues.

As the past chairperson of the Ad Hoc InU.L.A. Revitalization Committee, Maggie is looking forward to opportunities this year to promote InU.L.A. as a proactive organization focused on the support of librarians at all stages of their careers. One area of interest that Maggie would like to explore are the various listservs to which I.U. librarians subscribe. We’ll hope to hear more from Maggie about this in a future issue of In U.L.A. Notes!

May Jafari,
Representative-at-Large
May has been working as a Reference Library at IUPUI University Library for three years now. Prior to her position there, she worked for Undergraduate Library Services in Bloomington. May’s primary responsibilities focus on providing reference service; she is also the subject liaison for the Economics and Women’s Studies programs at IUPUI. Training for the reference librarians and support staff who work at the Reference desk is one area of interest May would like to pursue. She is also interested in exploring how international students use American libraries, and in the use of technology and multimedia to teach library skills to a variety of patrons.

May is hopeful that InU.L.A.’s programs and publications will continue to promote professional growth and renewal for all I.U. librarians, through continuing education programs and support for research interests.

How To Contact Our Officers:

Marianne Mason
e-mail: MASONM@UCS.INDIANA.EDU
phone: (812) 855-4611; address: Law Library, Law 100, IU-Bloomington

Frank Quinn
e-mail: QUINNF@UCS.INDIANA.EDU
phone: (812) 855-8028; address: Main Library, Reference, E159, IU-Bloomington

Nonie Watt
e-mail: WATTN@UCS.INDIANA.EDU
phone: (812) 855-9666; address: Law Library, Law 100, IU-Bloomington

Bill Orme
e-mail: ORME@INDYCMS.IUPUI.EDU
phone: (317) 274-0485; fax: (317) 274-0492; address: University Library, UL 2140D, IUPUI-Indianapolis

Maggie Harter
e-mail: HARTERM@UCS.INDIANA.EDU;
phone: (812) 855-3037; address: Kinsey Institute, Morrison Hall 416, IU-Bloomington

May Jafari
e-mail: MMJAFARI@IUBACS;
phone: (317) 274-0486; address: University Library, UL Reference, IUPUI-Indianapolis
Philosophy of Librarianship

I must confess that I did not set out to be a librarian. I took a library job as a way to earn money with my language skills while I studied history at Indiana University. However, over time I found that I enjoyed the challenges and satisfaction of library work. I enjoy being a librarian because I am using my talents and education in a way that I believe helps others.

In my case, I feel that coming into the library world through the back door and working in a library before deciding to be a librarian is a strength. I say this because it means that I learned about the inner workings of the library without preconceptions, both as a user and as a staff member. I strive to keep the point of view of a library user foremost in mind as I progress through my professional training. In addition, I believe that my hands-on introduction to library work gives me the confidence to accept or question ideas based on whether they work or not.

I feel that my work in the library is an important complement to the courses I have taken in SLIS. I have been able to put the information from my courses into practice and to evaluate the match between coursework and application. Still more important are the lessons I have learned from my library colleagues—lessons that form the foundation of my theory of librarianship.

To begin with, I have learned that a librarian must blend receptiveness to new ideas with a commitment to preserving and defending worthwhile practices. I see librarians as professionals who bridge the gap between the potentially alien and intimidating world of technology and information and the humans who need to find, use, and master these things.

I am sure that we all remember the feeling of anxiety, even fear, that we felt when we first had to confront the library on our own, whether preparing a grade school report, or as undergraduates writing our first research papers. My concept of librarianship, both in the public and technical areas, is that we are here to reduce that anxiety, to allay the fear, and to help users discover the wealth of information that we know the library holds.

In order to explain the value and usefulness of the library to users I think that librarians need a breadth of experience and an interest in many phases of library work. To this end, I have used my language skills as a Slavic cataloger and acquisitions coordinator. I pursued my interest in preservation and rare books by seeking out student jobs in the conservation department and at the Lilly Library. When I became a staff cataloger I had to leave those two positions. However, they both gave me an inside view of very different parts of the library world and I have an ongoing interest in conservation and rare books.

In the summer of 1990 I commuted daily to Indianapolis where I worked in the Visual Images and Preservation sections of the Indiana Historical Society Library. By gaining experience in all these positions I broadened my interests and increased my understanding of both the information and physical value of the material that librarians preserve.

Most recently, my work in Cataloging and Undergraduate Reference has helped me to define my concept of what makes a good librarian. The high standards and teamwork that exist in Cataloging have taught me a lot about how to be a better librarian. I have learned to take pride in the accurate and timely creation of records for books because I know that my work will help library users. There is a great deal of satisfaction in knowing that through the application of my skills a given book will have correct subject headings and thus will be available to someone doing research in what may seem an obscure branch of knowledge. So too, the respect and help of my colleagues, both professional librarians and staff members like
myself, has shown me that successful librarians are far from the solitary workers they are believed to be.

My work in cataloging is rewarding, but I wanted to balance my technical service work with some public serve experience—librarianship is after all a public service. In Undergraduate Reference, I have tried to take to heart the "assertive reference" idea that is the hallmark of the department. This means that as a reference assistant I seek out people who need my help rather than simply wait behind the desk for questions. While I may not always provide exactly the right answer, it is rewarding to see that users really appreciate my efforts to help them. I firmly believe that a commitment to high work standards, and a strong desire to help library users feel at home in the library are cornerstones of good librarianship.

I also think that librarians must develop a sense of humor. My library colleagues with the best senses of humor seem to me to be the most successful librarians. A cataloger who can laugh at the improbable subject matter of a book or a reference librarians who can allay a user's library anxiety with a friendly joke, demonstrate the value of good humor.

Humor is one part of the human element that is the last component of my theory of librarianship. We must enthusiastically embrace new ideas and technology that will help us serve our users, but we should not lose sight of the fact that librarianship is a human service. I believe that librarians help library users in ways that no machine can mimic. I see this most clearly when I work at the Undergraduate Reference desk. We have machines that access thousands of books and articles, but the users come to the librarians for the reassurance and advice that are needed to use that technology successfully.

In summary, I feel that a depth of knowledge and experience, high standards, a sense of humor, and concern for the user are the true requirements of a good librarian. In a word, my theory of librarianship is based on respect. Librarians must respect the objects entrusted to our care, both in physical matters of preservation and in the accurate description that allows access. Librarians must respect the user and be concerned that that person feel comfortable and competent to use the library.

We must also respect the vital role that all library workers and departments play in serving the public. Finally, as librarians we must respect ourselves as professionals dedicated to helping others.

**Career Goals**

I would like to work in a historical society library or an academic library where I can apply my training in American history, languages, and library science. I will also look for a position that combines technical and public service work because I like the challenge and fulfillment that my current jobs in reference and cataloging give me.

**InULA's Research Incentive Fund**

The InULA Research Incentive Fund is intended to encourage and support research by providing funding for research projects of any size or scope. Project proposals submitted by untenured librarians will receive top priority because it is often difficult for beginning researchers to obtain research grants. However, all requests will be considered on their individual merit and value to the field of librarianship.

The next deadline for applications is November 30. Contact Mariamne Mason, InULA President, for details.
The Demise of InfoTrac
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Initially, the setbacks we encountered were exasperating, mainly because we kept thinking the system would come up but it kept experiencing problems. The Notis Unix-based software, called InfoShare, supposedly had been tested but we experienced glitch after glitch.

The system is working now and for the most part students seem to be making the switch. There are enhancements needed—both in what and how we handle instruction on the databases and on the InfoShare product in general. The biggest complaint about the database is the “display screen,” where the articles found under a search are listed. The list displayed provides the author and title of the article, and then you must select a number to display the entire record. It is not until you see the entire record that you know the periodical title in which the article appears. Students, faculty and librarians are accustomed to using the title of the periodical to evaluate the quality of the article.

I do not like to concentrate on problems though, let's talk about the systems’ greatness...

*Students search a topic in IUCAT but then decide they want articles not books. They simply use Review and Choose any of the three indexes (Expanded Academic Index, Business Index or National Newspaper Index), input the same search set to get a list of articles, or vice versa.

*Students used to first identify the articles on the CD-ROM product, then use the Redbook or IUCAT to find where the magazines were actually shelved. Now they select an article, type HOL, and determine where the item is housed, all at one terminal.

*The Libraries close or it's 110 degrees in the shade, but a student wants to complete her research. She logs into her AII; account, selects Library Services, selects IO, selects INDEX, and she can finish her research.

For instruction, the main issue is the remote user. Otherwise, the instructional challenges are not that different from in the past. Instructing students on the appropriate use of keyword with boolean and positional operators, the "how-to's" of the HOL command, and the fact that these three indexes available on the AII; are only a few out of hundreds of indexes in the libraries is not that different—challenging, but basically the same problems/questions we received before.

In my opinion, mounting databases for distributed access is as critical as was the development of CD-ROM, which permitted users to search the products as end-users (not mediated by librarians). It permits users to access information without the library building(s) as mediator—they can get to indexes without leaving a workstation on which they can access AII.

The challenge for the profession is assistance to the remote user, both for instruction on the details of how various distributed access systems operate, and also on the necessity to evaluate sources. Search software, like InfoShare, has the advantage of permitting multiple database access with the same search strategy, but it is weaker in its capabilities than most CD-ROM search softwares because of their user-friendly screens and options.

Librarians cannot run from these challenges or fear that the user will no longer need them or the profession. We must not be reactive to user demand or lack of expertise in using these systems. Rather, we must be proactive for additional enhancements and increasing access to information directly by the user and at the user’s convenience.