Coming of Age in Reference Services: A Case History of the Washington State University Libraries

Christy Zlatos
Guest Editor

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Training and Retraining Reference Professionals:
Core Competencies for the 21st Century
Mary M. Nofsinger

In the academic reference environment transformed by electronic technologies, budgetary constraints, and a vast array of new information resources, the author maintains that reference librarians need training and retraining in the following core competencies: reference skills and subject knowledge, communication and interpersonal abilities, technological skills and knowledge, analytic and critical thinking skills, supervisory and management skills, and commitment to user services. The author considers each core competency in the context of the most important factors responsible for continuing changes in the training and retraining of reference professionals. Although responsibility for providing continuing education opportunities resides with library managers, in the end, each reference librarian must assume responsibility for acquiring new knowledge and developing new skills. As librarianship moves towards the 21st century, librarians must educate themselves to survive in the evolving Information Society.

A Neo-Modern Summary of the Futcha: An Exploration of the Generation X in Our Midst
B. Jane Scales

The author explores the concept of Generation X and reflects on her experiences as an academic librarian who demographically fits into this generation of individuals born between 1961 and 1981. After a definition of the concept and a review of the literature, the author reveals her own experience as a member of this generation and her initial professional impressions as an academic librarian. A brief discussion of the implications of Generation X on libraries in the future concludes the essay.
History of a Library Unit and the Evolution of Its Culture from the Eyes of Two Participants: Holland Reference Services from the "Merger" (1977) to the "New Organization" (1997)

Mary Gilles
Christy Zlatos

The authors explore the roots of Holland Library Public Services in two original divisional libraries, the Humanities Library and the Social Sciences Library, and chronicles its evolution through the "merger" (1978-82), the Kemp years (1983-89), the New Library planning and construction phase (1989-94), and a modern phase (1995-present). The modern phase includes a discussion of the influences of a library reorganization. Specific aspects of Holland Library Public Services culture are detailed and discussed; conclusions are drawn.

Jim and Alison Do User Education: English 101 and Beyond at Washington State University Libraries

James Elmborg
Alison Manning

The authors use English 101, their primary program, as a springboard for a discussion of teaching as a library function. Both view the one-hour presentation that is commonly done in libraries as grossly inadequate; they offer solutions that are working at Washington State University Libraries. These include cultivating better relations with departments in order to increase the time spent for library instruction, understanding different pedagogy styles and departmental cultures, creating Web modules to reach more students, and focusing attention specifically on one clientele, i.e., freshmen.

Lessons of a Decade: An Instructional Experiment Matures

Paula Elliot
Alice Spitzer

In 1987, a new two-semester freshmen-level course in World Civilizations was piloted at Washington State University. Included within the course was a library component offering the question analysis that seemed appropriate to a richly historical, interdisciplinary course. The authors involved with the course from the very beginning, discuss their decade of work on the World Civ project in terms of the project's successes and unrealized hopes, its collegial component, and its growth and adaptation over the years (including examples of library assignments). As a university-wide project, World Civilizations was a forerunner of other projects nationwide and an outstanding example of librarians collaborating with teaching faculty to promote instruction.

The Klaipeda University Library in Lithuania: An Essay by the Washington State University Libraries' Library Fellow

Janina Pupeliene

The author, Library Director at the University of Klaipeda (Lithuania) and Washington State University Libraries' Library Fellow, writes about her own library in the context of other Lithuanian academic libraries and emerging consortia in Lithuania.
and the European Community. Both the Consortium of Lithuanian Libraries’ project, the Lithuanian Integrated Library Information System (LIBIS), and the European Community’s project, the Trans-European Cooperative Scheme for Higher Education (TEMPUS), are specifically noted. The author also offers both her impressions of American academic libraries gathered during her experience as a Library Fellow based at Washington State University Libraries and her hopes for the future of academic libraries in Lithuania.

Holland Library’s Electronic Resource Librarians: A Profile of These Positions
Elizabeth Caulfield Felt

Holland Library, the Humanities and Social Sciences Library at Washington State University, currently utilizes the services of four reference librarians who work as electronic resource librarians. This article examines why the electronic resource librarian positions were created, how they have developed and changed over time, and what the future may hold for them.

Managing CD-ROM and Electronic Documents Sources for Holland Reference Services: The Washington State University Libraries Experience
Lou Vyhnanek

The author details the evolution of the management of CD-ROM and electronic documents for reference services in the Holland/New Library (Holland), the main library at Washington State University, for the humanities and social sciences. From the arrival of the first major United States document CD-ROM disk, the National Trade Data Bank, the management of these CD-ROMs is presented in four phases: placing CD-ROMs on reserve in Holland circulation for use in a single drive government documents workstation; utilizing a Pioneer multi disk changer that holds a cartridge with spaces for six CD-ROM disks, each running off a separate drive in a new-and-improved workstation; abandoning the cartridges but adding a cabinet for government CD-ROMs and a user-friendly, Auto Menu software system in yet another new-and-improved workstation; and, keeping the last configuration but sending CD-ROMs in need of special software to the Libraries’ media collection and networking some government CD-ROMs over the Libraries’ LAN. The Holland reference experience demonstrates that government CD-ROMs have exploded in number and grown complex in content, dictating new approaches in handling these items. Librarians must continue to be willing to develop the necessary skills to explore future technologies to access information in these new formats.

Embracing GIS Services in Libraries: The Washington State University Experience
Hyon-Sook (Joy) Suh
Angela Lee

As a land-grant research university without a geography or cartography department, Washington State University Libraries present a unique organizational context for the adoption of GIS services. The authors consider the implementation of GIS services at the Washington State University Libraries, particularly at the Holland/New Library, which originated from an ARL/GIS Literacy Grant in 1992. The authors cover the following topics in the development of the service: Historical Background, System Architecture, Project Issues and Service Provision, Reference Services Policies, Current Implementation and Related Campus-
Wide Issues, and Future Agenda. The services offered were essentially at a minimum level, that is, only providing limited access to government and commercial geospatial data using ArcView and Landview software. The approach to GIS in reference work has been to view it as a specialized service within a standard reference framework very similar to the computer-mediated searching programs of the past. Future plans for GIS services include shifting from a single desktop workstation to a system-wide network access to spatial data and maintaining a centralized repository for all spatial data whether purchased commercially or developed in-house.

Appendix 1: About Washington State University Libraries’ Holland Reference Services
Christy Zlatos

Holland Reference Services, the largest reference unit of Washington State University Libraries, dates from the merger of two divisional libraries, the Humanities Library and the Social Sciences Library in 1978. In this appendix, the author presents some of Holland’s history and vital statistics.

Appendix 2: A Chronology of the History of Washington State University Libraries
Christy Zlatos

Washington State University, located in Pullman at the southeastern edge of the state, has an enrollment of approximately 20,000 on its main campus and that of its three branches (Tri-Cities, Spokane, and Vancouver). This chronology of the history of the Washington State University Libraries offers readers a sense of our scale, something of our direction, and our interests.

Appendix 3: From the Siegfried A. Vogt Archive: Selected Documents and Memoranda from the ’70s in Honor of Pauline Lilje
Siegfried A. Vogt

To better understand the roots of Holland Reference Services in two divisional libraries, the Humanities Library and the Social Sciences Library, the author has culled the Archive in honor of Pauline Lilje in order to show readers some of his favorite original documents from the ’70s.