From the Director

I am a sailor. Every summer since my youth I have spent a week or two sailing the coast of Maine. I love it all: the beautiful coastline, the islands, the clear days with brisk winds, and even the foggy days when, if you go anywhere, you go with great caution and careful navigation. Navigation is one of my greatest joys when I'm on a boat. Determining where we are, where we want to go, and how to get there are essential skills of any sailor. The seas that academic libraries ply these days are changing rapidly. Networked information has fundamentally changed the environment in which we exist. Thus, over the past year, the Smith College Libraries have been engaged in a navigation project—a major strategic planning effort—highlighted in this issue of News from the Libraries. Taking up this topic is a risky business, somewhat like offering to show you my slides from my cruise down east in August. I find it interesting, but will you? I hope so.

My article provides an overview of why we undertook this planning effort, how we did it, and what the results have been thus far. We include our vision statement, the critical standard against which we will measure our success over the next five years. Chris Hannon characterizes the many conversations we had with faculty, students, and administrators. And Sika Berger describes the development of real-time online reference help using software developed in the private sector. Students told us we needed to use the best that technology has to offer, and this is an example of us doing so through a collaborative effort with several other liberal arts colleges. Another theme we heard from our users was their deep appreciation of the strength of our collections. The recent acquisitions feature provides continued evidence of that strength as well as our strong commitment to offering Smith women unparalleled resources. Throughout this issue, I trust you will find our deep and abiding commitment to providing Smith the best library resources and services possible. Planning is but the first step in our journey.

— Christopher Loring

*Europa Regina from Sebastian Münster’s Cosmographey oder beschreibung aller länder. This map of Europe, printed in Basel around 1550, shows the landmass in the form of a queen, with Spain as the crowned head, Italy as the extended right hand, the British Isles as the waving banner of the scepter, and so on. Note that the map is oriented with west on top. Europa Regina has been “adopted” by the Kahn Liberal Arts Institute, which is headquartered in Neilson Library, for its 2002 project entitled “Other Europes / Europe’s Others.”*
PLANNING FOR SUCCESS

Christopher Loring

The Backdrop
As first-year Smith students arrive on campus this fall, we can expect them to think about the library in fundamentally different ways than previous student generations did—that is, if they are thinking about the library at all. For most, the Internet is their library. According to a study by the Pew Internet & American Life Project last year, 94% of “online” teenagers used the Internet for school research and 75% used the Internet as the primary source for their major school projects or reports. For current Smith students, we can assume that the library as a physical place does not serve the same purpose that it did a mere decade ago. The Digital Library Foundation recently reported that about half of the time an undergraduate spends on course-related research is now done in residence houses, online. Going to the library is now increasingly unnecessary!

Of course, academic libraries have done much to make this possible by taking advantage of rapidly evolving networked environments and providing as many full-text resources and services as possible. In just one example, this year the Smith libraries added the entire back run of the New York Times from 1851 until the present in an online version. Since 1995, online access to scholarly journal articles has become the preferred mode of access, and publishers have been more than happy to sell libraries both paper and electronic access. During the same period, the likes of Amazon.com have defined for Americans what an online electronic access. During the same period, the likes of Amazon.com have defined for Americans what an online

In this environment, libraries risk becoming marginalized unless they change and adapt. With this awareness, the library staff at Smith initiated an intense strategic planning effort during the first half of 2002. The whole effort has been exciting, exhausting and—ultimately—extremely rewarding. Throughout, the staff has remained committed to ensuring that the plan was not an end unto itself, but that our planning would lead to real change, and through this planning process we would ensure that the libraries remain central to the education of Smith women.

Planning 101
Pick up any primer on strategic planning and you will find the basic approach to strategic planning that the Smith libraries followed from December 2001 through July 2002. We began with an environmental scan in which we talked extensively with anyone who has a vested interest in the libraries. We listened to our “customers” to find out what they think we are doing well and what they think we should be doing better. We also sounded out the college administration and key partners in the college such as Information Technology Services. Through many wide and varied conversations, as well as a review of the literature, we created a picture of our strengths and weaknesses and we identified opportunities for and threats to our continued success. This picture threw into relief a number of strategic issues that were essential for us to address. These issues provided a basis for our strategic plan, the formulation of our vision for the future, and the articulation of strategic directions for the libraries. Finally, we created goals and actions that will make it possible to realize our vision. Throughout this process, we regularly engaged the whole library staff to ensure that everyone was part of the process and invested in the results.

Issues
Among the strategic issues we identified, some are ubiquitous in academic libraries and some are unique to Smith. All college libraries face the challenge of expanding their electronic resources and services while maintaining an appropriate funding level for books and the provision of personal services. Our physical spaces need to accommodate both new technologies and new modes of study and research. We must constantly renew our technology infrastructures. At Smith in particular, we need to rethink how we do our work, provide more attractive physical spaces, programmatically address information literacy, and extend our role as information specialists beyond the traditional precincts of the library.

Vision and New Directions
Our vision statement, printed on page 6, distills the essence of our response to these issues. Interested readers may see this vision translated into strategic directions at our website (www.smith.edu/libraries/info/about/plan). One common thread is the need to continuously assess our users’ needs and translate these into action. Another theme is the transformation of the library from a warehouse of scholarly information to a service center for that information. We also need to find ways to re-conceive the library in the digital age: what new roles can we assume on campus that will assure our centrality to the mission of the college in the future?

We emerge from the strategic planning effort energized by a renewed sense of purpose and direction and deeply enriched and informed by the hopes, needs, and desires of our patrons. In the end, the key to realizing our vision will be our own ability to be flexible, to grow, and to work together toward the shared vision of the Libraries and the college.
How’re we doin’?

Listening to our users

Taking a cue from former mayor Ed Koch, who used to call out “How’m I doin’?” to the fine citizens of New York, the Smith College Libraries called out “How are we doing?” last February as the first stage of the strategic planning process. A variety of online and in-person interviews, surveys, forums, focus groups, pizza lunches, and teas reached nearly 150 students and 88 faculty members, as well as key partners and administrators on campus. The good news—praise for our skilled and helpful staff, our large and excellent collections, our strong service orientation, and our special collections—buoyed our spirits, while the criticisms largely coincided with our own views about what needed change.

Students resoundingly described Neilson Library as aesthetically uninspiring. They noted poor lighting, uncomfortable furniture, and the lack of study tables, group study space, and laptop connections. They’d like to see open spaces, natural lighting, and a nice mix of comfortable seating and keep-you-awake seating. They wished for rich hues and comfortable fabrics, couches to curl up on with a good novel, tables with room to spread out, places for groups to work on projects, traditional quiet study space, a café . . . places where you can talk, drink and eat. One faculty member eloquently advised, “Bring the beauty of the third floor to the first floor.”

Faculty and students alike clamor for more electronic journals and full-text databases. They also want an easy, efficient way to find online resources and to link seamlessly to those resources from on or off campus. At the same time, some want to maintain print collections of journals onsite, not in storage. Striking the best balance between print and online resources is a substantial challenge. Earlier adoption and application of technology also emerged as a major need. Students want better computers, network connections for laptops, and a computer lab in the libraries. Faculty members want better integration with other electronic resources on campus, such as Blackboard and Insight, the college’s image database.

Many users want our services available online, any time from any place, through online forms, chat, and email. Others would like library hours extended for onsite use. And everyone wants better photocopiers! Students and faculty alike seek greater guidance in navigating the online world—through workshops, programs, class sessions, and one-on-one coaching. As one faculty member admits, “I am sometimes bewildered by the sheer volume of stuff on the web.” Finally, the libraries’ website received mixed reviews—love it or hate it!

While faculty and students generally view the collections as strong, several concerns arose. In some areas, collections are uneven, with gaps in basic texts and in interdisciplinary areas. Faculty are divided about whether to retain primary responsibility for selection or transfer responsibility to librarians. However selection is done, the workload remains a major challenge. Many expressed the desire for more videos. And the management of collections housed offsite registered as a concern.

The libraries’ five-year strategic plan aims to improve both what we already do well and what we need to improve. Specific actions for this first year have been developed to begin to address primary needs. To jump start the change process, we have:

- Installed new copiers in all libraries.
- Replaced the computers in Neilson with new PC’s with large flat screen monitors.
- Opened Neilson’s electronic classroom for general use when not scheduled for instruction.
- Formed a joint librarian/faculty committee to study information literacy.
- Acquired e-journal locator software to help patrons identify and access online journals.
- Conducted usability testing of the website and incorporated changes based on user feedback.
- Introduced an online chat reference service, described elsewhere in this issue.
- Installed ergonomic seating at all public computer workstations.

These are merely first steps. A continuous, sustained effort over the next five years will yield a transformative change.
RECENT ACQUISITIONS

The following selection of exciting new acquisitions—both purchases and gifts—are described by the various curators of special collections and the branch libraries.

Young Science Library

The Young Science Library now has access to BioOne, a database of over fifty full-text research and high-impact journals in the fields of biology, ecology, and the environmental sciences. BioOne represents a new publishing model of collaboration and commitment among scholarly societies, academic libraries and associations, and commercial publishers. This effort has enabled important societies in the biological sciences to publish their journals on the Web for the first time and at reasonable prices. Significantly BioOne provides an alternative to some higher priced, commercially produced titles. Included in the impressive array of titles are the Annals of the ESA (Entomological Society of America), BioScience (American Institute of Biological Sciences), and the American Zoologist (Society of Integrative and Comparative Biology).

Sophia Smith Collection

When Ronald Reagan was elected president in 1980, two committed feminists, researcher Annie Cheatham and artist Mary Clare Powell, outfitted a van and set off to search for "non-hierarchical, cooperative, life-giving, healthy-for-the-planet alternatives” that had grown out of the Second Wave of the women's movement in the United States. From 1981 through 1983, they toured North America, showing an exhibit of feminist art and interviewing more than a thousand women. Their search took them to the homes of individual peace activists like Northampton’s Frances Crowe, religious and lesbian separatist communities, women's bookstores, and art cooperatives. They called their enterprise The Future is Female and the research resulted in a book, This Way Daybreak Comes: Women’s Values and the Future. Cheatham and Powell were among the first to respond to the Valley Women's History Collaborative's call for papers that document contemporary feminism.

ARISE for Social Justice, a vibrant Springfield-based grassroots advocacy organization, was founded in the early 1980s by low-income women advocating welfare reform, affordable housing, the alleviation of poverty, and an array of related social, political, and economic issues. The first installment of its records, generated from its first decade, 1979-1989, documents the organization’s founding and its interaction with regional and national government agencies. They also depict a vision of welfare reform based on recipients’ concerns and chronicle the evolution of affordable housing issues at the local level. Collections like this one will make it possible for historians to include the work of previously under-documented women in future scholarship.

Mortimer Rare Book Room

Last February the campus was saddened by the death of English professor Ronald Macdonald, who regularly brought his classes to the Mortimer Rare Book Room. He felt it was important to introduce his students to the delights of Renaissance drama and poetry in their original editions, since these were the very books that the 16th- and 17th-century readers had in front of them. To honor his love of books and early texts his friends and colleagues joined forces to purchase a splendid copy of the first edition of The Remains of Sir Fulk Grevill, Lord Brooke: Being Poems of Monarchy and Religion, printed posthumously in London in 1670. Still bound in its original calf skin, this volume is a particularly apt addition to the libraries' substantial holdings of English Renaissance literature, especially as Professor Macdonald had a long-standing interest in the life and works of this great Elizabethan courtier and poet.

Another recent acquisition, this time made in collaboration with the history and women's studies departments, is the remarkable Laws Resolutions of Women's Rights printed in London in 1632. Treating "the Statutes and Customs, with the Cases, Opinions, Arguments, and points of Learning in the Law, as doe properly concern women," this is the first compilation of the rights of women in English. As is the case with all of the early printed books in the Mortimer Rare Book Room collection, these two gems are destined for service in the classroom.

Hillyer Art Library

The library of the Dukes of Burgundy is universally acknowledged as one of the most significant book collections ever assembled. Established by Phillip the Good in 1430, it was developed by his successors, all noted bibliophiles: John the Fearless, Philip the Good, and Charles the Bold. Their wide-ranging interests are reflected in the books they commissioned, which include texts on literature, history, law, classics, theology, philosophy, and many other subjects.

Almost three hundred manuscripts from the dukes' library have survived in the Bibliothèque royale de Belgique in Brussels and are now documented in La Librairie des ducs de Bourgogne (Turnhout, Belgium: Brepols, 2001- ). This five volume CD-ROM series, recently acquired by Hillyer Art Library, reproduces over seven thousand images, including every illustration—miniatures, illuminated initials, margins—as well key text folios for each manuscript. The complementary textual database documents every aspect of the manuscripts: bibliographic information about the text, detailed codicological descriptions, discussions of attribution and provenance, and an inventory and iconographical analysis of illustrations and decorations.
Werner Josten Library

The Werner Josten Library has acquired a fascinating edition of the letters of Wolfgang Amadeus Mozart, edited by Erich H. Müller von Asow and published by Alfred Metzner, Berlin, in 1942. The Smith copy is unusual because, in addition to Müller’s standard text, it includes facsimiles of several hundred Mozart letters specially issued for this edition by Albert Frisch, Berlin. The facsimiles were printed directly from emulsion-treated glass plates on fine paper and folded to match the originals in size and shape. Facsimiles produced in this manner are “one of a kind.” Even for readers of German, Mozart’s “deutsche Schrift” requires deciphering. But the interested observer may glean something of Mozart’s artistic personality from the lines and shapes of his letters. And certain things—such as his habit of setting down addresses in French—speak immediately to aspects of Viennese culture in Mozart’s golden decade (1781-1791). The facsimile publication of these letters in 1942 raises a question: Was this costly process a part of the Nazi propaganda machine? Or was it an effort simply to elevate Art in time of war?

College Archives

The College Archives continues to document the wide range of college activities ranging from the addition of a scrapbook, diaries, and class photographs of Winifred Ayers Hope, class of 1892, to three cartons of slides and audiotapes from Ruth Kennedy art lectures in 1969. This past spring the campus experienced a series of disruptive events that led to student protest and then productive dialog with the college administration. Eva Silverman ’02 donated to the Archives the records of the Student Labor Action Coalition (SLAC) and Students for a Peaceful Response (SPR). Included are meeting minutes, fliers, and correspondence, all of which provide a glimpse into the life of student activists on campus during the last two years and document the continued political interests of students on campus.

Neilson Library

Since 1997, the Poetry Center has featured contemporary poets reading from their works to overflow audiences. Although not as riveting as the breathing poet on the dais, an exciting poetry series on video, recently added to Neilson Library, may help sustain devotees of the series between readings. The Lannan Foundation has been producing full-length video programs since 1988 and has donated eighty-one videos from its series of literary videos. Denise Levertov, W.S. Merwin, Allen Ginsberg, Seamus Heaney, Octavio Paz, and Kay Boyle are just a few of the poets who read from and talk about their works. The Friends of the Smith College Libraries have also contributed to the growing poetry collection by presenting the fourteen-video set Poets of New England to the libraries. In this series, scholars visit local sites and discuss the lives and works of poets such as Robert Frost, Emily Dickinson, and Sylvia Plath; contemporary poets Agha Shahid Ali, Martin Espada, and others read from their works.

The city of Tibur, from Horatii Flacci opera (Strassbourg, 1498), one of the nearly eighty incunabula, or books printed before 1501, housed in the special collections of Neilson Library. Mark Morford, professor emeritus of classics at the University of Virginia and Kennedy Professor at Smith College in 1995, has recently been awarded the first Salloch Fellowship from the Mortimer Rare Book Room to study and catalogue its holdings of books from the post-Gutenberg period.
Friends to Champion Renovation Project

Last spring the college added the renovation of Neilson Library's circulation staff area to the capital campaign and gave the go-ahead to the Friends of the Smith College Libraries (FSCL) to spearhead fundraising to transform this staff space into a fine public space. The goal is to create a public area for casual reading, where students and faculty can interact and enjoy a comfort zone on the threshold of the library proper. The room is located opposite the Browsing Room, and formerly housed the Periodicals Room. More information on the project will appear in the next issue.

Collectors in Fall Panel

On Thursday, October 24 at 4:30 P.M. in Seelye 270, the Friends will host a panel discussion entitled “Collecting for Pleasure.” Collector Lisa Baskin will talk about her extraordinary collection of women’s history ephemera and its origins. Fine press publisher and artist Enid Mark ’54 and student book collectors Alyson Shaw AC and Cecily Dyer ’03 will join her.

Endowment Bequest

The Simon Lazarus Jr. Book Fund received a $20,000 bequest from the estate of Martha Lazarus Weiden ’66. With her sister Helen Lazarus Freeman ’70 and sister-in-law, Rosalind Avnet Lazarus ’64, Mrs. Weiden established the fund in 1978 in memory of her father. In her letter setting up the fund, Mrs. Weiden noted that it was their hope to “benefit many generations of Smith women.” This bequest will significantly increase the fund's ability to do just that and demonstrates once again the difference endowments can make to the libraries' future.

Funding Allocations

Each spring when the Friends’ executive committee meets on campus, it recommends funding allocations for the libraries for the coming year. This year, the committee provided $5,000 towards refinishing furniture for the renovated Hillyer Art Library. Library endowments also benefited, with $5,000 earmarked for the FSCL Preservation Fund and $5,000 for the Library Technology Fund. Other allocations went to acquisitions ($4,000), the College Archives for the preservation of student scrapbooks ($3,000), and the Thirteenth Annual Virginia Woolf Conference to be held at Smith in June 2003 ($3,000).

SMITH COLLEGE LIBRARIES’ VISION STATEMENT

The Smith College Libraries are the intellectual crossroads for the Smith College community. We promote scholarly research and discourse by leading the campus in acquiring, organizing, and making information accessible. We create inspiring environments for study, interaction, and discovery. We engage the community we serve through our diverse collections, services, and staff.

- As **partners** in the education of women for the 21st century, we actively collaborate in teaching and learning across campus.
- As **service providers**, we offer innovative and responsive services—directly and behind-the-scenes—to facilitate research, inquiry, and exploration.
- As **collectors**, we anticipate evolving curricular and research needs and cultivate the broad liberal arts tradition by ensuring access to rich and diverse resources.
- As **curators** of outstanding archives and manuscript collections on women's experience, we enrich the Smith curriculum, promote broad access to the international scholarly community, and preserve these unique records for future generations.
- As a **locus** for intellectual reflection, exploration, and engagement, the Libraries provide comfortable and inviting facilities for individuals and groups.
- As a **virtual space**, the Libraries marshal current and emerging technologies to provide state-of-the-art resources and services.
- As an **organization**, we embrace the best of tradition and change.
In July the staff of the libraries welcomed college president Carol Christ to a celebration of Josten associate librarian Kathryn E. Burnett’s incredible fifty years of continuing service to the libraries and the college. A native of Texas with a music degree from Oberlin, Kay first came to Smith as a graduate student. After receiving her MA in 1952, she became a full-time staff member in the music department library, then located in Sage Hall. Since then, Kay has served under two music librarians, innumerable music department chairs, four library directors, and seven presidents. For many years head of circulation, Kay became the music cataloger in 1980 and soon developed a national reputation for the quality of her work. She was recognized this past winter as the first recipient of the Music OCLC User’s Group Distinguished Service Award for significant professional contributions to the music library community. The award states: “Her work, represented by the OCLC three-letter symbol SNN, has set a high standard in music cataloging for completeness and timeliness…Quiet and unassuming, Kay has served as a role model for all of us interested in advancing the case for high quality music cataloging in a cooperative environment.”

In March, reference librarian Sika Berger co-presented a session on the redesign and programming of the libraries’ website, “Teaming Outsourcing with In-House Talent: The Best of Both Worlds.” This June, in the final session of Talking Toward Techno-Pedagogy, science librarian Rocco Piccinino and Donna Riley, assistant professor of engineering, collaborated with a Smith team on a project for Engineering Thermodynamics (EGR 290), a core course taught by Riley in the newly-established Picker Engineering Program. Archivist Nanci Young presented the paper, “Composita Ocgenta-Sex: The Soul of the Class of 1886” at the Complex Web of Women’s Friendship conference sponsored by the Maine Women Writers Collection in June. Its enigmatic title refers to a composite photograph of all of the class members that acquired a life of its own.

When the libraries surveyed students in early spring, many expressed a desire for immediate online help from a reference librarian. Students liked the idea of a real live librarian-in-the-flesh, but they wanted this librarian to be available via phone or the Web for consultation at any possible hour. Demand for in-person evening reference service was going down, while demand for late-night online help was going up.

Smith reference librarians had been keenly aware of this trend for some time and jumped at the chance to join a collaborative, grant-funded, late-night reference pilot project, initiated by Wesleyan University and Connecticut College and soon joined by Smith, Wellesley, and Vassar College libraries. On April 1 we launched Help Now!, a reference service that brings on-duty librarians and Smith students together until 2 A.M. using powerful reference software. “Our” late night librarians are actually two librarians working at Wesleyan University whom we have trained to answer questions after Smith’s librarians have signed off chat for the evening.

Most early adopters of real-time online reference have been large universities, sometimes offering limited hours with programs that had few capabilities. The Smith experience is remarkable because of the extensive hours of coverage, the collaborative nature of the service among a group of liberal arts institutions, and its powerful capabilities. The reference librarians at Smith now treat live digital interactions as one more component of services provided when our desk is open, along with phone, e-mail, the “Ask a Librarian” web form, and face-to-face assistance.

Although the dialog box is central to the service, the live reference program allows much more than chat. A selection of key web links and scripted messages tailored to the Smith environment speed online conversation and the sharing of screens. An “escort mode” enables us to “push” web pages to the student and to demonstrate, teach, and observe as the student searches databases. And the transcript sent to the student after the session includes links to resources used.

The underlying software has more features that we will explore during the year and a half remaining in the pilot study. We will be able to create tutorial slideshows and a database of frequently asked questions and answers. Live reference, accessed from our homepage via the “Need Help?” button, is a welcome companion to course-related library instruction and personal research appointments and reflects our commitment to using developing new technologies.

Detail of an illustration of a floor mosaic from Pompei alla luce degli scavi nuovi di Via dell’Abbondanza by Vittorio Spinazzola (Roma: Libreria della Stato, 1953), a recent addition to Hillyer Art Library.
SHOW **YOUR** SUPPORT FOR THE SMITH COLLEGE LIBRARIES BY JOINING THE FRIENDS OF THE LIBRARIES. Your tax-deductible gift will help us purchase books and other materials, and enhance the services we offer the college community. Members of the Friends receive *News from the Libraries* and *Imposing Evidence* as well as invitations to special events. New members at the basic rates receive a complimentary set of archival postcards while donors at the Contributor level and above will have a book plated in their honor. The following levels went into effect on July 1, 2002 for all Smith College Friends groups. For details, visit our web site at www.smith.edu/libraries/friends

**Membership Levels:**
- $15 Recent Alumnae/Students
- $30 Recent Alumnae/Students
- $35 Individual
- $60 Household
- $125 Contributor
- $300 Sustainers
- $600 Benefactor
- $1000 Patrons
- $1,500 Champions

☐ My/our company will match the gift.

I wish to make my gift in honor/in memory of___________________________________________________________

Name ____________________________________________ Class ________________________(if alumna)

Address ____________________________________________________________________________________________

Please make your check payable to the Friends of the Smith College Libraries and mail to the FSCL Office, Neilson Library, Smith College, Northampton, MA 01063 or, if you prefer, enroll online at www.smith.edu/friends.

**E X H I B I T S**


*Carol’s Reading List* (Morgan Gallery & Book Arts Gallery, Neilson Library, September 15 through October). Favorite (and recommended) works of English and American literature from the college’s new president, Carol Christ.

*An Experiment in Feminist Education: the Women’s School of Planning and Architecture, 1975-81* (Alumnae Gym, October through December). Photographs, course materials, correspondence, and memorabilia from a groundbreaking alternative school for women in environmental design.


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**M O Z A R T FACSIMILE (B E R L I N : A. M E T Z N E R , 1 9 4 2 ) .**