During the spring 2003 semester, our libraries, along with 73 academic libraries in New York State, participated in the LibQUAL+ survey to assess user perceptions of the quality of our libraries’ services and collections. By implementing this standardized, Web-based survey, we joined a group of several hundred academic libraries nationwide that have surveyed their users in order to define and measure library service quality across academic institutions. Although we only recently have begun to analyze the survey findings, even a cursory glance at the data tells us there is a large gap between our users’ perceptions of strong research collections and the degree to which our libraries’ collections satisfy their expectations and needs. In the survey’s “Access to Information” category, our print and electronic collections failed to meet our users’ perceived adequacy mean.

This result is troubling, but not unexpected. Our ability to provide the information and research materials Albany’s faculty and students need has been impaired by the continuing crisis in journal and serial publishing. Mary Casserly, Assistant Director for Collections, reviews the journal pricing crisis and what it means for Albany’s libraries in more detail on page 2. She discusses some of the ways in which scholars, researchers, librarians, and others are looking for alternatives to publishing their research in established journals and shaping a new paradigm of scholarly communication through open access on the Web.

Change in scholarly communication will not happen over night. Recognizing the importance of strong research collections to the future of the University, Provost Carlos Santiago and the University Resources & Priorities Advisory Council made the Library’s acquisitions budget a top University priority for the 2003–04 fiscal year. The $390,000 acquisitions budget increase will cover this year’s increased journal prices and allow us to buy new materials. However, annual increases in the acquisitions budget, while essential, will not be enough to insure the long-term growth and development of our collections. We must also rely on a variety of memberships and partnerships as well as consortial arrangements to contract for access to electronic and traditional print resources that supplement our collections.

Equally important to our libraries’ future are the numerous actions now underway to insure a strong financial foundation for sustained collection growth and development. In the Libraries’ goals for the Campaign for the University launched in April 2003, we seek to raise $4 million in private endowment support to enrich library collections. We are proud to report that several members of the University Libraries Development Committee have secured gifts and pledges for three new collection endowments (see page 5). When these endowments reach their goals, they will provide generous and continuing support to strengthen collections in the humanities, sciences, fine and performing arts, and economics. These are several examples of the ways in which Albany’s libraries are coping with uncertain economic times and the continuing crisis in scholarly communication. Knowing we can count on continued and growing support from alumni and friends gives us renewed hope and optimism for a bright future.
Crisis in Journal Acquisitions

Albany’s University Libraries are in the midst of a journal pricing crisis that affects our ability to provide the information our faculty and students need to conduct research and to stay current in their fields. This crisis is the result of a prolonged period in which the annual increases in the costs of journal subscriptions greatly exceeded the overall rate of inflation. The crisis has grown steadily for the last two decades. It is acute in periods of economic decline.

The evidence of this crisis at the Albany’s Libraries is dramatic, but not unusual. Over the last 12 years, the average price of a periodical in our collection has increased almost 300%, while the inflation rate, based on the change in the Consumer Price Index, has risen only 38%. In 1990, the Libraries subscribed to 6,303 periodicals at a cost of $1,064,700. By 2002, the periodicals collection had shrunk by almost 1,000 titles to a total of 5,350 subscriptions, and the cost had increased to $2,632,200.

This 300% periodical price increase was driven, almost exclusively, by subscription price increases for research journals in the fields of science, technology, and medicine. This year, 526 of the Libraries’ journal subscriptions, or about 1/10th of our periodical collection, will cost one-half of the total amount we expect to expend on periodicals. In sum, we are spending more for less.

The library profession has responded to this pricing crisis in different ways over the past two decades. Recently, much energy has been focused on creating viable alternatives for scholarly communication, including founding the Scholarly Publishing and Academic Resources Coalition (SPARC), and developing institutional repositories and other means of collecting and distributing scholarly works. These strategies hold much long-term promise.

But in the short term, Albany’s Libraries must continue to build and maintain research collections of traditional print and electronic resources. To do so, we will request $300,000–$400,000 in new acquisition funds each year. This increase, along with strategic expenditure cuts, will enable us to absorb price increases and maintain strength in our journal collection. However, it will not enable us to build our collection, or to respond to new programs or to new faculty research interests. We must look for new sources of funding and build endowments to support collection development.

Mary F. Casserly
Assistant Director—Collections

O Albany! Kennedy Papers Acquired by Archives and Special Collections

Albany’s University Libraries are delighted to announce the recent acquisition of the manuscript collection of Pulitzer Prize-winning novelist and Albany Professor William Kennedy. Kennedy, also the director of the highly esteemed New York State Writers Institute, which he helped to found in 1983, is the author of numerous works, among them: The Ink Truck (his first novel published in 1969); Legs (about the life and death of Legs Diamond); Ironweed (for which he won the Pulitzer Prize for fiction in 1984); Oh Albany (Kennedy’s impressionistic history of his hometown); screenplays for The Cotton Club and Ironweed; Billy Phelan’s Greatest Game, Quinn’s Book, Very Old Bones, The Flaming Corsage; and his much-acclaimed 2002 novel, Roscoe (the latest in his idiosyncratic history of Albany).

Housed in the M.E. Grenander Department of Special Collections and Archives, the Kennedy collection comprises some 110 linear feet of correspondence, drafts, typescripts, worksheets, manuscripts, autograph notes, galleys and page proofs, photographs, and printed...
What’s New in the Libraries

SFX is Here!

No, it’s not a new cable TV channel. This summer, Albany’s University Libraries inaugurated SFX, a new commercial program that offers a way to navigate between and within electronic resources. The service also provides easier access to full-text online journal articles.

You will see this icon in ADVANCEWeb, the University Libraries’ online catalog, and in selected databases, such as EBSCO, ERIC, and ABI/Inform.

In the coming months, according to Librarian Trudi Jacobson, more databases will begin to display the SFX icon. When you click on this icon, you will see a menu that lists options. If we have access to the full text online, that will be at the top of the menu. Other options include: if the item is owned by University Libraries in print or microform; request item through Interlibrary Loan; search for item in other local libraries.

SFX is available to all University at Albany faculty, staff, and students, and it expedites the research process. Go to: http://library.albany.edu/usered/sfx or call the Library Reference Desk at (518) 442–3558 for more information.

Librarians Meet with New Students, Parents at Orientation

New students and their parents had opportunities to meet with UAlbany Librarians during Orientation meetings held on the uptown campus during July. Librarians Carol Anderson, Jerry Burke, Cathy Dwyer, Carol Anne Germain, Brenda Hazard, Jane Kessler, Deborah LaFond, Candace Merbler, Mary Sellen, and Vivien E. Zazzau participated in coffee hours, lunches, and other Orientation activities with incoming students and their parents.

Librarians are on hand to “emphasize the valuable resources that we have licensed and linked through our Web site, resources that students will not get by just ‘surfing’ the net,” says Carol Anderson. Jerry Burke was “impressed with the overall enthusiasm that parents expressed in learning about Albany’s Libraries.”

UA Libraries Participate in Nationwide Survey

Albany’s University Libraries recently participated in the standardized, cutting-edge LIBQUAL+ survey administered through the Association of Research Libraries (ARL). This survey is designed to assess the gap between desired and perceived levels of user services, and to provide a mechanism for making meaningful comparisons between libraries.

According to Gregg Sapp, head of the Science Library, “The response at the UAlbany libraries was the highest of all participating New York libraries, and among the five highest for research libraries nationally.”

The LIBQUAL+ results suggest that UAlbany students are anxious to see improvements in the dimensions...
of access to collections as well as in their ability to navigate our resources independently, adds Sapp. These results are consistent with those at other ARL libraries.

Data from this survey will be further analyzed, toward the goal of applying this information to improving our provision of services as well as to the perception of the process. A full report will be submitted to Library Administration in spring, 2004.

Assessing UAlbany’s Interlibrary and Document Delivery Loan Services

In the spring of 2003, Interlibrary Loan staff collected and reported data for the ARL’s “Assessing ILL/DD Services Study.” The comprehensive study, which involved 72 participating libraries, was an update of 1992 and 1997 ARL interlibrary loan studies, comparing borrowing and lending fill rates, turnaround time, and transaction costs of various libraries and several service models. Preliminary data indicate that Albany’s fill rate of 89% for borrowing and 62% for lending ranked favorably, compared with the 84% mean for borrowing and the 57% mean for lending in the mean institutional analysis. The department also performed well above average on turnaround time. Librarian Suzanne Irving, Head of Interlibrary Loan, says that “Participation in this comprehensive study confirms that we are providing quality service for our patrons. The study also affords an opportunity to measure the impact of recent improvements in ILL services and to find new ways to enhance our services in the future.”

Friends of the Libraries Present Fall 2003 Program

The Friends of the Libraries began the Fall semester with a busy schedule of programs, attractive to non-campus audiences as well as to students and faculty. The program began on September 17, with a presentation by Craig Williams, senior archivist, New York State Library. Mr. Williams spoke on “Archiving 9/11.” This absorbing and moving presentation was followed the next day with a discussion by Steven S. Hall, award-winning author of Merchants of Immortality: Chasing the Dream of Human Life Extension (New York: 2003). Mr. Hall’s talk was co-sponsored by the Friends as part of the Science Library’s Fall Colloquium series.

“It has been an unusually full program, and we’re continuing to offer more talks and presentations to attract wider audiences,” says Charles Ciaccio, President of the Board of the Friends of the Libraries. “We are also looking forward to celebrating the acquisition of Bill Kennedy’s papers on October 29. This will be a truly remarkable day for the University at Albany.”

The Friends of the Libraries will sponsor the following events for the remainder of the Fall semester:

➢ Thursday, October 9. Filmmaker and writer Thomas Levenson, Einstein in Berlin (2003), co-sponsored with Science Library’s Fall Colloquium, 2–4 pm, Standish Room.

➢ Thursday, October 16. “Workers of the World Say ‘I’ll Commit If You Do,’” Assistant Professor Linda Shanock, Department of Psychology, noon, Cobb Room, University Library.

➢ Saturday, October 25. Friends of the Libraries’ Annual Book Sale, 9 am–3 pm.

➢ Wednesday, October 29. “Reading Between the Lines” – William Kennedy and Professor Mark Schechner (University at Buffalo) will discuss the uses of primary materials for scholarship and research. The conversation will focus on the Libraries’ acquisition of Kennedy’s papers (see article, p. 2). This event will be held in the Standish Room, New Library, 1:00–4:30 pm. A reception will follow the talk. This event is co-sponsored by the University Libraries, the Office of the President, and the Office of the Provost.
Zazzau and Professors Vivien Ng and Janell C. Hobson were granted the award for developing a one-credit information literacy companion course to extend and emphasize a recently developed course that meets the University’s General Education information literacy requirement. The new collaborative endeavor will be a companion course to “Classism, Racism, and Sexism.” It will allow students in the interdisciplinary field of Women’s Studies to research a variety of multi-media, placing added emphasis on information and technology literacies already stressed in the course. The course will also provide specialized information literacy and technology instruction for the production of a Web journal in which students will both produce the journal and serve as its peer review board. Enrollment will be limited to 15 students.

Zazzau, Ng, and Hobson were awarded $2,500. They will use the funds to hire a graduate assistant and to purchase software programs for use in the Library’s “Smart Classroom” and other teaching labs. The team hopes eventually to solicit manuscripts from the wider university community for this new journal.

Librarian and Women’s Studies Faculty Win CETL Award

UAlbany User Education/Reference Librarian Vivien E. Zazzau has partnered with two professors in Women’s Studies to receive one of eight “2003 Innovations in Teaching Awards” from Albany’s Center for Excellence in Teaching and Learning (CETL).

People Who Give: Library Development Committee Members Initiate Endowments

Many thoughtful people establish endowments in order to provide interest income to Albany’s University Libraries into perpetuity. It’s no wonder that individual members of the Library Development Committee have initiated various endowments for the University Libraries. Each of these funds is opened with a $10,000 gift, and subsequent gifts will be recognized as naming opportunities for individual donors.

Really smart people know that you do better with help from your friends. Library Development Committee member BJ Chase ’48 was the guiding force behind UAlbany’s Greatest Generation Fund for the University Libraries. BJ worked with the Class of 1948 to focus their philanthropic efforts on building endowment for collections for the University Libraries. Initially, the fund began in 2003, on the occasion of their 55th reunion, as a way to memorialize classmates who exemplified the best of “the Greatest Generation.” For BJ, “Now we have a way we can remember and honor people who were special to us. This year, some of us chose to remember Walt Schick, ’47.” Helen Kiesel Schick ’48 joined in this initiative, as did Eleanor Alland ’48, Curt Pfaff ’48, Alice Walsh ’48.
Wanda Methe ’48, and Alice Randall ’47.

Sam ’48 and Dorothy ’47 Dickieson made their gift in honor of Harry Baden ’47. Vivian H. Thorne ’48 supported the fund in honor of her husband, Dr. Clifford C. Thorne ’49. Dorothy Diffin Kovach ’48 was also an early contributor to the fund, as was class councilor Gari Paticopoulos ’48.

Throughout the course of the Campaign for Albany (2003–2008), others in the Greatest Generation (1940–1949) will be asked to join in support of this collective endowment. The purpose of the endowment is to provide funds to purchase books and materials (both paper and electronic publications) to enhance and preserve the University Libraries’ collections in arts and sciences. In addition, all members of the Greatest Generation will be encouraged to submit material — diaries, memoirs, oral histories — about their experiences during this period. These materials will amplify the University’s Wall of Honor, and will be preserved in the University Archives. The campaign goal for this endowment is $100,000, to be reached by June 2008.

Class councilor Eleanor Alland ’48, says “I’m a ‘cheerleader’ for this project! I’ve made a commitment to it, and will work towards the final goal. It’s important for future generations to realize what life was like during those times, and it’s important for us to support this fund to encourage future generations in their studies.”

BJ Chase adds, “For next year, I am thinking about some others who had an impact on my life, one of them still living, so our gift will be in honor, rather than in memory. I hope children and grandchildren of Albany’s ‘Greatest Generation’ will help to support this endowment. It’s a wonderful way to pay tribute.”

Two other members of the Development Committee, Georgiana Panton and Carla Craft, decided to initiate an endowment fund to enhance Library collections of materials in fine arts and performing arts. For Carla Craft, it is a way to support the University that did an excellent job educating my daughter, in areas that interest all of us who are parents of students or who are alumni.” The University Libraries’ Fund for Materials in Fine Arts and Performing Arts provides materials that enrich the lives of students and faculty across disciplinary boundaries. Georgiana Panton and her husband, Jim Panton, who is also a supporter of the University and a member of the Foundation board, see this as a win-win-win investment. They are both retired. This gift affords them the satisfaction of a gift to something they believe in; it is also an investment in the future of the University and in their own future as well. “Our interest in the arts as well as in the Libraries makes this endowment very attractive to us. We are supporting this fund through a charitable gift annuity, which makes a great deal of sense for us,” says Georgiana. Most of the Pantons’ philanthropy at UAlbany has been focused on the arts on campus.
An interest in the arts as well as in Libraries also motivates User Services Librarian Mary Sellen, who is also a contributor to the endowment. “This is an area of great need for support; I’m also contributing because of my personal interest in fine arts and performing arts.”

Albany’s University Libraries will work with departments and programs, such as Music, the University Art Museum, and Theatre, to engage other supporters for this endowment. The projected goal for this fund is $250,000 by the end of the University’s campaign (2008).

When Jeremy Schrauf, M.A. ’75, retired after eight years of teaching in UAlbany’s Department of Economics, he remained actively engaged with UAlbany. A member of the Library’s Development Committee since the New Library Campaign, Jeremy has long supported the Libraries at the President’s Club level in annual giving. Now, he has launched a campaign for an endowed fund, University Libraries’ Fund for Materials for Research in Economics. This fund will assure the purchase and maintenance of basic materials for UAlbany faculty and students as they pursue their work and studies in the field of economics. Professor Schrauf’s initiating gift will form the nucleus for this endowment. “So many researchers as well as both faculty and students, on and off campus, use these materials,” he says. “I’m hopeful that a large number of people will contribute to this fund. I’d like to see support from current and past faculty, Department of Economics; former students who majored or minored in Economics; and faculty and students from both the School of Business and Rockefeller College who have utilized or still work with these research materials.” The campaign endowment goal for this fund is $50,000.

For further information or to contribute to one of these endowments, contact Roberta Armstrong at (518) 442–3540 or Rarmstrong@uamail.albany.edu.

Mathes Bequest Supports Collections, Cobb Room

Miriam Snow Mathes ’26 died in January, at the age of 97. She graduated from the New York State College for Teachers. During the 1920s, she worked to demonstrate the need for a library in every high school in New York State. After earning a degree in Library Science from Columbia University, she joined the faculty at what is now Western Washington University in 1934. She retired after 37 years of service.

Miriam Mathes began her work as a benefactress for Albany’s libraries in 1986, with a bequest for the Libraries’ Children’s Historical Literature Collection, which is now named after her. She also endowed funds to honor the memory of Mary Elizabeth Cobb, college librarian from 1916 to 1956. A conference room in the University Library is named for Ms. Cobb.

Portions of Mathes’ estate have been directed to the Cobb Room Endowment and to the Mathes Historical Literature Collection Endowment. A final portion of her estate will go to the University Libraries as unrestricted funds.
Gifts to Albany’s Libraries through the Annual Fund are an important source of funds for the acquisition of books and other materials, the provision of library services and programs, special projects, capital improvements, and unrestricted support. We have delineated the names of our supporters into categories in the list of recognition. We have made every effort to ensure the accuracy of this listing of our donors to the Annual Fund for 2002–2003. If you find an error, please notify us, and accept our apologies.

President’s Club ($1,000+)
Maureen ’62 and Hugh Andrews
Joan ’52 and Robert ’52 Barron
Bernard ’70, ’72 and Margaret Bourdeau
Elaine ’68 and Bernard Brody
Rosemary ’57 and Neil ’54 Brown
Richard T. Busch ’68

John C. Michalke ’70
Martha Wright (Peg) Miller ’67
Ruby Anderson Morgan ’52
Alice Hastings Murphy ’40
Matthew ’57 and Sandra ’71 Ostoyich
Georgiana and James Panton
Joseph ’52 and Sylvia ’69 Persico

Theodore E. Pfohl ’79
Ann Schaefer ’82
Mark J. Stencilik ’77
Paul A. Travis ’75
J. Paul ’53 and Doris ’52 Ward
Jill C. Weinstein ’72

Carillon Club ($250–$499)
Ruth O’Donnell Abele ’42
Vivian P. Abplanalp ’85
Joseph A. Altman ’80
Thomas J. Babcock ’78
Paul F. Bender ’73
Sanford Bernstein ’57
William A. Bubniak ’72
Maureen Egan Buhrmaster ’70
Patricia Cannizzaro ’74
Margaret Carrol ’68
Grace K. Carter ’81
James R. Cochran ’74
David J. Dahl ’82
Thomas P. Dapice ’77
Johannah Dioloreto ’80
Minnie E. Ellmauer ’70
Elva J. Purpura Ferris ’53
Janet D. La Rue Ford ’48
Ann L. Epke Friedman ’68
Mary O. Furner ’57
Stephen T. Gregg ’73
Theodore C. Gum ’81
Kathryn Johnston Harvey ’55
Mary A. Hathaway ’73
Brenda L. Hazard ’02
Herbert E. Herzog ’65
Elizabeth L. Heyman ’85
Janet Barlow Hidinger ’63
Barbara A. Hoelle ’60
Michael Hughes ’65
Christine Helser Jenssen ’72
Carroll W. Judd ’53
Barbara A. Houck ’49 and Gerald Van Tilburg
Susan G. Leary York ’71

Meredith A. Butler
Barbara Jean (BJ) ’48 and Charles ’47 Chase
Dorothy E. Christiansen
Carla Craft
Bruce ’73 and Tracey Davis
Linda Zucconi Dellea ’62
Vicki J. Dillon ’74
Kenneth T. ’39 and Kathleen E. ’70 Doran
Martha J. Downey ’51
Mary Joan Egan ’40
Friends of the Libraries
John J. ’57 and Marcia ’57 Gauquie
Charles ’73 and Rene ’75 Gibbs
Lenore ’61 and Edward Grabowski
Florence Graham ’45
Candace J. Groudie, Ph.D. ’98
Louise ’42 and Bert Hall
David A. Hardy ’57
Rose Matychak Lernberg ’47
Robert ’57 and Marcia Manthey
Alma Jackson Mastandrea ’52
Thomas ’82 and Cynthia McLoughlin

Curtis L. Pfaff ’48
Elinore Posner
Edith Walter Quake ’63
Alvin Rabinkowitz ’60
Jody Schaeffer ’78
Jeremy P. Schrauf, M.A. ’75
Frances ’62 and Philip ’60 Shepherd
Roy ’56, ’58 and Shirley Stevens
Barbara H. Houck ’49 and Gerald Van Tilburg
Susan G. Leary York ’71

Minerva Club ($500–$999)
Robert R. and Michael Armstrong
Justin K. Bass ’83
Michael Blum ’71
Arlene K. Brown ’82
Richard B. Erbacher ’57
Mary F. Franklin ’70
Florence Bensinger Milano ’36
Alice E. Bayer Middleton ’72
Angela Murray ’79
Gari Deliganis Paticopoulos ’48
Mary L. Reed Penner ’51

Stephen R. Marano ’76
Ruth M. Marcolina ’69
Kevin T. McCooy ’79
Robert McEnroe ’61
Susan J. Adams Moloney ’70
Kathleen M. Royce Morgan ’74
Bernadette A. Gentile Murphy ’74

Jeanne B. Bowen Walsh ’50
Gertrude Wilder ’57
Virginia Mason Williams ’50
Paul A. Zanotta ’81

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We thank each and every one of you, and hope you continue to support the Annual Fund drive for the Libraries. We know that your interest is in perpetuating the great tradition of the library as the heart of any university’s intellectual life.

In this issue, you’ve read about some donors who give annually, initiate endowments, and give to the Libraries through deferred or planned gifts. Some of you have indicated support for endowments through bequests.

You can choose to support the Campaign through outright gifts, deferred or planned gifts, and by combining options. These combinations are a great way to support the Annual Fund as well as the Campaign for the University at Albany. In addition to supporting endowments for collections, we also offer opportunities to enhance our technological resources, renovate and expand the Dewey Graduate Library (with special attention to the aesthetic treasures in Hawley Reading Room), and provide much-needed research or study support for students as well as faculty.

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For more information, contact Roberta Armstrong, University Libraries, at (518) 442–3540 or rarmstrong@uamail.albany.edu

LIBRARY UPDATE is a semi-annual newsletter published to inform the University community about University Libraries’ collections and services. Responses from readers are very welcome.

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