



## Alabama Association of College & Research Libraries

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### *From the President ...*

User Satisfaction vs. User Success .....We all want to know if we're getting the job done. We ask, "Are our libraries and services meeting the needs of our users?" And we're not the only ones asking. This is an age of tight budgets and demand for accountability, where accrediting agencies as well as academic administrators want answers. The increasing interest in such tools as LibQUAL™ and the application of e-metrics in libraries demonstrates the library profession's response to these demands.

But let's not forget that user satisfaction is only one side of the coin. User success is the other, and there is a significant difference between user satisfaction and user success. While it is certainly important for us to know if our users are satisfied customers, it's also important to remember that, in academia, library users are also our products. Education is a process through which we are transformed, changed into something better. We have to remember that user satisfaction only tells us if our students and faculty and community are "happy" with what we do – not whether or not we have contributed to their transformation.

Academic libraries have important roles to play in creating quality products as well as satisfied customers. One way to focus on user quality is to examine our libraries through the lens of user success. To determine our contributions to user success requires additional tools or evaluative measures that focus on whether or not the library user actually succeeds in his or her tasks while in the library or while using library resources. This can be as "small" as successfully locating an article of criticism on a specific poem for the college freshman to as "big" as finding the spark of inspiration through literary readings for the college professor. Flipping this "coin" of user success and satisfaction is not a gamble – it's a sure thing for academic library effectiveness!

Speaking of success, the Board handled a number of items of AACRL business at the September meeting. Since we knew of Patty Pilkerton's interest in animal welfare, we donated \$40 to the Birmingham Humane Society in recognition and appreciation for her service as the 2003-2004 President of AACRL. In addition, the Board served as a by-laws review committee and drafted the revisions you see elsewhere in this newsletter, making official what has been the unofficial practice of the Board for several years. Please review these by-laws changes and be prepared to vote on them at the April 2005 meeting.

Other results of the last Board meeting: Beth Ashmore has posted a list of Past Presidents on the AACRL web site; Della Darby is doing double duty as the newsletter editor and primary facilitator/planner for the AACRL/CUS programs at ALLA; Della and Beth have also added the option of joining the AACRL listserv and are promoting the use of the online version of the AACRL newsletter (see the AACRL website); Rosemary Arneson is serving as chair of a committee to define and set criteria for a library school student professional development scholarship, and Kate Ragsdale is helping her identify potential committee members. The Board also agreed that CUS of the Alabama Library Association will serve as the primary conduit for legislative lobbying at the state level, and Carla Waddell is the contact person through which we hope to identify a CUS liaison. Erik Kidwell will remain the AACRL Legislative Liaison to provide information and to promote activity in support of lobbying efforts.

If you would like to participate or contribute to the activities and projects listed above, please contact me or the individual named. The next board meeting will be January 25, 2005, at 1:00 p.m., at Shelton State Community College in Tuscaloosa. All board meetings are open to all members, so feel free to join us.

*Deborah Grimes*

## LAST Call for Nominations

Now is the time to take an active part in AACRL. Vice-President/President-Elect and Treasurer will be elected in Spring 2005, with new officers installed at the AACRL Annual Business Meeting to be held in April 2005 in conjunction with the Alabama Library Association Annual Conference in Birmingham.

The office of Vice-President/President-Elect is a three year commitment with the second year served as President and the third year served as Past President.

The position of Treasurer is a two year commitment.

Nominees must be current members of both AACRL and the ACRL division of the American Library Association.

Self nominations are welcomed and encouraged.

Send nominations to:

**Patty A. Pilkerton**

Mervyn H. Sterne Library  
917 13th Street South  
Birmingham, AL 35294-0014  
ppilker@uab.edu

## AACRL By-Laws Changes

The following revisions were made to the by-laws during the September 14, 2004 Executive Board meeting.

(h) The Legislative Liaison shall monitor, on behalf of the Association, Legislative issues relevant to academic and research libraries. In addition he/she shall respond on behalf of the Association to those issues. The legislative Liaison shall represent the chapter or recommend to the Board another member to represent the Chapter at appropriate meetings, forums, and events.

(i) The Webmaster shall design and maintain the Chapter website.



## AACRL Advancement Award

**Purpose:** To recognize the achievements and significant contributions in the area of college and research libraries on the local, state, regional, national, or international level.

**Frequency:** This award will be presented annually during the yearly dinner/business meeting of AACRL. While it is anticipated that only one award will be presented in any given year, multiple awards may be made if the AACRL Board determines such action is warranted.

**Eligibility:** The award is open to all librarians, library faculty, paraprofessionals, other information professionals, or students enrolled in graduate library programs who work or reside in Alabama and who are associated with college, university, or research libraries. Additionally, this award may be presented to organizations, groups, vendors, or other individuals

who have contributed something of significance within the state of Alabama in the area of college and research libraries.

**Judging:** Recipients will be determined by majority vote of the AACRL Board and from submitted nominations.

**Nominations:** Nominations must be submitted by January 15th to be considered for that year's award.

**Qualifications:** Individuals must be current residents of Alabama. Accomplishment for which being nominated must have occurred during residency. Please send nominations to:

**Patty A. Pilkerton**

Mervyn H. Sterne Library  
917 13th Street South  
Birmingham, AL 35294-0014  
ppilker@uab.edu  
205.934.3512  
205-975.6230FAX

## News From the Membership

**Craig Beard**, Engineering Librarian at Sterne Library (UAB), was appointed Chair of the Publications Committee of the American Society for Engineering Education's Engineering Libraries Division.

**Brooke Becker**, Social Sciences Reference Librarian at Sterne Library (UAB) was on a panel about "Keeping up-to-date in the Library Profession: Legislation and Copyright Information" at the annual Alabama Library Association meeting.

**Delores Carlito**, General Reference Librarian at Sterne Library (UAB) had her book, *An Annotated Bibliography of Cuban-American Fiction in English: Primary and Secondary Sources*, accepted for publication by Scarecrow Press. She was also elected Secretary of REFORMA, the National Association to Promote Library and Information Services to Latinos and the Spanish-Speaking.

**Heather Martin**, Humanities Reference Librarian at Sterne Library (UAB), was recently elected Vice-Chair/Chair-Elect of the Association of College and Research Libraries African American Studies Librarian Section.

**Lori Northrup**, Reference Librarian at Samford University, presented a poster entitled "Using Server-Side Include Commands for Subject Web-Page Management" at the 2004 NCLA/SELA joint conference.

**Stephanie Havron Rollins**, late of Air University, has accepted a position as medical librarian at the University Medical Center in Las Vegas, Nevada.

**Brenda Turner**, Director of Libraries at Faulkner University, successfully defended her dissertation at Florida State University on Friday, October 1. The Ph.D. in Library and Information Studies will be conferred on Saturday, December 11, 2004.

## Legislative Report

Other than the recent election and predictions being made as to the results and their impact on libraries, it appears we are in a "quiet" legislative time. No doubt partly due to the end of the regular legislative session and the upcoming holidays, there has been little chatter on ALA's legislative network these last few weeks. One item that has been of concern to ALA in the last few months, however, has been congressional *National Intelligence Reform* legislation and particularly the McCain amendment in the Senate, which in the words of the Washington Office would "create a possible precursor to a national I.D. system by requiring all states to conform their driver's licenses and state I.D.'s to a single uniform national standard. ALA has long worked in opposition to proposals for a national I.D. system as a threat to personal privacy, and the ubiquitous use of driver's licenses as the main source of identification in most transactions, including library cards, increases the risk that personal information would be easily accessible" (ALAWON #80, October 14).

National Intelligence Reform legislation has been passed by both the House and Senate, and they have appointed a Conference Committee to work through the differences in the two pieces of legislation. The House bill (H.R. 10, called the 9/11 Recommendation Implementation Act) exceeds the recommendations of the 9/11 Commission and ALA is concerned about some of its language

regarding civil liberties such as the inclusion of parts of Patriot II legislation. The House has rejected a substitute bill by Rep. Robert Menendez (D-NJ) that was supported by the 9/11 Commission as well as many 9/11 families, and by ALA. ALA has urged its members to contact congressional members of the Conference Committee and request that they oppose provisions in H.R. 10 that exceed the recommendations of the 9/11 Commission. ALA believes that the Senate bill (S.2845) called the National Intelligence Reform Act of 2004 is superior to the House bill. It has bipartisan support and follows recommendations of the 9/11 Commission on a number of issues including those associated with civil liberties, and does not include from the Patriot II legislation provisions such as the Kyl amendment that would "... make administrative subpoenas judicially enforceable ...", though there is still concern with the Senate bill regarding the McCain amendment and ALA is urging Congress to not include this amendment in final legislation. At last report, Congress expects to reconvene the week of November 15 to possibly take up this legislative issue before final adjournment for the holidays.

Further information including the names of Conference Committee members can be found on ALA's Washington Office web site at: <http://www.ala.org/ala/washoff/washnews/news2004/80oct14.htm>

Eric A. Kidwell  
Legislative Liaison

## Treasurer's Report

On July 26, 2004, the balance in the AACRL bank account was \$5,529.60.

Since that time checks for \$85.07 (newsletter and postage) and \$40.00 (donation to charity in honor of Patty Pilkerton) have been issued. Total expenses were \$125.07.

Deposits of \$114.00 (membership dues) and \$1.85 (interest) were made to the account. Deposits totaled \$115.39.

As of November 15, 2004 the balance in the AACRL bank account is \$5,520.38.

— Kate W. Ragsdale  
AACRL Treasurer

## Welcome to New Members

### Audrey Powers

Information Technology Librarian  
University of Montevallo

### Juliet T. Rumble

Reference & Instruction Librarian  
Auburn University

### Caroline Smith

Reference Librarian  
Birmingham-Southern College

## AACRL Website

Does snail mail get you down? Prefer to get your AACRL scoop online? Check out the Newsletters/Minutes webpage on the AACRL website - <http://www.samford.edu/groups/aacrl/news/>. At this site, you can get the latest AACRL newsletter and meeting minutes in PDF format as well as past newsletters and minutes going back to 2000. While you're there check out our newest additions to the website in the form of a page to chronicle AACRL Past Presidents as well as an Awards page listing the criteria for the AACRL Significant Contribution Award. We are also in the process of beefing up the AACRL Calendar so if you have any upcoming events that you think would be of interest to academic librarians in Alabama, please send them to Beth Ashmore at [beashmor@samford.edu](mailto:beashmor@samford.edu). Thanks for your help in keeping the AACRL website up-to-date and useful.

## Best Practices

We received an excellent response to our call for Best Practices programs for the ALLA Convention in Birmingham in April 2005. There will be three full sessions and one session comprised of eight mini-sessions (all happening at the same time!).

Topics include: student worker training; library user surveys; time management; resource assessment; promotion of library services; library billboards; and library tutorials.

— Della Darby

## Annual Meeting

The AACRL Annual Meeting will be held on Wednesday, April 20, 2005 in conjunction with the Alabama Library Association Convention in Birmingham. A delicious dinner will be served followed by an informative program and a short business meeting. Specific details and registration information will be available in the next newsletter. Please mark the date on your calendar and plan to attend.

— Jennifer Long  
Vice-President/President-Elect

Is the date on your label 12/04? Renew your membership now with the form at <http://www.samford.edu/groups/aacrl/memb.htm>  
It's the best bargain in library land!

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LISTSERV@UABDPO.DPO.UAB.EDU



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