

The NCSU Libraries Newsletter

NC STATE UNIVERSITY

<http://www.lib.ncsu.edu/whatsnew/>

VOLUME 31, NUMBER 4 • NOVEMBER 2003 • NORTH CAROLINA STATE UNIVERSITY • TERRELL ARMISTEAD CROW, EDITOR

Ask a Librarian LIVE Service Extends Hours

The NCSU Libraries has extended its hours for virtual reference service until midnight, Sunday through Thursday, through collaboration with other university libraries in the Triangle. In October librarians at NC State, Duke, and UNC–Chapel Hill began answering questions for each other's students, faculty, and staff using Ask a Librarian LIVE, an online service that uses state-of-the-art chat techniques and Web browser-sharing technology. This collaboration has helped the NCSU Libraries extend the hours for chat reference service until midnight, Sunday through Thursday nights. Ask a question late Monday night and chat with a librarian from Duke. On Wednesday nights a librarian from UNC–Chapel Hill answers questions. NC State librarians staff the service on Sunday, Tuesday, and Thursday nights for all three campuses.

The virtual reference collaboration has allowed the three library systems to extend the hours of their online Ask a Librarian services for less than it would cost each to staff the service independently. The three universities are only sharing duties on each other's online services; phone calls and

electronic-mail questions are handled independently by each campus. Questions are still answered by librarians at the reference desk at the D. H. Hill Library (until midnight from Sunday through Thursday and until 10:00 P.M. Fridays and Saturdays).

The NCSU Libraries introduced Ask a Librarian LIVE in January 2001, and more than 8,500 questions have been answered this way since that date. Ask a Librarian LIVE offers more than text chat. Users and the librarians share a Web browser, which allows the librarian to show a Web site to answer questions or demonstrate how to start from the Libraries' homepage and get to the information needed.

To use the service, click on the Ask a Librarian link on the upper left side of the Libraries' main Web page at www.lib.ncsu.edu; then click on Ask a Librarian LIVE. The hours of operation are:

Monday–Thursday:	9:00 A.M. to midnight
Friday:	9:00 A.M. to 5:00 P.M.
Saturdays:	1:00 P.M. to 5:00 P.M.
Sunday:	1:00 P.M. to midnight ♦

Brotherton Retirement Party

The NCSU Libraries is hosting a retirement party for June M. Brotherton, associate director for Administration and Advancement, who is retiring from NC State University. The event will be held on Thursday, December 11, 2003, from 3:00 to 5:00 P.M. in the Faculty Senate Chambers, second floor, West Wing, D. H. Hill Library. Please R.S.V.P. by calling 515-7188 or sending an e-mail message to judy_buschman@ncsu.edu. Those who wish to contribute to a gift should write a check to Mary Kate Keith and send it to her at the NCSU Libraries, CB 7111. Anyone who wishes to send a letter or photos for inclusion in a memory book that will be presented to Brotherton at the reception should send them to Keith. All acceptances, letters, or contributions should arrive by December 4. ♦

NCSU Libraries Web Site Survey

Help the NCSU Libraries design a Web site of the future. Librarians are beginning the process of redesigning the Libraries' Web site, and the first thing they need to consider is how the Web site currently works for the university community and how it could be improved. NC State faculty, staff, and students are encouraged to share their thoughts at <http://www.lib.ncsu.edu/surveys/website>. Respondents who provide their electronic-mail addresses will be entered in a December drawing for a \$25 cash prize. ♦

NCSU Libraries Makes Portable Video Magnifier Available

The NCSU Libraries has recently acquired a portable closed circuit television (CCTV) that is available for in-building use by library patrons. This portable video magnifier, the Olympia from Telesensory, enables patrons with visual impairments to read printed text and view pictures from any location in the library. The Olympia is compact and lightweight, and materials can be viewed in black and white or in full color. With the capability to enlarge text and pictures up to twenty-six times, the Olympia has an extensive range of magnification settings, as well as adjustable brightness. A tilted screen provides glare reduction. In addition, the Olympia includes an AC power

adapter, a battery pack, and a video cable to connect to a television monitor.

The Olympia video magnifier is available for checkout for up to four hours from the Reference Desk, located on the first floor of the East Wing, D. H. Hill Library. For more information about borrowing the CCTV, call Research and Information Services at ext. 5-2935 or send an electronic-mail message to <http://www.lib.ncsu.edu/libref/>. For additional information about accessibility at the NCSU Libraries, contact Katherine Dexter Willis by phone at ext. 3-0304, by electronic mail at katherine_dexter@ncsu.edu, or go online to <http://www.lib.ncsu.edu/risd/atc/>. ♦

Pulitzer Prize Photo Exhibition

The exhibition *The Pulitzer Prize Photographs: Capture the Moment* will be open in the D. H. Hill Library through December 13. In connection with the exhibition, the NCSU Libraries has shown a series of films that focus on Pulitzer Prize-winning photographers, the events depicted in their photographs, and the art of

photojournalism. The series concludes on December 3 with a showing of *Camera Martyrs of Vietnam*. The film will be shown in the Erdahl-Cloyd Theater, West Wing, D. H. Hill Library. The film is free and open to the public. Please check the Web for further information on the exhibition at <http://www.lib.ncsu.edu/pulitzer>.

PULITZER PRIZE PHOTOGRAPHS FILM SERIES CONCLUDES

CAMERA MARTYRS OF VIETNAM

WEDNESDAY, DECEMBER 3, 7:00 P.M.

This film presents the work of those unheralded professionals who recorded the Vietnam War in pictures. Some died, some received Pulitzer Prizes, but as a group they received no memorial until the

book *Requiem* was published. This shows some of the photographs from that book and includes recollections from some of the photographers. ♦

New ATM in D. H. Hill Library

The State Employees Credit Union (SECU) is installing a new ATM in the service area of Photocopy Services in the D. H. Hill Library. The SECU machines do not charge a fee for

using the ATM from this end; however, those who bank at other banks and use the SECU ATM for a transaction may be charged a fee by their banks. Please check with your bank to be certain. ♦

Contributors: Josh Boyer (Distance Learning Services), June Brotherton (Administration and Advancement), Robert Burton (Special Collections), Katherine Dexter Willis (Research and Information Services); Nancy Vaupel (Scholarly Communication and External Relations).