

◆ DLS Newsletter ◆

Volume 9, Issue 2

ISSN 1522-1806

Spring 2000

**ALA 2000
Annual
Conference
Chicago, IL
Jul. 6-12, 2000**

**Spring 2000
Volume 9, Issue 2
Editor: Nancy Burich
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at
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Table of Contents

- Page 1
* DLS & Annual 2000
- Page 2
* DLS Discussion Group
* OFFCAMP
* To Join DLS
* Meetings at Annual
* Editor's Note
- Page 3
* DLS Guidelines
* DLS Web Site
- Page 4
* DLS Research Committee
* DLS 2001 Conf. Prog. Planning
- Page 5
* The Hawkeye View
- Page 6
* LITA Internet Resources I.G.
* LITADistance Learning I.G.
- Page 7
* Conf. on Dist. Teaching & Learning
* CJCLS/DLS Program
- Page 8
* Anniversary News

DLS & Annual 2000

Looking Forward, Looking Back: Looking Forward!

As **Annual 2000** rapidly approaches, our Section prepares both to celebrate its Tenth Anniversary and to chart its role in a dynamic future at the forefront of academic library services. Like the oft pictured Roman god Janus, we are simultaneously looking forward and looking back. Our Section was brought into being by forward thinking individuals who envisioned a rapidly developing new area of specialization in library and information services, and the future continues to be our dominant focus.

Even as we look back to recognize and honor our Section founders, and above all to celebrate this first decade, we will likewise be focusing on the ever increasingly dynamic and complex technological and logistical challenges of the future. Through this process, we will prepare ourselves to continue to champion and provide that critical human information interface so necessary to the achievement of academic excellence in the distance learning enterprise, whether that interface be provided for the faculty,

other personnel, or the students involved.

As shown in our Section's Annual 2000 Schedule, the traditional Monday morning Discussion Group and Annual Membership meeting, which run back to back from 8:30 to 11:00 AM, are being devoted to our Tenth Anniversary observances. Carol Moulden, our incoming Section Chair, and

her colleagues Sherrill Weaver and Carole Kabel of National-Louis University have arranged for our Section to have its Tenth Anniversary observances at the new National-Louis Chicago Campus across from the Art Institute. No more appropriate and attractive, nor more strategically located site could have been chosen in Chicago than the National-Louis branch campus facility.

Join us and help us celebrate our Section's first decade of contributions to the profession. As we celebrate, so also shall we be talking about the future and tapping into all the best Section minds, past and present, to provide ideas and

suggestions for achieving the highest possible effectiveness for our role in our Second Decade.

Yes, **Annual 2000** should prove to be a spectacular and memorable one for our Section, starting at 9:30 on Saturday morning with our joint CJCLS program, "New Trends in Accreditation and Librarianship." That afternoon the Conference Program Planning 2001 and Strategic Planning committees hold their initial separate meetings. Carol Moulden and Sherrill Weaver have put together a dynamic team for Program Planning 2001. I have assembled much of the strongest leadership of the Section, through my appointments to the Strategic Planning Committee, chaired by Ginny O'Herron, to map a dominant role for our Section in the field of distance learning library services. Please feel free to drop in and function as a participant/observer at either or both of these meetings. Then Sunday opens with our traditional 8:30 AM All Committees meeting where you are also invited, indeed, strongly urged to attend, if you have not already been appointed to one. As noted already, Monday morning is for

(Continued on page 6)



Distance Learning Section

DLS Discussion Group

Chair: Kay Harvey, Head Librarian,
Penn State McKeesport, PA.

Notes: Nicole Campbell, Reference
Librarian, Washington State Univ.
Vancouver, WA.

The format for the discussion group was changed for this meeting. There were three "group leaders" who each spent a few minutes at the beginning talking about a their specific topic. The audience broke into three groups to discuss these topics and then each of the group leaders gave a synopsis for the entire group. Below are the summaries that the group leaders gave at the end of the discussion.

Connie E. Costantino, United States International University, directed a discussion of budget issues for distance education. Particularly, she was interested in issues of implementation and budgeting for programs and in attaining administrative support. Connie's summary of budget discussion:

Important elements:

Services -- inside the institution
and outside the institution

Resources to provide -- services

Players: Administration

Faculty

Students

Accrediting Bodies

Develop alternative strategies

Persistent communication

Significant Challenges:

Identify resources and services that should be funded.

Identify "players" included in the funding request.

Identify plan/strategy to request funding.

Identify funding services/sources.

Communicating what your library needs.

Ideas to address challenges:

*Brainstorm with partners -- funding sources? Charge for services that are desirable/optional.

*Talk and/or contact accrediting

bodies. They can be helpful and influential in "helping" institution produce money.

*Persevere with administration to encourage them to get courage in providing good service, proper service, "the right thing".

*Present budget requests as an "institution" need rather than a "library" need. If the institution wants to be a, or appear to be a, certain level, some resources/services are required to meet the institutional goals.

*Competition between institutions -- use examples, good and bad, to show how the presence or lack of resources has improved/influenced institutional enrollment.

Jack Fritz, Switch Inc., lead a discussion on web technologies and instruction and how the library fits into this arena. His particular focus was on teaching and our support of teaching. Jack's summary of the web as an emerging technology in instruction discussion:

The group identified four elements and issues to accompany each:

1. Organizational structure:
 - Who leads
 - How to ensure library involvement
 - Shared resources
1. Collaboration between library and faculty

(Continued on page 3)

Meetings at Annual

Note: These dates and times are tentative. Please see our web page for updated information.

* Conf. Prog. Planning 2001: Sat. 7/8, 1:00-3:00 p.m.

* Strategic Planning: Sat. 7/8, 1:00-3:00 p.m.

* All Committee Meetings.: Sun. 7/9, 8:30-11:00 a.m.

* Anniversary Reception/Discussion Group: Mon. 7/10, 8:30-11:00 a.m. (see pg. 8 for details)

* Exec. I: Mon. 7/10, 6:00-8:30 p.m.

Subscribing to OFFCAMP Listserv

The OFFCAMP (Off-Campus Library Services) Listserv has been established for the purpose of "discussion about all aspects of service to remote users, including but not limited to branch campus service, state regional, national, and international academic programs and their associated constituents."

To subscribe to OFFCAMP, send an e-mail message to:

listserv@lists.wayne.edu

In the body of your message type:

SUB OFFCAMP YOUR NAME
Example: SUB OFFCAMP JANE JONES
(or SUB OFFCAMP JANE L. JONES)

How to Join DLS

To join the Distance Learning Section, contact:

Membership Services

ACRL

50 Huron Street,

Chicago, Illinois 60611

1-800-545-2433 ext. 2521

email: acrl@ala.org

<http://www.ala.org/acrl.html>

Editor's Note

Some articles have been edited due to their length and to the limit of eight pages for the Newsletter. The full-text versions are available on the DLS Web Site. Minutes of the Midwinter Meetings Executive Committee meeting were not available at time of publication. They will be added to the Web site when they become available.

Please submit any corrections to this Newsletter to the editor:
nburich@ukans.edu

DLS Discussion Group

(Continued from page 2)

between library and
administration /those involved in
planning
between library and technology
between library and other
institutions (consortia)

1. Infrastructure
 - authentication
 - technical issues
 - licensing
 - hardware
1. Pedagogy and Andragogy
 - what is good instructional design
 - assessment
 - student training
 - continuing education for librarians
 - identifying good models
 - usability
 - ADA issues

Although it seems that each issue within each element could easily generate a great deal of discussion and study, the group also identified a few items for additional study:

- effectiveness of electronic instruction versus traditional instruction
- how to do assessment
- use of electronic resources
- user studies
- information literacy integrated into electronic instruction

Jack thanked those who took part in this discussion for their valuable contributions, and thanks to Kay Harvey for planning this format for us. Also, if anyone's interested, we could choose an item a week (from this list or from the copyright or budget groups' issues) to occupy ourselves with an electronic discussion between now and annual.

Ann-Marie Casey, Central Michigan University, directed a discussion of copyright. Her particular interests were on electronic reserves and on the meaning of fair use and how it applies for off-campus classes and

(Continued on page 5)

DLS Guidelines Committee

The Guidelines Committee met in two modes to accomplish the work for the midwinter meeting. Because the majority of the members, including the chair, were not able to attend the meeting in San Antonio, a virtual meeting was held which extended from December 7, 1999 - Jan. 9, 2000. The virtual meeting consisted of email messages generated by Jean Caspers, Committee Chair, to the following members of the Guidelines Committee: Lisa Hinchliffe, Linda Frederiksen, Geraldine Collins, Bernie Sloan, Bill Parton, Mae O'Neal, and to the Committee Consultant, Harvey Gover. Caspers and the committee members exchanged multiple messages pursuant to each meeting topic before the subsequent topic was begun. During the meeting, the project of compiling information about activities of DLS section members (and others) to disseminate the Guidelines was discussed. The other topic for discussion was exploring options for how to add guidelines for assessment of distance learning library services to the guidelines. During the virtual meeting, the committee formulated an agenda and desired outcomes for the physical meeting to be held in San Antonio.

Only three members were present in San Antonio: Mae O'Neal, Linda Frederiksen and Bill Parton. O'Neal convened the meeting, and Frederiksen took the minutes. During this meeting, Frederiksen volunteered to take over the monitoring of the dissemination of the Guidelines from Caspers. Parton drafted an outcomes assessment statement to be added to the Guidelines which grounded the discussion from the virtual meeting. O'Neal suggested additional wording reflecting the ACRL Task Force document about outcomes assessment. Gover presented the committee members with a draft copy of the College Library Standards (which have subsequently been released in

C&RL News March, 2000) which deal with outcomes assessment. It was recognized that more work is needed before the committee will be ready to issue an outcomes assessment statement for the Guidelines. This topic will be discussed to via e-mail among the committee members between the midwinter and annual meetings, and a revised draft will be shared and discussed by the Committee at the annual meeting in Chicago.

--Jean Caspers

DLS Web Site

The Distance Learning Section Web site underwent substantial revision last year and moved to a new Web server [after being hosted for several years by Dan Shouse at East Carolina University.] The new URL is <http://caspian.switchinc.org/~distlearn/>. The new DLS site is hosted by the Southeastern Wisconsin Information Technology Exchange (SWITCH). The Web committee will work on submission guidelines, templates, and a basic style guide [to be added soon]. The DLS Web Site will continue to grow as material is submitted by various DLS committees. All DLS committee members are strongly urged to check their own committee rosters at <http://caspian.switchinc.org/~distlearn/committees/>. If you are on a committee you should not be, left off of one you should be, or otherwise have noticed incorrect information in your personal listing, please send a message to your committee chair AND either Jack Fritts, Web Committee Chair or Rebecca Sedam, DLS webmaster.

--Rebecca Sedam

DLS Research Committee

The DLS Research Committee is currently involved in two initiatives. One is a session on research to be held at the Ninth Off-Campus Library Services Conference in Portland, April 26-28. The title of the session is "From Question to Answer: The Basics of Conducting Research." It will be a two-person panel program moderated by Katy Lenn from the University of Oregon. John Spencer from Central Washington University will share some insights into the research process based on his experience. Karyle Butcher, editorial board reviewer for *Journal of Academic Librarianship* and Oregon State University's Librarian and Deputy Associate Provost for Information Service, will speak about the publication review process for research articles. In describing the session, Katy Lenn

says "I am excited and pleased with our session as we have quality speakers that will present interesting and informative material that will truly assist attendees."

The Committee's other initiative is to conduct a survey on research interests in the field of library services for distance learning. This survey replicates one conducted by the Research Committee in 1994. The objectives of the current survey are to: (1) determine if any of the research topics identified in the 1994 survey are still of concern in 2000, and (2) identify new areas where research is needed. The questionnaire will be distributed at the Ninth Off-Campus Library Services Conference and posted on the OFFCAMP listserv. Respondents will be invited to review a number of topics and select the five that they think warrant immediate attention in terms of research studies.

The results of the survey will be available for the Section meetings at the ALA Annual Conference in Chicago.

A related event will link these two initiatives. A drop-in session titled "Research on Library Services for Distance Learning: What Needs to be Done?" will be held at the Portland conference. Alexander (Sandy) Slade, Chair of the Research Committee, will lead a discussion on research needs in this field. It will serve as a warm-up for Katy Lenn's panel program later in the conference and be an opportunity for participants to complete the questionnaire for the Committee's survey.

--Alexander (Sandy) Slade

DLS 2001 Conference Program Planning Committee

The DLS 2001 Conference Program Planning Committee met in San Antonio and chose as the working title of the 2001 program, "Integrate, Separate, or Outsource? Models for Distance Learning Services." The committee narrowed down the various suggestions to this title in order to focus on both the historical and current best practices in library services to distance learners so that academic institutions new to distant education would have the benefit of becoming familiar with both.

Committee chair Sherrill Weaver led the discussions which focused on current issues in library services to distant learners. These issues included the organization of onsite learning centers, centralized services, potential virtual service for students regardless of institutional affiliation, and website

design and information for distant learners. Also considered in the discussions were the role of electronic journals and full-text databases in inter-library loan services to distant learners as well as faculty and librarian partnerships.

Stemming from the analysis of these issues was the question raised by committee members regarding decisions which many universities and colleges are currently confronting: who will provide library services to their distance learners? Will these services be best provided by integrating them into existing, traditional onsite services and existing staff? Or should they be provided by a separate department within the library with separate funding? Or would these services be better and more economically provided by outsourcing them? The committee chose its working title in order to address these questions.

During April, the 2001 Planning Committee will continue to meet electronically to discuss the proposed topic, identify potential co-sponsors, and develop possible formats for the program. Program updates will be available on the committee's website at <http://www.rrc.usf.edu/DLS2001/>. This website is hosted by the Florida Distance Learning Reference and Referral Center and is maintained by committee members Stephanie Race and Rachel Viggiano.

The 2001 Conference Program Planning Committee consists of Sherrill Weaver, Chair, Nicole Campbell, Elaine Jayne, Kathy Jordan-Baker, Kathleen O'Connor, Pamela Ortega, Stephanie Race, Rachel Viggiano, and Mari Miller.

--Pamela Ortega

The Hawkeye View of Distance Education: Off-Campus Library Services at the U. of Iowa

Increasingly, Iowa citizens are pursuing educational opportunities that are close to their homes and jobs, and they are more inclined to enroll in courses that are not tied to the conventional constraints normally associated with a traditional university experience. To meet this growing demand for distance education, the University of Iowa has increased its course and degree offerings by utilizing a wide variety of teaching methods, formats, and technologies. Although some distance-education classes continue to conform to the traditional correspondence-course format, others are conducted entirely over the Internet or entirely by videotape.

The University of Iowa Libraries support the informational, research, and instructional needs of UI students and faculty participating in distance-education programs, regardless of course format or location. In addition, the Libraries strive to adhere to the standards established in the "ACRL Guidelines for Distance Learning Library Services." Currently, for students involved in distance education, the Libraries provide a number of services, including access to electronic and web-based resources, document delivery services, user-education services, and reference assistance.

I began work at the University of Iowa in September 1998, as Coordinator of Library Services for Distance Education. I was most fortunate to become the first full-time librarian at the university whose responsibilities are devoted entirely to distance education. The University Libraries cooperated with the Center for Credit Programs to create this brand-new position.

Since my appointment, I have worked on a number of important projects, but probably the most important was the "Library Services for Distance Education" web site. During the spring and summer of

1999, I read a good deal of material about web page development, and I learned to work with Claris Homepage. Eventually, I created a distance-education homepage supported by about two-dozen additional web pages. The site includes subject shortcuts to electronic resources as well as links to document-delivery, electronic reference, and consultation services. The site became fully active in September 1999, and it can be located at the following URL: <http://www.lib.uiowa.edu/disted/index>. I continue to revise the web pages as needed, of course-- adding and clarifying information, adding and deleting links, etc.

During the last year, the UI Libraries also implemented a new toll-free telephone reference service for distance education. At the start of the fall semester 1999, the UI Libraries also implemented a new document-delivery service. In my student handouts, I emphasize that interlibrary loan service is usually free and that students should take advantage of ILL service when possible. Many students, however, for a variety of reasons, do not wish to use interlibrary loan. For students who would like to have books or articles sent directly to their homes or offices, especially those who need material quickly, we instituted the Distance-Education Document Delivery Service. The service provides material to students usually within 24-to-48 hours of each request. There is a fee, however. Document-delivery requests can be submitted electronically or by fax. Forms are available from a link on the Distance-Education Library Services Homepage. In addition to the document-delivery service discussed above, the Libraries will be implementing a new service in the autumn of 2000 when we begin an electronic-reserves pilot project for social work students.

(Continued on page 7)

DLS Discussion

(Continued from page 3)

web or online things. Ann-Marie's summary of the copyright discussion:

Important Elements & related challenges:

Fair use and intellectual property

Challenges:

defining Fair Use

new media (because these media began after fair use guidelines were developed)

Educating ourselves

Challenge: How do we find out what we need to know

Licensure issues with vendors

Challenge: What we can do according to licenses versus copyright law.

Where to go:

Copyright updates at conferences

Distance learning sections/groups go to ALA for guidelines on this

Bring in people to talk at discussion group

Cooperating on programs

Other means: copyright conferences, web sites, articles, online tutorial.

Ann-Marie noted that information would be posted to the offcamp-l listserv.

--Nicole Campbell

LITA Internet Resources Interest Group

The LITA Internet Resources Interest Group put on a program in New Orleans called: "Internet Resources for Distance Learning: Tools for Development and Support."

The first two speakers were both from the University of Illinois at Urbana: Dr. Linda Smith and Jill Gengler a recent distance education student at that institution. Together they described LEEPS Distance Education program, an internet-based program for graduate professional education. This is a site-independent, primarily internet-based program with a "boot-camp", or on-campus, component. It serves 132 students in 29 states, Washington D.C., and the Virgin Islands.

The intent of this program is to enrich student experience and create a sense of community with the f2f boot camp and the subsequent synchronous and asynchronous teaching sessions.

Jill, the former student in this program, spoke eloquently from the student perspective about the need for transparent technology in any delivery of learning. She commended the asynchronous nature that this medium delivers so that students can decide when to work, thus accommodating busy adult lives. She also commented favorably on the synchronous sessions which added to the sense of community.

Anna Abate then spoke. She is currently a faculty member at Xavier University, but recently was at Nova Southeastern University. She reviewed the full gamut of how distance education is defined in this country: full remote, videoconferencing, branch campuses, synchronous/asynchronous. She then talked about the benefits that the tools of technology can bring to distance learning, the electronic chat rooms, the message boards, the audio streaming: all these enhance the teaching/learning experience for those remote from the main campus.

She then spoke of the new role of the librarian in this brave new world of distance education. Librarians are no longer keepers of the book, but can insinuate themselves more coherently into the delivery of the course work. She urged librarians to take action, i.e., programs will not come to us, we go to them; to be involved in the development of distance education programs; to start with the faculty; to work with all the departments in the library; to provide connections yet still realize that technology is not always the answer; to stand in the place of the user and, last but not least, to maintain perspective.

The final speaker, Stephanie Rice, described the Florida Distance Learning Library Initiative. This is a statewide effort to address the real needs of students who learn at a distance. This initiative answers some real questions concerning equity of library services for distance students. It is committed to providing students and faculty with electronic resources, reciprocal borrowing, document delivery, reference and instruction. Real attention is paid to the user in this effort. Future concerns focus on recurring funding from the state, improving cooperation between institutions and libraries and increasing awareness of this program for faculty and students.

--Susan Barnes Whyte



LITA Distance Learning Interest Group

The LITA Distance Learning Interest Group will be presenting a program at ALA Annual 2000 in Chicago called Distance Learning Abroad: Challenges and Solutions to D. L. Library Services to Foreign Countries. It will be held on Sunday July 9, 2000 from 9:30am-11am.

This program addresses the problems and challenges of delivering library services to distant learning sites outside the United States. Presenters will provide information about the problems and challenges of D. L. and the caveats and real world solutions.

Academic (large and small), special/corporate and ANY library that is or intends to deliver library services to sites outside the U.S. will be interested in this program.

--Debbie Cardinal

DLS & Annual 2000

(Continued from page 1)

celebrating our anniversary, and that evenin we bring our Annual 2000 calendar to a fitting close with Executive Committee I and a follow-up dinner, which we have grown to call a meeting of our Social Responsibilities Round Table. Everyone not already obligated to attend Exec I, is invited, again strongly urged, to attend both Exec I and the dinner afterwards.

The Distance Learning Section: In Saluting the Past, the Future Is Ours!!

—Harvey Gover

16th Annual Conference on Distance Teaching and Learning

The 16th Annual Conference on Distance Teaching & Learning <http://www.uwex.edu/disted/conference/>. Check it out for more information!

The Annual Conference on Distance Teaching and Learning is recognized internationally for the quality and integrity of its program. Each year the conference provides a forum for the exchange of information on distance education and training. The conference addresses the needs of educators, trainers, managers and designers from throughout the world who are involved in the application of technology to the teaching and learning process and in the planning, administration and management of distance education programs. The conference emphasizes:

*Practical "how to" guidelines and techniques to enhance distance teaching, learning, and course design (for audio, video, print, computer and other media).

* Best practices that demonstrate effective management, instructor training, and learner support services.

* Successful solutions, innovations or research that address important problems or barriers with proven results.

*New developments and trends in distance education and global learning.

The conference is held in Madison, Wisconsin at the Marriott Madison West. This year the conference program will offer more than 100 sessions, including nine tracks of concurrent sessions as well as workshops, tours and keynotes. Other special events include Tuesday evening Crackerbarrel sessions, Wednesday workshops, and Saturday postconference

workshops. The conference features keynotes and more than 125 workshops, roundtables, and information sessions that examine critical success factors in using technology, including:

Best practices for effective applications

Practical planning guidelines
Successful teaching methods and course designs

Techniques for faculty development and learner support

Innovative approaches, solutions, and research findings

The new distance learning marketplace

The future of online learning

More than 1000 participants attended last year conference, and 95 percent said they would recommend attending this conference to others. Conference participants are experienced professionals in distance education as well as newcomers. They represent a variety of distance education directors, managers, developers, and instructors in higher education, business, government, and the military.

--Debbie Cardinal

CJCLS/DLS Program at ALA

"New Trends in Accreditation and Librarianship" will be presented by CJCLS and DLS on Saturday morning, July 8, 2000, from 9:30 until 12:30. Please join us!

The Hawkeye View of Distance Education

(Continued from page 5)

As part of my user-education responsibilities, I have lectured to a variety of classes, both in-person and over closed-circuit television, and I have conducted one-on-one instructional sessions in-person, by email and over the telephone. I also have written and revised several user-education handouts. In addition, to support basic instruction in library and information resources, the Libraries developed a computer-assisted tutorial known as *Library Explorer*, and a link to the tutorial is provided on my homepage.

The services that I have discussed in this article did not originate without planning. During my first six months on the job, I attempted to gain a full understanding of off-campus library services by writing a planning document (which has been revised several times since then). The document, entitled "The University of Iowa Libraries Plan for Distance-Education Services," summarizes the current state of library service for distance education, identifies service priorities, and provides suggestions for improvements.

--Stephen Dew



DLS: In Saluting the Past, the Future is Ours!

The Distance Learning Section Invites You to Participate in its Tenth Anniversary Celebration and Observances:

Monday Morning, July 10, 2000

8:30 to 10:00 Anniversary Reception and Discussion Group

10:00 to 11:00 Anniversary Membership Meeting

Room 5005
National-Louis University Chicago Campus
122 S. Michigan Avenue
Across from the Art Institute

Strategically located for Annual 2000, the new National-Louis University Chicago campus provides an ideal setting for celebrating our First Decade!!

Help Us Celebrate Our Tenth Anniversary in Chicago!

In This Issue...

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