July 2004

Connections
Library News for Library Staff

UTA LIBRARIES

Social Work Electronic Library News

Since its grand opening on November 18th, the Social Work Electronic Library (SWEL) has experienced enormous growth. Three new computers were added to bring the total number of PCs up to six. The library's printer was also upgraded to an HP 9000.

Together the new PCs and the larger printer double the service capacity of the SWEL facility. All six computers are Pentium 4s and each has 2 USB slots in front. All have DVD & CD-RW drives in addition to the standard 3.5 floppy drive. Each is equipped with a laser mouse and a flat screen. All have MS-Office loaded along with other useful communications software. As of March 29, wireless access has been made available.

Since the first of the year, a key new software package has been loaded on the six SWEL machines: SPSS (Statistical Package for the Social Sciences). SPSS was added at the request of the Social Work Constituency Council. The

Council provided the funding for the UTA Libraries to acquire six SPSS licenses. This useful data analysis package is an important expansion to the repertoire of the UTA Libraries' services.

The Social Work Electronic Library is now offering a new service. John Dillard, the Social Work Librarian, announced that there is a "Book Return" service. School of Social Work students and faculty can now leave books in a locked box near John's desk for him to return to the UTA Libraries. This should save the students and faculty of the School of Social Work quite a few steps.

When the Social Work Elec-

tronic Library closes for the day, after 6 pm, John will take the books or videos to the closest UTA Library to be checked in. After the books are discharged most of them will then be transported to the UTA Central Library.

Two of the SSW faculty remarked that this was a "wonderful" new service, and another immediately dropped some books into the return box near my desk. It is expected that the service will grow in popularity. One student paraphrased a quote from the movie *Jaws:* "You're going to need a bigger box." - John Dillard

Chiletha Harmon "studying diligently" at SWEL

Connections

When We Can't See Eye-to-Eye: Resolving Conflict at Work

"When two men in business always agree, one of them is unnecessary." William Wrigley, Jr.

We tend to view conflict as negative, a fight or an argument (As in the Bosnian "Conflict," or the Israeli/Arab "Conflict.") However, conflict *will happen* any time people are together. Conflict is simply a difference between parties' beliefs, perceptions, needs and wants. It turns into a fight when people attempt to solve differences using tactics designed to help one party "win" by making another look bad. Fighting makes conflict resolution more emotional and difficult.

Conflict is not only inevitable in human relationships, *it is a source of creativity*. Resolved effectively, it can lead to increased productivity, motivation and ingenuity. Here are some do's and don'ts for resolving conflict:

Don't:

...Don't have public conversations about private matters: If humiliation becomes part of the equation, people will work harder to maintain their position or prove they are right. Deal directly *and privately* with the person(s) with whom you have the conflict. *Don't Gossip!*

...Don't play games designed to make you right and "win": If you're convinced you're 100% right, be prepared to apologize.

...Don't use put-downs, character assassination or underhanded tactics that make you feel better at another's expense: Getting even for past wrongs only continues the fighting cycle.

...Don't get stuck or locked into one solution: Pushing one solution leads to tiring power struggles. Unresolved conflict is often the result of people "needing" to have their way. This diminishes the possibility that a creative solution will be found.

...Don't make threats or give ultimatums: You may win now, but pay more later.

Do:

...Be willing to listen first. You may discover an important point you missed before. Conflicts are often about misunderstanding or miscommunication rather than any major differences in course of action.

...Take control of your own behavior: It takes two to tangle, one to stop. Be respectful. Refuse to fight. A question to yourself: How am I contributing to this problem continuing? You most likely are!

When We Can't See Eye-to-Eye (cont.)

...Create an alliance with the other person(s) to solve the problem that exists: People are not problems. Problems are problems. Tell this person, "We have a problem that needs solved. Let's work together to solve it."

...Get to the "why's" of the conflict: Why is it important *for you and the other person* to solve the problem in a particular way? Getting to all the why's opens up alternative solutions so both parties can "win."

...Find common ground: It helps to start with some things on which you can agree.

...Be willing to compromise: If you have to have your solution, you will fight with other people--a lot! Be flexible.

...Assume that you are only partly right: So is the other person! Each of you has some information needed to get the best solution.

...Be willing to stand up for yourself: You will have some things you are not willing to negotiate.

...Be patient: Conflict, especially long-standing conflict, does not resolve easily on the first try. Keep at it until the issue is resolved.

...Follow-up and Evaluate: Ensure the agreed upon solutions are working.

Sometimes, all your best efforts do not resolve a conflict. A third perspective can help break a deadlock between people. After reaching your own limits and seeing no hope on your own, it is no weakness to ask for help. In fact, one strength of successful people is their willingness to ask for help. This third party perspective can come in the form of a coach, supervisor, colleague or a mediator. When you have reached an impasse on your own, seek consultation. Work related conflicts, *e.g.* EEO disputes, supervisor/employee and employee/employee conflicts can be handled through mediation.

If ignored, avoided, or bulldozed, conflict can hurt morale, diminish productivity and stifle creative problem solving. It must be faced and resolved quickly. Remaining flexible and open to new solutions will help you keep fights to a minimum while maximizing the creative potential of your employees and colleagues. — James C. Clingan

James C. Clingan is the sole proprietor of JC3T, a consulting and training firm specializing in leadership development, supervisory skills, conflict resolution and change management. This is the first of three articles on conflict resolution, change management, and communication that will be featured in *Connections*.

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Connections

Student Pranks—July's Library Puzzle

"Terminal Trio" by Charles Williams of Fort Worth.

The sun's rays highlighted the treetops in front of the Central Library and lingered on the cowboy hats perched on the tops of the three pieces of the sculpture by Charles Williams outside the door. "They've struck again," exclaimed Reference Ray. "Last week they dressed them up with eyes and mustaches, and before that they were draped with netting. Any ideas? Does anyone know who's doing it and why?"

A hesitant voice from the early morning crowd stammered, "I saw the reflection of someone moving around that area in the window while I was waiting for the library to open. I think that it is a prank by students from Arkansas Tech University because they had ATU on their t-shirts." Individuals in the crowd started to complaining – some hotheads even suggested going to Arkansas and playing pranks on their statuary.

"Hold it!" shouted Reference Ray, "I don't think that it was someone from another college." How did he know? If you have the answer, send it to Lea Worcester

(lworcester@uta.edu) with "Contest" in the subject line by July 26th.—the Editor

The winners of this and other contests in Connections will be determined by putting all of the correct answers in a "hat" and randomly drawing the winner. Winners will be announced in the next publication and treated to a lunch at the end of the year where they qualify for entry in the grand prize drawing.

UTA Libraries Trivia

Real, and very interesting, puzzles can be found in daily life. An example is the mystery of the sculpture in front of Central Library. Enigmatic, the sculpture changes as the three, geometric pillars are rotated on their axis. The textured columns hover over a blank concrete base and the viewer is left guessing who the artist is, when it was made, and what it is called.

Gary Spurr in Special Collections offered to research the piece's history. A November 7, 1995, article in the *Shorthorn* about repairing the sculpture, had the title "Terminal Trio" and basic information. The piece, by artist Charles Williams of Fort Worth, was bought by Arlington State College in 1966 and was originally placed on the Library Mall.

However, when looking at the photos, Gary also found a single figure sculpture. He asked Julie Alexander if she knew when it appeared, since searches through the 1964-1970 *Shorthorns* proved fruitless. She had no idea, but did state that about ten years ago the single one was stolen. And so the mysteries continue.—Gary Spurr & Lea Worcester

"A university is just a group of buildings gathered around a library."— Shelby Foote
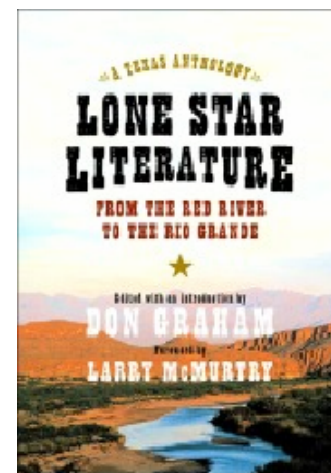
One Book, One Arlington

UTA is participating in the **One Book, One Arlington** project to encourage Arlington residents to read the same book at the same time. One of the goals is to encourage literacy and reading by creating a sense of community focus and interaction. The book selection is *Lone Star Literature: from the Red River to the Rio Grande* edited by

Don Graham. The book is an anthology of short stories divided into four sections which define the various histories, cultural identities, and mythologies of one of America's most distinctive states.[1] UTA Libraries has multiple copies for anyone interested in reading the book before the scheduled events in August and September. Further information

about movies, book discussions, and author interviews will be offered in July.

Works Cited:

1. Kingsbury, Pam. 2003. *Lone star literature: From the Red River to the Rio Grande (book).* **Library Journal** *128, no. 14:166.*

New Faces

I recently moved back from West Texas, which is where I lived for about 15 years. I am originally from Dallas. I went to Texas Tech University, Richland College, and now am currently taking classes at UT-Arlington. My parents still live in Lubbock; my brother and I live here in Dallas.

Chris Rincon
- access services -

I am a Graduate Student in the Mechanical Engineering Department and completed my undergraduate studies in the same field in India. I was given an opportunity to work as a Student Assistant in SEL and I have nothing but praise for the staff there. I am happy to be around such wonderful people.

bimal shah
- access services -

. . . and the Winner of June's Library Puzzle is

Loretta Barker in Administration!

Remember that that the woman had claimed that she hid an envelope with a rare

stamp on it between pages 315 and 316 in a UTA Libraries book. Checkout Charley (and Loretta) knew that she could not have put the envelope between pages 315 and 316 be-

cause they are on opposite sides of the same page.

Thanks to everyone that entered the contest! - the Editor

Connections

Focus on Staff—Josh Dugdale

PSYCHOLOGY EXPERIMENT SIGNUP

With his headphones wrapped around his forehead, his shock of brown hair, multiple computer monitors, and a sign that says "Psychology Experiment Signup", Josh Dugdale looks slightly otherworldly. And perhaps he is in another world—the world of his mind and all the ideas that he develops there.

Josh is the UTA Libraries' web site coordinator and visual designer. As such, he's played a monumental role in the development of the new site.

"I was responsible for creating the new look and feel, and taking the old content and porting it over," he said. Josh helped develop the user-friendly interface and used UTA-approved colors in the graphics. He also helped bring the massive amount of information from the old site to the new one.

To accomplish the task, Josh had to learn a new web environment, BEA Weblogic. "The new site is very different from plain HTML pages."

But now that the site is about to go public, he'll be on other things, right? "No, I'll still be pulling more things for the web site and creating add-on tools," he said. Progress continues.

The new web has been a project he's worked on since arriving at UTA two years ago. He graduated from Columbia College in Missouri with a background in liberal arts. "I studied graphic design, film studies, and Japanese in school," Josh said.

Japanese? "I haven't used it much," he said. He learned the technical side of web development while working for a web design company in St. Louis.

But Josh hasn't left school behind. He just started his Master's of Library Science degree at the University of North Texas. "I wanted to get all the inside library jokes," he said. Sure.

Seriously though, Josh says he wants to get his degree so that he can make better decisions and have a greater understanding of the web's presence in our organization.

"Josh was a closet librarian waiting to be born," said Marie Irwin, coordinator of Digital Library Services.

Though a full-time job, school, house, and family don't leave much time, Josh still finds time to dream big. His interests meld his artistic and technical abilities: robotics, video game design, and 3D graphics.

For example, one project he would like to pursue is 3D representations of data sets. That means that the shape of data creates more understanding of the data. Another project is a 3D VRML (virtual reality modeling language) map of the campus.

Other interests include philosophy, communications and educational theory, and foreign cultures.

"Josh works hard and has a lot of good ideas," Marie said. "He is very creative and fun. He has a lot of enthusiasm."

"I like learning new things, regardless of what it is," he said. That's one of his favorite things about being at UTA—the opportunity to learn. And the opportunity to apply what he's learned to make some of his dreams a reality.

—Evelyn Barker

Buggin' at SEL

"Appreciation of our "Buggy" friends: Bugs, insects and crawly things… is SEL's June exhibit. The exhibit will remain on disAccording to Van Nostrand's Scientific Encyclopedia, entomology is "the science that deals with all facts pertaining to insects. Because of the large number of insect species and their frequent economic importance, the principal divisions of the science have been systematic entomology and economic entomology." The large diverse numbers of insects include both terrestrial and aquatic environments. There are approximately "1 million named species and an estimated number of actual species vary from less than 5 million to as many as 80 millon." (bugs.bio.usyd. edu.au) "Beetles are the largest group (or order) of insects and the Mantophasmatodea is the smallest group." (bugs.bio. usyd.edu.au)   Insects have both an advantageous and disadvantageous impact on our everyday lives. We enjoy the eloquent and beautiful sight of butterflies and friendly ladybugs, shoo away flies and spray "off" the mosquitoes. Besides books showcasing resources on insects, the exhibit includes a preserved yellow jacket with its nest and a honeybee provided by Barbara Howser. Pictures of the exhibit and bibliography can be found at: http://libraries.uta.edu/sel/ SELDocs/exhibits.htm. —Antoinette Nelson

Works Cited:
Considine, G. 2002. Van Nostrand's Scientific Encyclopedia. New York: Wiley & Sons, Inc. 2075 p.   REF Q121 .V3 2002.

School of Biological Sciences, University of Sydney. 2004. Entomology. <http:// bugs.bio.usyd.edu.au/ Entomology/ introduction.html.> Accessed 6/21/2004.

Appreciation of Our "Buggy" Friends

Bugs, Insects and Crawly things…

Special Libraries Association Annual Conference

Antoinette Nelson recently attended the Special Libraries Association Annual Conference at the Opryland Hotel in Nashville, TN. As Professional Development Chair for the SciTech Division, she coordinated a day-long continuing education course on Competitive Intelligence for SciTech Professionals. She also served as moderator for the Academic Librarians Roun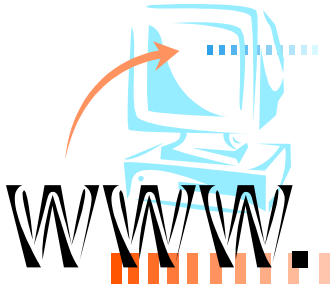dtable Discussion with approximately 92 in attendance. Topics discussed were: Open Access and the Scholarly Communication Crisis, Information Literacy in the Sciences and Recruitment of Science/Engineering Librarians.—Antoinette Nelson

Contributors to the June Edition

- Evelyn Barker
- Joshua Been
- James C. Clingan
- James Collins
- John Dillard

- Mark Mustacchio
- Antoinette Nelson
- Chris Rincon
- Bimal Shah
- Garry Spurr

- Jonathan Scott

Connections

Too Much Information? RSS is the Solution.

What is RSS?

RSS was originally designed by Netscape but has been adopted by news syndication services, weblogs (blogs), and other online information services. RSS means "Rich Site Summary" and is a type of XML document used to share news headlines and other types of web content. Because the data is in XML format and not a display language like HTML, RSS information can be directed into a large number of devices. In addition to being used to create news summary web pages, RSS can be fed into stand-alone news browsers or headline viewers, PDAs, cell phones, email ticklers and even voice updates. As you can see, the real power of RSS is its simplicity and flexibility. While this is just a brief overview, I suggest you read more about RSS. Find more information on Yahoo or Google, or check out News is Free (http://www.newsisfree.com) for a deeper understanding of this amazing technology.

How is RSS used in Education?

RSS will continue to grow in the field of education. RSS is not centralized, it is distributed. Content is not distributed in bundles, it is distributed one item at a time. There is no central store, repository or library of RSS content; it is all over the Internet. To access and use RSS content in a viewer or in a web page, you do not need a large software application; a simple RSS reader will do the trick. It is a natural match. For this reason, the distribution of educational content over the Internet will look a lot more like an RSS network than it will an enterprise content management system. Many more people will use a distributed learning object network not only because it's easier and cheaper, but because they can access much more content for much less money. One example of current use of RSS feed technology is the weather on the new Libraries' website. A script runs once an hour and pulls the XML file from a weather website. We created a custom stylesheet that defines the look and feel of the data, and converts it to HTML. The resulting HTML is then displayed on the webpage.

You will continue to see RSS and XML in the UTA Libraries' new website. As content is added, news, weather, and even departmental information can be made available to users.

What Subject Matter is Covered by RSS & Other Syndication Feeds?

The number of available RSS feeds and the subject matter covered are practically limitless.: music, religion, literature, politics, library science, astronomy, personal diaries, nature photographs, employment, sports, and the list can go on and on. Not surprisingly, library science is one of the more popular subjects covered. There is even a daily feed that does nothing but list newly available library science feeds (*LIS Blogsource* at http://www.lisblogsource.net/).

To give you a feel for the varying types of feeds available, here is an overview of those that Joshua Been, GIS Librarian, regularly monitor. (You can view a sample of the list of these feeds via Bloglines at http://www.bloglines.com/public/mapz. Aggregators such as Bloglines will be discussed below.) These feeds are organized into 13 subjects. Here are a few examples. Under Academic Issues, the *Chronicle of Higher Education* provides feeds. Under Employment, LISJobs.com and the Chronicle provide feeds. Of course, there are many GIS feeds. Under Library Science, here is

a sample of feeds: *Library Girl: an Information Superhero*, *Library Link of the Day*, *LIS Blogsource*, and *LISNews.com*. Under News / Politics, there are feeds by *The Joe Hill Dispatch: Ft. Worth Desk*, and *Governor Rick Perry*. Under Sports, there are hockey feeds.

How Can We Find Available Feeds?

There are a variety of fantastic web search engines that search RSS feeds, but here are some favorites: Feedster (http://www.feedster.com), Blogdigger (http://www.blogdigger.com), Boogieplay (http://www.boogieplay.com), and Bloglines (http://www.bloglines.com).

How Can We Monitor Feeds?

RSS aggregators are used to aggregate (or collect) feed content according to the subjects and/or filters that you create. There are web-based aggregators and desktop aggregator programs. These are similar to the differences between web-based email products and desktop email programs.

A powerful web-based aggregator is Bloglines (http://www.bloglines.com), a free service. The reason that we

like Bloglines is that it allows users to seamlessly integrate feeds and email listservs, while also freeing my email from listserv messages. Here is how it works. To aggregate your feeds, you search for feeds you want to monitor (see list of search engines above) and add the feed URL. You can then organize these feeds within folders for different subjects. Each time you visit Bloglines, it will show you the content of the feeds that have been updated since you read them last. It incorporates listservs by providing an unlimited number of disposable email addresses that you can use to register for any email-based message system. The messages sent to these email addresses can then be seamlessly organized into the same folders as the feed content.

For all you Yahoo! enthusiasts, the My Yahoo! (http://my.yahoo.com) portal can now aggregate RSS feeds alongside the traditional My Yahoo! content.

An effective desktop aggregator program is FeedDemon (http://www.bradsoft.com). Like desktop email programs, the functionality is greater than web-based aggregators, but the

ease of access to a web aggregator from any location with an Internet connection is hard to pass up.

How Can We Create Our Own RSS Feeds?

The easiest and most popular way is to create a blog. A blog is a web site where you can easily post messages or any other content. There are a large number of free blogging systems out there, including Blogger (http://www.blogger.com), owned by Google; Blog Drive (http://www.blogdrive.com); and Big Blog Tool (http://bigblogtool.com). Most blogging systems provide RSS feeds or other syndication formats. Most of these other syndication formats are accessible via the feeds aggregators. For example, Blogger uses Atom feeds as opposed to RSS feeds, and Atom feeds are easily read by most aggregators. If you are interested in creating your own feed, there is a great suite of free services at FeedBurner (http://www.feedburner.com), including monitoring hit statistics and converting Atom to RSS feeds.—Joshua Been and Jonathan Scott

Tip

- This icon is the standard symbol signifying an RSS syndication feed.

- Whenever anyone sees this symbol on the web, it is a link to the feed XML.

Connections

Intriguing Titles at SEL

For individuals that want to explore the universe during their summer vacation, SEL has:

Concise catalog of deep-sky objects: astrophysical information for 500 galaxies, clusters, and nebulae

QB856 .F56 2003

Standard astronomical data along with the evolution, unusual features and astrophysical data, for more than 500 deep-sky objects.

From the general new books section, these look interesting:

Adam's curse: a future without men

QH600.5 .S98 2004

An exploration of the biology of sexual reproduction, modern genetics, and evolutionary biology through an examination of the characteristics and fragility of the Y-chromosome.

Brave new world?: theology, ethics, and the human genome

QH438.7 .B73 2003

A investigation of ethical implications of some medical processes likely to develop from the completed human genome project .

Eight preposterous propositions: from the genetics of homosexuality to the benefits of global warming
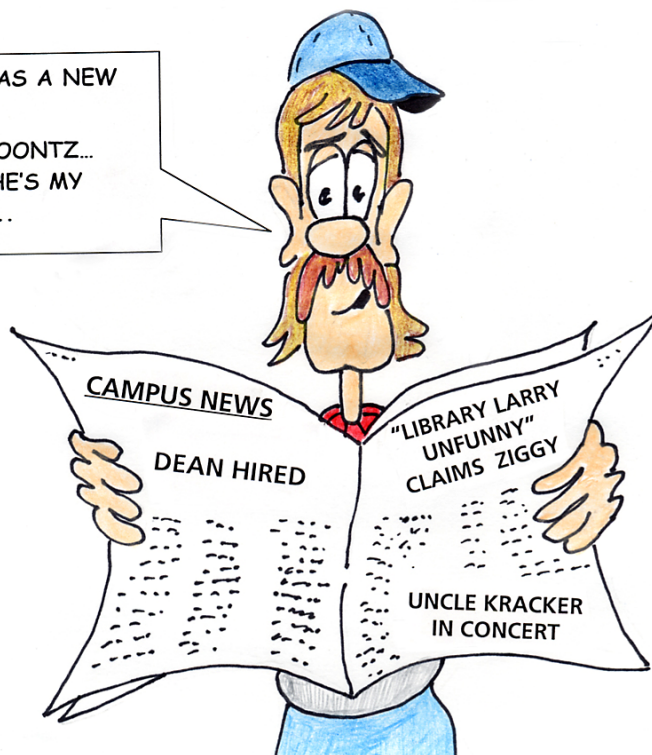
Q171 .E3735 2003

A series of case studies involving controversial and possibly deeply vexing topics in the natural and social sciences. The book also serves as a primer for evaluating the evidence for strange-sounding ideas.—James Collins
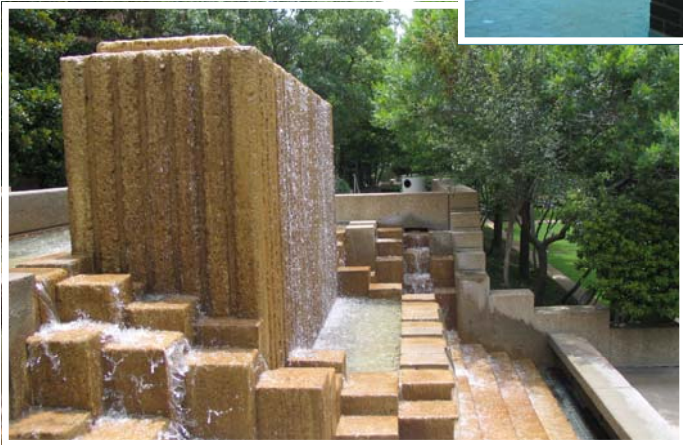
Library Larry

Views On Campus—Cool Waters

JULY 2004

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
			1 9:00 to 10:30. Coffee Hour for new Dean of Libraries, Gerald Saxon—Parlor	2	3 Arlington's 39th Annual Independence Day Parade 4 Independence Day
5 Final Exams for Summer I	6	7 Summer II Classes begin	8	9	10 11
12	13	14	15	16	17 18
19 9:00. IS Candidate Presentation– 315A	20 Staff Birthday, Pizza & Cake—Staff Lounge	21 9:00. SPCO Candidate Presentation– 315A 10:00. IS Candidate Presentation– 315A	22	23 9:00. SPCO Candidate Presentation– 315A "Speed" Exhibit at Central Library and SEL →	24 25
26 "Speed" Exhibit at Central Library and SEL →	27 9:00. SPCO Candidate Presentation– 315A	28	29 2:00. SPCO Candidate Presentation– 315A	30 9:00. IS Candidate Presentation– 315A	31

Connections is archived online at:

http://libraries.uta.edu/connections/index.htm