



December 15, 2003
Vol. 7 no. 1

***Floor to Floor* Returns in New Format!**

By [Kathryn Blackmer Reyes](#), Editor

I am excited to bring *Floor 2 Floor* back after an almost two-year hiatus. I had wanted to see the publication come back sooner but a lack of time kept me from asking Library Administration sooner. I hope my enthusiasm to bring back this newsletter rubs off on all of you. Seeing this publication come back is an opportunity to provide our library colleagues and friends with news, activities and events.

The format of what is published will continue as before. The difference is the production method. Unlike the past, *Floor 2 Floor* will not be a printed publication, it will only appear as a PDF on the Library website. This format will allow for greater flexibility in what we "print" and how it will appear. I hope to make *Floor 2 Floor* a publication that is not only informative but something that is also appealing.

This publication is ours - yours. Your contributions are important and I ask you to please submit stories, questions, and information notes. Join us in defining *Floor 2 Floor* together.

Laura Archbold continues as Assistant Editor and I am grateful. I hope that between the two of us we can get you all to participate. My thanks also to

continued on page 2

FIRST FLOOR ACTIVITIES SCHEDULED FOR 2004

By *Library Administration*

The following is a list of changes and updates that will be occurring on the first floor of the Library.

- The Information/Checkout desk will be removed soon. All circulation functions now occur at the main circulation desk and at the soon-to-be activated self-checkout station (see related article on page 4) located to the left of the main circulation desk. A temporary Security/Information desk has been placed at the front of the entrance/exit area.

- The area that included the removed desk will be temporarily "patched." New attractive carpeting (primarily funded by the campus) will soon be placed in the square area where the desk was located and some of our new furniture will be at this location, i.e., a nice lounge area.

- The elevator lobby on the entry floor will also be re-carpeted (again primarily funded by the campus).

- Planned entrance/exit changes are

continued on page 2

Inside this Issue:

Reference 24/7	page 3
Self-Check Named	page 4
Online Curriculum Lib. Services	page 3
COMDEX Experience	page 3

Current & Upcoming Library Events

December

- ◆ AIDS Awareness Month Display - First Floor
- ◆ The Emeryville Shellmound Display (Anthropology) - First Floor Link
- ◆ Film as Art Form Display - First Floor

January

- ◆ Martin Luther King Display - First Floor

University Library Gallery

- ◆ [CSUS Art Department](#) Faculty Show - First Floor December 5, 2003 - March 12, 2004

First Floor Activities, *continued*

waiting for an estimate from Facilities Management to modify the doors. Don't expect to see a change soon. If and when the entrance/exit location moves, the Security/Information desk will also move.

- A discussion of the browsing collection at last week's Collection Development meeting included a recommendation to move the browsing collection to a more visible location. Further discussion to follow.
- The stairwell leading to the Lower Level will be covered over. The space gained will be shared by an office for the Library, some storage for the Art Gallery, and a small store area for sales shared by the Art Gallery, Friends of the Library and the Library. Covering the staircase is congruent with the master plan from the Architects. The funding for covering the stairs will be shared with the College of Arts and Letters. Despite what you might have read in the State Hornet, work will not be done during the break period --- the precise date is still not known.
- A Minor Capital Outlay proposal is being submitted for upgrade of the three elevators in the North building followed by removal of the escalator.
- Meetings continue related to possible collaboration and funding of elements of the "Information Commons" with UCCS. We anticipate a wall separating the area from the Multicultural Center will be implemented. A sign is being considered once naming is determined. UCCS is funding the hire of

University Library Winter Recess Hours

December 20, 2003 through January 25, 2004 in addition to reduced operating hours the Library will be closed on Saturdays and Sundays. The Library will also be closed Dec. 24-Jan. 1 and Jan. 19, 2004. For hours see: <http://library.csus.edu/hours/>

Floor 2 Floor Returns! *continued*

Andy Osburn, from Library Systems Office, who created the new masthead. It's a nice addition to this format.

Finally, this publication is planned to be monthly. Laura and I will set a schedule that will provide plenty of time for submissions prior to publication date. So keep us in mind!

I look forward to hearing from everyone. Please let us know how we are doing with the publication and what information you might want to see and read. 📖

Carrier Johnson to assist with further possible lighting and furniture improvements for this area. Perhaps some additional technology will be considered. Computers will not be placed out on the floor until the area is secure.

In early January there will be further Library discussion about these and other elements, e.g., solidify staffing (right now we are considering Student Assistants from the Reference Department for hours that would correlate with the hours of RBR); determining software such as Microsoft Office in addition to Library database access; developing signage to help users gain needed support and facilitate avoiding interruptions in RBR; determining specific servicing (roaming versus a fixed support desk or both); considering training of students, potential UCCS support, Library faculty/staff; consider moveable walls for collaborative areas; etc.

- As of now the furniture for the "Library Commons" as well as other areas of the entry floor will be delivered and installed around January 5-7. This area can continue to serve as just study space until the computers are installed and we work towards offering the service. 📖

CONGRATULATIONS CSUS LIBRARY DECEMBER GRADUATES!

Name

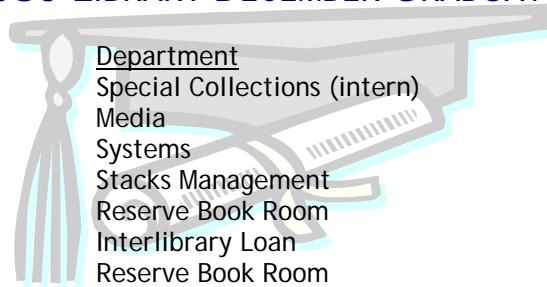
Jordan Biro
Joelle Massaad
Loreta Megerdichyan
Sarany Ou
Maria Ramirez
Ali Vinyard
Richard Wortham
Michelle Zittlau

Department

Special Collections (intern)
Media
Systems
Stacks Management
Reserve Book Room
Interlibrary Loan
Reserve Book Room
Support Service

Major

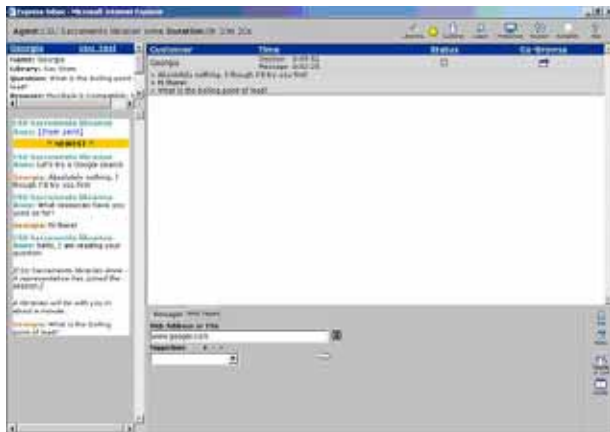
History
Graphic Design
Business Administration
Criminal Justice
Theatre Arts
Business Administration
Economics
Kinesiology



Reference Begins Providing Online 24/7 Service

By [Anne Bradley](#), Reference

Starting December 8, 2003 eight CSU Sacramento librarians will begin answering reference questions live on the web through 24/7 Reference. 24/7 Reference is a cooperative of librarians from all corners of the United States and Canada who answer questions using real-time chat software. Stan Frost, Leilani Hall, Debbie Metzger, Marianne Reynolds, Debbie Rogenmoser, Roz Van Auker, and Hong Wang from the Reference Department as well as Mary Reddick from Online Library Curriculum Services have all volunteered to



Computer screen that Librarians use to provide online service.

participate in this new service.

Library patrons access 24/7 Reference by clicking on the Ask a Librarian (E-mail & Live) link on the library home page. A librarian who is monitoring the queue picks up the patron and starts the reference interview. The 24/7 Reference software also allows librarians and patrons to share content such as web pages, PowerPoint presentations, Word documents and more! Librarians use these features to guide a patron through a search using both chat and a shared view of the online database or web page.

Because the 24/7 Reference software has so many features, the volunteers have already put in a great deal of training time. Not only do they have to learn to provide reference in a complex interface, but they also have to deal with the technical idiosyncrasies of the software.

While our library has offered this service to users since January of 2003, CSUS librarians didn't start actively participating until the entire CSU system joined the cooperative. Even though CSUS librarians are now participating, there is no guarantee that questions asked by CSUS patrons will be answered by CSUS librarians because the librarians are only monitoring four hours a week. However, we all benefit from being in the cooperative so no one library has to cover the online reference desk 24 hours a day seven days a week. 📖

COMDEX Experience

By [Fred Batt](#), Associate Dean

Last month I spent some time at a leaner version of COMDEX (much less glitz) as well as at the Computer Digital Expo (cdxpo). Cdxpo was developed when it was believed that COMDEX would not happen. Instead, COMDEX did fly with a nongaming economic impact of nearly 70 million dollars for Las Vegas and an attendance of 50,000 people (it was 200,000 people three years ago). I found this smaller version much more accessible than previous events. Navigating the exhibits as well as getting into panels and keynotes was not a problem.

An emphasis of this event was "seamless computing." In Bill Gates' terms "getting multiple devices to work in harmonious tandem across multiple platforms." Two pieces of software that should help Microsoft drive seamless integration

include its new Systems Management Server (SMS) and its Internet Security and Acceleration (ISA). SMS lets administrators monitor traffic across servers and activity across applications. It also includes features to manage security patches and repair vulnerabilities hackers often exploit. At his keynote, Gates demonstrated the next version of Windows that would allow searches for text within any type of file, including recently viewed Web pages. The goal is to prevent users from acting as glorified file clerks because they cannot remember exactly where they read about a particular topic. The demo also covered an

continued on page 4

OCLS, Merging Academic Technology Into Creative Learning

By [Mary Reddick](#), Head, Online Curriculum Library Services

In 2004 Online Curriculum Library Services (OCLS) will introduce a series of online periodic flyers that will spotlight various aspects of our resources and services. Targeted to CSUS faculty, the flyers will include information about LOCUS, integrating library resources into online curricula, database and periodical index enhancements, training & support of bibliographic management software, user guides & tutorials, Internet reference & research links, and DDE services and resources.

“Check Out Books Yourself” - C.O.B.Y. Selected for Self Checkout!

Happy
Chanukah!

By [Rhonda Ríos Kravitz](#), Head, Access Services

C.O.B.Y. - “Check out books yourself” was selected as the name for the new Self-Check machine. C.O.B.Y. was submitted by Terri Stove, an undergraduate student majoring in Child Development. She won a \$50 gift certificate to the Hornet Bookstore.

The 5 honorable mentions were: 1) Otto (automatic check-out), 2) Scott or Scot (self checkout text terminal or self checkout terminal), 3) Alice (automated library checkout); 4) E-go (e= electronic or ego or eureka); and 5) Hal. The honorable mentions were

awarded a free book to the Friends Book Bin.

Like A.T.M., it is hoped that C.O.B.Y will trigger people’s memory of the ability to check out books yourself. Two hundred and six people submitted entries for the contest.

C.O.B.Y will be unveiled on January 12, 2004! It is located next to the Circulation Desk and the Circulation staff hope you’ll try it out!

The Committee members reviewing the names were: Peter Ucovich, ASI President, Fred Batt, Jennifer O’Neal-Watts and Rhonda Ríos Kravitz.

Good Ramadan!

Merry
Christmas!

Joyous Kwanza!

¡Feliz Navidad!

PEACE - PAZ

COMDEX *continued*

"implicit query" feature that proactively queued up a list of material on a particular topic based on what words a user was typing at that moment. It will be interesting to watch these developments.

Security was a major topic in the panels and keynotes. 12.6 billion dollars was spent on security last year. This is going up dramatically. People are not pursuing other projects due to security costs. Security is the number one priority for Microsoft. In the words of Symantec's CEO John Thompson, "To combat against today's blended threats there needs to be integration at all tiers of the network and multiple solutions deployed at each tier".....bringing together "key technologies such as anti-virus, firewall, intrusion detection, VPNs, and vulnerability management into one seamless solution." He notes that "As we look into the future, attacks will continue to get more sophisticated, become broader in scope, and spread across the Internet at a much faster pace." Something to look forward to!

Since 1998, Mitchell Levy, a CEO and founder of more than 10 traditional and Internet businesses, has been making annual predictions of the top ten trends in business/e-commerce for COMDEX. This year he listed: 1.) Viruses and spam get worse, not better, 2.) Continued global economic dependency and a backlash against offshore outsourcing, 3.) Internet telephony continues disrupting the existing players, 4.) For survival, companies continue to consolidate, 5.) WiFi gets bigger, 6.) Business continues to evolve to the next level, 7.) Some positive IT, economic, and stock market movement, 8.) Security remains the number-one IT concern, 9.) Social networking takes off, and 10.) E-commerce comes back into vogue. If anyone is interested, I have a related article that includes selected comments from 80 industry experts that Levy consulted.

	<p>Editor: Kathryn Blackmer Reyes Assistant Editor: Laura Archbold</p> <p><i>Floor to Floor</i> is a monthly publication from the CSUS University Library. The newsletter fosters communications and promotes a community spirit within the Library.</p> <p>Deadline submission for the next <i>Floor to Floor</i>, January 20, 2004, release January 26, 2004.</p>
--	---

Overall I felt that the exhibits did not offer much that was new. Emphasis seemed to be more on refinement of existing technologies. I have never seen so many people walking around attached to impressive digital devices and conducting their business everywhere (even sitting in the restrooms). When I pulled out my ringing Sprint LG cell phone, I noticed some eyes rolling. Inferior device! 📖