

MINITEX

Reference NOTES

A Program of the Minnesota Higher Education Services Office (HESO) at the University of Minnesota-Twin Cities

November 2004

Inside This Issue

ERIC Database update	1
MINITEX offers upcoming teleconferences!	2
EBSCO Enhancements.	2
EBSCO changes browser requirements	3
RUSA Guidelines for Behavioral Performance and Virtual Reference Services.	3

Information Bits

ELM Training

If you haven't already, it's not too late to contact MINITEX Reference Services to schedule training on any or all of the ELM Resources. Since the EBSCO resources are new to most folks in Minnesota it might be wise to get your staff trained on EBSCO^{host} search functions so they can better serve your library patrons! Don't put it off any longer, contact Beth Staats at MINITEX Reference Services (1-800-462-5348 or fried004@umn.edu).

ERIC Database update

As reported in our January 2004 issue, the Education Resources Information Center (ERIC) was undergoing major changes in its mission, organization, and services. The ERIC database and some ERIC services remained available during the transition period, although no new (2004) publications were being accepted for addition to the database.

Fast forward several months to the launch of the new ERIC online system (<http://www.eric.ed.gov/>), which became live on September 1. ERIC is now operated by Computer Sciences Corporation (CSC) under contract with the US Department of Education; the National Library of Education and the ERIC Program Manager provide oversight. The ERIC database includes over 1.1 million records for both journal and non-journal education literature dating back to 1966. The new interface offers both basic and advanced search screens and the ability to limit by publication type, date, and availability of free full text. The thesaurus of ERIC descriptors is available online and searchable.

On October 1, over 107,000 full-text documents became available for free from ERIC. These non-journal ERIC resources, published between 1993 and July 2004, were previously sold through the E*Subscribe program of the ERIC Document Reproduction Service (EDRS). EDRS formerly sold the ERIC microfiche and was closed at the end of September. In December, ERIC plans begin adding new records and full-text documents published during 2004, although the website currently includes a notice that no new materials are being accepted or received. For publications without free full text available, ERIC will link to commercial sources. ERIC plans to add features and enhancements to the new system in the near future.

continued on page 2



A few items of note that we spotted in our tour of the new ERIC site:

PDF full text documents: the free full-text documents are available in PDF format. To improve download performance for ERIC users, all PDF files have been significantly compressed using Adobe software. This requires users to have Acrobat Reader 5 or higher to view these documents. Although these are compressed files, be aware that some files are still extremely large and may require a long time to download. Complete citations for documents also include estimates of download times for both dial-up and T1 connections.

Search interface: both the basic and advanced search screens are fairly straightforward. Results appear to be sorted by relevancy and can be displayed in a list format (title, some bibliographic details, beginning of the abstract) or the sparser table format (title, author, publication date).

My ERIC: the free My ERIC feature allows searchers to save and re-run up to ten searches. New features will be added in the future. Access to the ERIC database is available without registering for My ERIC.

Content: ERIC is working on selection criteria and standards for materials being added to the database in the future. At present, the ERIC database includes education-related journal and non-journal materials. The non-journal content includes curriculum guides, instructional materials, research reports, opinion papers, conference proceedings, project and program descriptions, bibliographies, and test/measurement instruments.
Update frequency: beginning in December, the ERIC database will be updated weekly.

AskERIC, ERIC Digests, and microfiche: There are no plans to resume the AskERIC service or the ERIC Digests, and microfiche production has ceased. ERIC refers users with education-related questions to the National Library of Education (800-424-1616). Other resources previously available on the AskERIC site moved to the Educator's Reference Desk (<http://www.eduref.org/>), including resource guides, lesson plans, and the AskERIC question archive.

MINITEX offers upcoming teleconferences!

Although there are no fees for these events, registration is required as seating capacity is limited. All teleconferences will be held in S30B Wilson Library, West Bank Area, Minneapolis Campus, University of Minnesota—Twin Cities. For more information or to register go to <http://www.minitex.umn.edu/train-conf/teleconference/index.asp>.

SOARING TO EXCELLENCE 2005 SERIES

Dealing with Difficult People

Friday, January 21, 2005, 11:00 AM – 1:00 PM CST

Reference Tools for the Information Age

Friday, March 11, 2005, 11:00 AM – 1:00 PM CST

LIBRARY CHALLENGES & OPPORTUNITIES 2005 SERIES

Library Marketing: Tips & Techniques

Friday, February 18, 2005, 11:00 AM – 1:00 PM CST

Library as Place: Where People Want to Be

Friday, March 18, 2005, 11:00 AM – 1:00 PM CST

Library Hot Topics: Discussions and Interviews

Friday, April 29, 2005, 11:00 AM – 1:00 PM CST

EBSCO Enhancements

In just a few weeks, EBSCO*host* and EBSCO*admin* will be enhanced with the following features:

EBSCO*host*:

Hierarchical Journal Authority File updates include the ability to access publication details and mark publications from the same page, instead of clicking on a *Mark Items to Search* tab to access that functionality from a second screen.

Company Profiles list display features the improved visibility of the radio button options.

continued on page 3



Datamonitor Company Profiles will be included as a source type for *Business Source Premier* users, on EBSCOhost, along with *SWOT Analyses*, *Trade Publications*, *Market Research Reports* and *Product Reviews*.

Search History A new column labeled *Last Run Via* is included on the Advanced Search Screen Search History tab. The value of this designation will become more apparent when the new Business Searching Interface (BSI) is introduced. Users could conduct an advanced search in one interface/database, then select it from the Search History/Alerts tab to conduct it in another (interface/database). The interface and database on which the search was last run would serve as a reminder to the user.

Authority file searches have not historically included source types on Result Lists. Available source types will now be listed at the top of Results Lists for those searches conducted via authority files, as available.

Translation button will display on the *Citation plus HTML Full Text* view, in addition to when a user clicks on an *HTML Full Text* link from the Result List.

EBSCOadmin:

Regular or Text Only View will be a general setting at the profile level in EBSCOadmin, where library administrators can choose EBSCOhost Web or EBSCOhost Web Text Only as the default view.

Database Limiters Screen changes include a new drop-down list from which library administrators can choose the Basic or Advanced Search Screen to affect, and a *Show* check box for determining whether the limiter will show on the screen when (single *and* multiple) databases are being searched. The Local Collections as Limiters screen will reflect these same changes. **Note:** Permanent Hidden Limiters are created on the Limiters Screen by turning on the (*Default to*) *Selected* radio button *and* leaving the *Show* setting unchecked.

Customizable link to Support Site functionality will allow library administrators to choose the wording for the link that appears on Select Service and certain login screens.

EBSCO changes browser requirements

Effective January 2005, EBSCO's minimum browser requirements will be Netscape 7.x, Firefox 1.0, or Internet Explorer 5.5. The minimum requirements for Macintosh users will be Safari 1.0.2, Netscape 7.x or Firefox 1.0.

Currently, EBSCOhost Web minimum browser requirements are Netscape 4.7 and higher or Microsoft Internet Explorer 5.0 and higher. Macintosh users should be using Safari.

Institutions using older browsers should use the EBSCOhost Web Text Only interface, which is functionally compatible with EBSCOhost, but only requires a minimum of Netscape 4.0 or Internet Explorer 4.0. EBSCOhost Web Text Only will also work with Lynx version 2.8 and higher. **Note:** The EBSCOhost Web Text Only minimum browser requirements will **not** change in January 2005.

For EBSCO's full announcement regarding this upcoming change, connect to <http://support.epnet.com/>.

RUSA Guidelines for Behavioral Performance and Virtual Reference Services

The Reference and User Services Association (RUSA) recently updated the "Guidelines for Behavioral Performance of Reference and Information Service Providers" and issued "Guidelines for Implementing and Maintaining Virtual Reference Services." A division of the American Library Association, RUSA focuses on reference and information services, collection development, and resource sharing. Even if you're not a RUSA member, you might be familiar with their guidelines if you've participated in MORE (Minnesota Opportunities for Reference Excellence). MORE trainers often discuss RUSA guidelines such as the "Professional Competencies for Reference and User Services Librarians" or the "Guidelines for Behavioral Performance." RUSA has issued approximately 20 guidelines covering topics in electronic resources, reference and information services, user populations, interlibrary loan, and genealogy/local history.

"Guidelines for Behavioral Performance of Reference and Information Service Providers" were first issued in 1996. The original guidelines focused primarily on face-to-face interactions between reference staff and library users. As we all know, the provision of reference service has extended well beyond the physical library to include e-mail and chat refer-

ence. No matter the setting, good communication skills remain at the heart of successful reference services: “the success of the transaction is measured not only by the information conveyed, but also by the positive or negative impact of the patron/staff interaction.” The original format of the guidelines was rearranged to address the changes in reference services. While the five main topic areas stayed the same (*approachability, interest, listening/inquiring, searching, and follow-up*), three categories have been added (when appropriate) under each area: *general, in person, and remote*.

The impact of technology on the provision of reference services spurred development of the “Guidelines for Implementing and Maintaining Virtual Reference Services.” Originally based on a Bernie Sloan article from 1998 (“Electronic Reference Services: Some Suggested Guidelines”), the purpose of the new guidelines is “to assist libraries and consortia with implementing and maintaining virtual reference services.” Topics addressed by the guidelines include a definition of virtual reference, preparation for virtual reference services, provision of service (clientele, parameters of service, service behaviors, collaborative virtual reference), organization of service (integration, infrastructure/facilities, finances, personnel, marketing, evaluation and improvement), and privacy.

These and other reference-related guidelines issued by RUSA are available at <http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/Default2277.htm>.

REFERENCE NOTES

MINITEX Library Information Network

University of Minnesota, 15 Andersen Library

222 21st Avenue South, Minneapolis, MN 55455-0439

Reference Phone 612-624-4150, WATS 800-462-5348
Reference Fax 612-624-4508
Staats, Beth 612-624-7873, fried004@umn.edu
Parker, Mary 612-624-1024, m-park1@umn.edu
Temple, Heidi Armstrong 612-626-9843, h temple@umn.edu
Main Website www.minitex.umn.edu
Reference Email ref@othello.lib.umn.edu
Office Hours Mon-Fri., 8:00 a.m. - 4:30 p.m.
Reference Intake Form <http://www-minitex.lib.umn.edu/reference/refdb/index.asp>

The Institute of Museum and Library Services, a Federal agency that fosters innovation, leadership, and a lifetime of learning, and State Library Services & School Technology, the Minnesota state library agency, supports MINITEX Reference Services under the provisions of the Library Services and Technology Act (LSTA).

MINITEX Library Information Network
University of Minnesota
15 Andersen Library
222 21st Avenue South
Minneapolis, MN 55455-0439



A Program of the Minnesota Higher Education Services Office at the University of Minnesota