

DOCUMENT RESUME

ED 425 003

PS 027 189

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TITLE ERIC/CASS Virtual Libraries: Online Resources for Parents, Teachers, and Counselors.
PUB DATE 1998-12-00
NOTE 6p.; In: Proceedings of the Families, Technology, and Education Conference (Chicago, IL, October 30-November 1, 1997); see PS 027 175.
PUB TYPE Reports - Descriptive (141) -- Speeches/Meeting Papers (150)
EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Access to Information; Counseling; Counselors; *Databases; Education; *Electronic Libraries; Electronic Text; Elementary Secondary Education; Full Text Databases; *Internet; *Online Systems; *World Wide Web
IDENTIFIERS *ERIC; *ERIC Clearinghouse on Counsel and Personnel Serv

ABSTRACT

The Educational Resources Information Center (ERIC) is a federally funded program inaugurated in 1966 to serve as the nation's archive of important education documents. ERIC clearinghouses identify, select, and prepare entries describing education-related materials for the ERIC database; provide information in response to mail, telephone, and electronic requests as part of the AskERIC service; conduct education-related workshops; and publish numerous hard-copy and electronic resources. One of 16 ERIC clearinghouses, the ERIC Clearinghouse on Counseling and Student Services (ERIC/CASS) serves counseling and student professionals as well as parents who have an interest in personal and social factors that affect learning and development. ERIC/CASS has developed virtual libraries to provide online access to full-text documents on topics within its scope. In addition to a virtual library of career development resources developed with the National Occupational Information Coordinating Committee (NOICC), virtual libraries developed in 1997 include: (1) Learning and Achievement; (2) Substance Abuse; (3) School Violence; (4) School-to-Work Transition; and (5) Multiculturalism, Diversity, and Pluralism. To make the libraries easy to search, documents are cross-referenced and can be accessed through four categories: Subject Area, Population, Resources for Parents, and NOICC Resources. (A virtual libraries categories and Web addresses are appended.) (LPP)

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ERIC/CASS Virtual Libraries: Online Resources for Parents, Teachers, and Counselors

Garry R. Walz & Jeanne C. Bleuer ■

Abstract

The Educational Resources Information Center (ERIC) is a federally funded program that was inaugurated in 1966 to serve as the nation's archive of important education documents. ERIC clearinghouses identify, select, and prepare entries describing education-related materials for the ERIC database; provide information in response to mail, telephone, and electronic requests as part of the AskERIC service; conduct education-related workshops; and publish numerous hard-copy and electronic resources. One of 16 ERIC clearinghouses, the ERIC Clearinghouse on Counseling and Student Services (ERIC/CASS) serves counseling and student professionals as well as parents who have an interest in personal and social factors that affect learning and development. ERIC/CASS has developed virtual libraries to provide online access to full-text documents on topics within its scope. In addition to a virtual library of career development resources developed with the National Occupational Information Coordinating Committee (NOICC), virtual libraries developed in 1997 include: (1) Learning and Achievement; (2) Substance Abuse; (3) School Violence; (4) School-to-Work Transition; and (5) Multiculturalism, Diversity, and Pluralism. To make the libraries easy to search, documents are cross-referenced and can be accessed through four categories: Subject Area, Population, Resources for Parents, and NOICC Resources. ■

Introduction

As the developer of the world's largest and most frequently used education database and a pioneering leader in offering an Internet-based question-answering service, ERIC—the Educational Resources Information Center—is ideally suited to take leadership in the development of online virtual libraries. The virtual libraries described in this paper provide users with immediate, well-organized access to the full-text of hundreds of useful articles and documents on topics of high interest not only to education and counseling professionals but also to parents, students, and the general public.

What Is ERIC?

ERIC is a federally funded program that was inaugurated in 1966 to serve as the nation's archive of important education documents. Over the years, the role of ERIC has expanded to incorporate not only the collection and storage of education-related information but also the generation of new

information through publications and newsletters, the dissemination of information through question-answering services, and the provision of training in the use of information through workshops and conference presentations.

ERIC currently consists of a network of 16 subject-specific clearinghouses, 10 adjunct clearinghouses, and 4 supporting service components. It is sponsored by the U.S. Department of Education, Office of Educational Research and Improvement, and is administered by the National Library of Education.

What Resources Does ERIC Offer?

- Access to "fugitive" documents such as research reports, curriculum guides, and conference papers through *Resources in Education* (RIE) and the ERIC microfiche collection.
- Access to citations and annotations of articles from more than 900 education-related journals through the *Current Index to Journals in Education*.

- Question-answering services via toll-free phone numbers, fax, mail, e-mail, and in-person visits to clearinghouses and professional conference exhibits.
- Skill-building workshops on topics of high critical need and interest.
- Scope-specific publications that meet the information needs of each clearinghouse's audience.
- Opportunities for education professionals as well as parents and the general public to share their ideas, products, and research with one another through submission of documents to the ERIC database or participation in listservs.

How Accessible Are ERIC Resources?

- The ERIC database is available in print, online, and CD-ROM versions.
- ERIC searching products and services are offered by four private online database vendors and five CD-ROM vendors.
- ERIC can be searched on the Internet at several ERIC Web sites.
- Access to ERIC microfiche and publications is provided by more than 1,000 institutions in 27 countries.
- An electronic question-answering service is provided by AskERIC.
- ERIC Web sites provide up-to-date information on ERIC and ERIC clearinghouse services and activities.

What Is ERIC/CASS?

The ERIC Clearinghouse on Counseling and Student Services (ERIC/CASS) at the University of North Carolina at Greensboro (UNCG) is one of the original ERIC clearinghouses established in 1966. ERIC/CASS is the ERIC clearinghouse that serves counseling and student services professionals as well as parents and others who have an interest in personal and social factors that affect learning and development. Examples of topics addressed by ERIC/CASS include drugs, self-efficacy, conflict resolution, abuse, equity, life/career planning, and family functioning.

ERIC/CASS Virtual Libraries

During the past 2 years, ERIC/CASS has undertaken a special initiative to develop several online

virtual libraries. Each virtual library is designed to provide users with online access to an extensive array of full-text documents on a topic of current high interest or critical concern.

Advantages of a Virtual Library

- Ease of accessibility.
- Low cost.
- As intensive or extensive as desired.
- Easy to update and expand.
- Minimal hassle due to loss or non-return of borrowed items.

Disadvantages of a Virtual Library

- Sometimes not as accessible or portable as libraries composed of "dead tree" (paper copy) items.
- Potentially intimidating to "non-techy" types.
- Can leave people feeling bereft at the lack of the feel and heft of a real book.
- May appear to be difficult to scan for general impressions or skim for specific items.
- Under the mantle of the Internet, may acquire an unwarranted reputation for objectivity and accuracy.

The ERIC/CASS–NOICC Virtual Library of Career Development Resources

The first virtual library developed by ERIC/CASS was sponsored and funded by the National Occupational Information Coordinating Committee (NOICC) through a grant from its Career Development Training Institute (CDTI) program. With valuable input from NOICC's Executive Director, Dr. Juliette Lester, and the North Carolina State Occupational Information Coordinating Committee Director, Nancy MacCormac, ERIC/CASS staff collected, reviewed, scanned, and converted to HTML hundreds of useful ERIC documents, ERIC Digests, NOICC publications, and other non-copyrighted materials.

In addition to the input of existing materials, ERIC/CASS's Virtual Library Webmaster, Rob Bohall, developed numerous links to other relevant Web sites, and ERIC/CASS Director, Dr. Garry Walz, developed a set of frequently asked questions and answers of special interest to parents.

To make the library easy to search, documents are cross-referenced and can be accessed through four categories: Subject Area, Population, Resources for Parents, and NOICC Resources. In addition to the full text of several items in each area, an annotated bibliography of other relevant resources is provided.

ERIC/CASS Virtual Libraries: New for 1997

Based on the success and positive feedback on the ERIC/CASS–NOICC Virtual Library of Career Development Resources, ERIC/CASS, through special project funding from ERIC, developed five more virtual libraries during the first 6 months of 1997. They are:

- Learning and Achievement
- Substance Abuse
- School Violence
- School-to-Work Transition
- Multiculturalism, Diversity, and Pluralism

These five new libraries were modeled after the career development library in that they provide user-friendly cross-references to documents, links to other relevant Web sites, and annotated bibliographies of additional resources. Lists of the specific topics covered in all six virtual libraries are provided in Appendix A, and a summary of URLs to access each of the libraries is provided in Appendix B.

Coming in 1998

ERIC/CASS is currently collecting and organizing resources for six more virtual libraries to be ready for public access by June of 1998. They include:

- Conflict Resolution
- Depression and Suicide
- Gangs
- Bullying
- Juvenile Boot Camps
- Assessment in Counseling and Therapy

APPENDIX A

Virtual Library Categories

- **Career Development Virtual Library**

<http://www.uncg.edu/edu/ericass/career/index.htm>

Subject Areas

Computerized Guidance and Information
 School-to-Work Transition
 Assessment and Portfolios
 One-Stop Career Centers
 Comprehensive Career Development
 Career Counseling Interventions
 Program Evaluation
 Labor Market Trends and Information
 Staff Development and Training

Specific Populations

Adults
 College Students
 Ethnic Groups
 K–12 Students
 Non-Employed
 Out-of-School Youths
 Persons with Disabilities
 Women

Job Search Sites

America's Job Bank
 America's Talent Bank
 Canada Work Network
 Career Magazine
 Career Path
 E-Span
 JobBank USA
 JOBTRAK
 The Monster Board
 Online Career Center

Resources for Parents

Career Exploration and Decision-Making
 College Selection and Financial Aid
 Employment Bound Youth
 Employability Skills
 Frequently Asked Questions
 Job-Seeking Skills
 Related Organizations
 Training Options
 Work-Based Learning

NOICC Resources

Links to SOICC's
National Career Development Guidelines
NOICC Occasional Papers
Products and Services

Reference Shelf

Index of On-Site Documents
Virtual Library FAQs
Index of On-Site ERIC Digests
Lists of Links: Careers, Labor Market
New Acquisitions
User Survey
Virtual Library FAQ's

- **Cultural Diversity Virtual Library**

<http://www.uncg.edu/edu/ericcass/diverse/index.htm>

Student Level

Early Childhood and Elementary
Secondary
Higher Education
Adult Education

Ethnic Groups

Asian
Black
Hispanic
Native American

Practitioner Role

Administrators
Counselors
Teachers

Special Needs Students

Gay/Lesbian
Limited English Proficient
Migrant Students
Students with Disabilities

Resources for Parents

Family Influence on Students
Helping Plan for the Future
Parent/School Relationship

Special Topics

Assessment
Bilingual Education and ESL
Discrimination in Education
Promising Programs

- **School-to-Work Transition Virtual Library**

http://www.uncg.edu/edu/ericcass/stw_tran/index.htm

Student Level

Elementary
Secondary
College/Postsecondary

Effective Programs

Creating and Evaluating Programs
Current Issues
Employers and STW
Successful Practices

Practitioner Role

Administrators
Counselors
Teachers

Special Topics

Career Development
Legislation and Policy
Performance Standards
Special Needs Students

Resources for Parents

Family Influence
Parental Involvement
School-To-Work Basics

- **Substance Abuse in Education Virtual Library**

<http://www.uncg.edu/edu/ericcass/substnce/index.htm>

Student Level

Elementary
Secondary
College/Postsecondary

Specific Substances

Alcohol
Illegal Drugs
Steroids
Tobacco

Practitioner Role

Administrators
Counselors
Teachers

Resources for Parents

Communication
Treatment
Prevention
Signs of Abuse

Special Topics

Peer Counseling
Pre-Natal Exposure
Promising Programs
Rehabilitation

- **Student Learning and Achievement Virtual Library**

<http://www.uncg.edu/edu/ericcass/achieve/index.htm>

Student Level

Elementary
Secondary
College/Postsecondary

Special Needs Students

Economically Disadvantaged
Ethnic Minorities
Gifted and Talented
Students with Disabilities

Practitioner Role

Administrators
Counselors
Teachers

Resources for Parents

Specific Curriculum Areas
Improving Academic Skills
Family Impact
Testing and Grades

Special Topics

Student Motivation
Alternative School Searches
Career Planning

- **School Violence Virtual Library**

<http://www.uncg.edu/edu/ericcass/violence/index.htm>

Student Level

Elementary
Secondary
College/Postsecondary

School Safety

Punishment and Intervention
School Environment
Security Measures
Violence Policy

Practitioner Role

Administrators
Counselors
Teachers

Resources for Parents

Avoiding Violence
Dealing with Violent Children
Family Influence
Parent/School Relationship

Special Topics

Corporal Punishment
Crisis Intervention
Guns
Media Impact

APPENDIX B
Virtual Library URLs

- Career Development
<http://www.uncg.edu/edu/ericcass/career/index.htm>
- Cultural Diversity
<http://www.uncg.edu/edu/ericcass/diverse/index.htm>
- School-to-Work Transition
http://www.uncg.edu/edu/ericcass/stw_tran/index.htm
- School Violence
<http://www.uncg.edu/edu/ericcass/violence/index.htm>
- Student Learning and Achievement
<http://www.uncg.edu/edu/ericcass/achieve/index.htm>
- Substance Abuse
<http://www.uncg.edu/edu/ericcass/substnce/index.htm>



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Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
Educational Resources Information Center (ERIC)



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