

Student Brings Strong Customer Service Orientation to National Flute Association Library

By Bob Diaz, Music and Dance Librarian, University of Arizona Library

While many members of the National Flute Association are familiar with the scores lending service operated by the University of Arizona Music Library, home of the National Flute Association's collection of thousands of flute scores, it may be news to you that the NFA library day-to-day operations are now in the hands of a very capable, friendly and energetic graduate student named Emily Chow.

Emily began working as our NFA student assistant in August. She is currently enrolled in the School of Music's Masters program in performance and is a student of NFA member Dr. Nancy Andrew. In addition to working 10 hours a week for the NFA library and taking a full load of courses, Emily is also principal flutist with the Arizona Symphony Orchestra and a member of the University of Arizona Flute Ensemble. We are delighted to have her with us.

Emily reports to Bob Diaz, University of Arizona music and dance librarian, and works closely with him, Dr. Andrew, and Mr. Phil Swanson, founder of the NFA Library, and current chair of the newly-formed NFA library committee, to ensure that the library-related needs of the members of the NFA are met in a timely manner, and to see to it that the Library is well-maintained and organized. In addition, Gwen Powell generously comes to the rescue whenever anyone is confronted with the need for information from someone who knows, and that happens to be quite often! Thank you Gwen, for being there, and for holding things together for so long. Thanks also to our former student, Megan Argall for all your hard work the past couple of years.

Emily, Bob, Nancy and Phil have a few projects in the works this year that are intended to improve services to the membership of the NFA. These include revising the NFA Library web page with up-to-date information about the NFA library policies, as well as providing updated instructions for accessing materials in SABIO, the University of Arizona Library's online catalog. Other projects include reviewing the collection to replace heavily used, lost or incomplete pieces that are considered essential to the collection, adding new titles and consolidating the various NFA paper catalogs into one easy-to-use online resource.

The latter project may take some work. In the meantime, NFA members who wish to borrow materials can get easy access to the NFA Library materials through SABIO (<http://www.library.arizona.edu>). Emily has written new instructions for requesting materials and for using SABIO. Both are located at the NFA Library page. <http://www.nfaonline.org/asp/MusicResources/NFALibrary/NFALibrary.asp>. For those members who want a complete introduction to SABIO, RIO, our online introductory tutorial to is also available at the following address: <http://www.library.arizona.edu/rio/>

Contact Emily at asknfa@u.library.arizona.edu , if you have any questions. She would be delighted to hear from you !