Arthur

I just wanted to say
thank you for all your help
with my Macintosh (ie: Telnet)

Thanks

Jeff
Copkin

Date sent: **Tue, 19 Aug 1997 11:41:50 -0700 (PDT)**
From: **Arthur Hendricks <bvah@odin.cc.pdx.edu>**
To: **me <hendricks@lib.pdx.edu>**
Subject: **Conference Web Site (fwd)**

---------- Forwarded message ----------
Date: Tue, 19 Aug 1997 14:21:41 -0400
From: Linda Clark <lclark@kpmg.com>
To: bvah@odin.cc.pdx.edu
Subject: Conference Web Site

Just wanted to let you know that I think your conference looks very interesting and that your web site information and descriptions, and the organization of the material is top rate. Keep up your good work.

Linda Clark
KPMG Peat Marwick
Annapolis, MD
lindaclark@kpmg.com

Date sent: **Sun. 30 Mar 1997 16:35:20 -0800**
From: **Joseph Busch <JBusch@getty.edu>**
To: **hendricks@lib.pdx.edu**
Subject: **Hello -Reply**

Arthur --

Thanks for your kind offer. I did speak with Peter Solomon last week and have been expecting to hear from you. Our plan for the ASIS '98 web site has been to build it out with more specific information about the program as it evolves. The proposal submission forms need to be replaced with the abstracts of the actual program sessions. I recently received the abstracts for the SIG technical sessions which need to be marked up. When ready to load, a new link to this new page will need to be added from the appropriate place on the ASIS97.htm page.

I also had envisioned classifying all of the sessions and contributed papers according to the four conference areas -- users, funders, developers, and maintainers. Sessions and papers might fit within more than one category. There are also icons for each of the four areas on the ASIS97 page which would eventually be linked to the sessions and papers in these areas. There a few problems. The technical sessions have not yet been classified. Although the papers already have been classified. However, the bigger issue is that the multiple views of the sessions and papers start to look like they will require a database. I imagine that the database would be just be used to store the abstracts and generate revised versions of Web pages for each view, i.e., a report from the database, as opposed to a dynamic database for which the ASIS site does not have the facility as far as I know. Maybe we can do this. Maybe not. Do you have any abilities in this area?

I started to mark-up the sessions abstracts last weekend and meanwhile have been mulling all this over. I will send you the sessions file to you as it is in a following message. It would be great if you could finish marking it up. For the time being I think each session also needs to have an anchor added. How soon do you think this could be completed?

If you have any ideas you might have for how we could jazz the site up, I would be very interested to hear them. By the way, I completed my undergraduate degree at Portland State in 1975. I look forward to hearing from you soon.

-- Joseph

~ ~

Joseph A. Busch, Program Manager   direct tel: +310-451-6343
Standards and Research Databases   fax: +310-451-5570
Getty Information Institute   email: JBusch@Getty.edu
401 Wilshire Blvd., Suite 1100   http://www.gii.getty.edu/
Santa Monica, CA 90401 USA

~ ~

\> > > "Arthur Hendricks" <hendricks@lib.pdx.edu> 03/28/97 09:29am > > >
Dear Mr. Busch,

I'm the ASIS upcoming conference section web editor. I'm assuming Mr. Solomon has told you about me. I've looked at the web pages and I'm writing to find out how I may be of service.

Thanks!

Arthur Hendricks

asis

AMERICAN SOCIETY FOR INFORMATION SCIENCE
8720 GEORGIA AVENUE, SUITE 501
SILVER SPRING, MD 20910
TEL: 301 / 495-0900. FAX: 301 / 495-0810
asis @ asis.org
http://www.asis.org

March 13, 1998

Mr. Arthur W. Hendricks
Assistant Systems Librarian
Branford P. Miller Library
Portland State University
Portland, OR 97207-1151

Dear Art,

I want to formally express the appreciation of the ASIS Board and the staff at headquarters for the work, time, energy and creativity you contributed to the web pages of the American Society for Information Science, especially the conference pages.

As perspective, the conference web pages have become increasingly important to ASIS, attracting additional registrants, generating interest and awareness, and providing continually updated information. Our meetings are one of our most important products, making our work and thought visible and tangible to the world at large. Web visibility is critical to this process.

While you were working on the pages, we began receiving more members than ever through the web and the percentage of meeting attendees registering through the web increased from around 10% to around 27%.

And I confess that your work was accomplished with an absolute minimum of guidance or supervision from ASIS headquarters. I know that information frequently came to you late, but we wanted it available immediately.

As you know, about 40% of ASIS members have doctorates in about 45 fields, ranging from library science to law, medicine, linguistics and computer science. While all have a theoretical orientation, many are also applications and practice oriented. Throughout your tenure, I heard nary a complaint and many, many compliments. Satisfying such a diverse constituency is challenging and you managed it well.

I look forward to working with you in the future on similar projects or others that interest you.

Sincerely,

Richard B. Hill

Richard B. Hill
ASIS Executive Director

ONLINE NORTHWEST

A computerized information retrieval conference

October 21, 1998

Arthur Hendricks
140H Millar Library
PO Box 1151
Portland, OR 97201

Dear Arthur,

Thank you very much for presenting at the 15th Annual Online Northwest Conference on February 6, 1998. Your topic of Cascading Style Sheets was attended by many participants. Your participation in presenting at this conference, as well as your invaluable help in planning the conference were greatly appreciated.

Sincerely,

Dolores

Dolores Zegar Judkins
Co-Chair, Online Northwest

Sponsored by
OREGON STATE SYSTEM OF HIGHER EDUCATION
INTERINSTITUTIONAL LIBRARY COUNCIL

The Oregon State System of Higher Education is comprised of Oregon State University, Corvallis; University of Oregon, Eugene; Portland State University, Portland; Western Oregon State College, Monmouth; Southern Oregon State College, Ashland; Eastern Oregon State College, La Grande; Oregon Institute of Technology, Klamath Falls; Oregon Health Sciences University, Portland.

Portland State University
Library Serials

TO: Arthur Hendricks, Assistant Systems Librarians

FROM: Wendy Stewart, Serials Librarian

DATE: October 23, 1998

RE: Appreciation

Art,

I want to take an opportunity to express my appreciation for the work you have done in the past year. Your efforts have not only been helpful to me in the execution of my duties, you have proved to be a valuable resource for everyone in the Serials Section, and by extension, the library, library users, and the University Community.

I especially appreciate the help you have provided in regards to the Sirsi Unicorn System and the troubleshooting on our check-in terminals which require dedicated lines. The fact that you respond so quickly when we have problems with these particular computers helps us to keep a constant flow of new periodical issues going to library shelves.

You have also been very good about helping me communicate with the powers that be at the Sirsi Corporation, in particular your assistance with the Rollover problem was most appreciated as was your intervention in finding out about the status EDI Transaction Manager in the Library's Unicorn98 system. While the cost of the EDI Transaction Manager will no doubt preclude our purchase of it, when we are able to implement EDI/X12 communications with vendors, I know that I will be able to depend on your knowledge and ready assistance for the installation.

I also want to mention the assistance you have given in the development of web forms for Serials Subscription requests and Replacement Issue requests. The forms look great and when the decision is made on how the library staff will be able to access internal web documents, I know that the forms will be used heavily.

Finally, the work you have done for the current Program Committee of the Oregon Library Association has been incredibly helpful. Often I have asked you to do something complicated on short notice and you have been so gracious and responsive that I do not know how to thank you. This type of work is very new to me and you have helped so much. I will no doubt continue to prevail on your good nature for the sake of OLA and I know that it will be a positive experience because working with you is invariable positive.

The last thing I want to comment on is your leadership during the interim in which the library has been without a Systems Section head. You have continued gathering the members of the Systems Group and have managed our meetings gracefully and effectively. I also appreciate that each day, we in the Serials Section see you or one of your student assistants and are asked if everything is functioning as it should, at least from a systems perspective. I think your bringing in two assistants was a really good idea and shows not only your current abilities but your potential too. You have performed very well during a time that could not have been easy, i.e., being responsible for all the library's computers and systems.

In closing, I would like to express appreciation of your wit and affability. The Serials Section staff always welcome your visits. We love to laugh and we like your participation, especially when you instigate the laughter. You are always welcome in Serials.

Thanks for everything.

PORTLAND STATE UNIVERSITY

February 8, 1999

TO: Arthur Hendricks

FROM: Tom Pfingsten

SUBJECT: ANNUAL REVIEW

I have read the report of the JAFPPT Committee and am very pleased that the committee feels you are making significant progress towards tenure and promotion. I hope that this progress continues and that you will let me know if I can be of any assistance.

I want to thank you for all the responsibility you shouldered during the search for a new Systems Librarian. The daily demands for technical support are more than a full-time job; You did an excellent job of keeping these needs met while also working on larger issues such as the wiring upgrade in Millar Library. You are a valuable asset to the Library.

cc: Judy Anderson

BRANFORD PRICE MILLAR LIBRARY ▪ OFFICE OF THE DIRECTOR
POST OFFICE BOX 1151 ▪ PORTLAND, OREGON 97207-1151 ▪ (503) 725-4521 ▪ FAX (503) 725-4524

PORTLAND STATE UNIVERSITY LIBRARY
MEMORANDUM

DATE: February 9, 2000

TO: Art Hendricks

FROM: Terry Ann Rohe TAR

SUBJECT: Online Northwest

I attended Online Northwest on February 4, 2000. This day-long conference on technology in libraries featured presentations by information technology experts and attracted hundreds of attendees.

It was a pleasure to attend the program "Distance Education" for which you were the moderator. I found the presentations very valuable. Approximately 40 other professionals attended this program, about half of whom are directly involved in distance education now, and many of whom anticipate teaching in distance education situations or assisting with library resources in the future. I heard positive comments from many of them about the quality of the program.

In addition, since you were one of the eight coordinators of the conference, as you have been in the past, let me congratulate you on the success of the conference as a whole.

cc: Tom Pfingsten, Library Director
Judy Anderson, Systems Librarian

PORTLAND STATE UNIVERSITY

TO: Arthur Hendricks, Asst. Systems Librarian

FROM: Wendy Stewart, Serials Librarian

DATE: September 22, 2000

I just wanted to take a moment to express my appreciation for the work you do for the Serials section and the rest of the library. Yours is probably a thankless position. No matter what you do there is always more to be done and sometimes we do not take the time to express our thanks. That you are so quick to respond to our requests for assistance in Serials and are always pleased to be helping, makes our jobs much easier. I especially appreciate your patience in explaining how our systems function and how what you are doing at the moment will affect them.

In addition to your day to day duties, you have been involved in the planning of OnlineNorthwest and were very busy at OLA's annual meeting in keeping equipment going to the right place at the right time. I know that you have also been preparing articles and book reviews for publication.

Our greatest thanks is due you for making the change over from Godzilla to Lib 3 as painless as possible. This is a change most of us in Serials were not looking forward to. You kept us well informed on what to expect and when and led your student employees and us through the process with grace and ease.

Again, we who work in the Serials Section appreciate the work you do for us and I am pleased and honored to have you as a colleague.

Dear Art,

the technology worked!
thanks for all your
efforts that made
OLA 2000 such a success.
It was so nice to know
that you could take care
of the problems that
arose. It was good
working with you -

Noah

Date: Wed, 29 Nov 2000 11:23:19 -0800
From: "Jian (Jan) Wang" <jian@pdx.edu>
Organization: Portland State University
X-Mailer: Mozilla 4.7 [en] (WinNT; I)
X-Accept-Language: en
MIME-Version: 1.0
To: Art Hendricks <hendricksa@pdx.edu>
Subject: Thank You!
Content-Transfer-Encoding: 7bit
Content-Type: text/plain; charset=us-ascii
Content-Length: 382
Status: RO
X-Status:
X-Keywords:
X-UID: 19

Art,

Just a short note to thank you for the excellent and speedy service that
I received from you yesterday. My computer is now working very well
after you fixed the problem. All the records that I downloaded
yesterday from OCLC are indeed in SIRSI. Also I wanted to thank you for
your help with virus cleaning on my computer. You are terrific!

Thank you very much!

- Jian

Dear Mr. Hendrickes, 5-10-2000

Thank you for taking times to help us setting up our web page and build directory database. Your kindness is greatly appreciated.

Sincerely,

C. Y. Liu

Taiwanese Student Association

Date: Thu, 15 Mar 2001 11:13:26 -0800
From: Kris Kern <kernk@pdx.edu>
Reply-To: kernk@pdx.edu
Organization: Portland State University Library
X-Mailer: Mozilla 4.7 [en] (Win95; I)
X-Accept-Language: en
MIME-Version: 1.0
To: hendricksa@pdx.edu
Subject: monitor replacement
Content-Type: multipart/mixed;
 boundary="----------53EA1C22E2F002994599FE01"
Content-Length: 1008

This is a multi-part message in MIME format.
----------53EA1C22E2F002994599FE01
Content-Type: text/plain; charset=us-ascii
Content-Transfer-Encoding: 7bit

Dear Art,

Thank you very much for so expeditiously coming to assess and then replace my inert computer monitor this morning. As you know, in our work
environment it is nearly impossible to complete any activity without a working computer, and today I was able to finish a longterm project in time because of your prompt efforts.

Thanks again for your effective response.

Best regards,

Kris Kern

I also appreciate all the help and advice that you provided for the Chinese students. Since I am the advisor to the Chinese Student Association and my computer knowledge is very limited, I am very happy to have a friend like you to help out. A million thanks to you.

4-20-01

Dear Art:

YOU
couldn't be
more thoughtful
and
I
couldn't be
more pleased!

Thank you for your patient with me and helping me fix computer problems — big and small. Without your help, definitely I could not perform my job and accomplish my responsibility well. I am proud to have a colleague like you.

Rosalind

6/12/01

Dear Art Hendricks,

Thank you for helping me fix my Canon printer. It works perfect now. You are very helpful. I really appreciate it.

Student Assistant:

Maggie Zhou

PORTLAND
STATE UNIVERSITY

Technical Services/Cataloging
Library East

October 1, 2001

Art Hendricks
Assistant Systems Librarian/
Assistant Professor

Library West

Dear Art:

This is a thank you letter to express my appreciation for your help in resolving a tough computer problem that I had last week.

We were all amazed that you were able to diagnose the problem and find a solution in such a short period. Because of your timely fix, I was able to get back to my work quickly. I know that the problem was a challenging one. Three people from the Systems Group had tried and the IT people could not help, either. But you were not discouraged. Your persistence and determination helped solve the problem successfully.

The library staff admires your expertise, intelligence, and competence. As always, your quick response and help are very much appreciated!

Best wishes,

Jian Wang
Serials Catalog Librarian
jian@pdx.edu

aot -
thanks for handling
the technology "stuff"
once again.

Lisa

Oregon Library Association

April 25, 2002

Art Hendricks
Millar Library
Portland State University
951 SW Hall
Portland, OR 97207-1151

Dear Art,

Thanks for all of your help with the technology and av needs at the 2002 OLA/WLA Conference. We all count on the equipment being there and working. The whole committee did a wonderful job. On behalf of the OLA, I want you to know how much we all appreciate you effort. Everybody I have talked to both during the conference and after has expressed the same thought: it was a great conference.

I especially value your willingness to work cooperatively with WLA. With your help, it was one of our best conferences ever.

Warm regards,

Janet

Janet Webster
OLA President, 2001-2002
Guin Library
Oregon State University
Hatfield Marine Science Center
Newport, OR 97365

This is from a greeting card mailed to my campus address.

10/16/3

THANK YOU. FOR YOUR LITAL JOURNAL. IT WAS INTERESTING AFTER IN MY MAILBOX.
BEST WISHES
NANCY SOSNIK
LITA/ALA MEMBER

Portland State University Library

November 5, 2003

I am writing in support of the candidacy of Art Hendricks for promotion to the rank of Associate Professor.

I have worked with Art on a substantial number of systems and database problems over the past seven years, since his joining the Library faculty in 1996. I have found him to be very knowledgeable and resourceful in resolving both problems related to personal computers and peripherals and problems related to scripts and programs.

I worked with Art for a number of years when we were both members of the Library's Systems Group. Systems Group representatives in Technical Services often called upon him to help install and troubleshoot equipment and software. He was always courteous and helpful. His technical knowledge was extensive, and he was able to resolve all of the problems given him. For example, when we were installing new PCs and a new system of port addressing in Technical Services, he researched and found the software needed to address problems with port addressing.

I often worked with Art in his capacity as administrator of the Library's Novell network server. Whenever I encountered problems in adding editing and other rights to areas of the network for staff in Technical Services, Art would provide help and support. At one point, when staff were having difficulty with one of the Library's network servers, Art rebuilt the server, a process that required substantial technical knowledge and ability. When he moved Technical Services staff to a new network server, I worked with him on that project. Again his technical abilities ensured that a difficult transition to a new system was successful.

I have also worked with Art on committees working on the planning and implementation of the Innovative system. We were both members of the Systems Administration working group during the Library's migration to the Innovative system.

Art has been active in service to the University and in participation in the work of professional groups. He is currently a member of the Faculty Senate. He also represents the Library in the campus Network Administrators Group. He has served for several years and is currently serving as Technology Chair for the Oregon Library Association's Annual Conferences. He is also an active participant in instruction and workshops at professional meetings. For example, he has presented a daylong workshop on HTML for the Oregon Library Association.

Art's technical knowledge and ability have benefited the Library in many ways and will continue to benefit it in the future. I hope that he will be awarded promotion to the rank of Associate Professor.

Larry Bruseau
Database Management Librarian

Date: Thu, 7 Jul 2005 12:07:35 -0700
From: pdx01752@pdx.edu
To: bvah@pdx.edu
Subject: Thanks!

Mr. Hendricks,

Thanks for helping me find those elusive books! Amazing how a library can so full and yet so entirely empty when it comes to searching for something that refuses to be found :-) One of my mentors let me check out the books on her card, so it worked out. And the databases with the complete texts are very helpful. Thank you!

Simona Patange

Date: Sat, 14 Jan 2006 12:40:57 -0800
From: cgtd@pdx.edu
To: Arthur Hendricks <bvah@pdx.edu>
Subject: Re: hello

Many thanks, Art. The students I spoke with found your presentation very helpful. Steve Xue is the department's library liason. I will contact him about the books.
Tom

Quoting Arthur Hendricks <bvah@pdx.edu>:

> Hello, Tom.
>
> I enjoyed meeting your class yesterday. I thought the class went well.
>
> I also wanted to remind you that I need that list of books your department
> might want by the end of the month.
>
> Thanks,
>
> Art
>
>
> ---
> Arthur Hendricks
> Associate Professor,
> Reference Librarian & Information Consultant
> PSU Library
> Portland State University
>
>

Gmail by Google BETA

Arthur Hendricks <arthur.hendricks@gmail.com>

a question from a student

Tse-Hua Shih <ts4ex@cms.mail.virginia.edu> **Mon, Feb 13, 2006 at 2:09 PM**
To: bvah@pdx.edu

Dear Professor Hendricks,

I am a doctoral student in the University of Virginia. I was very interested in your article and want to know how many questions appear in one page of your survey and the sponsorship for this survey experiment.

Arthur Hendricks (2002). Libraries and desktop storage options: results of a web-based survey. Library Hi Tech Vol 20. No.3, pp. 270-284.

May I have en electronic image of your survey in this article?

Best Regards,

Jeremy

Tse-Hua Shih (Jeremy), doctoral student
Preschool Language & Literacy Lab
Box 400873
Curry School of Education
University of Virginia
Charlottesville VA 22904-4873

Cell: 434.566.1464

Portland State
UNIVERSITY

College of Liberal Arts and Sciences
Department of Speech & Hearing Sciences

Post Office Box 751
Portland, Oregon 97207-0751
85 Neuberger Hall
724 SW Harrison

503-725-3533 tel
503-725-9171 fax
www.sphr.pdx.edu

December 4, 2008

To Whom It May Concern:

For the past several years, Arthur Hendricks has been the link between the PSU library and the Department of Speech and Hearing Sciences. He has kept us informed of the department's holdings in the library and has guided us in updating and expanding our periodicals through electronic subscriptions. Art is always responsive to our requests. He has met with individual faculty members when requested to do so, and he has offered to meet with our department and to update us on changes in the library system.

Art has also been an invaluable resource to our students. For example, each year he gives a guest lecture to my Research Methods class on how to use the library when conducting research. Students in the course have consistently attested to the value and quality of Art's lectures and demonstrations. In addition, he has been very helpful to our students on an individual basis. Each year a number of our students working on theses report that he makes himself available and is a great help to them in conducting literature searches and teaching them how to navigate the library databases and catalog system. He has also conducted tutorials when requested by our students.

Overall, Arthur Hendricks has been an important part of the education of our students. He is to be commended for his dedication and for the high quality of his work.

Sincerely,

Thomas Dolan, Ph.D.
Associate Professor and Chair