

Internship Paper

-D. Aaron Germ

Acknowledgements

I would like to thank all the staff at the Cleveland-Marshall College of Law Library (Law Library) and from the Cleveland-Marshall College of Law (Law School), Dan Maynard, Rick Zhang, and Eric Domanski of whom directed me through my internship and the Chemical Brothers, Orbital and the Aphex Twins for their contribution and relaxing while music during endless hours of programming.

Introduction

The summer of 2003 provided me the most valuable education I have ever had. I did an internship.

This was not just any old internship but and internship for a job I actually want to get when I graduate.

When I graduate, I want to get a job in a Law Library's Automation department; so I decided to do an internship with in a library. I choose this library for a number of reasons. First, I used to work at this library. Second, I know the people and know they have a good library Automation department. And lastly, and most importantly, I wanted to do an internship with the Cleveland-Marshall College of Law Library because I knew that I could learn a lot of hands on experience and learn it from individuals who know how to get things done in library Automation.

Company/Agency Description

The Cleveland-Marshall College of Law Library is the library Cleveland-Marshall College of Law uses. The Law School is a part of Cleveland State University, and both the Law Library and the Law School are located on the Cleveland State University campus.

The Law Library's main purpose is to serve the Law School's faculty, staff

and students. The Law Library also is open to the public to use, although not all public patrons may be able to check out materials.

Organization Chart

The Dean of the Law Library is Michael Slinger and his wonderful assistant is Sylvia Dunham. Jan Novak is the Assistant Director for Public Services. Marie Rehmar is Head of Reference Services. Leslie A. Pardo is Head of Circulation/Faculty Services Librarian. Felice Lowell is Assistant Director for Technical Services.

The department I worked in was Automation. David Genzen is Assistant Director for Academic Technology and runs the Automation Department. Dan Maynard is UNIX Administrator. Eric Domanski is Network Administrator.

Rick Zhang is a staff member from the Cleveland-Marshall College of Law. He does not work for the library, although he does help the library out quite often and has access to the Automation's server room.

Position Description

While interning at the C-M Law Library I was given the title Database Specialist. My responsibilities and duties included creating a centralized student administrative database that would be used to help law school administrators create reports and keep track of statistics.

While there, I learned Kixstart, a scripting language for Windows. I further developed my skills in PHP, JavaScript, HTML, PostGreSQL and Access. These all played a part in creating and designing the application I made.

Internship Experiences

An internship is a very valuable experience to take part in. My internship taught me many things and helped me in many ways. It helped give me a taste of my preferred career, and it helped me by providing practical experience and valuable knowledge. At this time I would like to share my experiences I had while

interning at the Cleveland-Marshall College of Law Library.

One of the first things I learned and was that preparation is essential. For approximately the first week, I spent my time reading material they gave me. I needed to learn about Kixstart, PHP and PostGreSQL. I was given sources from the web pages, e-books and books to read over. This prepared me for the project they were going to give me.

The second most important lesson I learned was to be neat- plain and simple- be neat. I needed to neat with my code, work area and, most importantly, my ideas.

It was very important for me to code neatly and provide comments. Dan, Eric and Rick were all very persistent in telling me that when I leave and am finished with the internship, that they would be the ones who would have to go back and correct and/or modify my code. Hence, I learned their coding style and relearned how to code and make comments. Also, I did not have an official workspace or office; I was given a workstation in the server room, which I might add can be very cold at times, and I needed to keep my workspace organized and neat incase someone needed to do something in the server room. Lastly, I needed to keep my ideas and plans in order. I tried just writing code for tasks they had given me without much thought or preparation, and the outcome was not always pretty. Dan and Eric were both very big into having me draw diagrams and/or write out steps I needed to accomplish when programming. They wanted me to do this so I would recognize how to accomplish these tasks by breaking them into smaller ones.

HW, SW, Interpersonal

I used many different operating systems while there; these included: Windows 2000, Windows NT, Red Hat 9.0, and Unix. I also used GVIM, VIM, and TextPad for writing PHP, HTML, JavaScript and KixStart. I used Microsoft Word

2000 and Microsoft Access 2000 for documenting and creating interfaces for the end-user. I also used Linux and Windows shells.

Problems, Opportunities

There were no serious problems when I was there, but there were several problems. One problem was the power outage on Wednesday, August 13, 2003. When the power went out, the Automation Department had to shut down the server before the back-up batteries went dead. When power was restored, they had to check to make sure printers were back online available for printing. The other problem was when IS&T, the department at CSU responsible for networking and technology, upgraded the law library and law school to gigabit Ethernet. IS&T assigned new subnets to both the law school and the law library. This presented many problems. Access lists no longer served a purpose; printers were not printing; and the phones were ringing non-stop. On one particular day, we grabbed our personal belongings, locked up the office and headed out for lunch; Rick, Eric and I did not leave the building to actually go to lunch for about two hours later - that was a ruff day for everyone.

Opportunities, opportunities, opportunities. One might think opportunities at an internship only include the possibility or potential for getting a job with your intern employer. This is not true. While interning and after I had completed the internship, I had started to look at my *intended* chosen profession differently. I realized how much I did not know, but at the same time, I recognized how much I was learning. To better explain, I got my foot in the door. I actually did what I want to be doing. I learned that this type of a job is very dynamic. This type of job requires a lot of knowledge and practical experience and it is a job that will be a 'forever learning' career. You cannot just stop learning when you graduate; you will be learning more as time goes on and as technology changes. This opportunity to recognize this was very valuable.

What I will not have the opportunity to do is modify my current college studies to better prepare me for a full-time job similar to one I did while interning. If I could, I would like to take the following courses at Youngstown State University:

- E-Commerce Programming
- UNIX Environment
- Data Structures

and retake:

- System Configuration
- CISCO (semesters 1 & 2)

I think these types of classes would better prepare me for a job similar to my internship, rather than multimedia classes.

YSU/CIS Background

I am currently pursuing a Bachelor in Information Technology, but I should add that when I graduate in Spring 2004, information Technology be my third degree. My first degree is a Bachelor in Philosophy. My second degree is a Master's of Library and Information Science. I think all of my education has prepared me for this internship.

Courses I have taken at Youngstown State University that are applicable for this internship are:

- CISCO (1 & 2)
- Program Problem Solving
- Basic Programming
- System Configuration
- Development of Databases

Although no courses I took while getting my Philosophy or Library Science Degree directly pertained to the internship, they helped me in making a smooth internship.

Strengths, Weaknesses

This can be broken down into two categories: my strength and weaknesses in relation to the internship and the internship's strength's and weaknesses.

My strength while at the internship is that I was able to use my creativity to create and design interface and write code. I also was able juggle many different tasks at one time and could handle the constant interruptions and distractions when I needed to assist someone with a problem. My weakness was that I forget all too soon the steps and code to accomplish a specific task- e.g. linking Microsoft Access 2000 to a PostGres database.

There were many strengths to the internship. It provided me meaning tasks and first-hand experience of what goes on in an Automation department. It provided me with the sense of being part of that organization, even if it was for just a short period of time. I was able to attend special meetings, one of which involved E-books and how they can be applied to a university's library. I also participated in a committee; this committee was in charge of establishing and putting on a student picnic for the Law Library's student assistant workers. I was put in charge of creating a library oriented obstacle course, and I helped cooking the hamburgers, veggie-burgers and shish-ka-bobs. (If you don't believe me, the Dean of the Law Library, Michael Slinger, and I both posed for a picture that was printed in the student newspaper). Even though the picnic lasted for one day, it made me feel good to participate as if I was actually an employee of their organization.

The weakness of the internship was the limited amount of time working there. The time interning was very valuable to me and it seems like I could have learned much more if I were given another opportunity to intern there again. (It is for this reason that I am going to do another internship wit them- to learn more and hope for more opportunities to come my way).

Conclusion

Internships are the best of both worlds; they provide practical experience combined with the theoretical knowledge. They make learning fun and easy. Youngstown State University should require every student to enroll and participate in an internship.

My internship was the most exciting class I have ever taken. Even though it was unpaid internship, I feel that I got paid.

Appendices

Resume

OBJECTIVE

To begin a career with an established and rewarding organization enabling me to utilize skills acquired through education and experience to assist people and contribute to that organization's performance.

EDUCATION

Youngstown State University *Youngstown, OH*
Bachelor of Science in Information Technology expected May 2004

Kent State University *Kent, OH*
Masters of Library and Information Science May 2002

Cleveland State University *Cleveland, OH*
Bachelor of Arts in Philosophy May
1999

Continuing Education & Professional Development *Aug. 2000 – July 2001*

- Networking Basics
- Writing HTML for WWW
- Managing Generation X
- Grammar Brush Up
- Outstanding Employees: Finding, Hiring and Keeping

Personal Development in studying Jazz Drums *Aug. 2000 – May 2001*

EXPERIENCE

Cleveland-Marshall College of Law Library *Cleveland, OH*
Database Specialist May 2004 - Aug. 2004

- Create and maintain HTML and PHP web pages
- Create and maintain tables in PostgreSQL
- Create, maintain and implement KIXstart Script

Youngstown State University Computer Department *Youngstown, OH*
Computer Lab Assistant Aug. 2002 - Present

- Share multiple responsibilities in running computer lab
- Assist computer lab patrons

Youngstown State University Media & Academic Serv. *Youngstown, OH*
Audio Visual Student Assistant Aug. 2002 - Present

- Deliver and pick up audio-visual equipment
- Setup, demonstrate, and explain how to use audio-visual equipment

Cleveland-Marshall College of Law Library *Cleveland, OH*
Temporary Library Assistant May 2002 - Aug 2002

- Assisted patrons
- Supervised student assistants
- Closed the library
- Recorded and reported building maintenance problems

Kent State University Library *Kent, OH*
Audio Visual Library Assistant Aug. 2001 - April 2002

- Delivered and picked up audio-visual equipment
- Setup, demonstrated, and explained how to use audio-visual equipment
- Delivered and picked up books, paper, toner, copies, and copy orders

Cleveland-Marshall College of Law Library

Cleveland, OH

Library Assistant

Dec. 1999 - Aug. 2001

- Assisted patrons
- Opened the library
- Managed overdues and lost/missing materials
- Supervised student assistants
- Updated monthly statistics
- Processed OhioLINK materials
- Recorded and reported building maintenance problems
- Processed new patron applications

Sherwin-Williams Company

Cleveland, OH

Telephone Service and Sales Consultant

June 1999 - Dec. 1999

- Answered calls and assisted stores and customers
- Placed customers orders via the telephone
- Searched for specific or similar wallpaper patterns at the customer's request

Taylor Rental

Berea, OH

Sales Associate

July 1996 - May 1999

- Assisted customers at the service desk
- Answered inbound calls.
- Interacted with customers while making deliveries and pick-ups
- Loaded and unloaded vehicles
- Performed minor maintenance repairs to equipment

Cleveland State University Police Department

Cleveland, OH

Community Service Officer

Nov. 1998 - May 1999

- Ensured the safety of individuals by escorting them to various campus locations
- Provided building security

Cleveland-Marshall College of Law Library

Cleveland, OH

Student Assistant

July 1998 - Nov. 1998

- Photocopied materials for students and faculty
- Assisted patrons
- Responsible for stack maintenance
- Processed OhioLINK materials

INTERESTS

& ACHIEVEMENTS

- Playing and studying percussion for nine years
- Volunteered twice at the Cleveland-Marshall College of Law Library while pursuing my MLIS at Kent State University during the 2001-2002 academic year
- Hold a General Class Amateur radio license

REFERENCES

Available upon request.

Work Schedule

The David Genzen and the Automation Department were very flexible when it came to work schedule. I took two classes while at Cleveland State University while doing my internship- one during the first half of the semester and the other during the second half. For the first part of the Summer, I came into work approximately 8:00am- 10:00am, broke for class at around 10:00am, returned to work around 11:30am and left between 4:00pm-6:00pm. I tried putting in around 8 – 10 hours a day. The second half of the semester I came in at around 9:00am- 10:00 am and left at around 6:00pm to go to class. They were very accommodating to my school schedule and made sure that I worked around 20 hours a week. They also allowed me to work a few extra days to catch up on my hours.

Samples of Work (from the Journal)

7/2/03

1:40PM – 5:40PM

I have completed the forms with working script before my deadline I set. I got some help from Rick. I spent the first 2 hours today trying to figure it out. Then I went to Rick and he and I figured it out in about an hour.

Here is the Javascript code:

```
function check_radio(rd_name,al_text)
{
  x=document.inventory_form[rd_name]
  set=0
  if (x[0].checked)
  {
    set=1
  }
  if (x[1].checked)
  {
    set=1
  }
  if (set==0)
  {
    alert("Please make sure " + al_text + " is selected.")
  }
}
```

I call the function by:

```
check_radio("owned","OWNED")
```

This is some code that I will have to remember. I think it can be very useful in the future.

8/5/03

11:08AM – 6:00 PM

Came in and got my next tasks- create a form so the head of Public Services can do queries. Also, Tom, a Circulation staff member, brought up a few things regarding the library_inv.php page.

So that I remember in the future, to connect to a Postgres database you:

- 1) right click and select 'Link Tables...'
- 2) change 'files of types:' to 'ODBC Databases'
- 3) change the tab to 'Machine Data Source'
- 4) click 'New'
- 5) select 'System Data Source' and then click 'Next'
- 6) select 'PostgreSQL' and then click 'Next'
- 7) click 'Finish'
- 8) fill in the appropriate info

* make sure you have the ODBC driver

Crazy day. The campus department of IS&T changed the subnets in the law school and law library. Dan and Eric have been trying to update everything to reflect those changes.

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Job Description