And They Were There

Sever Bordeianu
University of New Mexico

Julia Gelfand
University of California, Irvine

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And They Were There

Reports of Meetings
Column Editors: Sever Bordeianu (U. of New Mexico) and Julia Gelfand (UC, Irvine)

NASIG, the Eighth Annual Conference
Providence, Rhode Island, June 10-13, 1993

by Sever Bordeianu & Frances C. Wilkinson
(U. of New Mexico Gen. Library)

The Eighth Annual North American Serials Interest Group (NASIG) Conference was held at Brown University in Providence, RI from June 10-13, 1993. Its theme was "New Scholarship: New Serials." Attendance this year reached an all-time high of 570.

The conference consisted of a business meeting, Plenary Sessions, and a choice of concurrent sessions, Informal Discussion Groups, and workshops. Discussion and questions at the end of each session were encouraged. The Plenary Sessions dealt with educated guesses about the future, an almost science fiction-like future, while the workshops concentrated on here-and-now concerns. Together they were an ideal mix. In addition, two preconferences were offered.

The structure of the conference promotes informal communication. It is held each year at a different university campus. Conference attendees stayed in the dormitories, sharing facilities, and ate at the cafeteria. Communication in this setting was easy and friendly. Both the feel and dress code were casual. The conference planners went out of their way to afford participants the opportunity to get to know each other at a variety of breaks and evening mixers. The informal networking afforded participants the opportunity to meet with and share information with other colleagues in the field: librarians, vendors, and publishers. We were even able to see a bit of Providence during the Friday night three-hour cruise down Narragansett Bay aboard the Bay Queen.

NASIG is a very affordable conference. Registration, which included all meetings, workshops, a single room at Thayer Street Quad, and meals, cost only $275.00 this year.

There were two Preconference Workshops: "NASINET and Beyond," featured practical applications for the use of NASINET, which is a collection of listserv forums, publications, organizational information, etc.; and "How to Plan & Deliver a Great Workshop," taught techniques of effective presentations including planning, audience analysis, writing, practicing and delivering presentations, and the importance of incorporating audiovisual support and handouts.

The conference formally opened Thursday night, with a clam bake and whole-lobster dinner. There was a business meeting and an opening session with announcements and wonderful anecdotal information on the history of Brown University.

There were three Plenary Sessions. Plenary Session I opened Friday morning. The first two speakers, both scientists, discussed the importance of scientific visualization in modern research. With the explosion of computer technology, much can now be done in the visual realm that is not adaptable to the printed page. However, the future holds many exciting possibilities in using alternative formats, and many problems in dealing with these formats for publishers and librarians alike will surface. John Mustrad, Assistant Professor of Geological Sciences at Brown University, presented a paper entitled, "Scientific Visualization in Earth and Planetary Sciences: It Looks Good But Will It Publish?" His presentation demonstrated how, by combining satellite pictures which provide color, with radar pictures which provide texture, and then adding motion, he was able to produce computer maps which give composite images of geographic areas. During the presentation, you could see features actually grow and shrink as they were zoomed in. He concluded by leaving the "challenge" of how to include this in books and articles to us: the librarians. Tom Banchoff, Professor of Mathematics at Brown University stated that, "Standard publishing techniques are inadequate for full expression of any topic dealing with spatial visualization in three dimensions...or four."

In his paper entitled, "Higher Dimensions and Interactive Electronic Publication," he discussed an exciting new technology using the hypertext system called DynaText in conjunction with a graphics engine developed at Brown University to make the illustrations of a book "move off the page." However, he concluded by saying, "It is clear that in order to portray scientific information in this manner, publishing techniques will have to change and become interactive."

Allen Rencar, Senior Academic Planning Analyst for Computing and Information Services at Brown University talked about the importance of intelligent retrieval and navigation in today's computer mediated communication. Hardware, software, and ingenuity do not count if the data is not organized in such a way as to support intelligent processing. Documents have to be tagged in order to make the important information, title, author, affiliation, abstract, equations, references, etc., easily identifiable. This level of data quality can only be achieved by adopting high level standards of text encoding. The speaker described the Standard Generalized Markup Language (SGML), which has been adopted by both government and private organizations worldwide. SGML is the foundation toward a more standardized exchange of information.

Naturally, none of these developments are cheap and libraries are not adequately funded to deal with them. Brian Hawkins, Vice President for Academic Planning and Administration at Brown University, told the audience that an incremental approach will not work. If the electronic library is to become reality, libraries must have a well defined plan based on the business model, and must implement that plan quickly. Such a plan does not currently exist in the library world. Hawkins proceeded to discuss three different scenarios: the entertainment model, the government model, and the private non-profit model. Of the three, only the last one is feasible, since it is
based at academic institutions, which are both the creators and users of the information. Hawkins admitted that creating a national entity to deal with the issue is counter to academic thinking today, but said that the alternative is for the system to go bankrupt. Finally, he advocated cooperation between publishers and the academy in order to effectively address the problems posed by the new technology.

Plenary Session II was held on Saturday morning. A paper entitled "Current Challenges: Current Opportunities," was presented by C. Edward Hall, publisher at Pierian Press and editor of Library Hi Tech. He stated that, "Today, as our twin gods of computing and communications have the increasing potential to overwhelm us with information, it is imperative that we shift our attention to adapting these tools." Libraries will evolve as will their responsibility. Although libraries have always been virtual reality places, some things libraries must do immediately is enhance online public access catalogs (OPACs) to manipulate traditional knowledge constituents, develop an electronic publishing role for themselves, and enhance intermediate guides/directories. The universe of relevant materials has become so large that content and value can't be discerned. Libraries must return to being knowledge places, with librarians as knowledge workers possessing a broad base of expertise, rather than being merely information places, with librarians as information brokers. He concluded by stating, "What we do is more important than we think it is; it's in our hands."

Plenary Session III was held on Sunday morning. The program entitled "Serials 2020," consisted of a panel of experts including librarians, publishers and a systems vendor. They shared their diverse views on "the serials universe." All agreed that drastic changes lie ahead and regardless of which road we ultimately choose, many challenges must be met and many obstacles must be overcome for all of us in the field of serials.

There were four concurrent sessions to choose from Saturday morning. In the session "Between a Rock and a Hard Place: The Future of the Subscription Agent," Jane Maddox, of Otto Harrasowitz, explored "The Role of the Specialist Vendor in a Changing Market." She talked about the economic implications affecting the specialized vendor in today's shrinking serials market. It is important to plan for what clients will need in the future, but agents must also provide what clients want and need today. John Cox of B.H. Blackwell Ltd., addressed "The Emergence of the Large Vendor and the Potential Domination in a Shrinking Market." He stated that eighty percent of the typical library's subscription business goes to a vendor. Vendors grow customer lists by providing better services and more sophisticated technology. Small vendors may disappear but competition and choice will remain. Jim Stevens, of EBSCO Subscription Services, discussed "Future Value-Added Services: Remaining Competitive in a New Market." He stated that "publishers are the rock and libraries are the hard place." What librarians want now and in the future is value-added services. A vendor must get materials there fast, at a good price, and with broad coverage, provide the most user-friendly online serials databases and interfaces, full-text databases, EDI, and management reports. Also, Document Delivery Service (DDS) is "a coming thing." Adrian Alexander, of the Faxon Co.,
concluded with some remarks regarding "factors to be considered by subscription agents when making long-term strategic decisions in a changing market." He stated that vendors have two kinds of revenue: publisher discounts and customer services charges. He discussed the declining subscription base and vendors' efforts to find new sources of revenue through DDS; evolving publisher discounts; increased competition and the importance of using value-added services; strategies for survival by using human, financial and technological resources; and the "insurmountable opportunities" of dealing with the shift from ownership to access.

The electronic format presents librarians with a multitude of new challenges. In the session "Copyright & Libraries: Working in an Electronic Environment," Brian Kahin, from the John F. Kennedy School of Government, and Laura N. Gasaway, Professor of Law and Director of the Law Library at the University of North Carolina, Chapel Hill, gave the audience a summary of existing thought on copyright and electronic formats. Unlike paper, making copies and distributing information electronically is more complex, because once a copy has been sold, the producer still holds copyright to the copy. The issue of fair use is very prominent. It allows for making one copy per user. Fair use does not limit itself to one medium. But once the copy has been made for a user, the question still remains about what to do with the library's copy. Publishers are not ready to deal with electronic technology, and as a result, even those willing to pay for the information find that there is no mechanism for paying. Libraries have to negotiate license agreements with publishers in order to be able to make information available to users.

On Saturday and Sunday afternoons, eighteen workshops offered a wide range of options for conference participants to choose from. Nine were presented simultaneously in Set 1 and nine more in Set 2, with each set being repeated on each afternoon. At the time of pre-registration, conference participants prioritized their choices of which workshops they wished to attend.

The workshop "Serials Cancellation Projects: Two View Points," was presented by Chris Desjardain-Lueth, University of Connecticut, and Olga Paradis, The Citadel. Serials cancellation projects at the two libraries were discussed. Both projects involved teaching faculty and librarians. The project at the Citadel gathered information on use, current price, and price increases for the last three years. The information was shared with the teaching faculty. It was stressed that cancellation didn't mean loss of access. The interlibrary loan and document delivery programs were expanded to compensate for the cancellations. In contrast, Brown University "took the long road," doing a serials review project prior to any cancellations. Core serials considered essential for their undergraduate and graduate programs were identified. The importance of never basing a cancellation review solely on dollars or Library of Congress classification number was stressed. Instead, match the item to the client base requirements; does it expand or duplicate what's on the shelf; what format is it in and can you support that format? Only then should you consider the cost. This decision-making should be linked to collection development as a routine part of collection management.

The workshop "Taming the Claims Monster: Some Methods of Measuring and Improving the Efficiency Through a Vendor," presented by Donna Padgett Lively, University of Texas at Arlington, and Lisa A. Macklin, University of North Texas, addressed vendor performance in processing claims and studied the handling of claims by libraries. It was pointed out that one of the many advantages to using a serials vendor is the amount of staff time that can be saved by sending claims to one vendor instead of to many publishers. On the other hand, vendors do create an intermediate step, slowing claim turnaround time to some degree, which creates problems due to short publisher claim periods. Some claims come back not honored because even though the library did claim them in time, the publisher maintains the claim arrived past the deadline. The ongoing concerns of librarians, vendors and publishers regarding too many claims were raised. Methods used to evaluate claiming and attendant problems were discussed and the following recommendations were made: the vendor's claim turn-around time from receipt to transmission to the publisher should be reviewed; ask for improvements, if needed; understand your vendor's system for processing claims; review how your automated system produces claims; if your system allows for predictive claiming, use it correctly; be sure your claiming intervals and staff time for processing claims are appropriate; eliminate needless claims; provide follow-up for issues claimed multiple times; use e-mail or fax.

The workshop "Invoicing Unveiled: Added Charges and Payment Plan Options for Serials," was presented by Carol Magenau, Dartmouth College, and Michael Markwith, The Faxon Co. During a three-year study, reasons for supplemental invoices from a subscription vendor were reviewed. Additional charges or credits were compared with renewal and bill later titles to get a statistical picture of costs through the budget cycle. They found that additional charges to the base (NOT counting actual price increases) were sixteen percent in 1991, nine percent in 1992, and due to the added strength of the dollar, dropped in 1993. While vendors often look at the total dollar financial effect, librarians generally view it as cost per transaction in staff time. A two percent financial impact is more than two percent of staff time. Librarians must consider the true value of prepayment credits available with standard renewal options and evaluate whether large amounts of staff time are taken to pay nearly each title twice (the original payment and the additional charge payment or credit). To avoid "double work," fixed payment options are increasing in popularity. Vendors can encourage publishers to set prices earlier and many now do. Finally, librarians may want to ask their vendors to do quarterly or annual reconciliations, where they hold all additional charges and credits to reconcile at appointed times.

The workshop "Vendor Choice: Does It Really Make a Difference?" presented by Heather S. Miller, SUNY Albany, and Michele Crump, University of Florida, reported on two detailed studies that tracked price variations for periodicals and monographic series. Information was gathered from different libraries using different vendors and was based on 1992 prices, excluding service charges, shipping, and taxes, if any. The researchers felt that too much focus is placed on service charge and not enough on base price of materials. Price differences were found to exist on individual titles and added up to a substantial amount on the entire list in some cases. It is recommended that each library do a study to determine the best vendor for their "mix of titles." By comparing, better prices can be secured. The workshop "Standing Orders: As Viewed and Managed by Libraries, Vendors and Publishers" was presented by Vivian Buell, from Ballen
Booksellers International, and Rita VanAssche Bueter, from Blackwell North America. Standing orders save libraries both time and money but the harsh financial realities of today put pressure on vendors. The workshop discussed the types of services a vendor can offer for libraries. A discussion session, in which each side expressed its expectations from the other ended the session.

Paul J. Weiss, Systems Librarian at the National Library of Medicine, presented a workshop entitled: “Everything You Always Wanted to Know about Format Integration but Were Afraid to Ask.” At the present time, there are eight MARC formats for the eight different media, ranging from books, to serials, to microforms, etc. Because of this multiplicity of formats the problem of inconsistent tagging across formats exists. Format integration, which first came under discussion in a paper submitted to MARBI in 1983, was approved by that body in 1984. Format integration will add some fields to all formats and delete others, in order to create one unified MARC format for all materials. Essentially, monograph catalogers will be more affected by format integration than serials catalogers, since many of the fields and delimiters present in the serials format will be retained. Weiss said that the major vendors, OCLC, RLIN, and WLN had all announced that format integration will be implemented at the beginning of 1994. However, soon after the conference, the Autocat Listserv on the Internet announced that the introduction will be postponed by 18 months. In any case, format integration will be implemented in the near future, eliminating many of the problems created by multiple formats.

Nine Informal Discussion Groups were held simultaneously on Sunday morning. These included: CARL Users Group, Catalogers Discussion Group, DRA Users Group, Dynix Users Group, ESI Users Group, Innovative Interfaces Users Group, NOTIS Users Group, Union Listing Discussion Group, and Workstation Ergonomics Users Group. Information was shared and questions were asked and answered in a comfortable, informal environment.

By noon on Sunday, many of us said our good-byes, picked up our box lunch at the cafeteria, and headed home. Others stayed for one of the two Sunday afternoon tours. The Providence Preservation Society offered a “Mile of History Walking Tour” and Viking Tours offered a “Guided Tour of Newport.”

The conference was memorable. Participants made new contacts and renewed old ones. The next (Ninth Annual) NASIG Conference will be at the University of British Columbia in Vancouver Canada from June 2-5, 1994. The theme will be “A Kaleidoscope of Choices: Reshaping Roles and Opportunities for Serialists.” We recommend it to everyone who works with serials or just wants to know more about them!


by Kathleen Keating
(University of New Mexico)

The second annual Federal Depository Conference was held April 19-23, 1993 and focused on the theme “Effective Library Networking.” The presentations dealt with depository libraries using electronic networks and resource sharing. This report provides highlights from the conference and provides information on the exchange of ideas among depository librarians from across the country.

Monday, 19 began the Regional Federal Depository Seminar. Opening and welcoming remarks were made by Wayne P. Kelley, Superintendent of Documents, regarding the GPO/2001: Report of the Tactical Team. He stressed the fact that GPO will be cutting back on printing and increasing electronic dissemination of government information. In order to accomplish this goal a sincere commitment of working together must be achieved between GPO, government agencies and depository libraries.

Duncan Aldrich, University of Nevada at Reno, gave a review of the ARL Survey of Depository Libaries gathered last January. Melissa Lamont, University of Connecticut, discussed the ARL/GIS literacy project. John Sizler, Penn State University, provided probing questions which addressed the restructuring of the Depository Library Program. The national information infrastructure’s political environment is changing and has new support from state and federal resources which includes NREN. There are several pieces of new legislation in the current Congress which are considered “information bills.” The environment is pushing the technology. The Coalition for Networked Information “Access to Public Information Policy” is working on connecting GPO to the Internet to promote education. Gary Cornwall, Chair, Depository Library Council presented the Council’s 1992 update. He emphasized two main topics: (1) GPO’s budget constraints; (2) GPO is committed to identify new communication lines with depository libraries.

Monday evening a special legislative update was held at the Dept. of Labor. Issues defined and discussed included the National Research and Education Network and implications for depository libraries; the GPO Electronic Information Access Enhancement Act of 1993; the GPO budget concerns; the paper work reduction act of 1993; and the electronic library act of 1993.

On Wednesday, April 21, the Federal Depository Library Program Seminar took place. The morning welcome and opening remarks were made by Wayne P. Kelley, Superintendent of Documents and Judith C. Russell, Director of Library Programs Service. Reports of individual departments followed. Mark Skelly, Head of Records Branch, WHCLIS (White House Conference), reported on the five electronic dissemination information pilot projects. The objectives of the studies were: 1) Disseminate electronic information; 2) Could libraries handle it? 3) Use of electronic information; 4) Costs. The special report detailing the 5 projects will be distributed and sent to depository libraries within the next few months.

During the Federal Agency Seminar, John Kavaliunas, Chief Data User Services, Bureau of the Census, described the 1800 State Data Centers which are designated by the Governor of each state and make information available to a variety of organizations. There is a Census Electronic Bulletin Board which is available by modem at (301) 763-7554. Ken W. Rogers, Director of Business Analysis, talked about the National Economic, Social and Environmental Data Bank. Some of the new features include “PEP” the President’s Economic Plan, “Vision of Change for America.” Other new features include the Economic Bulletin Board on the Internet (not free at this time, subscription $200 to $300 per year); the “Health Care Report” was available through FTP or Archie file, STAT-USA.
GOV; State of the Nation will also be on NESE. There will be a monthly “Electronic Magazine” which will focus on educational use. The first issue will be fall 1993.

The Dept. of Commerce’s goal is to serve 1 million customers by 1996. To accomplish this they will concentrate on 1) Direct customers, 2) Libraries, 3) State and Local government, 4) Information vendors.

The rest of the afternoon was spent attending Information Exchanges. Each participant elected to attend two of the following seminars — Electronic Access/Allocation of Resources; Distribution, Claims, etc.; Acquisitions, Classification, Micrographics; Cataloging, Monthly Catalog, etc.; and Inspections, Manual, etc.

On Thursday, April 22, Paul Patwell, Regional Librarian, Newark Public Library talked about using an electronic network for interdepository cooperation. He provides the 41 selectives in his state an Electronic Bulletin Board where he loads the discard lists and other information. He mentioned receiving the University of New Mexico’s discard list on a floppy and how he loaded it onto the BBS. The system has saved him time and money by not having to send out paper copies.

In closing, Wayne Kelley stressed GPO’s future of cutting back on printing and increasing the electronic dissemination of government information. If we work together this can be achieved. For more information on these activities and issues, please contact your local Federal Depository Library or watch for conference minutes and proceedings to be published in future issues of Administrative Notes.

Ed note: This report, which was excellent, was greatly edited for publication. If you would like a copy of the full report please contact Against the Grain or the author of this section.

P.L.A.I.N. — Issues in Acquisitions Management
Chapel Hill, N.C.; May 18, 1993

by Janet L. Flowers
(UNC- Chapel Hill)

The P.L.A.I.N. (Piedmont Libraries Acquisitions Information Network) met on May 18, 1993 in Chapel Hill. P.L.A.I.N. is an informal regional group of primarily acquisitions librarians but also collection development and technical services staff. It was started by Bill Schenck (and others?) in April 1977. After Bill left UNC, Helen Miller (UNC-CH) and John Via (Wake Forest Univ.) became the co-chairs and have continued a tradition of two meetings annually. The meeting draws from 50-70 staff members and is a good opportunity for exchange of news and ideas.

This meeting began, as always, with brief news from the libraries represented. There appeared to be two themes. A number of libraries are waiting for DRI to improve their acquisitions/serials module. Many libraries are looking into issues related to electronic access and re-allocating funds to cover this new service.

Janet Flowers then talked about the UNC-CH SILS Alumni Day which was reported previously in the June issue of Against the Grain.

The main program concerned TQM and acquisitions. John Via, from Wake Forest University, described the process recently initiated at his institution. He expressed enthusiasm for the concept of quality as a goal worth pursuing over the long term. He noted that quality is in the perception of the customers and that research has shown that 94% of work problems are related to the processes not the workers. John also reported that improvements in quality are most likely to come from those who do the work. He explained that TQM requires a lot of resources, including time, training, and consultants. He emphasized the need for continuous training and documentation. He also noted that it is not a one-time process, but rather an ongoing incremental one. Finally, he expressed the opinion that the entire institution, not just a library or department, needs to be committed to the process for it to succeed.

John described TQM’s emphasis on the customer and used the analogy of a cafeteria to explore areas for improvement. With a cafeteria, for example, one could consider whether to work on the quality of the food, the variety, or the layout of the serving areas. He explained that after tackling one area, a TQM team could go back and address another one.

Then, Connie McCarthy talked about the implementation of TQM, which they call “Continuous Improvement,” at Duke University’s Library. She considers their “official process” to have begun in Janu
Saludos desde Guadalajara:
SALALM XXXVIII
Annual Conference,
Guadalajara, Mexico, 15-20 May, 1993
by Claire-Lise Benaud
(University of New Mexico)

SALALM (Seminar on the Acquisition of Latin American Library Materials) held its 38th Annual Conference in Guadalajara, Mexico, bringing together Latin Americanist librarians and bookdealers covering Latin America. The majority of the conference attendees came from the United States with a sprinkle from Latin America and Europe. All enjoyed their stay at the plush Holiday Inn and took advantage of its lovely garden. The theme of this year's conference was "The Impact of Science and Technology on Human Communities and the Environment in Latin America and the Caribbean." While conference panels, workshops, and roundtables were offered on a wide variety of topics ranging from the electronic library environment to Cuban historical and contemporary bibliography, a number of panels reflected this year's theme and focused on the environment and Latin American science.

Among these was a session on "Popular Campaigns Against Environmental Damage." Two of the speakers presented local efforts: Jon Paul Rodriguez, from Pro-Vita, a small environmental organization based in Venezuela, spoke about the conservation of wildlife — specifically parrots - in Margarita Island. With the help of slides, he presented Pro-Vita's objectives, its staffing, and its publications. Gabriel Sanchez, a member of CODEFF, a Chilean organization, explained how the conservation of the "auracaria" pine tree, also called the "peguen," was intricately related to the economical and spiritual life of the "peguenche" community. The last two speakers, Arturo Curiel Balerstero and Leonardo Meza, both from the University of Guadalajara, discussed the role of the university in the protection of the environment and the characteristics of non-governmental environmental groups in Latin America.

For the last four centuries, Latin American science has been an object of curiosity for Europeans. The panel "An Object of Curiosity: Latin America and 'Science' from the 18th Century to the 21st" presented two historical accounts. In "Scientific Expeditions in Spanish America Under the Bourbons," Rafael E. Marrero emphasized the state financing of expeditions during the 18th and 19th centuries. Starting with the first expedition of 1735, Spain which had a great interest in botany, medicine and silver, financed many expeditions to Latin America. Robert McNeil spoke on Humboldt and his enormous influence on other naturalists in "The Humboldt Current: Northern European Naturalists in Latin America, 1799-1859." The Prussian aristocrat Humboldt, the founding father of the naturalists, was born in Berlin in 1769. In 1799, King Charles IV of Spain granted him permission to carry out his research in South America. With young botanist Aimon Bonpland, Humboldt went to Venezuela, Cuba, and New Spain. After 1804, Humboldt settled in France where he published some 30 volumes, including scientific data as well as the narrative of his travels.

David Block, one of the speakers on the panel "Cultural and Biological Consequences of the Encounter" presented a paper on the history of a Latin American discovery: chinchona or quinine was found to cure malaria, an endemic disease in the Mediterranean basin and Africa. The bark of the chinchona tree, which grows in the Andes, contains the effective agent quinine which reduces fever. Even though the discovery, introduced in Spain and the rest of Europe in 1639, was enthusiastically received, European doctors only accepted the medicinal quality of quinine in 1660. Humboldt studied the chinchona taxonomy and the concentration of quinine according to the different species of trees. The "barking" of chinchona trees started in the Andes (the trees were cut down in order to harvest the bark). No hard data exists but millions of trees were cut. In 1885, Latin America was displaced as a bark producer and replaced by Asia, and especially Java, for commercial production.

Book exhibits and business meetings also played an important part in SALALM. Plans are already underway for next year's meeting which will be held in Salt Lake City, Utah. The theme will be Latin American literature.