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Bet You Missed It/Press Clippings/In the News

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Technology Investment: Does It Pay Off?
by Sandy Beehler
(Cornell University)

A primary assumption behind automating systems (including library systems) was that we would all be able to do more work in less time. But, as we all suspected, this assumption has not proven true in practice. One difficulty is that mechanisms to measure benefits in productivity are not in place. A new study from MIT's Sloan School of Management looks at customer behavior to judge the results of information technology investing, finding that customers bought more from firms that had spent more on automation. But statistics show that productivity actually stagnated in the service industries that invested most heavily in technology. This is not unprecedented: another recent study from Stanford University found that it took industry two decades to see results from investments in electricity in the early 1900s.

See - "What Computers Are For" in The Economist, January 22, 1994, p. 74

Chinese Market Overview
by Lynne Branche Brown
(Pennsylvania State University)

This special supplement to the Wall Street Journal provides a 20 page overview of China for those interested in doing business there. Looking like an almanac, the supplement includes a brief history of China, an article on its business culture, articles about doing business in China, a brief bibliography, a full page of economic and market statistics, a map and descriptions of the provinces, a page of contacts, phone and fax numbers, an article on the spending habits of the Chinese and an article on investing in China.


DCT Comes of Age
by Lynne Branche Brown
(Pennsylvania State University)

An "upstart" company which holds a patent for a new digital-compression technology says its product will allow homes to receive movies, interactive games and services over 26-gauge copper phone wire. Digital Compression Technology chairman Judd Judelson says he is negotiating a deal with a regional Bell telephone company. The technology has not been field tested yet, and some competitors are skeptical about how it will function when competing with existing telephone traffic. Professor of engineering and applied science at George Washington University, Hermann Helgert, "dubbed the DCT technology a breakthrough, and says he believes it performs as stated".

Watch What You Say (On E-Mail) by Pamela Rose
(State University of New York at Buffalo)

Epitepe, Inc., a biotechnology company in Oregon, has filed a more than $5 million lawsuit against former Kidder, Peabody & Co. broker Karl Kipke alleging that Kipke (logging on under the name “William Smith”) made “false and misleading defamatory statements” about Epitepe via e-mail, causing their stock to drop.


Neither a Borrower Nor a Lender Be by Lynne Branche Brown
(Pennsylvania State University)

“Lending losses force librarians to step up security on stepped-down budgets”. This two-paragraph news item says that the American Library Association reports that libraries expect to lose 1.1% of their materials to theft each year. A spokesperson for a county library system says that borrowers don’t consider it theft, since their tax dollars paid for the materials. Turning to another type of security, a footnote reports that to improve safety, the 23 branches of Charlotte, N.C. area system installed “panic buttons” under librarians’ desks.


Workflow Take All by Sandy Beehler
(Cornell University)

In the search for better ways of doing more with less, companies are moving from a classical “input-process-output” method of measuring production to new “workflow” methods developed in the early 1980s at Stanford. Workflow methodology is based on “transactions”, closed loops which can be broken down into four steps: preparation, negotiation, performance and acceptance. The last step, involving customer satisfaction, was not incorporated in earlier methods. The loops within loops within loops that constitute any workflow could not be charted without the help of powerful computer programs. These programs run in conjunction with e-mail software to track hundreds of transactions that make up the production process. Workflow helps pinpoint where things go wrong as they happen; it also encourages employees to take initiatives and coordinate their own actions. As many companies switch from mainframe computers to client-server networks, the workflow market is expanding. Results so far are good enough to guarantee that workflow methods will gain rapid acceptance in the business world.


And The Prices Keep Tumbling Down by Sandy Beehler
(Cornell University)

As has happened in the PC market, the price of applications software for PCs is rapidly dropping. A price war is in the offing. For software producers, market share is everything. The cost of developing new products is recouped by selling in huge volumes and the offering of upgrades — the upgrades insuring a steady income. In order to build the customer base, new products are sold at low “special” prices. However, these “special” prices tend to become permanent. At the same time sales and marketing firms are targeting domestic computer users. Firms such as Microsoft are planning to offer hundreds of new products aimed at households over the next few years. To reach this market, they are employing new sales channels: retail chains, supermarket demonstrations, door-to-door and especially mail order. Firms are also adopting a modular approach to designing software, and offering a range of new services to existing customers. Cutting costs and going public are other ways firms are trying to prop up profit margins.


Is Hollywood a Fading Chapter? by Rosann Bazirian
(Syracuse University)

This article addresses what might happen to companies that have for decades dominated the manufacturing and distribution of creative works, namely movies, records and book publishing, once the information highway is firmly established. The author questions whether companies that currently dominate these industries will be able to stay in control. Mergers such as IBM and Blockbuster Entertainment, to transmit recorded music over optical fibers, and Bell Atlantic with Tele-Communications Inc. to provide information and entertainment to our homes, are leaving Hollywood companies in the dust. This article addresses the fact that studios are no longer needed to produce movies, and publishers are no longer needed to produce books, as we move toward on-demand books, CDs and videos. As MCA Music’s Al Tellier states, “electronic music is simply a challenge we have to face . . . if we have to reinvent ourselves to maintain our viability so be it”. This is a fascinating article about what the near future might bring.


Vice-President Keeps An Eye On Traffic by Joan Losio
(University of Northern Iowa)

In a recent interview, Vice-President Al Gore compared the role of an assertive government in opening the country to travel and commerce to what he sees as its future role in facilitating the availability of telecommunications. He describes the mission of the government as serving as “referee, facilitator, envisioner and definier”. According to Gore, the burgeoning of computer, telephone, cable and wireless communications requires government intervention to avoid a traffic jam on the coming information superhighway. Stakes are high. Currently, the electronic media account for about the same share of the GNP as the health-care Industry (about 15 percent). Four basic issues dominate the government’s concerns: antitrust policy, universal access, fairness and privacy. Subsidies will be required to ensure equality; unfortunately, taxpayers are unlikely to be willing to support information subsidies. What is clear at this point is that the Clinton-Gore administration and its Information Infrastructure Task Force will continue to bring the topic of telecommunications regulation into government debate.

This Should Be Rated PG-13
by Twyla Rasz
(Eastern Michigan University)

The authors present the various definitions and characteristics of children’s literature and the cognitive development of children and then examine a content area that defies any children’s literature definition: the Holocaust of World War II. Some critics have declared that any fiction written about this subject is not only impossible, but immoral. Walter and March review the categories of Holocaust literature for children, in particular two books published and marketed as picture books. These are Margaret Wild’s Let The Celebration Begin! (1991) and Roberto Innocenti and Christophe Galfaz’s Rose Blanche (1990). Suggestions are made on how to use books on the Holocaust with children and the authors emphasize that this category of books is for adults to share with children.


Real Science
by Pamela Rose
(State University of New York at Buffalo)

Beware myth-makers who generate popular misconceptions about science! Oxford University astrophysicist David Clements was awarded $1100 from Britain’s Office of Science and Technology to educate science fiction writers about real science. The grant is part of a project in the public understanding of science. Clements hopes to prevent such howlers as L. Ron Hubbard’s assertion in Battlefield Earth of the existence of “a part of our galaxy where they have a different periodic table” by introducing more scientists to share their knowledge at science fiction conventions.


Employee Involvement on the Line
by Stephanie Bazirjian
(Texas State Library and Archives)

In an effort to involve employees in decision-making, managers may often be violating guidelines put forth in the National Labor Relations Act. In setting up “action committees” consisting of employees and a management representative, choosing the meeting times and supplying the meeting space, a company’s employee involvement program may actually be ruled an employer-dominated labor organization. The groups are often ineffective because employees fear retaliation if they go against management’s decisions and this is not an “equality of bargaining power” as defined by the 1935 act. The National Labor Relations Board decides whether a company is violating the law through a 4-step test. The company can be relatively sure its employees are equal partners and not “labor organizations” by following some suggestions of the Alexander Hamilton Institute – 1) Be sure the group encourages two-way feedback; 2) Discuss ways to improve productivity and efficiency — not topics like grievances and working conditions; 3) Management should not dictate size and structure of groups, topics to be discussed or hours and location of meetings.


The Compact Disc Market no Compact Anymore
by Sandy Beehler
(Cornell University)

The range of classical music available to listeners has increased dramatically in recent years. Although classical music accounts for only a small percentage of total music sales, that percentage has been steadily rising, from 3% in 1980 to 4.4% in 1992. The revenue thus generated has enabled recording companies to offer more and better classical recordings. The onset of the compact disc raised sound quality, launching a widespread "replacement" market as music lovers substitute CDs for LPs. The well-publicized careers of a few performers have given popular appeal to classical music. Above all, populations in all principal markets are ageing, and classical music is preferred by people 30 years or older.

On the supply side, record companies are divided into majors and independents. The majors have the money to produce high quality recordings and maintain extensive back catalogues. The independents supply obscure and specialty titles to the market. Interestingly enough, established independents release about the same number of new recordings each year as do the majors. But the current success of classical recordings may not continue. Already, budget labels are making inroads into the majors’ market, though the independents are less affected.

Recording companies are looking at a number of ways to boost sales and attract new customers. Some are expanding retail space; others are relying on new technology, such as digital compact cassette and the minidisc. On the cutting edge, interactive CDs are already being marketed — including one of Beethoven’s Ninth. There is still a vast storehouse of unrecorded music to be tapped. And living composers continue to add to their repertoire in the 90’s.


Digital Doctoring
by Pamela Rose
(State University of New York at Buffalo)

Neuropathologist and editor of the Journal of Histochemistry and Cytochemistry Paul Anderson and his colleagues think it’s time to develop policies to guard against digital image fraud. There have been no known cases to date of deceptively doctoring digital images in the scientific literature. However, proposals for safeguards are being discussed at meetings of scientific editors, including requirements that researchers preserve and make available on request an electronic history of an image, similar to FDA regulations adopted two years ago for other kinds of computer-generated data. Steven Erde, Cornell Medical School Director of Academic Computing, points out that one researcher’s noise is another’s data. And where does cleaning up an image to make it more readable end and deception begin? A few journals have set and others are discussing policies for handling digital photographs, and the FDA is considering expanding their policy and making similar requirements. The National Library of Medicine Deputy Director Michael Ackerman, who is responsible for the “Visible Human” initiative, is concerned about clear records of alteration so that no one is misled. Without such a record, he notes, the scientific values becomes questionable. In addition, some companies are exploring special cameras that create tamperproof records of the original image (see “Technology for Turning Into Believing” p. 318). Ackerman notes all these safeguards “... only keep honest people out” but believes the barest of precautions is better than none at all.

Government Budget Proposal and Libraries
by Pamela Rose
(State University of New York at Buffalo)

President Clinton's 1995 budget proposal contains a last minute provision that places a one-year freeze (a "pause") on the amount of indirect costs that institutions can recoup from the federal government, including expenses associated with research grants for libraries. Several lobbyists for academia say the White House may fuel legislative efforts to lower reimbursement rates.


Work Outs Not Just Physical Anymore
by Stephanie Bazirjan
(Texas State Library and Archives)

Through a program called "Work Out", GE has been increasing production and empowering its employees for the past four years. Work-Outs are problem-solving "town meetings" involving all levels of employees where they come up with solutions to problems that are then passed on to upper management. It has changed the role of manager from dictator to facilitator, given the work force advisory role, and has "horizontalized" the company. The term "workout" is meant three ways—participants get a mental workout, they work out problems together, and they take the extra work out of their jobs. The program can work either on the corporate or departmental level.

The basic format is a three-day gathering of 40-100 people, including a cross-section of ranks. The boss tells the group which issues to work on. A facilitator is assigned to each group and for two days they discuss dozens of ideas to be proposed to management. On the third day, the boss returns, listens to the ideas and is required to make on-the-spot "yes-or-know" decisions. If the decision is "I need more information," another team is put together. All of this encourages employees and managers to fulfill the corporate mission.


Access Denied!
by Philip Dankert
(Cornell University)

In what is believed to be a first, a graduate student at the University of Texas at Dallas has filed a $2 million lawsuit against the university for violating "his first amendment rights by barring him from the Internet and the campus computer network". There is not much doubt that at the heart of this matter is the struggle by colleges to balance free speech with concern over computer security and the use of computer resources. The student in question had been warned on more than one occasion that his use of electronic mail ("missives" on Russian and Ukrainian politics) was not permitted under university rules, i.e., campus computers must be used for "activities that are directly related to educational purposes".

According to Carl M. Kadie, Co-editor of "Computers and Academic Freedom", an on-line newsletter, the "concept of deciding what is educational and what is not at a university is a legal minefield".


Me First, Me First
by Rick Heldrich
(College of Charleston)

The anticancer compound, taxol, which is gleaned from the Pacific yew tree bark, has recently been prepared in the laboratory by two different groups of chemists. Dr. Holton and his colleagues at Florida State University achieved their synthesis on December 9th, 1993. Dr. Nicolaou and his colleagues completed their synthesis on January 15, 1994. Both synthetic efforts are praised by other synthetic chemists across the country. The publication of these outstanding achievements is a story in itself.

The Holton group submitted a paper to the Journal of the American Chemical Society on December 21, 1993. The Holton paper was accepted, after review, and was published in the February 23 issue of JACS 116, 1597 and 1599 (1994). The Nicolaou group submitted a manuscript to Nature, which was accepted after review on January 31, 1994, and was published in the February 17 issue of Nature, 367, 630 (1994). That the first synthesis is published after the second synthesis is not unusual in itself. Holton's group will claim that their synthesis is the first, since it was completed in the laboratory first. Nicolaou's group will claim that their synthesis is the first, since it was accepted for publication in the peer review process first. Who was first is likely to be a matter of greater concern for pride than money, since neither route appears to be a practical alternative to the current commercial process.

What was unusual, was that the Holton work was announced in a Florida State press release, prior to publication, but after acceptance by JACS, on Feb. 8th, 1994. The Editor of JACS, Allen Bard, became aware of the impending publication by Nicolaou in Nature, and set an earlier than usual date for Holton's work to be published. Even with the early publication in JACS, Nicolaou's work was publicly printed prior to Holton's but Holton's was discussed by the popular print media first. The general information magazine of the American Chemical Society, C&EN News, made the rare decision to discuss the work of both Holton and Nicolaou in an article that preceded the publication date of Holton's work in JACS. JACS is also published by the American Chemical Society. The dilemma is described in a short statement associated with the C&EN News article, entitled: "Journals and the Press: A Tricky Relationship."


I Saw It On TV
by Twyla Rasz
(Eastern Michigan University)

Mengin, a student in cultural economy at the University of Paris, studied the effects book presentations on television have on French publishers, booksellers, authors and readers. These results are applicable to the U.S. also. Authors successful on television are telegenic; books featured have increased sales; readers want the books seen on TV; and booksellers stock the titles discussed. Since the relationship between publishers and television will continue to expand, e.g. audio books, books based on TV programs, the book industry needs to be wary or it may discover that this growth has been to its detriment.


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Baby Bells Grow Up
by Sandy Beehler
(Cornell University)

America’s regional telephone companies have been busily making deals with multimedia giants like Viacom, TCI and Time Warner. They are doing so in order to position themselves to offer specialized products to consumers through new fiber-optic information superhighways. The heavy investments they are making, however, may not pay off until well into the next century, and perhaps not to the extent they are planning on.

Initially, the Baby Bells expect dramatic revenue increases from three products: cable-based telephone service, videophones and “video-on-demand”. They require very little additional investment to put into place. But the effects of competition on prices in their traditional market may have been underestimated, and these basic services could turn into a low-margin commodity business. Most revenues from multimedia will be generated by products that do not yet exist, such as interactive television. Investment in and possible problems with development of software and hardware would cut into projected profits.

To balance the rising cost of multimedia investment, the Baby Bells are scurrying to cut costs. “Re-engineering” and streamlining are the current buzzwords. If the market for multimedia products proves to be as large as expected, the baby bells and cable companies will be in the right place at the right time. If, as some critics suggest, the market for these products grows only very slowly, they will be wishing they were in another line of business.


A Horror Story
by Rosann Bazirjian
(Syracuse University)

This is an amusing article about the trials and tribulations of purchasing and installing a new PC. Stratford Sherman, a self-defined “power user”, advises the reader to “learn from my experience and spare yourself some grief”. Sherman compares buying a new PC to the purchasing of an automobile in the 1920s, where the driver was practically forced to also be a mechanic. The “personal computer business imposes insane technical demands on customers”, and the only difference is that if you are a “power user” as opposed to a “normal user”, you do not panic when things go wrong. Sherman then decries the features he was looking for in his new desktop PC: computing power, speed, good storage capacity, a reasonable price, high quality and reliable service. He compares his findings for IBM, Ambra, Compaq, Dell and Gateway 2000, with the average bid coming in at $5000. The rest of the article speaks about the “horrors of installation” in such an amusing way, that one needs to read this article for the sheer enjoyment of it.


Censorship or Selection?
by Sarah Tusa
(Lamar University)

How thin is the line between selection and censorship? Martin Pederson examines the practices and attitudes of booksellers and First Amendment advocates in this PW article. Booksellers ostensibly make “buying decisions” based on a number of factors, including “sales histories, space limitations, gut instinct and taste”. There are some who argue, though, that censorship is often involved. When a bookseller decides not to stock a controversial title, is he exercising his right as a private business manager, or is he violating another person’s right to freedom of expression? Booksellers generally deny that they are practicing censorship, based on their belief that “refusal to stock a book isn’t the same as making it unavailable”. After all, as the author points out, many bookstores are willing to special-order books on request.

The American Booksellers Foundation for Free Expression has on the one hand fought on behalf of controversial books, such as Salman Rushdie’s Satanic Verses, but asserts that the First Amendment “also protects one’s right to sell it”. One spokesman further argues that freedom of speech does not mean that “we have to disseminate that speech”. Censorship spokesperson Nat Hentoff, however, questions the motivation behind some decisions not to stock or display a book, and backs the decision with the words of Phil Kerby, who wrote: “you’ve got to realize that censorship is the strongest drive in human nature. Sex is a weak second.”

Executive Order on Declassification
by Philip Dankert
(Cornell University)

In this “Point of View” piece the author, who directs the Project on Secrecy and Government at the Federation of American Scientists, discusses what he sees as the major problems with the Clinton administration’s first draft of a new executive order on classification of national security information. They are: 1) Maximum time that documents may remain classified is too long (40 years). It is noted that a “consensus has emerged among scholars . . . . that the maximum duration of classification should be no more than 20 years, with only the narrowest of exceptions allowed”. 2) The process for systematically reviewing documents for declassification won’t work. The costly, labor-intensive process of reviewing records, on a page-by-page basis after 25 years would be both notoriously slow and painful. There is even the suggestion that “the systematic review of many classified documents would never be undertaken”. 3) Classified documents created after the executive order takes place would remain secret too long. The time frame here is set at 10 years for the declassification of secret documents, and 15 years for those labeled “top secret”.

At present, most government agencies do not even attempt to follow a timetable for declassifying material. Many documents dating back as far as World War I still remain inaccessible, because their disclosure ostensibly could damage national security. Aftergood notes that “the authors of the draft executive order have labored in good faith to raise the classification system out of its present morass”. Since most, however, “represent agencies concerned with protecting classified materials, their interests do not fully encompass or mirror the concerns of public consumers of government information”.


Are You A Member of the Contingency Work Force?
by Rosann Bazirjian
(Syracuse University)

This article discusses the increasing use of temporary workers, and indicates that one out of four workers is now a member of the contingency work force. The author indicates that analysts are predicting that by the year 2000, half of all working Americans will be temporary workers.

Charles Handy, a British Consultant, says that “an organization will be more like an apartment block . . . an association of temporary residents gathered together for mutual convenience”. This article continues to describe the types of people who make up this contingency work force and then continues to explore why this reliance on temporary help is occurring. Some companies see it as an answer to downsizing. The effects of temporary workers on productivity is also questioned. A good portion of this article is spent on the effects of part-time work on individual personal lives, and although stressful for some, in other cases the quest for part-time temporary work is preferable.


The Upside of Downsizing
by Rosann Bazirjian
(Syracuse University)

Author Ronald Henkoff speaks about the common practice of downsizing in this article. He states that although downsizing has been occurring every year since 1988, this is the first year that managers and professionals are being targeted in great number. Henkoff’s belief is that downsizing is not profitable, unless done correctly. In fact, he says that only 34% of businesses which have experienced downsizing have reported any increases in productivity to the AMA. Unless businesses “devise and deliver a clear and credible plan for renewed growth”, downsizing would be ineffective. Henkoff speaks about the importance of dealing with the emotional stresses of downsizing and the accompanying insecurity which the workforce feels. Courses to help re-train employees help relieve some of the tension. A carefully managed early retirement and severance option plan also helps. Henkoff’s message is, if downsizing is necessary, do not expect any accompanying benefits unless you have created a “well-thought-out strategy” to help surviving employees while continuing to reach for growth. This article will give the reader some business strategies for dealing with downsizing.


Nature Meets The Times
by Rick Heldrich
(College of Charleston)

A British newspaper, The Sunday Times, and a British Scientific journal Nature, have become embroiled in a classic and very public debate. What’s at issue? Why nothing less than the cause of AIDS. Is it HIV-1 or lifestyle that causes AIDS? Nature, of course, weighs in heavily on the scientific premise that it is HIV-1. So what can The Sunday Times use to argue against the scientific position espoused by one of the internationally recognized scientific leaders? None other than the opinion of a scientist from a leading U.S. university, a molecular biologist from the UC-Berkeley, Dr. Peter Duesberg. Dr. Duesberg has expressed his view that anal intercourse and drug-taking are the cause of AIDS, not HIV-1, in a 1987 Cancer Research paper. Juicy, intriguing, curious, and provocative? You bet. The reputations of the two publications add to the mix. Nature is a premier scientific journal with peer review, etc. The Sunday Times is a weekly popular publication, at times a mix between a tabloid publication and a newspaper in the style of, but not to be confused with, The Times. (The Sunday Times and The Times are both published by Rupert Murdoch’s News International.)

So, why would Nature debate, much less care about the opinions of The Sunday Times? For one, Nature wants to debunk the concept that AIDS is a homosexual problem. For another, Nature wants to keep the lay public informed about the scientific evidence concerning the transmission of AIDS by HIV-1. Among other claims, The Sunday Times says that Nature is closed to alternative theories on AIDS, specifically those expressed by Duesberg which have been rejected from publication as a letter to the editor in Nature. Nature retorts that The Sunday Times also rejects letters to the editor that are contrary to their views. This is a debate that shows no sign of fading away, as both sides seem determined to defend their editorial positions with heels dug in and backs to the wall.


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