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And They Were There / Meeting Reports

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Resource Sharing, Access, Ownership

Presented by
the U. of Oklahoma Libraries and
the U. of Oklahoma Foundation

Report by Mary L. Compton, Senior
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The annual University of Oklahoma
conference was held March 3-4, 1994 at
the Sheraton Inn, Norman and was
attended by 94 participants. The confer-
ence was chaired by Sul K. Lee, Dean,
University of Oklahoma Libraries. The
major theme of the conference was effec-
tive resource sharing among libraries.
Almost 85% of the participants were
from academic libraries. I gathered some
useful information for the consortium we
are currently participating in with
UNM, NMSU, LANL, NMT, and PL, as
well as some new ideas for our own
collection management problems. I have
just tried to hit the high points here.

Thomas Shaughnessy,
University of Minnesota—Twin Cities

Shaughnessy's first major point was
that resource sharing agreements do not
take the place of building your own
collection. Each library member of a con-
sortium must take on the obligation for
meeting most of their customers' pri-
mary information needs. In his consor-
tium the goal is to provide 95% of the
information resources needed within the
institution and borrow only 5% from oth-
ers. (They measure this using circulation
data, in-house use data for books and
periodicals, and reference request data.)
What this means is that “we must main-
tain our collections or the whole fabric of
resource sharing will fall apart.” In
any consortium there will be net lenders
and net borrowers, but all must contrib-
ute resources in order for resource shar-
ing to be successful.

His second major point was that the
document delivery/interlibrary loan pro-
cess needs to be improved. The process
should be “fast, right, easy, and cheap.”
Libraries must move from a process cen-
ter to a service center. We cannot substi-
tute “just in case ownership” for “just in
time access” unless we can furnish
needed resources “just in time.” Curently
libraries (academic) are not doing this.

His last three points were: Design a
distributed research collection (coor-
deinate development of comprehensive
collections, nationally and regionally); Start
digitizing non-copyrighted materials (as
part of preservation also); Shift to a new
paradigm: from document delivery to
information delivery to the end-user.

Fred Lynden,
Brown University

(opening joke: Whoever says that
remote access can’t hurt me has never had
carpal tunnel.)

Lynden covered many of the same
themes as Shaughnessy with these addi-
tional solutions: Outsource work (cata-
logging, for example; approval plans are
an old example of this for collection de-
velopment); Use EDI to process serials
claims, etc.; Develop expert systems to
assist users in finding information.

One interesting point made by both
Shaughnessy and Lynden following their
presentations was that ARL libraries have
more items without bibliographic access
than with bibliographic access. They
were referring to their archives and manu-
scripts collections and bemoaning the
fact that they have to settle for collection
level indexing.

Genevieve Owens,
University of Missouri—St. Louis

Owens spoke about the challenges a
small university or college library has in
deciding what it should acquire for its
collection. Questions such as: will it be
used? should we satisfy current user
needs only? are key to her decisions.
While an academic research library usu-
ally assumes that 20% of its resources
will satisfy 80% of information needs,
this usually shifts to 40% of the resources
satisfying 80% of information needs in
college libraries.

In order to verify that this is indeed
happening, collection management li-
brarians must be able to track records on
previous selections. To perform this col-
collection analysis, we need systems that
will produce this data easily. We must
be able to formulate queries of our own
choosing using our own computers. This
information is vital in assessing the rela-
tive importance of various subjects and
will help us define the core of our collec-
tion. On resource sharing she commented
that by satisfying current user needs col-
lege libraries may end up with homoge-
 nous collections and rely on ARL li-
braries for the unique resources. Resource
sharing is always difficult for small and
medium sized libraries.

Donald Simpson,
Center for Research Libraries

Simpson's most interesting point to me
was that collection development
(ownership) and interlibrary loan (ac-
cess) operations must be coordinated.
Successful resource sharing requires bal-
ancing access and ownership. But while
resource sharing is essential it is not a
panacea. It does not save dollars, but it
does expand the realm of information
resources available and improve the qual-
ity of life for our customers.

Charles Hamaker,
Louisiana State University

Hamaker is one of the most outspo-
ked critics of journal publishing prac-
tices today. He tried a new method of
determining what customers need from
their library's journal collections. Ask
them.

John Secor,
Yankee Book Peddler, Inc.

Secor's talk focused on the many man-
agement concepts and ideas that have
been tried in recent years. He warned
that many of these concepts or fads were
a quick fix that managed immediacy and
that skills such as creative thinking, stra-
tegic thinking, and decision making had
taken a back seat as a result. While prais-
ing TQM because it touches both people
and processes, Secor panned most of the other fads including benchmarking, re-engineering, and right-sizing. He acknowledges that both businesses and libraries need to find new ways of doing business, but never lose sight of the customer. We need to be able to answer the question: what business are we in?

Conclusions I have drawn from this conference are:

- Resource sharing agreements do not abrogate our responsibility to furnish our own customers with most of the materials that fill their information needs.
- Good collection management is vital in determining how well we are satisfying our customer needs and reports on collection usage are important tools used when making these analyses.
- Always look for new ways to determine our customer's information needs.

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Trinational Library Forum

February 24-26, 1994, Monterrey, Mexico

Report by Carolyn Mountain (Latin American Information Specialist, Parish Business Library, University of New Mexico)

This was the fourth annual conference of the Transborder Forum, whose name was changed this year to the Trinational Library Forum, reflecting the addition of Canada. It was initially conceived as a conference for librarians on both sides of the Mexican border, focusing on collection issues as well as the impact of the emerging information technologies. As a result of NAFTA, it has been expanded to include Canada. Although the only Canadian presence was particularly well articulated by Rick Wilks, CEO of a small Canadian press, Annick Press, it raised the question of whether this group would remain focused on border library issues. This dilemma was highlighted by the lack of an immediate invitation by any of the U.S. border states to host it next year. So UNAM (Universidad Nacional Autonoma de Mexico), in Mexico City, was delighted to offer next year's locale! This group is still new enough that these questions can be batted about with little intransigence on the part of certain parties. Its focus and mission will probably be more defined next year as the attendance grows even larger (around 250 this year).

I was pleased with the organizational efforts of the Instituto Tecnologico de Estudios Superiores de Monterrey, which sponsored the conference. All the excursions, including to the Instituto and a modern art gallery (converted from the original buildings of the Moctezuma beer brewery) were remarkably well organized. We were herded around by bright and affable students who somehow managed to get us everywhere on time — to the minute — even making those of us who got absorbed in the beer making process or some arcane or technologically advanced part of the library feel that there was no rush, just urging us gently to move right along. And this was Mexico? Well, it is at least a part of Mexico which reflects the enormous expansion of the industrial and technologically sectors of the economy. Monterrey is
the third largest city in Mexico and is really rather wealthy. The school was founded 50 years ago by the owner of the large beer brewery, Moctezuma, and has been heavily endowed by the largest industries and corporations of Mexico. Tuition is expensive, especially by their standards; $3,000.00 per semester, although they have begun to expand their scholarships, and it is the premier institute for engineering, business and technology in Mexico, with 26 campuses around the country. A graduate of this institute can proceed along a career track which brings him/her into the highest levels of political and social power in Mexico. The recently assassinated PRI candidate, Luis Donald Colosio, was a graduate of this school.

At this juncture I would like to digest a moment and comment on their library. Rather new, it has benefited from a very favorable relationship with IBM, which collaborated with them to provide state-of-the-art computer technology for the library. They have an institutional LAN for all their online services, which include the Dow Jones Retrieval Service, the Mexican stock market, the Wall Street Journal, many Mexican newspapers, government statistics from INEGI, among others. Then they have a separate LAN for CD-ROM databases, over 40 separate titles, including almost all of the Silver Platter, UMI and nationally produced databases, as well as two separate workstations for ABI/INFORM Full Text. Their Reserves section has almost everything placed on reserve, except books, scanned into a system so that readings can be downloaded or printed out (on a laser printer) within a few minutes. What a luxury! The staff was, naturally, very gracious and informative. Although they have a fairly standard number of professional librarians in Reference and Technical Services, they have their database instruction handled by student staff and graduate students who are probably more familiar with the coursework and current jargon than the professionals. They call this "peers teaching peers" and have found it to be very successful.

Simultaneous translation was provided for those who were not bilingual, though when small-group discussion broke out in the workshops, they had to revert to asking how many were more comfortable in English or in Spanish. Interestingly, there were only a handful of Mexican librarians who could not speak or understand English, while there were many more U.S. librarians who did not know Spanish.

The workshops which were most relevant and informative for me were on collection development, information technologies and on user education:

1. The collection development workshop focused on a prospectus for collection development which was created jointly by a librarian at the University of Guadalajara and Dora Biblarz at Arizona State University (University of New Mexico General Libraries many years ago). It is a general prospectus which does not focus on Latin American collections, but which is formulated rather differently than the RGL prospectus. It analyzes a collection according to what is taught in each department, as reflected in the most current college catalog. It was only published a couple of months ago, and is being implemented in a small college in Washington state. It needs to bear further investigation.

2. The workshop on information technologies gave a very useful overview of the state of library information systems in Mexico and in the United States. The major development of CD-ROM technology in Mexico comes out of the University of Colima, a rather prolific provider. The U.S. side was presented by the head of Reference at a small private school in Texas, St. Edwards University.

3. User education issues don't vary tremendously between the two countries, except a few themes were repeatedly brought up by Mexican librarians that we no longer seem to address as strongly. Librarians at the largest institutions, UNAM and University of Guadalajara, thought that information had to be paid for in order to be valued, while those at the smallest border institutions were visibly concerned that this kind of thinking was becoming more prevalent. The importance of libraries and book publishing is enormous in Mexico and they have become quite creative in marketing it. A librarian from the Pan American University in Mexico City described their foray into user education. They developed a robot which was programmed to interactively instruct students in the use of their library system and online catalog. It was enormously popular!!

In closing, the conference was crucial to developing networks within the library community in all three countries and in sharing information about resource sharing and mutual issues.

AMIGOS Fall 1993
Membership Conference

Report by Joan C. Griffith
(U. of New Mexico General Library)

The 1993 AMIGOS Fall Conference was held in Dallas, Texas November 9-12, 1993. Having recently moved to the Southwest this was my first opportunity to meet and network with new colleagues as well as meet the AMIGOS staff. The conference began with 2 full days of preconferences. Day one was devoted to "Electronic Options for Preservation and Access: Regional and National Initiatives." An overview was presented by Anne Kenney, Assoc. Director of Preservation and Conservation at Cornell University and H. Thomas Hickerson, Director, Rare and Manuscript Collections also at Cornell. They provided information on three successful scanning initiatives; Kenney worked on the Xerox/ Cornell Joint Study on Digital Preservation 1990-1992 and is currently working on Preserving Archival Materials Through Digital Technology. Hickerson is working on the Cornell Project of the Kodak Library Image Consortium. We accessed their database and were able to view digitized records from their Orni-
thology Collection which includes many beautifully illustrated ducks and other waterfowl. We also had the opportunity to see, feel, and inspect original books and reproduced books from their Brittle Books Project. Handouts were abundant including a glossary of terms, examples of dpi resolutions and tonal reproduction used in the projects, scanning setup used for archival materials, a bibliography, and several titles distributed by The Commission on Preservation and Access: 1) Preserving the Illustrated Text, Report of the Joint Task Force on Text and Image, 2) Preservation of New Technology by Michael Lesk, 3) Preservation and Access Technology, The Relationship between digital and other media conversion processes: A structured glossary of technical terms by M. Stuart Lynn et. al., 4) A Hybrid Systems Approach to Preservation of Printed Materials by Don Willis and 5) Joint Study on Digital Preservation Phase 1 by Anne Kenney and Lynne Personius.

The remainder of the preconference included Nancy L. Booth, Director, Woodson Research Center, Rice University Library explaining her experiences as a recipient of an AMIGOS Fellowship which enabled her to attend a Rare Book School course that focused on “Electronic Formats for Rare Books” where she learned about Internet resources for Special Collections Materials. Additional presenters included John Stokes, President, Stokes Imaging, who has completed projects for the Library of Congress, National Geographic, National Library of Medicine, and RLG and James Parke, President, Southwest Micropublishing, microfilming and digitization specialist. At the end of the day we enjoyed a special AMIGOS feature called “Preservation Place,” where demos and information was available to experiment with such systems as the Xerox DocuTech Publishing Series Models, Slidemasters: Image, Photo, Design Systems, and M/CD System, designed to give the archivability of microfilm and the access of CD-ROM.

On the morning of the second day AMIGOS provided Small Group Sessions on all their product lines, including Automation Alley, Interlibrary Loan/Union List Update, Planning and Funding Small Preservation Projects, UnCover and Electronic Document Delivery, CATME Plus, FirstSearch, and Internet Exchange, Mass Decadification Project, and Accessing OCLC Services via a LAN. Sessions were led by AMIGOS staff or librarians who gave us “how they did it good at their library” presentations.

Continuing into the afternoon sessions on day two were two more preconferences: “Creativity and TQM: Implementing Change in Libraries” by Brenda Branch, Director, Austin Public Library and “Telecommunications for Data Access and Transfer” by James E. Rush, Executive Director, PALINET. Having attended other TQM workshops, I opted to attend the Telecommunications workshop. Mr. Rush took us from the beginning of human telecommunications including smoke signals, can and string technology, all the way to the Internet. This session turned out to be hands-on as he distributed various cables, cable ends, fiber optics, and other connectors as well as resource books.

“Virtually and Electronically Accessed and Delivered: Technology and People” was the theme for the final two days of the AMIGOS Fall Conference. Walt Crawford, Senior Analyst, Development Division, RLG gave a presentation on “The Virtual Library: Virtually Impossibly” and Marshall Keys, Executive Director, NELINET gave a presentation on “Beyond Gutenberg and Gigabits: Librarians and the Emerging Digital Revolution.”

The program was moderated by Laverna Saunders, Assistant University Librarian for Technical Services, University of Nevada, Las Vegas and a reactor panel comprised of librarians from the AMIGOS member community. Walt Crawford introduced us to technolust, disintermediation, suicidal librarians, and the new barbarian librarians, who if we let them, will lead us into the future. He maintains that “electronic access and delivery will extend the library, but not replace it,” and that the “virtual library” has become a dangerous misnomer, a weapon for those who would devalue libraries and eliminate librarians. Marshall Keys, who openly admits to having technolust, presented his speech from his Powerbook, not typed pages! Mr. Keys gave a view of a society in transition from print-based to digital based medium. He outlined some of the challenges and opportunities that this revolution will most certainly present to libraries, librarians, and their users. The reactor panelists gave real life examples of how they are coping with and meeting the challenges and opportunities in their home institutions.