November 1998

Profiles Encouraged: Robin Lent

Editor

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Recommended Citation
DOI: https://doi.org/10.7771/2380-176X.2995

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will be more efficient to be able to search and retrieve an article read several months before from an online file rather than attempting to locate the print issue.

The Future
Despite the fact that the proliferation of computers seems to have merely redistributed the printing function, there is a unique opportunity ahead of us. As access to data is made available anytime from anywhere, the Web offers the ability to replace local print files in various locations with fewer centralized electronic files. With an upcoming generation of employees who thrive on Palm Pilots instead of DayTimers, the time is near when software will evolve to locally store those files of greatest interest and bookmark with confidence those files to be accessed again at a later date, knowing they will still be available.

The basic Web ad today resembles a billboard which is a passive experience like television. Ads of the future will be more customized, focused on the users' interests and interactive in nature, requiring some action or involvement on the part of the user.

The Web is about information and communication. As we make the transition into the electronic world, our behaviors and habits will change to take advantage of more efficient methods of communication and workflow. Individuals and organizations will redefine the extent to which use determines value and what is worth saving.

Library Profile
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against a list of preferred vendors. Approximately 30% of our requests have vendors "self-assigned" in this way. We have perhaps 50 different programs such as these in service throughout the department.

Encouraged by these successes, we constantly look for ways to improve upon the services we provide. In the past few years we have automated many parts of the tedious government document check-in procedure. In particular, a program wherein we scan shipping lists and check the scanned files against our exclusion list, automatically producing SuDoc labels as needed, has cut processing time by 75%. The programs are available at: http://ublib.buffalo.edu/libraries/units/cts/acq/gpo/. Another project has involved the scanning of certain government documents, providing access to them from a "popular documents" index. Many of the selected documents are pamphlet-sized or one to four pages works; providing access to electronic versions not only preserves the content long after the flimsy paper version has disintegrated or disappeared, it also opens up the world of document information to the library user who may not be aware of their content. See the site at: http://ublib.buffalo.edu/libraries/units/cts/acq/doctab.html.

Our mission statement, which we all agreed upon early in 1997, reflects our desire to maintain a healthy work environment, an efficient operation, and to constantly look forward:

To provide the best quality service we can to our patrons by doing it right the first time; To capitalize on our strengths, particularly our ability to get it in and get it out; To communicate effectively; To listen attentively and understand others needs/requests; To understand role, responsibility, and authority; To develop and enjoy mutual respect; To strive to acquire sufficient resources to achieve our objectives; To create a nurturing environment for every individual on our staff; To be aware of the impact of our environment on our mental and physical well-being, and to keep it healthy; To effectively and eagerly respond to our changing circumstances.

http://www.against-the-grain.com>