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## Adventures in Librarianship: Fee for Service

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now. When the Internet was new and different, it was fun to talk about it. Now that my nephews and nieces think they are cool because they use the Internet all the time, I doubt there is any hope of convincing them that being there when it started is something they should be impressed by. They don't care about that, at least not yet. I just hope that these columns will be discovered in the future and that people will say - yeah, I remember that! 🌿

## Do You Remember . . .

by Nancy McKeehan (MUSC Library)

- The card catalog • Boston Medical Classification System
- MTST (IBM's Magnetic Tape Selectric Typewriters) • Kardex
- McBee Cards • Acoustic couplers • TWX machines • Filmstrips
- 3/4" videotape • 6 mm films • VT100 terminals • VAX
- Beehive terminals • BRS • Faxon • Moore-Cottrell • Ballen
- Richard Abel Co. • 300, 1200, 2400 Baud modems • DOS • LIS • Gopher
- Premier Library Schools, e.g., U. Chicago, UC Berkeley, Emory, Columbia ... 🌿

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acquisitions workflow, but also to control virtually the entire English-language bibliographic universe; and, to locate their own patterns of activity within that universe through comparison with the activity of other libraries." Planned innovations touch virtually every aspect of GOBI's functionality:

- Enriched Content
- Querying, Selecting & Ordering Titles in GOBI
- Support for eBooks
- Management Reports
- A Redesigned GOBI Interface
- Record Exporting
- Support for Consortia
- Customer Preferences
- Shipping Information
- Accounting Information
- Continuations Management
- Approval Plan Profile Management

Earlier I said that useful change is critical to success. Equally critical is balance. YBP will continue to preserve the best policies, practices, and services. We will change those that do not fit the new realities of today's environment. And while we are investing in e-services, we believe the company need not jettison everything that smacks of the old and offline. As a company, we've long believed that the vendor who has the most customer-focused and most innovative libraries as their customers will thrive. YBP is thriving and we intend to progress toward our goal of becoming a world-class full-service vendor. 🌿

## Adventures in Librarianship: Fee for Service

by Ned Kraft (Ralph J. Bunche Library, U.S. Department of State) <kraftno@state.gov>



### Memorandum

Date: December 29, 2000  
To: All Department Heads  
From: The Library  
Subject: Fee for Service

In accordance with recent institutional directives, the library has developed a "fee for service" plan which it will implement at the beginning of the new fiscal year. Before entering the library, please review the guidelines. Send your comments by email to [fullbox.library@insti.org](mailto:fullbox.library@insti.org).

The cost for claiming missing periodical issues (about 27.5 cents per claim) will be prorated among those who have used the journal. Patrons who have read full articles will pay a larger portion of the claim costs than those who have merely "skimmed." The heaviest costs will be reserved for researchers who have cited the journal.

Reference assistance will range from \$1.00, for simple directional questions (such as "where is the men's room") to several hundred dollars for complex research and reporting (doing your work for you). If you have asked a reference question and you are unsure of the value of the response, put one dollar in the "reference jar." If the librarian looks off in the distance, frowns, and taps her pencil, this means that you have not yet covered the value of the reference service. Continue depositing dollars until the reference librarian stops tapping her pencil.

Borrowing is a privilege, a privilege for which you must now pay. Again, we relied on the "prorate" principle in the development of the follow-

ing "reverse ponzi" scheme. The first borrower of a book will pay for the full acquisition costs of the book (list price, minus discount, plus standard processing fees). However, as more patrons borrow a book, they will pay the newly calculated pro-rate, thereby pushing refunds back to all earlier borrowers. If you have enjoyed a book (or if you have simply "read" a book), you may find it profitable to solicit other readers. The library can provide mailing lists.

Patrons will notice that the standard PCs that were located in the reading room have now been replaced by Vend-Dell machines. Use the new Vend-Dells for catalog and database searching. They are coin operated, quarters only, much like laundromat machines. Please do not ask the front desk for change. There are change machines located in the lounge.

As for inter-library loan, patrons will be pleased to hear that the library has reached a cost share agreement with Allsbreath Aluminum Company. With their generous support, the library can offer inter-library loan free of charge! If you come to the reference desk wearing the "I love Allsbreath Aluminum" t-shirt, the inter-library loan fee (\$17.50) will be waived. T-shirts will be sold in the lounge — \$17.50 for small and large, no mediums available.

Rare Book Room privileges will be granted as yearly subscriptions. Researchers gain full access for \$250 per year. White cotton gloves will be sold in the lounge.

We know our patrons share our excitement as the library moves toward its new goal of becoming a "profit center." 🌿