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menu of choices about 45% of the time. That means that over half of the time our patrons need to either check our catalog for print holdings (which should be suggested by the menu) or submit an interlibrary loan request (also suggested by the menu if no match is found in the catalog). Yet anecdotal evidence from reference librarians suggests that patrons expect full text online at a rate much higher than 45% and that if full text is not on the menu, they are likely to seek out a different source rather than take extra steps to obtain the article in print.

Online content has also increased expectations for interlibrary loan turnaround time. Our average delivery time for journal articles is about seven days — faster than it used to be, to be sure, but some patrons think it is worth $25 not to wait a full week or more. Conversely, ILL requests continue to increase along with the increase in availability of full text, perhaps due to the growth of journal indexes and other reference tools online.

**Conclusion**

There are many developments that combine with the presence of full text online to impact our patrons’ library experience: commercial search engine design, user interface design principles, and an increased pace of life are just a few things that affect patrons’ expectations and assessment of libraries. I haven’t even touched on the growth of the library Website, which has been driven by the availability of full text and with which librarians and developers continue to grapple. Our navigation and delivery systems haven’t kept up with the content. Patrons don’t want to go back to print, but they do want a simplified workflow for getting what they need. Once, in the print era, figuring out which articles they needed was the hard part, requiring mastery of complex print indexes and search assistance from professional librarians; now patrons can easily find citations that satisfy their needs, but the path from citation to article is sometimes, for the moment, a circuitous and rocky one.

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**Rumors**

From the memory of long-standing editor Ilene F. Rockman, who died from non-smokers lung cancer on November 26, 2005. The first issue of 2006 (Vol. 34, No. 1) contains tributes to Rockman, along with the editorial she was composing during the final days of her life. As editor of RSR for over 20 years, Rockman was a tireless advocate for the library and information science profession and deeply respected by friends and colleagues. Additional tributes by Emerald will include: electronic distribution of the commemorative issue (Vol. 34 no. 1) during the month of April 2006. To access this issue go to a/www.emeraldsight.com/0009-7324 User Name: Reference Password: Emerald. Hard copies will also be distributed at the 2006 ALA Annual Conference in New Orleans, Louisiana. Several other awards and tributes have been announced. Ilene handed the editorship of RSR into the safe hands of Eleanor Mitchell, Director of Library Services, Dickinson College, and Sarah Watstein, Associate University Librarian for Research & Instructional Services, Charles E. Young Research Library, UCLA. www.emeraldsight.com

From The Chronicle of Higher Education, April 3, 2006 — “Ohio U. Says 37 Former Graduate Students Committed Plagiarism and Could Face a Range of Penalties,” by Thomas Bartlett <thomas.bartlett@chronicle.com>. Apparently an investigation at Ohio University spurred by a former graduate student, has established that 37 former engineering graduates plagiarized portions of their theses or dissertations. The penalty is “undecided.” chronicle.com/help/copyright.htm

Peter Suber just mailed the April issue of the SPARC Open Access Newsletter. This issue takes a close look at the new open access policy at Germany’s DFG (Deutsche Forschungsgemeinschaft or German Research Foundation). The Top Stories section takes a brief look at the problem of OA to avian flu data, the campaign for OA to geocata in the UK, two OA presses from US universities, financial incentives at the University of Minho to fill its OA repository, continued on page 38