Op Ed — Succès de Scandale: Reaction to I, User

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As a conversation starter the piece in your last issue by Rick Lugg and Ruth Fischer ("I, User—Just Say No: Eliminating Low-Value Tasks") must be judged a succès de scandale. The authors no doubt anticipated heated responses on the part of their readers and they won’t be disappointed. Many of the two dozen suggestions they make seem likely to further erode both the quality of service provided to our patrons and the image those patrons have of libraries and the people who operate them. Among the more alarming:

1) “stop item by item book selection” — taken to its logical conclusion this would obviate the need to hire subject specialists, leaving the task of collection development to Baker and Taylor, Blackwell, etc. In addition to giving these companies inordinate power over the content of collections, such a move would make it almost impossible for titles published by smaller companies (or individuals) to reach libraries, especially considering that another of the authors’ suggestions is for libraries to stop accepting gifts.

2) “stop putting new books out for review” — by this, do they mean eliminating the practice of allowing patrons to see the newest acquisitions before they are integrated into the collection? If so, they would probably also argue against maintaining a list of new arrivals that can be viewed by patrons on paper (or even online), since it too involves extra work. Allowing patrons to review a library’s newest acquisitions in one place makes it possible for them to see how at least some of the acquisitions budget is being spent — it could be likened to the various state and federal Open Meetings laws — and doing away with New Books shelves could be perceived by the public as an attempt by a library to avoid accountability.

3) “stop periodical check-in, at least for some categories of material” — I am regularly asked by patrons whether we have received the latest issue of this or that title that wasn’t in its assigned place on the current peri-

Results in gaps in holdings when a library finds itself no longer able to afford the subscription and therefore loses access to both current and past issues online. Until the questions of the permanency of electronic formats and ongoing access to purchased back-runs of journals are satisfactorily resolved, libraries would be shooting themselves in the foot by discontinuing the binding of serials.

The future towards which the authors want us to move sounds like one that will be controlled not by librarians but by corporations, one in which the patrons will have no say and one in which all decisions will be made based solely on the short-term bottom line, with no consideration for long-term consequences.

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