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And They Were There-Reports of Meetings

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Reports of Meetings — 29th Annual Charleston Conference

Issues in Book and Serial Acquisition, “Necessity is the Mother of Invention,” Francis Marion Hotel, and Embassy Suites Historic District, Charleston, SC, November 4-7, 2009

Charleston Conference Reports compiled by: Ramune K. Kubilius (Collection Development / Special Projects Librarian, Northwestern University, Galter Health Sciences Library) <rkubilius@northwestern.edu>

Column Editor’s Note: Thank you to all of the Charleston Conference attendees who agreed to write short reports that highlight sessions they attended at the 2009 conference. All attempts were made to provide a broad coverage of sessions, and notes are included in the reports to reflect known changes in the session titles or presenters that were not printed in the conference’s final program. Please visit the Conference Website for presentation material (PowerPoint slides, handouts) and taped session links. The 2009 Charleston Conference Proceedings will be published sometime in Fall 2010.

In this issue of Against the Grain you will find the third installment of 2009 conference reports. The first installment can be found in ATG v.22#1, February 2010 and the second installment appears in ATG v.22#3, June 2010. We will continue to publish all the reports received in upcoming ATG print issues, however in the meantime, all the reports that have not been published yet can be found on the ATG Website by visiting http://www.against-the-grain.com. — RKK

Lively Lunches — Friday, November 6, 2009

Law Libraries: Our Perspective on “Necessity is the Mother of Invention” — Presented by Edward Hart (Head of Technical Services, University of Florida, Lawton Chiles Legal Information Center); Paula Tejeda (Associate Librarian/Head Technical Services, Charleston School of Law); Michelle Pearse (Librarian for Open Access Initiatives and Scholarly Communication, Harvard Law School Library)

Reported by: Tracy L. Thompson-Przybylcki (New England Law Library Consortium (NELLCO) <tracy.thompson@yale.edu>

This session was the brainchild of Hart, who hopes to follow on the success of the medical librarians and make this a regularly featured lively lunch, bringing together the law librarians who make the trek to Charleston (or those like session co-organizer Tejeda who call Charleston home!). He invited Pearse to discuss Harvard Law Library’s efforts to help implement the university’s groundbreaking open access policy for scholarly journal articles and other open access initiatives. Pearse explained that the mandate, requiring faculty to submit their scholarship for inclusion in Harvard’s OA repository, DASH (Digital Access to Scholarship at Harvard), built on the DSpace platform, also includes provisions for faculty to opt out. Pearse’s presentation was followed by a discussion of the increasing importance of discovery to open access. Calling all law librarians! Plan to make this one next year.

The Changing Roles of Acquisitions Librarians and the eBook Acquisitions Landscape for Academic Libraries — Presented by Dung-Lan Chen (Bibliographic Services/Acquisitions Librarian, Skidmore College); Lorie Wies (Acquisitions/Periodicals Librarian, Union College)

Reported by: Christina Bellinger (University of New Hampshire Library) <Christina.Bellinger@unh.edu>

Wies began the session with an amusing history of library acquisitions beginning with the collections of tablets at the palace of Ashurbanipal through the current state of online publishing, which has caused the blurring of the lines among collection development, acquisitions, and cataloging by introducing electronic resources in collections with vendor supplied cataloging and virtual approval plans. Chen picked up the story with the growth of electronic materials and the steady decline of print circulation. eBook publishing is expanding with many vendors offering their own multi-publisher platforms. She discussed the “big deals” in monograph acquisitions, similar serial title packages, that offer many titles, but limit control over collection development. Chen discussed the added value and some of the drawbacks of eBooks and gave the audience some suggestions for promoting them to library users.

Transformational Change: The 9th Annual Health Science Lively Lunch — Presented by Pat Thibodeau (Associate Dean for Library Services, Duke University Medical Library); Meg White (Director, Technology Services, Rittenhouse); Ramune K. Kubilius (Collection Development / Special Projects Librarian, Northwestern University, Galter Health Sciences Library)

Reported by: Beth Ketterman (East Carolina University, Laupus Health Sciences Library) <KETTERMANE@ecu.edu>

After an introduction from moderator White and an annual trends update by Kubilius, Thibodeau led this session focusing on the future of the academic health sciences library. She suggested that Duke’s library has aligned with institutional priorities, and suggested that this will become standard operating procedure for libraries — each one will look more and more like their respective institutions and less and less like each other. Thibodeau suggested that the library is moving from a product-based entity to an experiential-based entity: technical services departments will be reduced, staff will become more embedded in the community, and staff must become more digital-oriented. Administrators will not replace retiring librarians if value is not perceived. Technical and public services will merge. Streamline original cataloging (Duke has one original cataloger left) and make unique collections more visible. STOP adding local information to records — bring them in from OCLC and leave them alone. After a lively discussion between Thibodeau and session attendees on topics ranging from the elimination of UpToDate at Duke, to the state of technical services in the library, Thibodeau left session attendees a bit shaken, but with practical ways they can adapt current workflows to the inevitable changes for libraries in the future.

Book Dust Jackets in Academic Libraries — Presented by Patricia Pettijohn (Head, Collection Development & Technical Services, University of South Florida St. Petersburg)

Reported by: Beth McDonough (Western Carolina University, Hunter Library) <bmcdono@email.wcu.edu>

When Pettijohn’s library changed its dust jacket policy, she saw an opportunity to conduct much-needed research into the effect of dust jacket retention on circulation. To Pettijohn’s knowledge, there has been only one other such library study conducted. By happy circumstance, the author of the previous study, Tinker Massey, a serials librarian at Embry Riddle University, was in the audience for the presentation and was able to add her commentary to the session (Massey’s own research was presented at the Charleston Conference in 2005). Pettijohn’s research found higher circulation and lower zero-usage rates for dust-jacketed books versus those without dust jackets. She continued on page 65
also conducted a survey of 252 academic libraries, which found that of those with dust jacket policies, 36.7 percent discard dust jackets, while 35.9 percent retain them. Interestingly, of those libraries that discard dust jackets, the reason given was simply because academic libraries do not retain dust jackets on books. The survey also found that contrary to popular belief, eBooks were among the least preferred formats for book acquisitions, with 46 percent of libraries selecting paper formats when available. Citing both the “coffee bar” effect and the “Amazon” effect, Pettijohn called for a reexamination of the practice of discarding dust jackets in academic libraries. Unfortunately, the session was sparsely attended — in itself further testimony to one of the major points of the presentation: academic library decision-making about dust jackets is largely based on a tradition of indifference.

**Dangerous Liaising: Moving from “Ownership” to “Access” in the Academic Library** — Presented by Ellen R. Urton (Visual Arts Librarian, K-State Libraries); Regina M. Beard (Business Librarian, K-State Libraries); Adam Watthen (Head, Collections Services Department, K-State Libraries)

Reported by: Miranda Bennett (University of Houston, M. D. Anderson Library) <mhenry4@uh.edu>

In this Lively Lunch, three librarians from the same institution offered their perspectives on the direction their libraries are taking away from an “ownership” model toward a policy of “access.” Watthen, speaking as a department head, explained how the libraries’ 2007 strategic plan called for the libraries to shift from “collection-centered” to “patron-centered” and described some of the implications of this plan for collection development and management. Then Beard, a member of the newly created Collections Council, talked about how the council approach has enabled the libraries to write collection policies and implement projects around such issues as journal cancellation and eBook acquisition. The audience had several questions about the council model, especially about its role in the development and enforcement of policies. Finally, Urton presented the viewpoint of a subject librarian, noting that “this is where it really gets dangerous.” She recounted her experience as a brand-new librarian working with departments with unique collection needs. Her part of the presentation made clear that policies and procedures must be flexible enough to allow exceptions and exposed some of the challenges of encouraging faculty to let go of “ownership,” which is, after all, the model “we taught them.”

**Champagne Tastes on a Pepsi Budget: Working with Difficult Economic Times** — Presented by Glenda Alvin (Assistant Director, Tennessee State University); Jack Montgomery (Collection Services Coordinator, Western Kentucky University); Lisa Baricella (Head, Monographic Acquisitions & Preservation/Conservation, East Carolina University); Connie Foster (Professor and Head, Department of Library Technical Services, Western Kentucky University)

Reported by: Glenda Alvin (Tennessee State University, Brown-Daniel Library) <galvin@Tnstate.edu>

Baricella described the budget crisis she and her staff faced when the state froze all spending and forced the library to cancel planned purchases. She offered practical advice on how to handle a sudden halt in revenue. Foster shared insights on effective approaches that can be used to handle reductions to the serials and electronic resources budget. Moderators Montgomery and Alvin opened the discussion up to the Technical Services managers who attended the Lively Lunch. Participants were encouraged to share their experiences and exchanged ideas about managing personnel changes and re-organizing workflows to accommodate budget reductions.

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The largest gathering of teachers and scholars in the humanities now me...
“What’s happening?” That was the question posed by Ferguson and Arch as they discussed the impact of the social network site Twitter on society, and specifically, libraries, at a Friday Lively Lunch session. Designed for both the novice and experienced user, the wide-ranging session began with a brief description of Twitter and continued with specifics of how the service works. Some of the topics discussed included privacy issues, Twitter etiquette, URL shorteners, and ReTweeting. Special mention was also made of Twitter’s search capabilities, particularly for localized information. After breaking down the basics of Twitter, Ferguson and Arch focused on the ways Twitter can be used in professional communication, specifically as a marketing tool. While some use Twitter as a means to post useful information on special events and jobs, others work to build a sense of community within their library. Finally, the presenters gave the attendees some questions to consider before launching their own Twitter accounts. These included deciding on one’s purpose, how often to post, and how to publicize one’s account. The session ended with a diverse question-and-answer session about setting up accounts, the profitability of the company, and the future of Twitter.

The Future of the “Book” in Light of the Present Rise in “E” Publications — Presented by Joyce Dixon-Fyle (Coordinator of Collection Development, DePauw University)

Reported by: Ava Juliano (SLIS Student, University of South Florida) <auiliano@mail.usf.edu>

Dixon-Fyle delivered a provoking presentation that read much like an academic poster session. Starting with a literature review of three different articles that described the fate, need, or disuse of the “book” in the age of e-publications, Dixon-Fyle discussed divergent views of the future of the book, from suppositions that the end of the book is at hand to the claims of trenchment Model regarding the future of the book during the rise of e-publications. Articles that described the fate, need, or disuse of the “book” in the age of e-publications, although it may have been at the expense of knowledge.

Cutting the “Fat” CAREFULLY - A Collection Development Model — Presented by Peggy Kain (Electronic Resources Librarian, University of Alabama at Birmingham)

Reported by: Leslie Farison (Appalachian State University) <farisonl@apstate.edu>

Most attendees of this standing room only presentation, more accurately entitled, Cutting the [Non] “Fat: Carefully A Collection Development [Re-]trenchment Model, left this session exuding gratitude that their institutions had not been as ravaged by budget cuts as the University of Alabama. The libraries are working with a significantly smaller materials budget that they had three years ago. To guide cancellation decisions a spreadsheet was created containing all serials and electronic resources and corresponding price and usage data for each. Subject librarians reviewed the information and made recommendations which were sent to the deans of the academic units for distribution to teaching faculty. In some cases where databases contained content that was duplicated, one had to be eliminated even if usage was high. UAB is not currently buying any monographs and has opted out of the big journal packages in favor of single title subscriptions.

Journals are evaluated in a matrix containing four quadrants based on use and cost. UAB is currently evaluating other ideas to allow the libraries to cut costs without losing content, including encouraging publishers to find creative solutions and pay-per-view options for buying single articles from a vendor. A PowerPoint of the presentation is available at http://www.katina.info/id/2009presentations.

Our collections may be more at risk than we think, according to Dr. Holley an often cited researcher on the out-of-print book market and Internet bookseller since 2005. In an engaging, relaxed, and informative style, he made a convincing case that library materials are much more vulnerable to theft than ever because of the exploding Internet book trade. Patron and staff theft remain a consistent and pervasive problem. However, some very ingenious ways to separate materials from library ownership have evolved. False checkouts, ILL abuse, and intentional staff weeding of valuable titles were cited by Holley. Thieves will purchase discarded stamps and attempt to peddle items as withdrawn materials or gladly pay standard replacement fees so they can sell the titles for hundreds more online. Gifts are particularly vulnerable because less attention is paid to them, and they often are stolen during pickup or while on gift shelves.

Holley recommended several strategies to avoid theft including limiting checkouts for new patrons, billing actual replacement costs, evaluating ILL requests for valuable materials, and having a collection development expert look at discarded materials. He also suggested processing new and gift titles quickly, restricting access to media materials, and installing security cameras in the stacks.

Be vigilant — our collections are constant targets!

Conflict Management, Megaphone Mastery, and Tea with the Queen: Running a big staff training program on a very small budget — Presented by Pat Van Zandt (Director of Research, Instruction & Outreach Services, College of William and Mary)

Reported by: Ann M. Watson (Ohio University – Lancaster, Hannah V. McCauley Library) <watsona2@ohio.edu>

Van Zandt delivered an engaging presentation on how libraries can boost staff morale even during times of serious budget cuts. The Earl Gregg Swem Library at the College of William and Mary found itself facing budgetary cuts of 32% during the course of eighteen months which caused great stress among the staff. A committee was created and charged with developing an inexpensive staff training and development program to improve morale and staff efficiency. The committee commissioned an outside faculty member to survey individual library staff to discover core values. Survey results included dedication to excellent customer service, desire for more training, and intellectual stimulation and variety in their jobs. With a small budget of $1,000 the committee planned work-related training and programs including effective performance management, the Google Book Project, Blogging, Web 2.0, Vista, Excel, time management, and safety training. The committee found interesting outside trainers and speakers who charged little or nothing and were excited to share information with the library staff. Workshops related to healthy living were organized including relaxation, caring for aging parents, how to write a Living Will, and belly dancing. Additional initiatives included visiting various campus departments such as the campus pastry chef. Library staff was also invited to share personal interests such as collecting Valentines and horseracing. Van Zandt stressed some important tips to ensure successful programming at your library: Get administrative support and if possible a very small budget; organize with a committee; plan for what the staff wants; vary times of events so all can participate; and use your imagination!
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_A Necessity: Outsourcing the Issues of Print Serials — Presented by Heather D’Amour (Head, Technical Services and Digital Access, University of Calgary); Ada-Marie Atkins Nechka (Associate University Librarian, Collections & Technical Services, University of Calgary)_

Reported by: Sharon Dyas-Correa (University of Toronto Library) <s.dyas.correa@utoronto.ca>

In this interesting session, D’Amour and Atkins Nechka discussed how, in response to the ever increasing demands of digital collections on the acquisitions department, the University of Calgary in Alberta, Canada has begun using “serials consolidation services” offered by a major vendor. The library has begun outsourcing the receipt, claiming, and physical processing of 1,000 print serials. After a time-motion study and an examination of many issues, the library decided to develop a “shelf ready” vendor-included journal process in order to improve service. After considerable planning and collaboration, titles were selected for the service, issue mailing addresses were changed, physical processing was decided upon, and workflow processes were established. The project has been successful and, as a result, the library plans to transfer more titles to consolidation services, continue to refine procedures, possibly eliminate all check in, outsourcing standing orders, and implement EDI invoicing. The changes are expected to free staff for re-assignment to other projects related to the demands of the digital library. The presenters concluded by indicating that, in order to successfully complete the process open communication, staff involvement and collaboration are essential.

Good Enough: The New Face of Reference — Presented by Doug Way (Head of Collection Development, Grand Valley State University); Colleen Lyon (Science Librarian, Grand Valley State University)

Reported by: Heidi Buchanan (Western Carolina University, Hunter Library) <hbuchanan@wcu.edu>

Whenever people use “good enough” and “reference” in the same sentence, my left eyelid starts twitching. However, Way and Lyon gave strong arguments for moving from print to online reference collections such as _Oxford Reference Online_.

The presenters listed time constraints on librarians as part of the reason to move toward purchasing online reference collections instead of selecting specific print or online titles. Other (more convincing) arguments included:

* Increased access. Many print volumes were moved from the reference section to the circulating stacks, so users could check them out. Online reference titles can be found in the library catalog or in research guides, etc. Multiple users can access an online resource at the same time.

* Disintermediation. A single search box allows patrons to search by topic; they don’t need a librarian to tell them which specific resource to consult.

* Affordability. “Bundled” resources like _Credo_ reference are cheaper than purchasing individual titles.

The presenters concluded that use is key: online resources, as well as books in the circulating collection, will be used more often — thus the resources are “good enough.”

Interactive Online Reference — Presented by Tom Beyer (Director of Publishing, iFactory); Sue Polanka (Wright State University and No Shelf Required blogger)

Reported by: Regina Koury (Idaho State University, Eli M. Oboler Library) <kourregi@isu.edu>

Beyer and Polanka conducted a truly interactive session, by handing out clickers to the audience to answer the survey questions during their presentation. The survey questions ranged from “how often do you use online reference products” (47%) to “would patrons use these features” (89% for _Did you mean?_ and saved searches). Both publishers and librarians want the ultimate online interface, giving the patrons ability to interact with and manipulate the content. There are interactive online reference features out there already: reading text to user and translation (Gale Virtual Reference), video clips and animation (YouTube), maps and timeline (UCLA Encyclopedia of Egyptology), and visual mapping (Credo Reference). Polanka shared the results of the online survey of the 30 interactive online reference options done in late October to 14 vendors and 104 librarians. The most favorable feature was a spelling suggestion: _Did you mean?_ followed by citation builders, a single platform for searching all content, and availability for mobile devices viewing. The least favorable features: social networking within database, linking to social networks, visual searching, and sharing teaching aids. More of the results of the survey and the presentation can be found on Polanka’s blog: http://www.libraries.wright.edu/noshelf/required/?p=384&more=384.

A 5-Year Domestic Monograph Collection Assessment in Illinois Academic Libraries: Use Analysis by Subject and Publisher — Presented by Tina Chrzastowski (Chemistry Librarian, University of Illinois at Urbana-Champaign); Lynn Wiley (Head of Acquisitions, University of Illinois at Urbana-Champaign); Stephanie Baker (Research Programmer, University of Illinois at Urbana-Champaign)

Reported by: Cathy Goodwin (Coastal Carolina University, Kimbel Library) <cgoodwin@coastal.edu>

Who says librarians are afraid of math? Not collection management librarians, and certainly not these presenters, who “did the math” to study patron use of new domestic titles purchased by Illinois’ academic library consortium between 2004-2008. With a grant from CARLI (Consortium of Academic and Research Libraries in Illinois) to assess borrowing and lending between libraries, identify top publishers, and examine overlap in the shared collection, Wiley, Chrzastowski, and Baker looked at use data for five million bibliographic records in 57 Illinois academic libraries. They found that 17% of the shared collection never circulated, 79% circulated more than once, and the remaining 4% circulated once between 2004-2008. They found a strong correlation between use and purchasing: LC subjects with highest level of purchasing also received highest use. The authors calculated rate of use by publisher, with the suggestion that the consortium may want to eliminate zero or low-use publishers from approval plans. Title overlap would be expected across 57 libraries, but how did it differ vs. low overlap and cost per use? High overlap correlated positively with high use, and low overlap correlated with low use. The mid-range of overlap in titles (7-19 copies) had low use as well, presenting an opportunity to re-examine purchase of these materials.

Key Challenges Facing Researchers in the Global Research Environment: An Analysis of Researcher Behavior in Europe, USA and Asia — Presented by Boe Horton (SVP, Research Solutions, ProQuest)

Reported by: Deb Thomas (University of Tennessee, Hodges Library) <dthomas2@utk.edu>

Soon China will have the largest population of post-secondary students and faculty in the world. In 2008 _ProQuest_ and _CALIS_ (Chinese Academic Library and Information System, a nationwide academic library consortium) surveyed 875 Chinese graduate students and faculty to find out how these scholars communicate with each other and with researchers in the United States. Chinese researchers displayed strong interest in developing contacts in the West and in publishing in Western journals and rely on their mentors to help them achieve these goals. Mentors were considered the most important information source in keeping informed about conferences and as most helpful in getting published in U.S. journals and in establishing contact with Western colleagues. Chinese researchers felt that libraries did a good job in providing traditional services, but they indicated a role for libraries in helping with translation services and developing professional contacts.
At the University of Denver, the library always bought books just in case, and for many reasons they wanted to allow users to purchase books from a larger universe of titles. They conducted a pilot project for the demand-driven model in the humanities and continued to run the approval plan for other disciplines.

At the University of Arizona, they wanted to change the model to test their return on investment and because circulation rates were low. They used the existing approval plan profile as the template for the demand-driven model. Users clicking on the titles in the OPAC triggered the purchase.

Blackwell presented the vendor perspective for the Demand-Driven Purchase Model, asking libraries to consider what titles they would use to populate their OPAC. Would it be best to have the broadest collection possible or a more controlled universe?

Presenters discussed the implications of the Demand-Driven Purchase Model: Will this model increase cost-per-title and reduce number of published titles? Or, will it result in increased book sales, resulting in the simultaneous release of print and eBooks? It is also possible that the Demand-Driven Purchase Model has the potential to replace broken distribution models with models that work better for all parties.

Publishers Discuss How Today’s Weak Economy Impacts Editorial Programs — Presented by Niko Pfund (VP/Publisher, Oxford University Press); Peter Balis (Director of Digital Content Sales, John Wiley & Sons); Bob Boissy (Manager, Agent Relations, Springer-Verlag); Erin Igoe (Library Sales & Marketing Manager, Cambridge University Press)

NOTE: Carolyn Morris (Director of US Sales, Coutts Information Services), did not participate in this panel presentation.

Reported by: Rachel Lee (University of California Press) <rlee@ucpress.edu>

Publishers from Springer, OUP, John Wiley, and CUP shared their thoughts on the current economic crisis and discussed ways in which their respective companies were adapting to a new situation.

Pfund (OUP) argued that more information was not necessarily better, and stressed that the company was balancing “vision vs. self-interest.” OUP is publishing to give people what they want, not to crowd the market with more information.

Balis (John Wiley & Sons) outlined the changes in the Wiley systems and processes that were accelerating the support for eBooks as the predominant book publishing format.

Boissy (Springer) asserted that even in a dwindling market one could still aim for as much of the market share as possible. Springer’s main area of growth now is eBooks, rather than journals. While print is associated with prestige and tradition, electronic books allow for easier access, speed, and functionality. eBooks also allow for greater monetisation of marginal products.

Igoe (CUP) said the company had been very selective about price increases and were also reconsidering reader requirements. CUP was also looking at partnering from within the university and plans to reissue some of the university’s historic publications. Finally, the Press was assisting Cambridge University with the creation of a digital archive.

Collaborative undertakings between librarians and publishers, sometimes at odds, are now especially critical, spurred on by the transition to electronic resources. Speakers described a number of collaborative ventures. Dooley noted publishers adding to collaborative archives such as Portico. He noted also that ten UC libraries are investigating combining technical services operations, while stating that disruptive technologies also disrupt relationships and present challenges including ILL, licensing, scholarly usage, multiple platforms, and multiple business models. Hemphill described collaboration between the library and county government to provide library services to county residents. She also described intense marketing of e-resources on campus. The library invited 32 vendors of e-resources to spend a day on campus collecting input from users regarding how their products are used. Blaine noted publishers’ use of librarian advisory boards, focus groups, surveys, conferences, webinars, and social Web applications. LaPlaca described the Library Technology Cooperative’s aiding academic libraries with the transition to e-resources, encouraging libraries to use technology for marketing, creating a knowledge base of publisher interfaces, and highlighting library success stories. An audience member spoke to the need of all libraries for their own high resolution logos that can be put in e-resources, clearly visible and printed on every page.

How to Write an Acquisitions Procedures Manual — Presented by Arlene Moore Sievers-Hill (Head Acquisitions Department, Case Western Reserve University, Kelvin Smith Library)

Reported by: Christine Ross (University of Illinois at Springfield, Brookens Library) <cmross1@uis.edu>

Moore turned a rather dry and arduous task into a fun and helpful presentation. All acquisitions librarians aspire to write a concise and useful procedure manual, and Moore provided motivation and tips for doing so. The procedures manual serves many functions: it assists in the training of new staff or new librarians who likely didn’t learn about the nuts and bolts of acquisitions functions in library school, it helps distinguish the acquisitions procedure from other library functions, and memorializes processes for administration. She encouraged the involvement of all staff in the planning and drafting manual and the incorporation of vendor produced step-by-step methodologies where available. Finally, a plan of consistent and regular review of the manual was highly recommended.

Communication and Collection Accountability through Clusters: Case studies from two institutions — Presented by Meris Mandernach (Collection Management Librarian, James Madison University); Carla Lee (Director, Science, Engineering & Education Services, The University of Virginia)

Reported by: Miranda Bennett (University of Houston, M. D. Anderson Library) <mhern4@uh.edu>

This session featured two enthusiastic presenters describing for a small but attentive audience the subject-based approach their libraries have taken to organizing librarians with collection development responsibilities. Lee talked about the way her library’s organizational structure is now based on “clusters” defined by broad academic disciplines, which have allowed her to formalize subject-based representation on collections committees, continued on page 69
and Mandernach discussed the development of subject-based clusters that focus solely on collection development. After laying out the way clusters function in their respective libraries, the presenters summarized the pros and cons of using this type of structure, including the advantages of improved communications, greater subject librarian buy-in and willingness to contribute, and more representative decision-making procedures, and the drawbacks of more meetings (including UVA’s biweekly “Festival of Collections”), extra layers of bureaucracy, and dependence of the abilities and interest level of the “collections coordinators” (cluster leaders). Lee and Mandernach also looked to the future of the cluster-based approach and noted that they would like to improve assessment and training but are generally satisfied with the cluster model and plan to keep it in place.

Concurrent 2 — Friday, November 6, 2009

What’s in your Aggregator?: Content, Currency, and Stability of Full-Text Databases — Presented by: Martyam Thohira (Electronic Serials Librarian, University of Colorado at Colorado Springs); Mary Beth Chambers (Catalog/Archives Librarian, University of Colorado at Colorado Springs); Nancy Sprague (Reference Librarian, University of Idaho)

Reported by: Heathter S. Miller (SUNY Albany) <HMiller@uamail.albany.edu>

Thohira and Chambers described two studies, 1999 and 2009, of abstract/indexing databases with full text at the University of Colorado at Colorado Springs. In 1999, such databases were new, popular with students, less so with faculty. Due to budget shortfalls, the library considered canceling journals in these databases, but found that databases were unstable, none had 100% coverage, and graphics were deficient. Print journals could not be cancelled. (See Sprague, Nancy and Mary Beth Chambers, “Full-Text Databases and the Journal Cancellation Process: A Case Study.” Serials Review 26.3 (2000): 19-31). A similar study was done in 2009 examining
79 titles across disciplines targeted for cancellation despite known risks. All were available in major online full-text databases, 56% current, 44% with lags (13% with lags were two or more issues behind). No major articles were missing, although other “holes” were found. Graphics were good in PDFs, but deficient in HTML versions. Fifty-three titles were cancelled, including 20 no longer available in subscribed databases. Nevertheless, they concluded that aggregated journal content is not a substitute for subscriptions and noted that publishers are pulling content from aggregated databases in favor of their own journal packages.

**Uniqueness and Collection Overlap in Academic Libraries**
— Presented by Michael Levine-Clark (Collections Librarian, University of Denver)

*NOTE: Margaret Jobe (Faculty Director Government Publications, University of Colorado at Boulder) and Sara Holladay (formerly Electronic Collections and Assessment Librarian, University of Colorado at Boulder), did not participate in this presentation.*

Reported by: Jack Montgomery (Western Kentucky University) <jack.montgomery@wku.edu>

In this presentation, Levine-Clark described a multi-institution project spanning nine years utilizing Library Dynamic’s Spectra Dimension product which sought to examine the correlation of cooperative agreements to build shared collections and avoid the expense of unnecessary duplication in collections. The project recognized that while uniqueness of collections has been a goal of academic libraries, so also has been the development and retention of a core-set of commonly held titles. The project, sponsored by the Colorado Alliance for Research Libraries, analyzed the unique materials and collection overlap in the surveyed collections at a variety of institutions. It was found that overall, the size of the institution seem to correlate with a higher degree of collection overlap (51.59%) and that consortia agreements to develop collections in a cooperative manner seem to have little effect on the amount of duplication. In fact, the rate of duplication is about the same as for those institutions not working together, and large institutions duplicate each other’s collections at a high rate.

**Grappling with Changing Realities**
— Presented by Lea Currie (Head of Collection Development, University of Kansas Libraries); Frances Devlin (Head of Library Research Services, University of Kansas Libraries)

*NOTE: John Stratton (Business/Economics Librarian, University of Kansas Libraries) and Monica Claussen-Wilson (Information Specialist, University of Kansas Libraries), did not participate in this panel presentation.*

Reported by: Miranda Bennett (University of Houston, M. D. Anderson Library) <mhenry4@uh.edu>

In this session, Currie and Devlin presented many of the efforts the University of Kansas Libraries are undertaking to address increasing economic hardship, changing patron needs and expectations, and emerging forms of scholarly communications. Their cost-cutting measures have included a “database stewardship program,” an approval plan review, an “ongoing” serials review, and a print purchase-on-demand system. These projects have often involved careful usage assessment to ensure accountability. Their libraries are also experimenting with a variety of e-book options to meet patron expectations of speed and accessibility. The presenters described the development of KU ScholarWorks, their institutional repository, and the new emphasis their libraries are placing on digital collections, especially of local materials. They noted that the University of Kansas was the first public university to put in place an open access policy, and they see librarians as leaders in the implementation of the policy. Open access sparked some questions and comments from the audience. Drawing on their interviews with library administrators at KU, they highlighted several issues on the horizon, such as continuing change; shrinking budgets; lots of assessment; quick, easy, and fast access; increased collaboration; and greater interest in local, unique holdings.

**Using Access to Create a Serials Decision Database**
— Presented by Hana Levay (Information Resources Librarian, University of Washington)

Reported by: Denise Keating (SLIS student, University of South Carolina) <keatingd@asc.edu>

In the quest to analyze serials data located in various locations and spreadsheets, Levay provided a relational database solution to generate an easy to understand comprehensive report. Levay utilized Microsoft Access to gather data that included usage statistics, eigenfactor, license terms, payments, and other pertinent attributes. Excel spreadsheets were imported into Access, thus eliminating the recreation of data values. ISSN attributes did provide a challenge in the data migration to Access. The project proved successful in creating fund-level reports containing usage statistics and licensing details. Information is available in one location and accessible by various users requiring serials analysis reports. The finished project was well received by various stakeholders within the university. Levay also stressed that a serials solution can be achieved without previous Access experience or expertise. Considering the current climate of budget reductions, Access provides a usable and cost-effective serials analysis tool for libraries.

**Two for One: Linking Cooperative Collection Development with Demand-Driven Collection Strategies**
— Presented by H. Austin Booth (Associate Director, University at Buffalo); Kathleen O’Brien (Collections Development and Public Services Librarian, University of Buffalo)

Reported by: Dung-Lan Chen (Skidmore College, Lucy Scribner Library) <duchen@skidmore.edu>

Booth and O’Brien presented a series of projects that University at Buffalo (UB) Libraries took on in recent years as part of the effort to integrate cooperative and demand-driven collection strategies. The first project presented was their implementation of purchase-on-demand within ILL. UB carefully calculated a set of parameters for purchasing titles requested via ILL including all parties involved (ILL, Collection Development, & Acquisitions) instead of borrowing them through other institutions. The pilot was a great success with faster turnaround time for ILL and brand new books for patrons, plus valuable additions to UB collection and guaranteed circulation on titles added this way. UB is considering expansion of the scale of their Purchase-on-Demand within ILL. Booth and O’Brien also talked about UB’s Shared University Press Collection project as well as a Collaborative Collection Development Project that UB embarked with Empire State College (ESC) which features non-typical ILL practices like fulfilling ILL requests from ESC by ordering non-owned titles from Amazon and having them shipped directly to ESC users at their home or office addresses from Amazon. Another unique feature of this project is that UB enabled access to two ILLiad clients on one desktop with the help of OCLC. The UB/ESC collaborative project proved to be another success. Two other projects also presented were “Diversifying SUNY Collections Pilot Project” and WNYLRC’s purchase-on-demand pilot program called “Just in Time, Not Just in Case.”

**Towards Resolving Chaos in the e-Book Supply Chain**
— Presented by Brian Green (Executive Director, International ISBN Agency); Mark Bide (Executive Director, EDItEUR); Ann-Marie Breaux (Vice President, Academic Service Integration, YBP Library Services)

Reported by: Cheryl S. McCoy (University of South Florida, Tampa Library) <cmccoy@lib.usf.edu>

Book publishers use ISBNs to identify, differentiate, and standardize titles, to match and overlay records, detect duplication, and to facilitate cross-database linking. There currently are different ISBNs for the hardcover, the paperback, and the electronic version, and book vendors often create a separate record for each version. This causes problems for selectors when they are ready to order books. When the ISBN rules were revised in 2005, identification by file format seemed adequate. Under the new rules introduced in 2008,
if publishers don’t identify each format with a new ISBN, then the book vendors or libraries can supply their own. All three vendors represented were interested in receiving feedback from the audience and posed the following question — What do you think is the best solution to the ISBN problem? What level of granularity best meets your requirements? Generic eBook Identifier? Identify by Format? (e.g., PDF, epub) Identify by Platform? (e.g., ebrary)

The audience selected identifier by platform, but only by a slight margin, which highlights the point that the presenters were making — basically, identifiers need to be as granular as everyone needs them to be.

Early Adopters, Early Adapters: Vendors and Libraries Create the Print/e-Book Approval Plan — Presented by Bob Nardini (Business Development, Coutts Information Services/Ingram Content Group); Lia Hemphill (Head of Collections, Nova Southeastern University)

NOTE: Carolyn Morris (Business Development, Coutts Info Services/Ingram Content Group), did not participate in this panel presentation.

Reported by: Jo McClamroch (Indiana University, Wells Library) <jmclamr@indiana.edu>

This presentation reported on collaboration between one publisher and one library regarding the future of eBooks in general and the mainstreaming of eBook acquisitions through approval plans. Such an approval plan could be fully customizable, i.e., a library could prefer the print format in some LC classes, and the electronic in others. Both speakers, Nardini and Hemphill, agreed that the demand for print books is declining, as evidenced by decreased circulation and fewer orders. eBooks are no longer an esoteric format but rather are an accessible and preferred format. They suggested that an eBook approval plan should be based on selection profiles just as they are with print books. Various questions were posed: Should both print and electronic versions be published at the same time? How should eBooks be priced? What is an appropriate number of simultaneous users? Are eBooks suitable for patron-driven acquisitions? More questions will arise as information continues to be held from Centaur’s two library partners: Nova Southeastern University, and Arizona State University.

We Need All The Help We Can Get! – Standards That Assist in Electronic Resources Management — Presented by Betty Landesman (Head, Collection Management, NIH Library, National Institutes of Health)

Reported by: Christine Ross (University of Illinois at Springfield, Brookens Library) <cmross1@uis.edu>

The room was bursting at the seams to hear about the “alphabet soup of standards” that are available to assist information professionals in the management of electronic resources. Landesman reviewed four standards specifically: ONIX PL, CORE, SERU, and SUSHI. She provided a general overview of what facet of e-resource collection and management each standard is intended to communicate, what stage it is at, and time limit to process archives (either in active use, in beta testing, or in development). Attendees, most of whom had not yet adopted any of these standards at their own institutions, as indicated by an informal poll, were directed to the NISO Website for further information.

That’s all the reports we have room for in this issue, but we do have more reports from the 2009 Charleston Conference which we will continue to publish in upcoming issues of Against the Grain. In the meantime, all the reports that have yet to be published can be found on the ATG Website by visiting http://www.against-the-grain.com. Presentation material (PowerPoint slides, handouts) and taped session links from many of the 2009 sessions are available at www.katina.info/conference. You may also visit the conference Website (www.katina.info/conference) for details about the 2010 Charleston Conference. KS

Reports of Meetings — Society of Southwest Archivists (SSA)

by Sever Bordeianu (Head, Print Resources Section, University Libraries, University of New Mexico) <sbordeia@unm.edu>

The Society of Southwest Archivists Annual Meeting — April 28-May 1, 2010, Santa Fe, New Mexico

Reported by Claire-Lise Bénaud (Associate Director, Center for Southwest Research and Special Collections, University of New Mexico)

The Society of Southwest Archivists (SSA) welcomed participants to the Land of Enchantment and the City Different — AMA Santa Fe. 2010 was the perfect time to have SSA in Santa Fe. This year Santa Fe celebrates 400 years of history which began with the establishment of the “villa” in 1610 by the Spanish, and which has a vibrant multicultural life today. Santa Fe holds the claim to being the oldest state capital in the United States.

SSA held its 28th Annual Meeting from April 28 to May 1, 2010 at the Inn and Spa at Loretto, a historic hotel famous for its traditional pueblo architecture. Three workshops on the preservation of photographic materials, fundraising, and caring for Native American archival collections took place during the pre-conference. Writer and activist John Nichols, whose work of fiction and non-fiction is set in Northern New Mexico, gave the keynote speech. He is best known for his New Mexico Trilogy: The Milagro Beanfield War (1974), The Magic Journey (1978), and Nirvana Blues (1981). It was a most amusing and pertinent address. He told the audience that he was an archivist’s dream. He is a packrat and has kept all the things accumulated by his manuscripts, screenplays, and activity files to the Center for Southwest Research at the University of New Mexico.

The rest of the program consisted of numerous concurrent sessions which covered a breadth of topics including: archival and historical issues about Route 66, archives training and funding opportunities, the National Digital Newspaper Program (a joint project between the National Endowment for the Humanities and the Library of Congress), current challenges and initiatives at the New Mexico State Archives, preserving and making available small press archives, tribal archives, history of the Mexican American borderland, and the Korean War project at the Central Arkansas Library System.

The session title The Groves of Academe focused on the job of contemporary archivists in academic institutions. Mary Manning of Texas A&M University reported on the results of a survey she conducted among archivists and discussed how