Bet You Missed It-What do mobile phones and vengeful women have in common?

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in the physical and digital environments and in the services to support both.

Jill Emery — The Role of the Modern Intermediary and What Constitutes Value in the Library of 2012 — discusses libraries’ continuing struggle with the prime issues of journal transfer and platform changes with electronic subscription management. She provides two specific examples that illustrate how local technical services staff hours are spent addressing these issues and proposes ways intermediaries can help improve these situations.

Emery goes on to explore developing areas in libraries and where librarians’ focus will be in the next five years.

Ann Lawson — Thriving in Chaos: Intermediaries Delivering Value in a Changing Landscape — discusses how the burgeoning volume of electronic content, in its many forms, is constantly changing the landscape for all involved in the information industry, leading to a reliance on multiple solutions for management and delivery. This is costly and resource-hungry. Our world is becoming ever more complex; money is in short supply; libraries need to develop and implement mechanisms and solutions, either by themselves, in consortia, or to outsource to an intermediary.

She states that to help libraries to thrive in such a chaotic, changing landscape, intermediaries have to be agile and quick to adapt, delivering added value to libraries, institutions, corporations, publishers, and consortia alike.

Pinar Erzin — Adding Value to the Publishers’ Business — talks about finding the niche in serving publishers as an agent, without being a traditional subscription agent. She addresses questions: Bridging between libraries and publishers, how does that position sales organizations like Accucoms in the supply chain? Do we compete or do we work together? What are some of the other emerging initiatives being added to the supply chain — for example, small publisher coalitions?