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And They Were There

Reports of Meetings

Column Editors: **Sever Bordeianu** (U. of New Mexico)
and **Julia Gelfand** (UC, Irvine)

Resource Sharing, Access, Ownership

Presented by
the U. of Oklahoma Libraries and
the U. of Oklahoma Foundation

Report by **Mary L. Compton**, Senior
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The annual University of Oklahoma conference was held March 3-4, 1994 at the Sheraton Inn, Norman and was attended by 94 participants. The conference was chaired by **Sul K. Lee**, Dean, University of Oklahoma Libraries. The major theme of the conference was effective resource sharing among libraries. Almost 85% of the participants were from academic libraries. I gathered some useful information for the consortium we are currently participating in with UNM, NMSU, LANL, NMT, and PL, as well as some new ideas for our own collection management problems. I have just tried to hit the high points here.

Thomas Shaughnessy,
University of Minnesota—Twin Cities

Shaughnessy's first major point was that resource sharing agreements do not take the place of building your own collection. Each library member of a consortium must take on the obligation for meeting most of their customers' primary information needs. In his consortium the goal is to provide 95% of the information resources needed within the institution and borrow only 5% from others. (They measure this using circulation data, in-house use data for books and periodicals, and reference request data.) What this means is that "we must maintain our collections or the whole fabric of resource sharing will fall apart." In any consortium there will be net lenders and net borrowers, but all must contribute resources in order for resource sharing to be successful.

His second major point was that the document delivery/interlibrary loan pro-

cess needs to be improved. The process should be "fast, right, easy, and cheap." Libraries must move from a process center to a service center. We cannot substitute "just in case ownership" for "just in time access" unless we can furnish needed resources "just in time." Currently libraries (academic) are not doing this.

His last three points were: Design a distributed research collection (coordinate development of comprehensive collections, nationally and regionally); Start digitizing non-copyrighted materials (as part of preservation also); Shift to a new paradigm: from document delivery to information delivery to the end-user.

Fred Lynden,
Brown University

(opening joke: Whoever says that remote access can't hurt me has never had carpal tunnel.)

Lynden covered many of the same themes as Shaughnessy with these additional solutions: Outsource work (cataloging, for example; approval plans are an old example of this for collection development); Use EDI to process serials claims, etc.; Develop expert systems to assist users in finding information.

One interesting point made by both Shaughnessy and Lynden following their presentations was that ARL libraries have more items without bibliographic access than with bibliographic access. They were referring to their archives and manuscripts collections and bemoaning the fact that they have to settle for collection level indexing.

Genevieve Owens,
University of Missouri—St. Louis

Owens spoke about the challenges a small university or college library has in deciding what it should acquire for its collection. Questions such as: will it be used? should we satisfy current user needs only? are key to her decisions. While an academic research library usually assumes that 20% of its resources will satisfy 80% of information needs, this usually shifts to 40% of the resources satisfying 80% of information needs in

college libraries.

In order to verify that this is indeed happening, collection management librarians must be able to track records on previous selections. To perform this collection analysis, we need systems that will produce this data easily. We must be able to formulate queries of our own choosing using our own computers. This information is vital in assessing the relative importance of various subjects and will help us define the core of our collection. On resource sharing she commented that by satisfying current user needs college libraries may end up with homogeneous collections and rely on ARL libraries for the unique resources. Resource sharing is always difficult for small and medium sized libraries.

Donald Simpson,
Center for Research Libraries

Simpson's most interesting point to me was that collection development (ownership) and interlibrary loan (access) operations must be coordinated. Successful resource sharing requires balancing access and ownership. But while resource sharing is essential it is not a panacea. It does not save dollars, but it does expand the realm of information resources available and improve the quality of life for our customers.

Charles Hamaker,
Louisiana State University

Hamaker is one of the most outspoken critics of journal publishing practices today. He tried a new method of determining what customers need from their library's journal collections. Ask them.

John Secor,
Yankee Book Peddler, Inc.

Secor's talk focused on the many management concepts and ideas that have been tried in recent years. He warned that many of these concepts or fads were a quick fix that managed immediacy and that skills such as creative thinking, strategic thinking, and decision making had taken a back seat as a result. While praising TQM because it touches both people

and processes, Secor panned most of the other fads including benchmarking, re-engineering, and right-sizing. He acknowledges that both businesses and libraries need to find new ways of doing business, but never lose sight of the customer. We need to be able to answer the question: what business are we in?

Conclusions I have drawn from this conference are:

- Resource sharing agreements do not abrogate our responsibility to furnish our own customers with most of the materials that fill their information needs.
- Good collection management is vital in determining how well we are satisfying our customer needs and reports on collection usage are important tools used when making these analyses.
- Always look for new ways to determine our customer's information needs.

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Trinational Library Forum

February 24-26, 1994,
Monterrey, Mexico

Report by **Carolyn Mountain** (Latin American Information Specialist, Parish Business Library, University of New Mexico)

This was the fourth annual conference of the **Transborder Forum**, whose name was changed this year to the Trinational Library Forum, reflecting the addition of Canada. It was initially conceived as a conference for librarians on both sides of the Mexican border, focusing on collection issues as well as the impact of the emerging information technologies. As a result of NAFTA, it has been expanded to include Canada. Although the only Canadian presence was particularly well articulated by **Rick Wilks**, CEO of a small Canadian press, **Annick Press**, it raised the question of whether this group would remain focused on border library issues. This dilemma was highlighted by the lack of an immediate invitation by any of the U. S. border states to host it next year. So UNAM

(**Universidad Nacional Autonoma de Mexico**), in Mexico City, was delighted to offer next year's locale! This group is still new enough that these questions can be battled about with little intransigence on the part of certain parties. Its focus and mission will probably be more defined next year as the attendance grows even larger (around 250 this year).

I was pleased with the organizational efforts of the **Instituto Tecnológico de Estudios Superiores de Monterrey**, which sponsored the conference. All the excursions, including to the Instituto and a modern art gallery (converted from the original buildings of the Moctezuma beer brewery) were remarkably well organized. We were herded around by bright and affable students who somehow managed to get us everywhere on time — to the minute — even making those of us who got absorbed in the beer making process or some arcane or technologically advanced part of the library feel that there was no rush, just urging us gently to move right along. And this was Mexico? Well, it is at least a part of Mexico which reflects the enormous expansion of the industrial and technological sectors of the economy. Monterrey is

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the third largest city in Mexico and is really rather wealthy. The school was founded 50 years ago by the owner of the large beer brewery, Moctezuma, and has been heavily endowed by the largest industries and corporations of Mexico. Tuition is expensive, especially by their standards; \$3,000.00 per semester, although they have begun to expand their scholarships, and it is the premier institute for engineering, business and technology in Mexico, with 26 campuses around the country. A graduate of this institute can proceed along a career track which brings him/her into the highest levels of political and social power in Mexico. The recently assassinated PRI candidate, **Luis Donaldo Colosio**, was a graduate of this school.

At this juncture I would like to digress a moment and comment on their library. Rather new, it has benefited from a very favorable relationship with IBM, which collaborated with them to provide state-of-the-art computer technology for the library. They have an institutional LAN for all their online services, which include the **Dow Jones Retrieval Service**, the Mexican stock market, the *Wall Street Journal*, many Mexican newspapers, government statistics from INEGI, among others. Then they have a separate LAN for CD-ROM databases, over 40 separate titles, including almost all of the **Silver Platter**, **UMI** and nationally produced databases, as well as two separate workstations for **ABI/INFORM Full Text**. Their Reserves section has almost everything placed on reserve, except books, scanned into a system so that readings can be downloaded or printed out (on a laser printer) within a few minutes. What a luxury! The staff was, naturally, very gracious and informative. Although they have a fairly standard number of professional librarians in Reference and Technical Services, they have their database instruction handled by student staff and graduate students who are probably more familiar with the coursework and current jargon than the professionals. They call this "peers teaching peers" and have found it to be very successful.

Simultaneous translation was provided for those who were not bilingual, though when small-group discussion broke out in the workshops, they had to revert to asking how many were more comfortable in English or in Spanish. Interestingly, there were only a handful of Mexican librarians who could not speak or understand English, while there

were many more U. S. librarians who did not know Spanish.

The workshops which were most relevant and informative for me were on collection development, information technologies and on user education:

1. The collection development workshop focused on a conspectus for collection development which was created jointly by a librarian at the University of Guadalajara and **Dora Biblarz** at Arizona State University (University of New Mexico General Libraries many years ago). It is a general conspectus which does not focus on Latin American collections, but which is formulated rather differently than the RGL conspectus. It analyzes a collection according to what is taught in each department, as reflected in the most current college catalog. It was only published a couple of months ago, and is being implemented in a small college in Washington state. It needs to bear further investigation.
2. The workshop on information technologies gave a very useful overview of the state of library information systems in Mexico and in the United States. The major development of CD-ROM technology in Mexico comes out of the **University of Colima**, a rather prolific provider. The U.S. side was presented by the head of Reference at a small private school in Texas, **St. Edwards University**.
3. User education issues don't vary tremendously between the two countries, except a few themes were repeatedly brought up by Mexican librarians that we no longer seem to address as strongly. Librarians at the largest institutions, **UNAM** and **University of Guadalajara**, thought that information had to be paid for in order to be valued, while those at the smallest border institutions were visibly concerned that this kind of thinking was becoming more prevalent. The importance of libraries and book publishing is enormous in Mexico and they have become quite creative in marketing it. A librarian from the **Pan American University** in Mexico

City described their foray into user education. They developed a robot which was programmed to interactively instruct students in the use of their library system and online catalog. It was enormously popular!!

In closing, the conference was crucial to developing networks within the library community in all three countries and in sharing information about resource sharing and mutual issues.

AMIGOS Fall 1993 Membership Conference

Report by **Joan C. Griffith**
(U. of New Mexico General Library)

The 1993 AMIGOS Fall Conference was held in Dallas, Texas November 9-12, 1993. Having recently moved to the Southwest this was my first opportunity to meet and network with new colleagues as well as meet the AMIGOS staff. The conference began with 2 full days of preconferences. Day one was devoted to "Electronic Options for Preservation and Access: Regional and National Initiatives." An overview was presented by **Anne Kenney**, Assoc. Director of Preservation and Conservation at Cornell University and **H. Thomas Hickerson**, Director, Rare and Manuscript Collections also at Cornell. They provided information on three successful scanning initiatives; Kenney worked on the Xerox/Cornell Joint Study on Digital Preservation 1990-1992 and is currently working on Preserving Archival Materials Through Digital Technology. Hickerson is working on the Cornell Project of the Kodak Library Image Consortium. We accessed their database and were able to view digitized records from their Orni-

thology Collection which includes many beautifully illustrated ducks and other water fowl. We also had the opportunity to see, feel, and inspect original books and reproduced books from their Brittle Books Project. Handouts were abundant including a glossary of terms, examples of dpi resolutions and tonal reproduction used in the projects, scanning setting used for archival materials, a bibliography, and several titles distributed by The Commission on Preservation and Access: 1) Preserving the Illustrated Text, Report of the Joint Task Force on Text and Image, 2) Preservation of New Technology by **Michael Lesk**, 3) Preservation and Access Technology, The Relationship between digital and other media conversion processes: A structured glossary of technical terms by **M. Stuart Lynn** et. al., 4) A Hybrid Systems Approach to Preservation of Printed Materials by **Don Willis** and 5) Joint Study on Digital Preservation Phase 1 by **Anne Kenney** and **Lynne Personius**.

The remainder of the preconference included **Nancy L. Boothe**, Director, Woodson Research Center, Rice University Library explaining her experiences as a recipient of an AMIGOS Fellowship which enabled her to attend a Rare Book School course that focused on "Electronic Formats for Rare Books" where she learned about Internet resources for Special Collections Materials. Additional presenters included **John Stokes**, President, Stokes Imaging, who has completed projects for the Library of Congress, National Geographic, National Library of Medicine, and RLG and **James Parke**, President, Southwest Micropublishing, microfilming and digitization specialist. At the end of the day we enjoyed a special AMIGOS feature called "Preservation Place," where demos and information was available to experiment with such systems as the Xerox DocuTech Publishing Series Models, Slidemasters: Image, Photo, Design Systems, and M/CD System, designed to give the archivability of microfilm and the access of CD-ROM.

On the morning of the second day AMIGOS provided Small Group Sessions on all their product lines, including Automation Alley, Interlibrary Loan/Union List Update, Planning and Funding Small Preservation Projects, UnCover and Electronic Document Delivery, CAT ME Plus, FirstSearch, and Internet Exchange, Mass Deacidification Project, and Accessing OCLC Services via a LAN. Sessions were led by AMIGOS

staff or librarians who gave us "how they did it good at their library" presentations.

Continuing into the afternoon sessions on day two were two more pre-conferences: "Creativity and TQM: Implementing Change in Libraries" by **Brenda Branch**, Director, Austin Public Library and "Telecommunication for Data Access and Transfer" by **James E. Rush**, Executive Director, PALINET. Having attended other TQM workshops, I opted to attend the Telecommunications workshop. Mr. Rush took us from the beginning of human telecommunications including smoke signals, can and sting technology, all the way to the Internet. This session turned out to be hands-on as he distributed various cables, cable ends, fiber optics, and other connectors as well as resource books.

"Virtually and Electronically Accessed and Delivered: Technology and People" was the theme for the final two days of the AMIGOS Fall Conference. **Walt Crawford**, Senior Analyst, Development Division, RLG gave a presentation on "The Virtual Library: Virtually Impossible" and **Marshall Keys**, Executive Director, NELINET gave a presentation on "Beyond Gutenberg and Gigabits: Librarians and the Emerging Digital Revolution."

The program was moderated by **Laverna Saunders**, Assistant University Librarian for Technical Services, University of Nevada, Las Vegas and a reactor panel comprised of librarians from the AMIGOS member community. **Walt Crawford** introduced us to technolust, disintermediation, suicidal librarians, and the new barbarian librarians, who if we let them, will lead us into the future. He maintains that "electronic access and delivery will extend the library, but not replace it," and that the "virtual library" has become a dangerous misnomer, a weapon for those who would devalue libraries and eliminate librarians. **Marshall Keys**, who openly admits to having technolust, presented his speech from his Powerbook, not typed pages! Mr. Keys gave a view of a society in transition from print-based to digital based medium. He outlined some of the challenges and opportunities that this revolution will most certainly present to libraries, librarians, and their users. The reactor panelists gave real life examples of how they are coping with and meeting the challenges and opportunities in their home institutions. ☞

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