December 1996

Rumors

Katina Strauch
Against the Grain

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Against the Grain

"Linking Publishers, Vendors and Librarians"

The Information Technology Imperative For Higher Education

*Comments Made At 16th Annual Charleston Conference,
Charleston, South Carolina, November 7, 1996*

by **William T. Snyder** (Chancellor, The University of Tennessee, Knoxville)

dent, self directed learners." Information technologies in higher education will be central to students becoming independent, self directed, life long learners.

A major challenge facing higher education is to help its constituents

It has become almost a cliché to say that we live in an information society. The late **Ernest Boyer** said in his book *College: The Undergraduate Experience in America*: "At a college of quality, there is a wide range of learning resources that enrich and extend classroom instruction and encourage students to become independent, self directed learners."

become information literate. This means acquiring the ability to recognize when information is needed and be able to locate, evaluate and effectively use the needed information. Information leading to knowledge and wisdom is empowering and ennobling for the human mind and spirit.

The library of a university has been traditionally the nerve center of sources of information needed by its various constituents. Access to information in the university is no longer constrained by physical location. Information technologies have enhanced access to information without regard to physical location. The evolution of libraries on university campuses has been a continuous struggle of acquiring adequate financial and physical resources. I think of the historical challenge of developing our library system at The University of Tennessee, Knoxville

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If Rumors Were Horses

A lot's been going on. I guess the holiday season came early for some of us! First, **Yankee Book Peddler, Inc.** (YBP) announced November 6 (at the beginning of the **Charleston Conference** no less!) that it will open a branch in the UK which will begin operating from offices in Southampton, England, in early 1997. YBP intends to hire experienced UK residents for management, sales, operations, bibliographic

and general staff positions. The UK branch (CIO and project executive for YBP's UK branch is the incredibly competent **Gary Shirk**) will offer the same range of services now offered by YBP in the US. **John Secor** — the incredibly incredible, if you ask me — CEO at YBP, has said, "Opening our office in the UK is the culmination of a decade-long strategy to position YBP globally. We're pleased to be able to offer the works of two countries through a single system." As a result of the decision to open its own office in the UK, YBP will be ending its year-long relationship with **W H Everett and Son Ltd** of London. YBP had been considering various means of technology sharing and development with Everetts, but concluded that such a course was not feasible in light of strategic differences between the companies. YBP will be working with Everetts to frame

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From your (who-would-have-believed-it) editor:

Well it is December and we are getting ready for another year. Who would have believed that in 1989 when *ATG* was started that it would turn into what it is today! Like ... golly gee whiz! Unbelievable! This issue is even better than the last and the Charleston Conference, no. 16, was even more fabulous than the 15th. We aren't getting older, we're getting better, as the jingle goes.

So — let's see. This issue is about **higher education and technology**. For you public librarians out there — all this talk of our constituencies and consumers is what you've spent a lifetime thinking about. Perhaps we in academe are just starting to get caught up with those of you in public libraries. This issue has articles by **William Snyder**, Chancellor of the University of Tennessee, (see page 1) and **Antje Mays** (page 22) of the Citadel about accreditation, **Norm Desmarais** (page 24) about the virtual library and, with his acquisitions librarian's hat on, Norm tells us (page 46) about software licensing agreements. We have our op ed this time from **Albert Henderson** who always raises intriguing questions and gets us thinking which is, after all, the point of our Op Ed section, isn't it? (page 26)

And there's more with Back Talk from **Tony Ferguson** who is always questioning. And I always enjoy **Joyce Ogburn's** *Acquiring Minds* (see page 70) and this time she's right on with her discussion of fulltext. And there's even more fabulous information. I don't know how to tell y'all this, but I really love editing *Against the Grain* and I thank all of you for letting me do it.

Happy New Year to all of you!

With love, Your Editor

Against the Grain — Deadlines 1996 and 1997 — Volume 8 and Volume 9

<u>Event</u>	<u>Issue</u>	<u>Insertion Order</u>	<u>Camera-Ready Copy</u>
Annual Report	February 97	12/11/96	12/24/96
ACRL Issue	April 97	1/29/97	2/12/97
ALA Annual	June 97	4/23/97	5/7/97
Reference Books Issue	September 97	7/2/97	7/16/97
Charleston Conference	November 97	9/3/97	9/17/97
ALA Midwinter	December 97/January 98	11/5/97	11/19/97

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an orderly transition out of the working relationship. John Secor is your contact for more info. <jsecor@ybp.com>.

There's more. As part of the global restructuring along product lines of the **Blackwell Ltd Group**, the company is pleased to announce that Readmore Academic Services (RAS) will be integrated with Blackwell's Periodicals Division (UK) effective from the 1998 renewal year, and will operate under the **Blackwell's Periodicals** name. Two customer service centers will be maintained: one in Oxford, England and the other in Blackwood, New Jersey, as Blackwells is firmly committed to honor the choice of Service Center which the customer has made knowing that customer service contact is at the core of the library-vendor relationship. Current customers will continue to work with their present customer service representatives. New subscription customers will have the option of working with either or both centers depending on their individual collection requirements. The Readmore Academic and Blackwell's Periodicals North American sales forces will be joined under the management of the splendid and highly competent **Tina Feick**, who is based in Blackwood, New Jersey. The two sales groups merger will take effect January 15, 1997 and Blackwell's Periodicals will operate under one computer system as of April 21, 1997. The equally wonderful **Heather Steele**, operating from the Oxford Service Center, remains as Director of Sales and Customer Service for the Americas. Tina Feick will report to Heather

as she leads North American Academic/research library sales. **Kit Kennedy** and **Graham Yates** remain in sales management positions with the company. So, if you want more info, contact one of them. Okay? Phone: 800-458-3706.

Blackwell's have also announced the appointment of **Jim Rose** as Chief Executive of the new Global Journals Division. The division includes all of the international journal agency operations formerly known as BHB Periodicals (UK) and all Readmore USA. **Alan Smith** will remain as Director in Charge of Blackwell's UK Periodicals Division. Rose (35) joins Blackwell's from A. C. Nielsen, global leaders in marketing information services and delivery, and the largest market research company in the world, where he was the Managing Director, UK, Ireland and South Africa for three years, having joined the company in 1990. Blackwell's Global Journals business that Rose will be heading up has global sales worth £250m. He is married with two children and has an undergraduate degree from Northern Illinois University and a graduate degree from Northwestern University. Born in the USA, he now lives in Hertfordshire.

And, not to be left out, **Marcia C. Romanansky** has been promoted to Senior Vice President, Purchasing and Book Distribution, for **Blackwell North America**. Marcia joined Blackwells in 1989 as Director of Collection Development and was promoted to Vice President in 1990. She received her B.A. from College Misericordia (Dallas, PA), MLS from Pratt Institute, and MS in Education from Seton Hall University.

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Beckett, no less. And it's true, what we told you in the last issue of *ATG* (v.8#5, November 1996, p.8). Chris has joined the Dawson group of companies as Publisher Relations Manager, Dawson Europe. He will be responsible for managing relations with all European publishers for the Dawson Information Services Group, will be based in the UK, will report to **Joel Baron**, Group Director, Publishing and Publisher Relations, and will become a member of the management team of Dawson Europe. What ho, Chris! Beckett and three other people will form a new Publisher Relations Council under Joel Baron's leadership, coordinating the Group's business relations with publishers and other content providers worldwide and reflecting further consolidation of its publisher Relations functions. Moving right along, **Diane Appleton**, Vice President for publisher relations, Academic and STM Publications for the **Dawson Information Services Group** will now be reporting directly to **Joel Baron** and will be managing relations with all North American publishers in the academic and STM sectors on behalf of the Group. Diane will continue to be based at Dawson's Faxon Massachusetts facility. **Robert Taller**, who has headed up Dawson's Turner Subscription Agency, will now be reporting to Baron in the newly created position of Vice President for Publisher Relations, Trade & Consumer programs with this specialized group of publications. Taller will continue to be based at the company's Oregon, IL facility. And last but not least, **Eric Le Strat** will continue to represent the Group to publishers in France, Spain and Italy, and has been named European Publisher Marketing Manager on behalf of Dawson Europe. Le Strat will also report to Joel Baron. There you have it.

Lisa German (once Head, Acquisitions, Wright State) <lgerman@library.wright.edu> was planning on coming to the CC before she changed jobs. But Lisa moved to the U. of Illinois Champaign-Urbana to work in Acquisitions with the awesome **Karen Schmidt** as of the first of November so it was impractical. She'll see us here next year. And you know what? I wonder when some computer whiz is going to figure out that it's a pain when people change their email (like Lisa's email is now different) and fix it so that mail is forwarded to the new address at least for a few months?

Had time to actually talk to **Ginny Gilbert** <vag@mail.lib.duke.edu> during the CC. She is writing up a report on the Conference AND she and **Jeri Van Goethem** will probably be interviewing **Robert Coles**, who started the journal *DoubleTake* (have you seen it?) at Duke University, this spring.

Hey, y'all. What a coincidence! I had just interviewed **Rao Aluri** (see this issue, page 32) when what to my wondering eyes should appear — but **Tom Leonhardt's** Letter From Oklahoma (see this issue, page 38). Pretty neat and totally unplanned!

A new face in the crowd. Did you have a chance to meet **Linda Brown** (Collection management coordinator, Bowling Green, Ohio) <lbrown@bgnnet.bgsu.edu> when you were in Charleston? Linda gave a paper at **Buzzy Basch's** Prioritizing Serials preconference and hosted Friday's Serials Lively Lunch.

Speaking of changing email addresses, **Judy Evans** (did you read her article in *ATG*, v8 #4, September 1996, p.28?) has retired and is having fun with her two grandchildren (her daughter's). Here are her off-library addresses — <judith.evans@alianet.alia.org.au>; 40 Buvelot Street, Weston ACT 2611; Ph (06) 2888310.

Don't have nearly enough time to "surf" the Net these days, but the other day, I did locate **History Online**, an electronic journal dedicated to reviewing books in all areas of history. It is located at <<http://www.uc.edu/www/history/reviews.html>>

This off CNI-copyright. **Barbara B. Lang** <sds@developer.win.net> has recently developed a commercial Web-based training product that educates employees about copyright laws as they pertain to intranet Web page development. She wants to know you think about the product at <<http://www.abitec.com>>.

Hey. The other day I opened my mail and what should I find? A picture of **Chris**

The always and continually innovative (this is created and managed by librarians, you know, so what did you expect?) **CARL Corporation** has made three major enhancements to its popular **Kid's Catalog** graphical user interface — an integrated spellchecker, multi-language capabilities, and Patron Placed Holds. In keeping with the original concept of **Kid's Catalog**, the suggested spelling is presented to the child, and if accepted, the search is automatically re-executed without any additional keystrokes. With the new multi-language capabilities, the application and database files can now be translated into any foreign language that supports Roman character sets. And **CARL Corporation** has utilized the multi-language capabilities in a partnership with **San Antonio Public Library** to create Spanish language files. The Spanish language **Kid's Catalog** debuted at the first **REFORMA National Conference** in Austin Texas, in August 1996. **Kid's Catalog** version 1.6 for **CARL** libraries features a Patron Placed Holds option that allows the child to place a hold on an item from the Bibliographic Record screen. Patron Placed Holds is also available in **CARL's** other patron interfaces including **Everybody's Catalog** and **CARLweb**. For more information call 800-638-3563, or email kidcat@carl.org.

Ambassador Book Service, Inc. (ABS) and **Library Associates (LA)** announce the merger of their firms' services. **ABS**, a supplier of books, non-print materials, journals, and related value-added services to libraries throughout the world, and **LA**, a full service cataloging service providing generic cataloging, customized copy cataloging, original cataloging, and retrospective cataloging conversions, will be jointly marketing their services to deliver shelf ready materials to libraries. This exclusive cooperative effort represents over thirty-five years of professional service to libraries. Together the synergy of **ABS** and **LA** positions them to provide outsourcing solutions to libraries. **LA** will be exhibiting with **Ambassador** at all future conferences and will be linked to **Ambassador's** Web page. If you want to know more, contact **Gary Herald** at <abs@CLASS.ORG>

And speaking of the awesome Gary above, he was **THE FIRST** person to send in an article for *ATG* way back when — in 1989, was it, Gary? The article: "Out of Print: Not So Fast!" (*ATG*, v.1#2, June 1989, p.19-20) demonstrated that books were not going out of print as quickly as some of us might have thought. Gary's article was accompanied by articles by **Peter Simon** of R.R. Bowker, and **Janet Flowers** of UNC-CH. In that same issue the theme for the **1989 Charleston Conference** was listed as "Plus ça change." Time marches on, but the more things change, the more they stay the same, *n'est-ce pas*? This is just one of the reasons that we are excited to report that we will be interviewing Gary (the bashful) in an upcoming issue. And, Gary, you can't back out now!

The **AAP/PSP Electronic Information Committee** will publish "*Professional and Scholarly Publishing in the Digital Age*." This publication will cost \$15 for **AAP** members and \$30 for nonmembers and can be obtained from **PSP Publications Dept.**, 71 Fifth Ave., 2nd Floor, New York, NY 10003. Fax 212-255-7007.

Yankee Book Peddler, Inc (YBP) has formed a **New Media Services Division** to position the company in the electronic publishing and electronic commerce arena. **Jennifer Goodrich**, recently of the Ideological consulting firm and previously with **ITP** and **Addison-Wesley**, has been hired as **Director of New Media Services**. The first venture of the new division is a strategic investment in **NetRights, LLC**, a software startup with headquarters in Lebanon, NH. **NetRights** is developing a new technology, **LicensIt™**, that links copyright information to digital works. **Glen Secor**, YBP's CFO and Corporate Counsel, expects **LicensIt** to appeal to a wide range of content providers and users, including publishers, libraries, and the broader academic community. **NetRights** producers' products turn digital content such as photos, videos or text into living documents that have the built-in ability to access remote information, initiate connections to Web sites and commerce services and automate communications between content and its creators. These documents represent a unique and exciting way of creating electronic commerce applications — applications that interface with the Internet, but do not require **HTML** scripting, Web page presentation, or browser dependencies. **LicensIt** products are based on **ActiveX**, the standard object technology developed by **Microsoft**

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that allows a variety of media types to be shared by Web browsers and applications through the Internet. If you want to know more, contact **Glen Secor** at YBP <gsecor@ybp.com> or **Mary Gavin** at NetRights <mary.gavin@net-rights.com>.

BiblioData, publisher of books and newsletters for online searchers, is adding Internet URLs to the January 1997 edition of the directory *Fulltext Sources Online*. There are about 6,500 titles covered in the 1997 edition which will be available in January. It lists titles of journals and newspapers, newsletters, magazines and TV transcripts that are available in fulltext via online vendors such as Dialog, Data-Star, Lexis-Nexis, Dow Jones, WestLaw, NewsNet, DataTimes EyeQ, Infomart, Info Globe, Genios, Ft Profile, STN and others. With the addition of the URLs, you will be able to tell if a title that is available through a provider is also available via the Internet. The January edition is \$110 plus \$6 shipping within North America (\$21 for foreign shipping). For more info, email <ina@bibliodata.com>, visit the Web site at <<http://www.bibliodata.com>> or call 617- 444-1154.

Heard from **Colin Harrison** (Everetts) who says that he'll be at the 17th Charleston Conference — November 6-8. Write the dates down!

You know, I remember when he first showed **DRA** at our library many years ago. And now I have learned that **Jim Michael** has retired. Michael's career began in the 1950s when he served as a clerk in several libraries while studying to be a minister and doing graduate work in Hebrew Studies. Jim received the 1992 LITA Gaylord Award for lifetime achievement in library automation, was named a 1995 Fellow of NISO (only the tenth individual to get that award), and was instrumental in establishing the NISO Z39.50 Implementer's Group (ZIG). Jim will be missed, but, hey, happy retirement to him!

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And speaking of **DRA**, I have a confession to make. The day after the 1996 Charleston Conference was over, I received an absolutely gorgeous flower arrangement from **Mike Mellinger**, the founder and president of **DRA**, who had been unable to attend the Conference, some of you will remember, because he had plane trouble (he flies his own plane) and could not get a commercial flight out. Anyway — **Ward Shaw**, the wonderful, picked up the pieces and filled in for Mike. (And even **Tony Ferguson** was there to listen to what he said, see this issue, page 82.) Meanwhile, back at the Conference, **Mary McLaren** (U. of Kentucky) and **Elsie Pritchard** (Morehead State Univ.) were the coordinators of this panel, making it all go smoothly. Not yours truly. Gulp. So — why in the world did I get this gorgeous flower arrangement? Go figure. It was beautiful and **Joni** (my student worker, remember her from the Conference skit?) has dried the whole arrangement so that it will be in my office for a long time! Besides, **Mike Mellinger**, though, I need to thank **Ward** and **Mary** and **Elsie**. I guess I owe some flowers all around ... Whew, glad that confession's off my mind!

And — did you see the latest article by "death of the card catalog" author **Nicholson Baker** in the October 14 *New Yorker*? Wow. This article is about discarding books at the San Francisco Public Library. The library, however, has a side to this issue and they have issued an impressive press release. See **Bet You Missed It**, page 65, this issue.

More confessions. I did meet **Carla Hendrix** (SUNY Plattsburg, Collection Development Librarian) at the 1996 CC. My good colleague, **Cerise Oberman**, <OBERMACG@SPLAVA.CC.PLATTSBURGH.EDU> told me to be nice to her!

On the serials front, there continue to be waves. The latest came at the 1996 Charleston Conference when the decision by **Faxon** to place a minimum service charge of \$5 on serials when publishers do not give them a discount! This means, as far as we can tell, that prices will be increased by \$5 to the library if the publisher does not give Faxon a discount on the title. Just like other things, we can expect other subscription agencies to follow suit, but at the present time **EBSCO** says that they are only imposing this charge for government publications which has been in force for some time. Is this a trend? Are subscription vendors altering their method of pricing?

A new edition of the **University of Washington Acquisitions Division** U.S. vendor assignment list is now on the Web at a new URL. Visit — <http://www.weber.u.washington.edu/~acqdiv/>

Well, we told you it wasn't over (see *ATG*, v.8#2, April 1996, pp.38-39). The U.S. Court of Appeals for the Sixth Circuit issued its en banc opinion on November 8 in **Princeton University Press, et al. v. Michigan Document Services**. Voting 8-5, the Court found that the use by MDS was *not* fair, but vacated its ruling that MDS's infringement was willful. 1996 U.S. App. LEXIS 29132. Judge Nelson wrote for the majority. Judges **Martin**, **Merritt**, and **Ryan** each filed dissenting opinions on the fair use issue. This opinion reaffirmed the need for copyshops selling custom course readers called "coursepacks" to seek permission from copyright holders and pay license fees when they include substantial excerpts of copyrighted material in the coursepacks. You can access the decision at the **Stanford Fair Use** homepage — <<http://fairuse.stanford.edu>>.

Lynne Branche Brown writes that since its release in March 1996, **Yankee Book Peddler** has authorized access by over 300 libraries to **GOBI** (Global Online Bibliographic Information), a database of over 1.5 million bibliographic records. And by the way, Lynne was named Chief Operating Officer of YBP, Inc. Lynne joined YBP in 1994, coming from Penn State. John R. Secor, CEO, said that "it was her demonstrated abilities that gave her the job: the ability to bring conceptual leadership to YBP; the ability to facilitate growth and development of people and groups; and her aptitude for process management and control."

Lynn Fortney, Assistant Vice President and Director of EBSCO's Biomedical Division, wrote "An Interesting Look at the Biomedical Journals Most Often Ordered Through EBSCO" in *At Your Service*, no. 38 (Oct/Nov/Dec 1996). Fortney says that some of these titles are not included on standard core lists like **Brandon-Hill**. What are the top ten requested biomedical journals? *New England Journal of*

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Medicine, American Journal of Nursing/Library Version, Lancet, Nursing, Annals of Internal Medicine, AHFS Drug Information, American Journal of Medicine, Nursing Management, Medical Letter on Drugs and Therapeutics, and Cancer. If you want a complete list go to <<http://www.ebsco.com>>.

Was recently browsing through *Network, News from Swets* (v.2#2, Nov. 1996) and learned some interesting things. **DataSwets** is now on the Web at <<http://www.swets.nl>>. In August the First International Summer School on the Digital Library was held in Tilburg University in The Netherlands. Sixty participants took the course, largely academic, special, and government librarians from 15 countries. The summer school was run by Ticer (Tilburg Innovation Centre for Electronic Resources, a company owned by Tilburg University). A second seminar is being planned for the summer of 1997. There was also an interesting, but very brief, discussion of domain names on the Web, applications for which have grown from 400 per month in 1993 to 45,000 a month in March, 1996! More info is available at <<http://www.itu.int/intreg/dns.html>>.

Did y'all see the positively fascinating article in *The New York Times*, Friday, November 22, pg.B1? By **Janny Scott**, it's called "Commerce and Scholarship Clash" and is about the legal wrangling between publisher **Macmillan** (which took over **Charles Scribner's Sons** in 1984) and the **American Council of Learned Societies**. The fight is over the venerable *Dictionary of American Biography* and is about who owns the copyright, the form that the DAB can be issued in, whether it must be updated, etc.

And, around the same time, there's another article in the *NYT*. by **Peter Applebome** called "Publishers' Squeeze Making Tenure Elusive." This article's about the marketability of esoteric academic texts and the fact that publishers aren't publishing as many of them as they used to. Says a professor, "People like me will continue to do what we do. It's just going to be harder and harder for us to find venues to share our work." Hmmm...

The **AMIGOS Consulting Service**, in conjunction with the AMIGOS Imaging Team, has been awarded a consulting project to assist the Special Collections Department at **Texas Woman's University** (TWU) in planning, coordinating, and implementing an imaging project to convert a multimedia collection of American aviation historical materials to digital images. The Woman Air Force Services Pilots (WASP) Collection of photographs, manuscripts, military uniforms, and other artifacts from woman Air Force pilots of the Army Air Forces in World War II will be digitized during this project. The short-term goal of the project is to digitize one thousand photographs; the long-term goal is to provide TWU with a decision structure — policies, procedures, and equipment — to offer imaging of other collections. For information contact **Denise Giliman** at <amigos@amigos.org>.

The **National Endowment for the Humanities Division of Preservation and Access** has awarded the **AMIGOS Preservation Service** (APS) a three-year, \$486,154 grant. The grant will be used to expand the services of the APS, will continue until March of 1999, and was the only three-year grant award among 54 grants awarded to preservation projects. Established in 1991, the APS' objective is to provide information and education on preservation issues to libraries, archives, museums, and other cultural institutions in Arizona, Arkansas, New Mexico, Oklahoma, and Texas.

Dr. Patricia A. Phillips <pPhillip@utep.edu> is now associate university librarian for technical services at the Univ. of Texas at El Paso. She was hoping to make it to the **Charleston Conference**. Unfortunately I missed meeting her. Did anyone else? Or do we have to wait til next year?

Talked to **Azalee Sain** over the Thanksgiving holiday. As y'all will remember, Azalee retired in May, and she says that she misses the people, but not the pressure. She's been selected as a Raleigh, NC ambassador for the City and is also doing volunteer work for the Raleigh Rescue Mission. In between, she is reading 1-2 biographies a week and adds them to her growing (3000 volumes!) biography

library. Azalee said she didn't get to the **Charleston Conference** this year because of cataract surgery, but she hopes to get here next year! We were reminiscing about **Otto Rapp** and **Robert Maxwell** and all the people in publishing and libraries that we have grown up with. If you want to chat, I'm sure Azalee would be thrilled. 124 N. Lord Ashley Rd., Raleigh, NC 27610. Phone: 919-834-6408.

Was gratified to run into **Joseph C. Andrews** (University of Central Florida) <jandrews@pegasus.cc.ucf.edu> at the 1996 **Charleston Conference**. Joe says they are interviewing for his boss' position (Director of Libraries) even as we speak. We are planning an interview with Joe in an upcoming issue where we can hopefully hear more about what's happening.

More gratification. Was thrilled to see **Carol Pitts Diedrichs** <chawks@magnus.acs.ohio-state.edu>, Editor-in-Chief of *LAPT* and Head, Acquisitions at OSU Libraries at the CC. Carol hasn't gotten a year older since I first met her. She is incredible. Guess it's all that bicycling! The latest news is that *Library Acquisitions: Practice & Theory* has announced the appointment of **G. E. Gorman** as Review Section Editor. Dr. Gorman has served as assistant editor for the journal for many years. He is a Fellow of the Library Association and currently serves as Associate Director of the Centre for Information Studies at Charles Sturt University-Riverina in Australia. He has been an academic for the past 10 years but previously worked as Librarian at the University of Sussex. His areas of expertise and research interest include collection development/management, publishing, and research methods. He has written and edited a number of books in the area of collection management, the latest being *Collection Management for the 21st Century*.

This came courtesy of our bam-zowie and cracker jack Administrative Assistant that we have recently hired at the **College of Charleston Libraries, Claire Fund**. It's an article from the *Washington Post*, p. A 15, October 15, 1996 and is called, "The documents we deserve" by **Amy E. Schwartz**. As we all no doubt have noticed, the documents once circulated by the federal depository library system are rapidly becoming digital because they save distribution costs and also are searchable by keyword and legislative session if digitized. But **ALA** is concerned by this trend of cutbacks. ALA thinks that Congress is misinformed if it believes that putting documents online will save a lot of money. Going electronic primarily shifts costs, but doesn't shrink them. Libraries have to update and maintain electronic access, and they have to pay to have the service available to patrons. Before, they could just make available the paper document the library was sent for free. Also, it takes a great deal of labor and time to organize and prepare documents into an electronic format that will actually be useful. Visit: <http://www.ala.org>.

Here's more from Claire from the *Chronicle of Higher Education* 25 Oct 96 A28. A committee of educators and publishers, sponsored by the **Consortium of College & University Media Centers**, has developed a set of "fair use" guidelines for professors and students who want to use copyrighted material in CD-ROMs and multimedia projects. The new guidelines set limits on the amount of a copyrighted work that "reasonably" may be used — for example, 10 percent or 30 seconds, whichever is less, of an individual musical work. Limits are also set on the number of copies that professors or students can make of their newly created CD-ROMs or videos. Schools that want to use such works in distance-learning programs must restrict access to students enrolled in the class through use of passwords or other technologies. More than a dozen academic and industry groups have endorsed the guidelines, and further support is being sought.

Roger J. Williams <70312.3622@CompuServe.COM> (**Input Culture**) — remember the fabulous New York State wine his company donated to the CC last year — is trying to thaw out in the frozen North (I knew there was a reason to stay South though it's pretty cold down here too.). Anyway, he says they are installing a new software system and words cannot describe the joy this has created in his neck of the woods. Sorry you didn't make it to Charleston, Roger, but next year?

We just got *Managing Serials* by **Marcia Tuttle** (v. 35 in JAI's

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Foundations in Library and Information Science series) on our approval plan. I have put a "keep" slip in the book and a "notify" slip for it to come to me once it's cataloged. Been there, but have NOT done that.

Let's see. Among the College of Charleston faculty recently, we have had some "discussion" (heated) about salaries. So, **Alis Whitt** (Electronic Resources Librarian) <whitt@spinner.cofc.edu> suggested that we lighten it up by visiting the Internet salary calculator site. You just enter your present salary and select a dream state. On the next screen, you select a city within your new desired location. When she visited New York City, her salary came out to \$64,000. This fun and games is at <<http://www.homefair.com/homefair/cmr/salcalc.html>>.

Several years ago the theme of the Charleston Conference was "The Medium is the Massage" (not a typo, no siree!). So, when this post from <mkowalski@videomcluhan.com> arrived on my screen, I paid attention. A new video on **Marshall McLuhan** has just been released for sale. The Video McLuhan is a set of 6 VHS tapes featuring videotaped interviews of and lectures by Marshall McLuhan, written and narrated by **Tom Wolfe**. Visit the Web site <<http://www.videomcluhan.com>> for reviews and more information.

Got a **great** email from **Irving Rockwood**, Editor and Publisher of *Choice*. **Irv, Stu Foster**, and **Fran Graf** attended the 1996 CC and said it was excellent! (I've been telling you that for years, everybody!) They were quiet, but they learned a lot. And they'll be back! I hope they'll be on the program next year and even in *ATG*. Stay tuned!

Just after the Conference, I heard from another journalist — **Norman Oder** (*Library Journal*) <N.ODER@LJ.CAHNERS.COM>. He said that he had a fine time and learned a lot. Let's watch for both Irving's and Norman's reports on the 1996 CC in their upcoming publications!

Speaking of after the conference, here's an update on the hard workers who put it together. **Barbara Dean** (1996 CC Coordinator) (Fairfax County Public Library <bdean@leo.vsla.edu>) is back in Virginia and she has been working away on a lot of stuff not the least of which is this issue of *ATG*. See this issue, page 28. **Judy Webster** <webster@utk.edu> — the fabulously fabulously splendiferous — wrote to say that it was certainly a shock to wake up on Sunday morning at home in Knoxville and see snow on the ground! And — last but not least — **Heather Miller** — the incredibly workingly fabulous — <HM766@cns.vax.albany.edu> wrote to say that she had a good trip home, though she is not anxious to drive to Charleston again anytime soon. Her son **Andrew** (I remember talking to him many years ago when he was much younger, but I was the same age as I am now) did fine at the high-powered government conference that she took him to in Washington on her way down to Charleston. And I almost forgot **Allison Cleveland** and **Joni Rousse**, Dorinda's and my student workers. They have just signed a big acting contract in Hollywood but will be finishing out this school year. **Dorinda Harmon** will go along to chaperone them! Seriously, life has returned to normal at the good old CofC!

Dan Halloran <danh@abc.com> (the man with the awesome ties) has been emailing **Lucia Tsui** <lblucia@smtpgw.polyu.edu.hk> at **Hong Kong Polytechnic Univ.** (I hope I got it right this time, Dan). Lucia DID attend the 1996 Charleston Conference and we had some fun together but not enough because of all there was to do (who plans that meeting anyway?). Lucia is doing research on quality assessment and is looking for information in US publications. Here is how to contact her: Mrs. Lucia Tsui, Acquisitions Librarian; Hong Kong Polytechnic University; Pao Yue-Kong Library; Hung Hom; Kowloon Hong Kong. Lucia promises to come back next year and to speak!

Another voice from the past. Got an incredible email from **Jackie Thompson** <jackiet@timber-press.com>. Do you remember Jackie? I first met her when she was working in New York for the wild grey-haired man, **Barry Fast**, and **Taylor Carlisle**. Then she moved on to work for **Audrey Melkin** (she doesn't have any grey hair) when Audrey was at **Wiley**. Now, lo and behold, Jackie is

working for **Timber Press** as Sales Manager in Portland, Oregon. Timber Press you may remember if you read the early **Dora Biblarz ATG** interviews with the dean Mr. Abel himself (see *ATG*, vol. 4 #3, June 1992, pg. 24ff; vol. 4 #4, September 1992, pg. 20ff; and vol. 4 #5, November 1992, pg. 35ff) and you better have, was started by **Richard Abel**, his very first publishing company. The new owner's name is **Robert Conklin** and the company has grown significantly. Jackie's son Aaron is now in 1st grade (time flies, especially when you're having fun) and she has a second daughter, **Brenna** who is two. Jackie's new husband is **Neal Maillet**.

How many of you met the man from Russia, **Igor Svitanko** from the **Royal Society of Chemistry** who came to the CC courtesy of the insistence of **Edwin Shelock** <edwin@turpion.demon.co.uk>. Igor was a delightful man with a lot of energy who is doing incredible things in Russian Science (did he give you his math CD-ROM?), I just think that Charleston was too sedate for him. It's not NY or Paris, but I did show him some historic buildings and he enjoyed the Rump Session cocktail party at **Angie LeClerc's** (Director, The Citadel Library) (see her *ATG* interview, v.8 #2, pp. 34-37) on Church Street. If you didn't go, you missed a good time, a tour of a Charleston classic garden, and a lot of great company and good food!

And speaking of the man from Russia, how about the man from Germany! **Knut Dorn** himself was at the CC 1996. This reminds me that I saw the recent **ACQFLASH** from **Jane Maddox** (Director of Library Services for North America) <jmaddox@ottosvc.com> on the price study that is located at the **Harrassowitz** homepage <<http://www.harrassowitz.de>>. The price study is based on firm prices for 1997 subscriptions from 4 of the major STM publishers. The extremes of the differences in the publishers' price increases are astounding and useful in budget projections/planning, Jane notes. The study also includes data on 8 libraries (two in each of four categories), giving the statistics on the titles they subscribe to from these 4 publishers. Here too there are significant differences among the libraries as well as distinct differences between what the increases are for the libraries when compared with the overall increases reflected in the complete publishers' list of journals.

And I certainly don't want to leave out another lovely person from Germany who also attended and participated in the CC — **Astrid Wilch**, Trade Manager, **GTL Scientific Booksellers**.

Eleanor Cook (Serials Specialist, ASU) <COOKEI@conrad.appstate.edu> writes that she won't have a "drinking from a firehose" column in this issue of *ATG*. Why? Well, they are doing a massive and full-blown serial vendor review right now — **Readmore** and **Blackwells**, **EBSCO**, **Swets NA** and **Faxon** are all presenting proposals. She is also editing papers for an issue of *Serials Librarian* plus **ACQNET** will have some great reports on the Charleston Conference in the next 2-3 issues. I am so indebted to Eleanor. Besides being a great columnist for *ATG*, coming to the Charleston Conference, and just being a great friend, Eleanor introduced me to **Mary Reichel** (Head Librarian, ASU) and her hubby **Rao Aluri** (Parkway Publishers). It's because of Eleanor that we have this wonderfully fabulous interview with Rao in this issue, page 32.

Ingram Library Services has announced the promotion of **John Campbell** to Vice President of Customer Service and Operations and **Rebecca James** to Vice President of Sales & Marketing.

Heard from **Amy Williams Boykin** (Assistant Reference Librarian, Christopher Newport University Library) <awboykin@drake.cnu.edu> who attended a CC preconference but — gasp — didn't stay for the real conference this year! Bah, humbug. Anyway, Amy said that she was interested in *Against the Grain*, which she had seen a copy of somewhere around the preconference. She said that it had lots of interesting news and information! Thanks, Amy, and next year you have to stay for the real conference too!

This info came to me via **Jane Tuten** (USC-Aiken) <janet@AIKEN.SCAROLINA.EDU> — thank you, Jane, for enhancing **Hyde Park Corner** on Saturday November 9. Anyway, seems that on the <collib-l@willamette.edu> listserv, **Elfriede**

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Rumors

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McLean (Augusta State University Reese Library) <libehm@admin2.ac.edu> mentioned that one library journal is making an attempt to lighten up! It is — ta da — *Against the Grain*!

Speaking more on my favorite subject (*ATG*), I am wondering if you have visited the homepage at <<http://www.against-the-grain.com>>. Why not do so and send me a message from there like **Barbara Henn** (Indiana University Libraries) <henn@indiana.edu> did. We missed her in Charleston, but she was under the weather and couldn't make it. But, see, since she visited the homepage we are in communication with her anyway!

Let's see. **Mary McLaren** and **Barb Hale** (U. of Kentucky) have been great at doing all the hard work to edit *Doc Aquis*. Thank you, Mary and Barb. I think we told you that Mary and Barb will be taking a sabbatical from *Doc Aquis* next year and in their thorough and wonderful fashion, they have found replacements to edit the column in the meantime. **Elsie Pritchard** and **Edwina (Wynn) Theirl** will co-edit the column beginning with 1997. Wynn works at the UK Medical Center. Hooray!

Amy Hueber (Director, North American Sales, ISI) <bhueber@isinet.com> wrote to enclose a letter from the pistol who has just retired — **Barbara Home Stewart** — she is the prototype for the word original! Barbara worked with ISI for 21 years and will now have time to pursue her many interests in writing, travel and Everglades adventures. Good luck, Barbara, and remember us when you're rich and famous!

I learned a lot of things at the **Charleston Conference** — both professionally and personally. But one of the most exciting things I learned was that **Rebecca Seger** (McGraw Hill) is expecting her second child! Congratulations, Rebecca. Wish I were that young again!

The **Johns Hopkins University** has selected the **Horizon** system from **Ameritech Library Services** for implementation across the Hopkins libraries. **Jim Neal**, Sheridan Director at the Eisenhower Library and chair of the University Libraries Council, sees "extraordinary benefits for the students, faculty, and researchers at Hopkins who will now have an integrated library system with a powerful Web interface." Neal adds, "It is important that the libraries are leading the university in bringing its many academic divisions into a powerful cooperative working relationship through shared technology and coordinated services." Over the next two years, the following libraries will migrate to Horizon from their current disparate systems: the Eisenhower Library on the Homewood campus, the Friedheim Library of the Peabody Conservatory, the Welch Medical Library, the Lilienfeld Library of the School of Hygiene and Public Health, the Mason Library of the School of Advanced International Studies, and the libraries at the university's four off-campus centers. The Horizon software will also be installed at the Hopkins campuses in Bologna, Italy, and Nanjing, the People's Republic of China. The process to select a new library system that would support the move to a new library management system and replace the NOTIS software in use at the Eisenhower Library began two years ago. A committee with representatives from each of the Hopkins libraries conducted an extensive analysis of vendor systems. According to **Pamela Higgins**, head of systems at the Eisenhower Library and project manager, "We were looking for a UNIX-based system supporting client/server technology that could provide the flexibility to support a very diverse and distributed user community."

Okay. That's it for this time. There are TONS and TONS more rumors which will be in future issues of *ATG*. So — do not delay, renew today — to keep getting *ATG* in your mailbox. And why not give a subscription to a friend?? Happy New Year!

As this issue of *ATG* was "in press" we received word of the tragic death of **Paul Evan Peters**, 48, Executive Director of the Coalition for Networked Information. This message was posted on the CNI-copyright listserve by **Joan K. Lippincott**, Assistant Executive Director, Coalition for Networked Information <joan@cni.org>.

"Paul died suddenly on November 18, 1996 while he walked on a beach with his wife during a trip to Florida. Paul was the founding director of the Coalition for Networked Information and had served as its head since March, 1990. Highly respected in the library, information technology, and scholarly communities, he sought common ground for many constituencies in order to develop global networked information resources. A true imagineer, his vision and his ability to pull people together to build new realities were unique. Paul led CNI through two cycles of formal evaluations by the sponsoring organizations and as recently as September saw it move from the status of a sunset enterprise to one of an ongoing nature, recognizing the achievement of its essential role in the North American dialogue to advance scholarship and intellectual productivity. Before founding the Coalition in March 1990, Paul was Systems Coordinator at the New York Public Library from 1987 through 1989, and was Assistant University Librarian for Systems at Columbia University, where he also earned a master's degree in sociology in 1986. From 1970 until 1978, Paul was a principal in a variety of research and development projects and he earned a master's degree in library and information science at the University of Pittsburgh. Paul worked briefly as a Retail Systems Engineer for the National Cash Register Corporation immediately following the completion of his undergraduate studies in computer science and philosophy at the University of Dayton in 1969. Paul was a former president of the Library and Information Technology Association, was a former chair of the National Information Standards Organization, and served on the editorial boards of a number of

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Information Technology from page 18

information; critical thinking and wisdom are the discerning uses of knowledge.

Information technologies will greatly facilitate the management of data, information, knowledge to promote critical thinking and wisdom in our students. The standard dictionary definition of wisdom is a good description of the goal of higher education.

Wisdom: ... the ability to judge soundly and deal sagaciously with facts, especially as they relate to life and conduct; knowledge, with the capacity to make use of it; perception of the best ends and the best means; discernment and judgment...

5. Deciding what information and computing services are to be provided

The information and computing services provided by a university obviously vary with each constituent group, but they can be categorized as calculational, research, teaching/learning, administrative, and outreach. There is clearly overlap amongst these five categories, but this identification of categories helps focus on the types of technology needed.

6. Paying for the services

For publicly assisted universities and possibly for private universities as well, the only alternative I see for generating the revenue stream necessary to deliver information technologies in higher education is to tax the students. For this to be a viable alternative, it will be essential to demonstrate direct benefits to the students.

At UTK, we received approval from the Board of Trustees last month for a student technology fee. The fee, which is \$12 per credit hour to a maximum of \$100 per semester, will generate an annual revenue stream of approximately \$5 million totally dedicated to enhancing the information infrastructure. This revenue will be used to complete the networking of the campus, to enhance public and departmental computer laboratories, to make available software to students, to provide student support services, and to provide for an instructional technology facility.

7. Assessing trends in technology

I see two broad trends in technology as essential to the deployment of information technologies. One trend is the complete networking of the campus which means providing access to every office, laboratory, and residence hall room as well as access for off campus students. Scott McNealy of Sun Microsystems said that the network is the computer of the future.

The second trend will be migration toward a networked, distributed computing environment. There are two principal reasons for embracing the distributed computing environment. First, in order to

be competitive in recruiting students and faculty, universities must have networked computing facilities on which the latest developments in hardware and software can be implemented quickly in an environment of rapid technological change. Secondly, there is compelling evidence that for many applications the cost per unit measure of computing power is less with distributed computing than with mainframe based facilities in data center configurations.

8. Developing the infrastructure for delivering services

At UTK we are committed to an information infrastructure and support organization that is customer oriented, proactive, and team based: an infrastructure capable of capitalizing on change and flexible enough to be, itself, changed when necessary. Effective design, deployment, and use of information technology is central to the

creation and sharing of knowledge, the enrichment of the educational experience, the conduct of administrative processes, and the facilitation of communication. The required information infrastructure must accommodate the unique needs of teaching and learning, research, administrative services, and outreach.

"For publicly assisted universities and possibly for private universities as well, the only alternative I see for generating the revenue stream necessary to deliver information technologies in higher education is to tax the students."

9. The three Cs of Cultural Change Challenge

In conclusion, I submit that the greatest challenge facing the 21st century university in dealing with information technologies is not a challenge of technology nor even a challenge of resources but the challenge of institutional cultural change. The phenomenon of change is perhaps the most common denominator of contemporary life. The media recount on a daily basis changes in governments, institutions, the impact of technology such as information technologies on the lives of individuals. Much of the change impacting individuals is driven by circumstances seemingly beyond their control. Coping with change which is not easily controlled or managed at the individual level leads to high stress and anxiety in contemporary life. The impact of change which is not initiated by individuals themselves is captured in the French proverb, *When it comes to changes, people like only those they make themselves.*

Although the impact of change is not yet totally grasped by many university faculty and administrators, higher education in the United States has seen the tip of the iceberg of change which looms menacingly under the surface of academic waters where ripples on the surface are easily recognizable but the emerging large waves of change sometimes go undetected. There is still a great deal of denial in academia about the inevitability of change from the impact of information technologies. I suggest that we must adopt a new paradigm of change. **Chuck Nielsen**, Vice President for Human Resources at Texas Instruments, a corporation which has undergone enormous change for survival as a company, suggested that our paradigm of change must shift from **Change is a threat to security** to **There can be no security without change**. I believe that these are words worth heeding for the journey of linking information technologies and the 21st century university. 🌱

Rumors from page 16

networking, networked information, and library technology journals. He also served on the Council of the American Library Association. He is survived by his wife Rosemarie Kozdron, his parents Austin and Mary Peters, and a brother Philip Peters. CNI Steering Committee Chair Richard West expressed his sentiments: "We do not yet comprehend how much Paul will be missed. His leadership,

insight, and quiet competence has had an impact on all who have benefited from the CNI program. The many who had the chance to work with Paul know of his contribution and influence on our professional, scholarly, and technological activities — I cannot imagine his contribution being replaced any time soon. For me, this is also a great personal loss, for Paul was a trusted colleague and a close and wonderful friend." A condolence book will be available on the CNI website www.cni.org. 🌱