June 1998

If Rumors Were Horses

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Against the Grain

"Linking Publishers, Vendors and Librarians"

ISSN: 1043-2094

Providing Access to Electronic Journals: The Ohio University Experience

by **Laura Hudson** and **Laura Windsor**, Reference Librarians, Ohio University Libraries <hudsonl@ouvaxa.cats.ohiou.edu>

Ohio University, as a member of OhioLINK and of the 20th century, has seen an exponential increase in electronic journals over the past two years. This exciting development has brought challenges for library staff. The challenges to our library span every department and have required making some key decisions about how to handle electronic journal subscriptions. Our focus at this point is on scholarly electronic journals.

Electronic Journals at Ohio University

The scholarly electronic journals which we subscribe to can be divided into several categories: those which we receive through OhioLINK, those which we buy in aggregate (e.g. JSTOR journals and Project MUSE journals), subscriptions to individual journals, and electronic journals which are free with a print subscription. These total in the hundreds, with by far the largest numbers coming from the first two divisions. A listing of our scholarly electronic journals is available at: <http://www.library.ohiou.edu/electres/epub/epubjour.htm>.

Acquisition of electronic journals

Although OhioLINK has done much of our electronic journals

acquisitions for us by acquiring Academic Press and Elsevier Science collections, we also collect individual e-journal titles. Thus, the first hurdle is for a particular bibliographer to become aware of an electronic journal. This can be problematic because not all librarians spend time using the Internet in the course of their regular duties. For this reason, it is helpful if there is somebody in the library who has the time to hunt down e-journals and tell various bibliographers about them.

In our library, we've decided to give one person (**Laura Hudson**) the job of "electronic resources bibliographer." It is her duty to inform bibliographers of electronic journals in their subject area so that they can inform faculty liaisons and, perhaps, put them on Web-based subject guides. In actuality, because Laura has other duties as well, the task of locating electronic journals has fallen to an in-

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If Rumors Were Horses

Lots of news this month! The ebulliently fantastic **Martha Whittaker** <mwhitt@bouldernews.infi.net> is joining **Academic Book Center** as Vice President of Marketing effective June 1! She will be working out of her Denver office, with regular trips to Portland. Martha says she will keep the same email address as well as a new one at Academic — marthaw@acbc.com. And now we can even reach her at a toll-free number, 888-236-5168. Congratulations, Martha!

Jim Rettig — that fantabulous reference reviewer, among other things — will become University Librarian at the **University of Richmond** in Richmond, Virginia, on June 10. Congratulations, Jim!

Did we tell you that **Arnold Hirshon**

(Vice Provost for Information Resources, Lehigh University) has been named the recipient of the **Hugh Atkinson Memorial Award for 1998**? The award, \$2,000 and a citation, recognizes outstanding accomplishments of an academic librarian who has worked in the areas of library automation or library management, and has made contributions (including risk-taking) towards the improvement of library services, or to library development or research. The **Faxon Company** also provides a gold giraffe pin from Tiffany's, symbolizing the "sticking-your-neck-out" aspect of the award, for the winner. The award is jointly

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sponsored by ALCTS, the Association of College and Research Libraries (ACRL), the Library Administration and Management Association (LAMA), and the Library and Information Technology Association (LITA). Congratulations, Arnold! I knew him when he was in the same town (Richmond, VA) that Jim Rettig (above) is moving to!

And — **Christian Boissonnas** — the hunk, as I used to call him way back when — has been selected to receive the **1998 ALCTS AS Leadership in Library Acquisitions Award!** Hooray and hallelujah!

Lauren E. Corbett, serials services librarian at **Old Dominion University Library**, Norfolk, Virginia, is the 1998 recipient of the **First Step Award — Wiley Professional Development Grant** presented by the ALCTS Serials Section. The \$1,500 grant, donated by **John Wiley & Sons**, provides librarians new to the serials field an opportunity to broaden their perspectives and to encourage professional development through participation in ALA conferences and Serials Section activities.

Samuel Demas and **Jennie L. Brogdon** are the 1998 recipients of the **ALCTS Best of LRTS Award**. The award, a citation, is given to the author of the best article published each year in **Library Resources and Technical Services (LRTS)**, the official ALCTS journal. Demas and Brogdon received the award for their article entitled "Determining Copyright Status for Preservation and Access: Defining Reasonable Effort." *Library Resources and Technical Services* 41(4): 323-334.

I knew her back when she was still in library school at UNC-CH, working on her doctorate! Now the wonderful **Ann L. O'Neill** has joined ALA on June 1 as director of the **Office for Accreditation**. Ann was formerly assistant professor in the **College of Library and Information Science** at the University of South Carolina. She has published numerous articles on topics related to technical services and to library education, including the "The Gordon and Breach Litigation: A Chronology and Summary," published in *Library Resources and Technical Services* in 1993.

Ann is on the Library Advisory Council of the **Institute of Physics Publishing** and the Editorial Board of **Serials Review**.

As of May 15, the awesome **Heather Miller** <hm766@cns.vax.albany.edu> became Acting Assistant Director for Technical Services at SUNY Albany, in addition to heading up Acquisitions so her life is even crazier than usual.

Brian Cox (Elsevier) is retiring in June; his last **Charleston Conference** was the 17th where he spoke eloquently about **Pergamon** (see his paper in *ATG*, February 98, pp. 18-20, 21) and the last forty years in academic journal publishing. The CC always comes around Brian's birthday and he is always there every year! We will miss you, Brian, but here's how to get hold of him — 9 Mulberry Drive, Wheatley, Oxon OX33 1UT, England UK.

CISTI (Canada Institute for Scientific and Technical Information) of the **National Research Council of Canada** is celebrating its 75th anniversary on June 29, 1998.

Horrors! The incredibly wonderful and caring **Deana Astle** (Clemson) — did you know she crochets beautiful afghans and plays the autoharp? — was in a car accident last month. She hit a tree and totaled her beautiful car plus fractured her ankle in three places. She is mending, but, hey, Deana, be careful! We love you!

Even more news about **Scott Eller** — we

told you last month (April, p.8) that he was in critical condition. Well, this month, thank heavens, he is doing MUCH better! Word from **Jan Swanbeck** <jswan@mail.uflib.ufl.edu> is that Scott's progress is truly remarkable! He is walking to restaurants and even making jokes! He is staying with his brother near Cleveland for most of the summer, but hopes to start work after Labor Day. And, who knows, he may be at ALA briefly! Here is his brother's address — c/o

Danny Eller, 506 Lake Forest, Bay Village, OH 44140. Just shows you can't keep a good man down!

The always busy and urbane **John Cox**

(**President, Carfax**) <john.cox@carfax.co.uk> has been quite ill with "atypical pneumonia," but writes that every day is better and he is improving all the time! Praise the skies!

According to *The New York Times* (5/18/98) (A1) <<http://www.nytimes.com/yr/mo/day/news/financial/simonschuster-sale.html>> in an article by **Geraldine Fabrikant** and **Allen Myerson**, Britain's largest publisher, **Pearson PLC**, has agreed to purchase **Simon & Schuster** from **Viacom** for \$4.6 billion. Pearson already owns Penguin and is adding S&S's education division for \$3.6 billion. **Hicks, Muse, Tata & Furst**, a Dallas investment firm, will purchase the reference, business and professional divisions of S&S for \$1 billion.

Citing the *ATG* interview with **John von Knorring** when he was President of Routledge, New York (September 1994, pp. 46-50.) **Harald von Knorring** <harald.von.knorring@hovstaterna.com> wondered where his namesake was. Voila *ATG*! You'll remember that **John von Knorring**, who seems to be related to Harald's neighbor in Sweden, is now President of **Stylus Publishing** in Virginia. As Harald says, "sometimes the world turns out to be even smaller than what digital equipment can make it!"

The kid's world may have **R.L. Stine**, but the library world has **E.A. Chapman**! This is **Liz Chapman** (see this issue, p.22) who has just finished *Advances in Librarianship* (v.22), with **Fred Lynden** (Brown University). Coming from **Academic Press** in October of 1998!

Let's see. The same **E.A. Chapman** (above) <elizabeth.chapman@Taylor-Institution-Library.oxford.ac.uk> loves her new job as Director of the Library at the Taylor Institution, U. of Oxford. And she has a fantastic secretary — **Liz Baird** — who very kindly and patiently sent us a copy of Liz's paper for this issue, see page 22.

Gordon Rowley (Head of Collection Development and University Bibliographer, **Davis Library, UNC-CH**) has been named editor of **Collection Management** beginning with v.23. I remember Gordon back when he was able chair of the *Choice* editorial board!

I tell you, if it's not one thing, it's another. I have a hard enough time remembering all these myriad numbers and passwords and PINs and Taxpayer ID numbers, etc., so now they think that we need a new AREA CODE. Our area code is now **843**. At least they haven't changed my email — oops, I shouldn't have said that. The email police are probably listening.

Speaking of email, it seems that some hacker got into my beloved email account and he or she had all my mail routed to this strange location known as **Internet hotmail**! It took me about a week to notice, so, oops, if you sent me email and I didn't answer, send it again. I probably didn't get it! Is email going to go the way of snail mail?!

This is from **ALCTS Network News** (18 March) — In memory of **Martin J. Faigel**, formerly French and Italian Bibliographer at

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<<http://www.against-the-grain.com>>

One of the leading dictionary accomplishments of the twentieth century was Klein's Comprehensive Etymological Dictionary of the English Language, first published by Elsevier Publishing Company in the 1960s. The 50,000 entry work was a strictly one-man effort of Dr. Ernest Klein, an orthodox rabbi who was a native of Czechoslovakia. He conceived the project while an inmate in a Nazi concentration camp and completed it in Toronto where he settled after being liberated. The American Library Association hailed it as "the best reference work of the year" when it was first published.

Rumors

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the University of Virginia from 1972-1977, Alderman Library has established a Martin J. Faigel Memorial Book Fund. Donations to the fund from his friends and colleagues will support the purchase of French and Italian literature and history materials, all of which will receive an appropriate bookplate. Checks should be made out to "Rector and Visitors of the University of Virginia" and sent to: **Kenneth O. Jensen**, Publications Department, Alderman Library, University of Virginia, Charlottesville, VA 22903-2498.

Word is that **Charles Wittenberg**, the wonderful, has left **Blackwell North America**. Waiting to hear what he's up to.

This notice comes from **James J. Heinis** <jjheini@netnet.net> off the **UNC-CH SILS alumni listserv**. It seems that the latest issue of **Chemical and Engineering News** (21 May) has a cover story on scientific publishing. See <http://acsinfo.acs.org/cen>.

Well, I have never really thought that Math books would be fun to read. Not at all! But this month's installment of **Mathematics Bestsellers** seems to belie that. Some of these titles are really intriguing (*What is Mathematics, Really?*) and I am tempted to even look at some of them. See this issue, p. 54.

The **Library Planning Task Force** of the **State of Minnesota Higher Education Services Office** has chosen to enter into contract negotiations with **OCLC** to provide the gateway component of the **Minnesota Library Information Network (MnLINK)**. MnLINK is a statewide information system project that will link public, academic, school and government libraries throughout Minnesota. Participating libraries will access information from a variety of sources through a single interface. Work on the project is expected to begin in July. **DRA (Data Research Associates)** is expected to provide the MnLINK library automation system, which will serve the **U. of Minnesota**, the Minnesota State Colleges and Universities system, state government libraries, and private college, public and K-12 libraries that choose to participate. For more information, contact **Nita Dean** <nita_dean@oclc.org> or visit OCLC's Web page at <http://www.oclc.org/>.

BiblioData, publisher of the directory *Fulltext Sources Online*, has announced that the directory will now carry listings of fulltext periodicals from two new vendors: **Reuters Briefing** and **IAC InSite/InSite Pro**. *Fulltext Sources Online* is a directory listing periodicals that are carried on online vendor systems in fulltext. Other vendors covered include **DIALOG**, **NEXIS**, **Dow Jones**, **LEXIS**, **Westlaw**, **Ovid**, **STN**, **DataStar**, **FT Profile**, **GBI**, **Genios**, **QL**, **Burrelle's**, and **Infomart**. If any title listed in FSO is found on a Web site of its own, BiblioData's book posts its Internet URL and archives dates (if any exist). BiblioData offers a "Private Zone" on its Web

site to customers who can click on hotlinked periodicals titles and find free issues which **BiblioData** has identified. There are 8,000 records in FSO, which is updated twice a year. Featuring a subject index, geographic index, list of non-English language sources, and scope-of-coverage indicators, this directory has become an industry classic. For more information, visit <http://bibliodata.com> or call Ina at 781-444-1154.

According to the **AAP Professional/Scholarly Publishing Bulletin** (April, 1998) <www.publishers.org>, **Pat Schroeder**, President and CEO of AAP, says that the most important issue on the AAP agenda is urging Congress to pass **WIPO, World Intellectual Property Organization**. Other priorities include — increasing membership, allying with the **Creative Incentive Coalition**, and stepping up organizing activities.

Here's more news from the **AAP PSP**

The book jacket was introduced in 1833 by the English publisher Longmans and Company. Their original purpose was to keep books clean until they were sold. Soon thereafter the author's name and book title were printed on the spine or front cover for identification purposes. Later, some descriptive matter was added. Illustrations were added by the middle of the nineteenth century.

Bulletin — **OCLC** has published "The DDC, the Universe of Knowledge and the Postmodern Library" (see oclc.org); **BioInformatics, Inc.** has published "Scientific and Medical Journals on the Web: Keys to Success" (phone 301-961-1985) and the **AAAS** has published "A Framework for Federal Science Policy," (email congress_center@aaas.org).

This is from **Rob Richards** <rrichard@stripe.Colorado.edu> and the **lib-license listserv**. **Chris Hoving**, Managing Editor, **UCC Bulletin/UCC Reporting Service**, recently posted a message to the **UCCLAW-L** listserv that submission of **Article 2B — Licensing** to state legislatures will be delayed until 1999. Citing concerns about the scope of the April 15 draft — particularly its coverage of information resources beyond software products, and its treatment of electronic contracting — as well as "technical problems,"

the deputy director of **ALI (American Law Institute)** announced on April 22, 1998 that ALI would delay final approval of Article 2B until 1999. (Jennifer B. Lucas, "Draft Uniform Licensing Law Hits Snag; ALI Will Delay Vote on Final Draft Until 1999," 66 *U.S. Law Week* 2644 (1998).)

Claire Fund (College of Charleston) <funde@cofc.edu> writes that she just scanned an article about digital libraries that raised some interesting points. The author (**Stephen Griffin** is program manager of the **Digital Libraries Initiative** at the NSF) defines a digital library as "not" merely equivalent to a digitized collection... but an environment that "brings together collections, service and people in full support of the full life cycle of creation, dissemination, use and preservation of data, information and knowledge." (But doesn't make cappuccino.) NSF has funded six major universities to work on some "gee-whiz" research projects like **Carnegie Mellon's** project on integrating speech image and natural language understanding to create digital video libraries. (The article includes Web sites.) He concludes with a short list of suggestions for "library managers caught up in the midst of technological and institutional change." Some are too obvious to repeat, but he suggests that we should "prepare for loss of control, or at least a sense of control, because much use of a library's resources will be un-mediated."

More from **Claire Fund** who saw this in *The Chronicle of Higher Education* daily update (25 March) — **EDUCOM** has announced that it has finalized a set of digital labels — known as metatags — that will make finding educational materials on the Web easier. EDUCOM has posted their specifications for the metatags on their Website — www.educom.org.

And more from the College of Charleston. **Alise Whitt** <whitt@spinner.cofc.edu> who found an article on www.library.ucla.edu called "Publish and Perish." It's a **Pew Higher Education Roundtable** essay in *Policy Perspectives* (March 1998) that says that "research libraries are becoming less and less able to maintain access to research materials and scholarship at the levels we have enjoyed in the past." An abstract of this paper is available at <http://www.irhe.upenn.edu/cgi-bin/ppcat.pl#V7N4> and includes a link to the fulltext. To read the fulltext, which is in a PDF file, you will need to have the **Acrobat Reader** on your computer. You can access a free copy of the reader from <http://www.adobe.com/prodindex/acrobat/readstep.html>.

She might be heading out to vacation in Minnesota, but **Karen Hunter** (Senior Vice President, Elsevier) still one of my favorite people <k.hunter@elsevier.com> sends word that she's reserved her room and a plane seat, so it looks like she will be at the **1998 Charleston Conference** (November 5-7) this year. Will you?

Karen Hunter has also been appointed to a **National Academy of Sciences/National**
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Rumors

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Research Council committee on "Intellectual Property and the Emerging Information Infrastructure."

A consortium of the universities of **Stirling, Napier and South Bank, Blackwell's Bookshops and Blackwell's Information Services** have won government funding to create a new learning/teaching information service. **Project HERON (Higher Education Resources On-demand)** aims to develop a national database and resource bank of electronic texts which will widen access to course materials and improve the quality of learning throughout higher education in the United Kingdom. The consortium received confirmation of £400,000 of funding from the **Higher Education Funding Council**. Project HERON continues the work of the **Electronic Library Program (eLib)** which publishers and libraries have worked on over the last eight years.

There was a celebration in Oxford, England for May Day. **OCLC's Retrospective Conversion staff** are completing a major project for the U. of Oxford, England. The project began in July, 1994, to convert to machine-readable form 1.8 million titles from the Bodleian Library's post-1920 collection.

The complete editorial text of *Scientific American* will be available on **EBSCO Publishing's EBSCO databases (Academic Abstracts FullTEXT Ultra, the Academic Search FullTEXT family of products, Business Source Elite, the MAS FullTEXT family of products and MasterFILE FullTEXT 1,500)**. EBSCO is the only company to offer *Scientific American* to date. Complete text of articles appearing in the magazine from 1995 to the present as well as abstracts and indexing dating back to 1984 will be available. Founded in 1845, *Scientific American* is the oldest continuously published magazine in the United States, covering key advances in technology and science for a general interest audience.

Lippincott-Raven Publishers has launched a full-scale intranet product, **Primary Care Online**, to provide fast and easy access to an elite selection of the most popular clinical references on the market. This knowledge base combines the fulltext and illustrations of key medical, nursing, and pharmaceutical references with a single, easy-to-use interface. Available intranet titles include: *Textbook of Internal Medicine*, *The Lippincott Manual of Nursing Practice*, *Lippincott's Nursing Drug Guide*, *A Manual of Laboratory and Diagnostic Tests*, and many others. For more information contact **Mike Wisniewski** at 215-238-5389 or visit www.lrlpub.com.

After concluding its \$500,000 plus library budget could buy more service than the **Los Angeles County Public Library (LACPL)** was able to offer, **California's City of**

Calabasas decided to manage its own library effective July 1, 1998. On April 16, Calabasas contracted with **Library Systems & Services (LSSI)** to operate its library. Known for its star-studded community, Calabasas has enjoyed only minimal library services in proportion to the substantial property taxes paid by its citizens. Frustrated by limited hours of operation and a dated collection heavily populated with paperbacks, the Friends of the Library and city officials looked for a better solution. LSSI is providing library management services plus a brand-new "opening day" collection of approximately 14,000 titles and a new state-of-the-art automated library system with a Windows-based Public Catalog. For more information, contact **Bob Windrow** at 301-540-5100 ext. 227 or **Charles R. Cate**, 818-878-4225.

Remember **Lana Porter** (President, Ameritech Library Services)? We interviewed her back in February (p.52-53) Well, she was recently at the **Smithsonian Institution** when **Ameritech Library Services' Horizon** combined with the **Resource Sharing System** was nominated for inclusion in the **Smithsonian Institution's National Museum of American History**. A description of these systems will be archived and displayed at <http://innovate.si.edu>.

More about Ameritech. The second round winners for the **Library of Congress/Ameritech National Digital Library** awards have been announced. You'll remember that this is a three-year program made possible by a \$2 million gift from the **Ameritech Foundation** which enables U.S. libraries, archives, museums, and historical societies to digitize their collections of American historical materials for inclusion in the **American Memory**. In this second round, institutions receiving the more than \$540,000 include — **Chicago Historical Society, Duke University, Nebraska State Historical Society, Northwestern University, U. of Iowa, U. of Miami, and U. of Washington**. More information is available at <http://www.loc.gov/> or <http://lcweb2.loc.gov/ammem/award/> or <http://www.ameritech.com/>.

This comes from **Margaret L. "Sissy" Ehrhardt** (Director, Academic Computing at the College of Charleston) <ehrdtm@cofc.edu> courtesy of *Investor's Business Daily*, 12 May, 1998. High-tech firms, including **Cisco Systems, 3Com, Oracle, IBM** and others, are boosting their efforts to teach teachers the latest technologies, hoping to reap the benefits of a highly

skilled labor force of new college graduates. "You're seeing the beginning of computer vendors going after the academic market," says the VP for Business Development at **Digital Education Systems**. Rather than selling products and services to schools — the old route to growing market share — companies are now developing curricula for schools and giving them the equipment to aid the learning process. And while most four-year colleges are reluctant to offer credit for vendor-developed courses, that may be changing — students at the **University of San Francisco** can take a Cisco course in networking and a database course from Oracle, both for credit. "Our goal isn't to buy our way into schools," says 3Com's director of global education markets, "but to help create a generation of the work force with networking skills."

Information Today, Inc.'s Microcomputer

Abstracts is an invaluable computer research tool that features abstracts of hardware and software reviews, product announcements, buyer and vendor guides, book reviews, feature articles, news, and columns from over 100 of the most important trade publications, mass-market computer magazines, and professional journals. It is delivered monthly online on the **DIALOG** online service, **OCLC**, and **Cambridge Scientific Abstracts' Website** and updated quarterly as a print journal. For further information contact *Microcomputer Abstracts* at 609-654-5255,

John Riley (Eastern Book Company) sends word of their new interactive Website — www.ebc.com. This site contains 1.5 million titles online, access to inventory, status reports and prepublication offers.

This is from the **Liblicense listserv** and **Ann Okerson** — The informal group that calls itself the **International Coalition of Library Consortia (ICOLC)** issued a Press Release and "Statement of Current Perspective and Preferred Practices for the Selection and Purchase of Electronic Information." For the full text of each of these documents, as well as a list of the participants in ICOLC discussions, please visit the ICOLC public Website, at: <http://www.library.yale.edu/consortia/>.

Rick Heldrich (Professor, Chemistry & Biochemistry Department, College of Charleston) <heldrich@cofc.edu>, whose Mom is a publisher and will have an article in the Sept. issue, sends word of a review of *Student-Active Science*, in *Science* (26 March), p.1869. He suggests we order the book!

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*So successful was
Harriet Beecher
Stowe's Uncle
Tom's Cabin when
it was first
published in the
United States in
1852, that 1.5
million pirated
copies rapidly
appeared in
England from
various publishers
and at extremely
modest prices.
International
copyright
agreements did not
exist at that time.*

Access to Electronic Journals from page 16

person in the Reference Department and one person in the Cataloging Department to be contact points for their respective areas.

External communication is also important. We need to communicate with publishers and vendors about new content. **JSTOR**, with their "content update" messages, have been leaders in helping libraries face this hurdle. We need to improve our communications with faculty and students, as well as with our departmental liaisons. Because faculty will be primary users of many electronic journals, communication about this service can improve library-faculty relations greatly. Explaining to faculty why there are speed issues can head off grumbling and help them to understand that this new technology is still just that — new. Our favorite thing to say to a disgruntled patron waiting for their e-journal article to load or print is — "Well, it's faster than interlibrary loan" (cheerful grin). If they are in the library, we then offer to wait for the printout and send it to them via inter campus mail. One thing I have encountered is the belief that we are canceling print subscriptions because we are spending our money on electronic subscriptions. Of course, from our point of view this is not the case. Proactive communication can offset the damage done by this belief.

Training

Okay, confession time: we made a mistake which we shall not make again for a long, long time. We brought up a new service without training all of our public service staff. This really comes back to communication. Because we in reference all work within shouting distance of each other, we tend to teach each other how to use new things and forget that other departments are more isolated, even though they are just downstairs. Electronic journals seem simple, and they should be. But when you are helping a patron, it is frustrating to be using something you have never seen before, and infuriating when something goes wrong. So the lesson is: train your own staff first! This preliminary training has the added benefit of exposing technical problems, so that they can be solved before making the service public. It is also good public relations to offer training for faculty, staff and students, and can decrease the amount of time public services staff spend running around helping people with simple electronic journals queries.

Collection development

Although collection development policies are traditionally for subject areas and not formats, a policy on electronic text collecting can be helpful for bibliographers who are uncomfortable making the transition from print to electronic formats. The policy is a place to mention pertinent concerns unique to electronic formats, such as computer systems requirements, whether or not to maintain a print subscription, and evaluating prices and licensing agreements.

Statistics are often used for collection development purposes, and it has always been difficult to gather statistics for journals because, at

least at the places where I've worked, journals don't circulate. The possibilities for gathering statistics for e-journals are much greater, because Web servers keep these statistics easily. At the time that we gave this talk, most vendors and publishers were not providing statistics. Now, half a year later, it seems that most are providing them. The challenge is to get all of these various statistics from various vendors with various sorts of systems into a common format which is useful for analysis. We've developed an informal committee to look at statistics for both Web-based databases and e-journals in order to come up with some general guidelines as to what kind of information we need. Again, on our end it would help to give e-journals LC call numbers so that we can analyze our own collections accurately.

License agreements

The question of license agreements reigns large when discussing access to e-journals. From a public service perspective, the most important issue is who can access the journal and how. If they need to type in a password, we need to find a way of getting that password to the patron in a way which is as easy as possible. If the company can do IP address validation, we need to be able to figure out what our IP addresses actually are and who is to be included and excluded — it gets complicated on a large campus with six branches, a hospital, an affiliated hotel, an affiliated regional freenet ... and the IP addresses were not apparently allocated in simple chunks but rather in some sort of convoluted manner so that the library includes several numerical ranges, with exceptions within the ranges. Because we want users who are not within the correct IP range to have some sort of an explanation rather than a publisher-allocated "error!" message, we maintain our own CGI scripts which check IP address and either pass the user to the journal or to a page containing a gentle "access denied" message with an explanation and the telephone number for the reference desk.

Providing access: a public services viewpoint

When you work at the reference desk helping patrons for two to four hours of your day, it colors the way you look at things. E-journals are, theoretically, very exciting for reasons which we all know: greater access from more locations, possibilities for inter-linking and intra-linking, the possibility for supplementary materials of sorts we perhaps haven't even imagined. And even dealing with the day-to-day hassles of writing new policy, fixing technical problems, sorting out license agreements, and hunting down passwords is intellectually rewarding. What is not rewarding is soothing a frustrated patron who has just waited fifteen minutes for a journal article to load only to have their computer freeze, or watching an undergraduate's eyes glaze over as you de-

scribe the steps to get the article they need, or explaining to a professor in another building why they could get to this journal yesterday, but can't today. Clearly, research is a complicated process. We would not be doing our patrons any favors if we simplify the process to the extent of losing functionality. But neither should our public have to deal with computers that freeze, ridiculously slow servers, an undertrained staff, or inconsistent cataloging records. The public should not need to know how to use six helper applications in order to access an article. From a public service perspective, patrons should not be used as test cases, and to treat them as such will put the reputation of the library at risk. Clearly, libraries need to test new products extensively, support them appropriately, train staff members, work with publishers and vendors to find ways of improving the service, and write policies to deal with the issues that electronic journals create — preferably before providing extensive access in a public setting.

NB: This paper is based on a talk given at the 1997 Charleston Conference.

Rumors from page 12

Hmmm ... In Australia, **government documents** aren't automatically in the public domain. You should check out what **Lloyd Rich** says in this issue about the United States and public domain documents, see this issue, p.46.

Whatever happened to **Glenn Jaeger**? Well, the former Vice President of **Alfred Jaeger, Inc.** and manager of **The Faxon Company** has started his own business with partner **Tracey Clarke** (also formerly of Faxon) called **Absolute Backorder Service, Inc.** (that's Absolute with an "e" - not the vodka). Absolute is a backorder fulfillment service which supplies periodicals to universities worldwide. Glenn is also the new father of a baby girl! With a new business and a new addition to the family, you can see he is going to continue to be pretty busy! If you want to find out more about Absolute, visit their website at <http://www.absolute-inc.com>.

Quite a few of you are visiting the **ATG** homepage! A recent visitor was **Marseille (Marcy) Pride** (Collection Management/Interlibrary Loan, University of Maryland, Baltimore County, 1000 Hilltop Circle, Baltimore, MD 21250; voice: (410) 455-2341; fax: (410) 455-1061 <pride@umbc.edu>) who was requesting information on this year's **Charleston Conference**!

I plan to be there! **Barbara Moran** (Dean and Professor, School of Information and Library Science, UNC-CH) sends word that Beta Phi Mu is planning to resume its annual lecture series at this summer's ALA and the first speaker in the series is **Dr. Edward G. Holley** speaking on the topic of "Librarianship and Scholarship through Five Decades: A Personal View," on Sunday, June 28th, in the Dolly *continued on page 20*

Rumors

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Madison Room of the Madison Hotel in Washington, DC. The lecture will be at 3 PM.

Julie Gammon (Head, Acquisitions Department, U. of Akron Library and Marketing Manager, U. of Akron Press) <jgammon@uakron.edu> sends word that to all who are interested, that the **OhioLINK Approval RFP** can be found on the **International Consortium of Consortia Web page** at: <http://gold.ohiolink.edu/consortia/> under the OhioLINK section. For those who are following this, the bids were due May 11th.

And, speaking of the awesome **Julie Gammon**, she was recently a speaker at **UKSG** in April. And she was telling them about **ATG**! Please see the UKSG ad in this issue, p. 79.

The hard working and diligent **Sarah Tusa** (Serials Acquisitions Librarian, Lamar U.) <TUSA@ALMARK.LAMAR.EDU> just sent a notice out on **ACQNET** about getting contributors to the **Bet You Missed It** column. The response was great! See this issue, p. 78.

The Institute for Scientific Information (ISI) has announced that the **Fundacao de Ampara à Pesquisa do Estado de Sao Paulo (FAPESP)** has signed an agreement to lease three ISI Citation Databases available on the World Wide Web via the **ISI Web of Science**. All researchers being funded by FAPESP and libraries of the research institutions of the State of Sao Paulo will be able to access the **Science Citation Index Expanded** (with abstracts), **Social Sciences Citation Index** (with abstracts), and the **Arts & Humanities Citation Index**. FAPESP is one of the main agencies committed to scientific and technological research in Brazil. Its purpose is to promote the development of all areas of knowledge in the State of Sao Paulo, be it by financing research projects and disseminating the scientific and technological know-how or by investing in the education and specialization of researchers. The **Web of Science**, which provides access to the bibliographic data, citations and abstracts of thousands of scholarly journals, was launched on FAPESP's Intranet network in April 1998. ISI's Website is at <http://www.isinet.com>.

One of the great bookselling success stories of the twentieth century is that of the Readers Digest Condensed Book Club which went from zero to four million members in a short span of years. It originally offered the first book free with the purchase of three more within a year. When Readers Digest changed its offer to send the first book for ten cents, selling response doubled.

The talk these days is all about fund-raising, especially at the **College of Charleston** where we are getting ready to build a new library. So when I got this incredible brochure from the **U. of Michigan Business School** — <http://www.bus.umich.edu> — I was impressed. **Sam Wyly** (latest public company founded is **Sterling Software**) has just given the school \$10 million for a new business school building. This is the single largest donation ever made to the school for facilities, and one of the two largest in the school's history.

Speaking of the U. of Michigan, **Grace York**, documents coordinator at Hatcher Graduate Library, is the winner of the **1998 Documents to the People Award** of the **American Library Association's Government Documents Round Table (GODORT)**. The award, sponsored by **Congressional Information Service, Inc. (CIS)**, carries a stipend of \$2,000. York was cited for her role in exploiting the World Wide Web to make government information more easily available. A Website created by York, launched in 1995, and acclaimed by publications such as *Choice*, the *Washington Post*, and *PCWorld*, is now a model for government information librarians. York was also cited for her use of the Web as a teaching resource.

Endeavor Information Systems, Inc. has expanded its sales force to take advantage of additional global market opportunities. **Donald Reilly** was appointed Director of International Sales and **David Lawson** has been hired as the Director of North American Sales.

More about **Endeavor Information Systems**. They have partnered with **Eastern Michigan University** to take the library into the twenty-first century. **EMU** will be the first university in the world to utilize the **Voyager** library automation system as the integrated library system (ILS) behind their **Automated Retrieval Collection (ARC)**. The ARC is an automated storage and retrieval system manufactured by **HK Systems** that is typically purchased by industrial customers for storing manufactured parts. This technology takes a new twist at **EMU's** new \$41 million, 218,000 sq. ft. **Bruce T. Halle Library** facility where it will be used for storing and retrieving books and other informational items. Powered by Endeavor's **Voyager** library automation software and **HK's** material system software, the ARC is one of the most dynamic collection management systems available today. Located in an 8,000 sq. ft. 3-story vault incorporated into the new Halle Library, the ARC can store over 800,000 volumes in 7,500 bins (holding an average of 101 items per bin). When a library patron uses **Voyager** to request material housed in the ARC, a system message is sent to the automated retrieval system.

Barcode matching prompts an electronically-directed crane equipped with a mechanical arm to move along a track to the appropriate storage bin, retrieve the bin, and carry it to a student worker in the enclosed pick room behind the circulation desk. Then the worker, through the use of barcode technology, removes the ordered book from the bin, puts a printed transaction slip in the book, and places it on a conveyor belt that takes it to the circulation desk. This happens in less than five minutes. Like Wow!

Beverley Geer (Head Cataloger, Trinity University Library) <BGeer@TRINITY.EDU> — did you see her new book? — sends word over **serialst** that the **CONSER Program** is celebrating its 25th birthday this summer!

Thanks to **Marianne Jacques** (Blackwell's) <Marianne.Jacques@Blackwell.co.uk> who sent us two pictures to run with the **Jim Rose** interview, see this issue, p. 30.

ACQNET editor **Eleanor Cook** <COOKEI@conrad.appstate.edu> and **David L. Marshall** (Georgetown U.) <MARSHALD@gunet.georgetown.edu> sent word that **Book and Serial Vendors for Africa** and the **Middle East** (ISBN 0-8389-7903-3) is available. This is the second in the **Foreign Book and Serial Vendors Directories** series published by the **ALCTS Acquisitions Section's Foreign Book Dealers Directories Series Subcommittee**. Edited by **Karl E. Debus**, the directory includes information gathered from Association of Research Libraries member libraries. The publication resides on the **ALCTS Web site** at: www.ala.org/alcts/publications/africa/index.html and a paper copy is available for \$15 from : **ALA Order Department**, 155 N. Wacker Dr., Chicago, IL 60606. Telephone: 800-545-2433, press 7. Fax: 312-836-9958. **Volume 1, Book and Serial Vendors for Asia and the Pacific** (ISBN 0-8389-7811-8) is also available in both forms. The cost is the same for the paper copy and the Web address is: www.ala.org/alcts/publications/asia/index.html.

Ellen Finnie Duranceau (MIT) <efinnie@MIT.EDU> always writes such lovely book reviews that I find myself looking up the book and reading it myself. **Pam Censer** (U. of Florida) told me she has the same reaction! This month's review is no exception, see this issue, p. 42.

Anne Pardo (Simmons College Libraries) <apardo@simmons.edu> wanted to know if anyone would continue the annual statistics of book prices in Humanities, Social Science, and S/TM that **Celia Wagner** used to do since she found it very useful, especially as it covered a range of years. The inimitable **Dan Miller** (Blackwell's) <Dan.Miller@Blackwell.com> has assured us that **Blackwell's** has been planning to update the multi-year figures at year's end when we have complete figures for this year. So — stay tuned for an update! Thanks for asking, Anne!

Speaking of which — have you renewed your **ATG** subscription lately? Just heard from

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Shattuck Interview from page 34

as well as providing our own acquisition system for our customers to use if they wish.

ATG: What kind of changes have you seen in book distribution in your time at Emery-Pratt?

MS: Libraries have changed drastically. The advent of the electronic age has put a whole new emphasis in libraries. Library catalogs are now all accessed by computer. The Internet has also made a great difference.

In our office, I can remember when the majority of the work was done by hand. We have had computers in our office as long as I can remember, but today computers are relied on so much more. It would be hard to operate without them. We work hard to keep up with changes in the library marketplace.

We're still pretty much a family business. My father now runs the company and my mother works in customer service. My grandfather is semi-retired but still comes in and works every day. He will be 83 in August and loves staying in touch with what's going on.

ATG: Tell us more about yourself.

MS: My wife and I grew up here in Owosso. It's a homey little town of 17,000. A lot of people commute to the Lansing or Flint area and work in the automotive in-

dustry. It's a safe community where you know lots of people. We have one daughter. My wife teaches math at the local high school. I received my BA in Business from **Indiana Wesleyan University**. In my spare time I enjoy working on my house, playing softball and tinkering with my 1981 Corvette.

ATG: Emery-Pratt is known for your personalized service. I like your phone system. It seems like I spend most of my time these days when I'm on the phone either listening or punching numbers and it's hard to have contact with a real human being. It can be maddening!

MS: I know what you mean. At Emery-Pratt we are proud of our personalized service. We feel our customer service is the best in the industry. Our phone system doesn't cut out the customer. When you call Emery-Pratt, we try to answer each call personally, then direct you to the proper individual. If that person is not available, you can then leave a message in their voice mail.

We want to make it easier for the library. That's why we've been in business so long and we hope to be in business a lot longer!

Mo tells me that he will be at ALA in Washington and I think we should all stop by and see him at booth 1905! — KS

Rumors from page 20

Chuck Longfellow (Delaware Technical and Community College) <chuck@hobbes.dtcc.edu> who says that although he defected to systems librarianship, he needs to keep in touch with what's happening in the acq world! Chuck used to be at Delaware State University and we have an interview upcoming in **ATG**!

Hrmph! You have to keep your eyes on these printers all the time! **Bonnie Martin** (U. of Virginia, Health Sciences Library) <bmm2n@virginia.edu> tells me that the center pages of the Feb. issue of **ATG** were never stapled in! Hmmm ... If this happens, send the issue back so I can get a refund from the printer and — not to worry — we will send you a replacement! Sorry about that!

Speaking of which — got an email from **Carmel Akta** (Periodicals Section, Wix Library, Weizmann Institute of Science, Rehovot, Israel) <RACARMEL@WEIZMANN.weizmann.ac.il> who wanted to claim some **ATG** issues — I wish the postpeople would find something else to eat. Also, she told me that **ATG** was sent all the way to Israel plain, not in an envelope or nylon covering! This should not be happening. **ATG** is mailed in the U.S. sans an envelope, but not abroad. Let me hear if you encounter a problem. If you don't talk, we don't know ...

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Papa Lyman Remembers — Against the Grain 1997

by Lyman Newlin (Book Trade Counsellor) <broadwater@commtech.net>

I was doing some reminiscing going back through back issues of *Against the Grain*. To do so is to glimpse both current issues and some history in the making. I decided to devote my column to some of the articles that caught my interest in 1997 so get out your back issues and reminisce with me ... On my desk, I have piled the six issues of *ATG* from 1997. I'll try to mention hereinafter (that's a word not in my little Oxford dictionary, but it's in the good old *Webster's New International*, second edition), items which bring up remembrance of things past. From December 96-January 97, **Bill Hannay's** "Go West, Young Thomson," reminds me of an incident from when I managed **Follett's Minnesota Book Store** adjacent to the University in the 1940s. I had some demands for **West Publishing Company's** law texts which were widely used at **Minnesota's Law School** as one might suspect, considering that West was in St. Paul. But this publisher would not sell to Follett because its parent, **Wilcox & Follett Co.**, dealt with second-hand textbooks. Some years later, I became well-acquainted with an executive of the publisher. I once asked him if West's refusal could be considered a restraint of trade and worthy of litigation. Instantly the answer was, "Probably, but who wants to litigate against a firm where even the janitors have JD's."

February, 1997, *ATG*, (v.9#1), here's a coincidence. Page 1 features an "Interview with **John Perry Barlow** on **The Future of the Information Age**," by **Ron Chepesiuk**. During that same month, I had the experience of meeting Mr. Barlow and listening to his promotion of DOI when I was an attendee of the **Association of American Publishers Professional/Scholarly Publishing Division** annual meeting in Washington. Here was a chance, I thought, to test myself. Am I a neo-Luddite, as I began to regard myself, after hearing Mr. Barlow in the Washington AAP conference?

But re-reading the *ATG* article just about convinced me that I am not. Now, a year later, I'm not sure and I no longer worry!

April, 1997, *ATG* (v.9#2), **Group Therapy** (pp.64-65) presents a gripe and answers. I previously sent in a letter to the editor at a time when there was no more space. So I'll try again here with this comment on the gripe of "canceling prepaid orders." **John Perry Smith** quite competently handled the gripe on page 64. The griper would really have something to howl about if his library were to try ordering from the myriad of printers (I hesitate to call them publishers) who are trying to peddle their one and only conceit after having failed to convince a proper publisher of its universal worthiness. In general, these one-time publishers have spent their last sou for printing, have no notion of distribution and would not trust the Almighty for credit. I must add that a sizable number of scholarly society publishers have been (or are) too confounded lazy to employ a set of accepted publisher business procedures and also require payment with order. Your griper should have offered thanks that there are dealers who don't mind dealing with these mavericks but who still want to keep their respective shirts on their backs, even as Mr. Smith does. Dealers don't have the facilities to advise their customers of every one of the hundreds of orders which have to be accompanied by payment demanded by the "publishers." **Ann Revelt of Franklin** reports that fewer than 3% of her publishers require prepayment, and I presume she is not referring to dollars. So, even if the griper's library orders follow this pattern, surely all 3% are not wasted. It begins to appear that we are concerned here with a very small dollar amount. If the library has one call for a title (which is the obvious reason for its being ordered in the first place), it will in all probability get another call for the same ... Best way out is to keep the book and worry about bigger problems.

June, 1997 *ATG* (v.9#3). It's a shame we didn't have time in our Public Library sessions at the **Charleston Conference** number 17 to bring up more matters especially pertinent to public libraries. We could have spent one session on Internet censorship — or should I say, "guardianship." The articles by **Eleanor Cook** in her **Drinking from the Firehose** (p.75) and **Tony Ferguson's Back Talk** (p.90) should be of interest to all public libraries.

September 1997 *ATG* (v.9#4). If you remember or now refer to this issue, you will see that there is certainly one article that is exactly down my alley and with which I am in complete agreement. That's the **Op Ed, Opinions and Editorial column** (p.28) featuring "Our Non-Electronic Future" by my friend of many years, **Gordon Graham**. I am proud to say that I was responsible for first bringing Gordon to the **Charleston Conference**, I believe in 1988. Gordon and his wife, Betty, were in attendance at CC#17 and I hope every attendee had the opportunity to talk with him. By all means, look up his article in this issue and ponder it well. The voice of the heretic should be heard as well as that of the prophet!

November 1997 *ATG* (v.9#5). If you haven't already quit on my column or if you have decided I am completely psyched out — read **Sever Bordeianu's** and **Claire-Lise Benaud's** article "Outsourcing in American Libraries — An Overview," beginning on page 1. Their first sentence says it all for me: "Outsourcing is one of those issues that riles people." It sure riles me. I invite all of you to look through your back issues of *Against the Grain*. They get you thinking ...

Publisher's Profile from page 58

financed by article charges paid by authors, *NJOP* will publish significant research articles from across the whole breadth of physics. This is a radical venture undertaken in response to some of the most far-reaching problems in scientific publishing. In taking this initiative, IoP believes they are maintaining touchstone values of flexible thinking, technical virtuosity and rigorous commitment to quality. While respecting the past, IoP remains a company governed by a tradition of innovation.

For more information on IoP, visit: <http://www.iop.org>.

Rumors from page 35

Alfred Jaeger, Inc. is pleased to be celebrating their 40th anniversary in 1998. Also, we are proud to announce that **Alfred Jaeger** is now a registered trademark with the U.S. Patent and Trademark Office and that the name is a registered service mark filed in the principal register of the United States of America. Stop by their booth at ALA and see what's new.

Also, **Don's** son, **Bryan**, will be playing ice hockey tournaments this summer in Ottawa, Canada and two in Marlboro, MA with the Islander alumni team. This team is coached

by former New York Islanders, **Bob Nystrom** and **Jerry Hart**, who also have sons on this summer travel team.

Jay Jordan is new President and CEO of **OCLC**.

This item comes from **Edupage** — **Bertelsmann AG** of Random House fame is planning to develop an interactive Web site to sell all books (not just its own) on the Internet. It will be a serious competitor to **Amazon.com**, **Barnes & Noble**, and **Borders**. **Cowles/Simba Information** says that Amazon now has 50% of the market and Barnes & Noble 6%. The Borders and Bertelsmann online sites will not be in operation until later this year. (see *USA Today* 25 Mar 98).

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Profile Encouraged

Sharon Cline McKay

<sharon.mckay@blackwells.co>

Electronic Sales Manager, Blackwell's Information Services, 9712 S. Altamont Dr., Sandy, UT 84092, Telephone: 801-942-9500, Fax: 801-942-9500, URL: <http://www.blackwells.com>

Born: November 5, 1946, Lubbock, Texas

Residences: A fourth-generation Texan who 'went bad' and moved to California at age 20, relocated four years ago to current residence in Sandy, Utah, a suburb of Salt Lake City, just outside Little Cottonwood Canyon leading to Snowbird and Alta ski resorts. Moved here from San Jose, California, to work for **Dynix** (now **Ameritech Library Services**). Now free to live anywhere in the U.S. or Canada, decided to stay and enjoy the beautiful mountains and newly-remodeled kitchen.

Education: BA Administrative Studies, **University of California, Riverside** 1977. MLS, **University of Southern California School of Library and Information Management** 1980. Earned both degrees while working fulltime in the general library (now **Tomas Rivera Library**) at UCR.

Summary of job experience: Employed for 13 years at **UC Riverside** as Library Assistant, Head of Acquisitions, then Reference Assistant. UCR served as a training ground for me, and I have several mentors there to thank for steering me into the library profession. After finishing my library degree, I worked at **CLASS** in San Jose for 5 years (**Cooperative Library Agency for Systems and Services**, now defunct). I then became an independent consultant for 2 years. My biggest project during this time was helping establish the **Silicon Valley Information Center** at the **San Jose Public Library**. The Center later lost its funding after a change in library director, and is now defunct. I also taught various library school classes as adjunct associate professor at **San Jose State University School of Library and Information Science**, while at **CLASS** and working independently. I joined **EBSCO** as sales representative covering Northern California and Hawaii out of the San Francisco office, then was promoted to Director of Library Automation at headquarters in Birmingham. I left **EBSCO** after a total of 5 years to live back in California with my husband (a 2,000-mile commuter marriage is tough) and to travel less. At that time, I joined **CASPR** (Macintosh-based library automation) as VP of Marketing, stayed 2 years, then joined **Dynix** (now **Ameritech Library Services**) as product manager for **Marquis** (now **Horizon**). As part of **Ameritech's** restructuring, my team was eliminated, and I was happy to find a new opportunity with **Blackwell's** about 2 years ago.

Family: Husband **Bill**, an independent consultant for the medical device industry. Two grandchildren (his, but I claim them) who live in San Jose. Two Siamese cats, **Tai** and **Pia**, who kindly share their house with us.

Proudest Accomplishment: Having experienced such a variety of aspects of my profession.

Most recent goal: To explore new ways of expanding electronic access to information; to make it easier, not harder, than manual methods. There are plenty of challenges in everyone's daily lives; getting information shouldn't be one of them.

First job: Checking out books for elementary school library in a musty old basement when I was in third grade.

First job with pay: Serving food at lunch counter at **Kresse's** (now **Kmart**) in El Paso, when I was 16 years old, with the goal of buying my own car. I reached the goal, with some help of a down payment from my Dad. This experience convinced me to stay in school.

Fondest memories: Collected from times spent riding a BMW motorcycle with my husband and other members of the **BMW Club of Northern California**. While riding my bike, I had to give my undivided attention to riding, with no time to worry about work or any other problems. Met some wonderful people, mostly professionals in other industries, and saw lots of beautiful places. Made some progress toward busting the stereotyped image most people have of bikers.

Favorite pastime: Watching laser disc movies from my husband's extensive personal library in our home theater.

Hobbies: Reading, especially mystery novels, walking, cross-stitch, crocheting and trying to understand how cats think.

Last book read: *Midnight in the Garden of Good and Evil* by **John Berendt**. (To my **ALAMW** dinner companions: You convinced me to read this — Thanks!)

What I would like to be when I grow up: An architect.

What really drives me nuts: Telephone salespeople who call at dinnertime.

Single most important piece of advice: As I wrote this profile, I became keenly aware of the amount of change, not only that I've experienced directly, but that I've observed in the library and information science field. Yes, I've changed jobs a lot. Most of the job changes were to take advantage of new opportunities. Some were because the jobs and/or companies had changed and were no longer what I needed for my career. Many of the organizations and products with which I've been associated have changed names, gone defunct, been bought or merged, or otherwise are no longer the same as they were. While I like change, I've often been impatient with the process of change, wanting everything to be "fixed" immediately. One of my early mentors used to tell me to have patience. I've tried to follow this advice throughout my career and, therefore, I pass it along as my advice to others. However, I still agree with **Ambrose Bierce** who called patience "a minor form of despair disguised as a virtue."

Biz of Acq from page 72

part-time staff member have been more cost effective? The total cost of downloading 4,796 records was \$2,018. The cost of hiring someone to work a 35-hour week for 15 weeks (approximately three months) at the rate of \$7.20 per hour would have been approximately \$3,780. Given that the average binder took one person approximately one week to work through and there were 46 binders, I do not believe that one person could have completed all of the required ordering. In addition to the **BCL3** orders, the Acquisitions staff had to finish up ordering from the library's regular monographs budget, as well as complete a number of other special projects before the end of the fiscal year.

Both **Midwest Library Service** and the **Catalog Card Company** provided good quality service. However, there was no substitute for the quality control that the Acquisitions staff contributed to the project. Without the Acquisitions staff overseeing the record selection, downloading, and other procedures every step of the way, what turned out to be a very inventive solution to an acquisitions problem could have ended up as an acquisitions disaster. If there is any lesson to be learned from our story about using creative outsourcing, it is this — outsourcing is a means to an end, but it is not the end itself!

Rumors from page 68

The **ALCTS Role of the Professional in Academic Technical Services Discussion Group** is planning a program at the upcoming **ALA Annual Conference** in Washington, D.C. The group will meet from 2:00-4:00 p.m. on Sunday, June 28th. And the topic is — Is Technical Services Being De-Professionalized? What exactly is happening when paraprofessionals in Technical Services are given duties previously performed by professionals? Are we on the verge of being eliminated? Come and share your thoughts, insights and experiences.

You probably already know about this address, but in case you don't **MX BookFinder** at <http://www.mxbf.com/> includes **Amazon Books**, **Interloc**, **Bibliocity**, and **Powell Books**.

Have you read the **NASIG** sagas in the last few **On the Road** columns which **Don Jaeger** has worked hard to get? They are hilarious. Well, I just heard from **Connie Foster** <RFOSTERC@wkyuv.wku.edu> who wrote one of them. Connie has NEVER been to a **Charleston Conference**. Hrumph! We have to correct that! And while you're at it, see **Jim Mouw's** contribution to **On the Road** in this issue, p.92.

This is from *The New York Times*, April 28, 1998. We told you to expect it (see **Who Owns What Now?**, **ATG** April, pp.52-53). Well, **Times Mirror Co.** has agreed to sell its legal publishing business to **Reed Elsevier** for \$1.65 billion in cash. The agreement includes the publisher **Matthew Bender & Co.** and **Times Mirror's** 50 percent share of **Shepard's**.

There is still no official word out on the sale of **KRII** including **UnCover** and **CARL Corporation**. We are trying to find out whatever we can. Stay tuned.

Martin White <Martin.White@tfpl.com> <http://www.tfpl.com> is a new **ATG** subscriber! The subscriptions are GROWING! Several come in every day! Thank you one and all! And tell your friends about **ATG**! Spread the word!

Recently met **Ben D'Azzo** <bdazzo@infonautics.com> Southeastern rep from **Infonautics, Inc.** Ben used to work for **EBSCO Subscription Services** and is somebody who is fun to talk to!

OOPS! The **Faxon Institute** meeting report in the April **ATG** (p.72) mentioned **Eric Siegel** and it should have been **ROBERT!** Apologies.

<<http://www.against-the-grain.com>>