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## Profiles Encouraged: Robin Lent

Editor

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# Profiles Encouraged



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Head, Collection  
Development,  
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New Hampshire  
Durham, NH  
and **Director, 1998  
Charleston Conference**  
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**Early on:** I was born in Miami Beach, Florida and grew up in Pittsburgh and St. Louis.

**Current residence:** Durham, NH

**Education:** BA, Washington University; MLS Columbia University; MA University of New Hampshire.

**Summary of job experience:** I have been in and out of libraries since 1970. Also worked as a freelance researcher, helped found an adoption agency, was managing editor of a scholarly journal, taught English composition, am now Head of Collection Development at the University of New Hampshire.

**Family:** Three daughters (Kate, 24 years old, living in Norfolk, Virginia; Abby, 21 years old, living in Gunnison, Colorado; Lucy, 9 years old, fourth grade in Durham). I also have four stepchildren ranging in age from 18 to 39. My husband, Don Lent, is a painter who teaches at Bates College and is running for State Legislature in New Hampshire this fall. We consider our three cats—Billy, Fritz, and Teddy— family members.

**Most recent accomplishment:** This is ongoing and daily: negotiating the demands of job, home, being a soccer mom, and helping my daughter navigate the landmines of fourth grade.

**Biggest goals:** Finish my novel. Climb Mt. Washington.

**Two recent fond memories:** A three-day walking tour of Yorkshire that I took with my husband, my sister, and her husband to celebrate my 50th birthday. Coming to Charleston for the first time and seeing the palm trees at the airport; the soft air and "southern smell" reminded me of childhood days in Miami.

**Books I've enjoyed recently:** John McKee, *Story*; Roxann Robinson, *This is My Daughter*; Jonathan Harr, *A Civil Action*.

**Pet peeve about this profession:** Librarians who graduated from the Door-mat School of Library Science.

**If I could do anything:** I'd like to be Head of a Foundation that would dispense money to any organization or person that I wanted to support.

**Biggest surprise:** How surprising life is. 

## E-commerce and Information from page 18

will be more efficient to be able to search and retrieve an article read several months before from an online file rather than attempting to locate the print issue.

### The Future

Despite the fact that the proliferation of computers seems to have merely redistributed the printing function, there is a unique opportunity ahead of us. As access to data is made available anytime from anywhere, the Web offers the ability to replace local print files in various locations with fewer centralized electronic files. With an upcoming generation of employees who thrive on **Palm Pilots** instead of **DayTimers**, the time is near when software will evolve to locally store those files of greatest interest and bookmark with confidence those files to be accessed again at a later date, knowing they will still be available.

The basic Web ad today resembles a billboard which is a passive experience like television. Ads of the future will be more customized, focused on the users' interests and interactive in nature, requiring some action or involvement on the part of the user.

The Web is about information and communication. As we make the transition into the electronic world, our behaviors and habits will change to take advantage of more efficient methods of communication and workflow. Individuals and organizations will redefine the extent to which use determines value and what is worth saving.

## Library Profile from page 28

against a list of preferred vendors. Approximately 30% of our requests have vendors "self-assigned" in this way. We have perhaps 50 different programs such as these in service throughout the department.

Encouraged by these successes, we constantly look for ways to improve upon the services we provide. In the past few years we have automated many parts of the tedious government document check-in procedure. In particular, a program wherein we scan shipping lists and check the scanned file against our exclusion list, automatically producing **SuDoc** labels as needed, has cut processing time by 75%. The programs are available at: <http://ublib.buffalo.edu/libraries/units/cts/acq/gpo/>. Another project has involved the scanning of certain government documents, providing access to them from a "popular documents" index. Many of the selected documents are pamphlet-sized or one to four page works; providing access to electronic versions not only preserves the content long

It's a brave new world—full of exciting partnerships. Established publishers are faced with reinventing themselves. New companies are introducing innovative applications. The challenge is to make cost-effective use of technology and there are no models showing the way. The successful organization will develop an understanding of how customers use information in communicating with each other and enhance the process.

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after the flimsy paper version has disintegrated or disappeared, it also opens up the world of document information to the library user who may not be aware of their content. See the site at: <http://ublib.buffalo.edu/libraries/units/cts/acq/doctab.html>.

Our mission statement, which we all agreed upon early in 1997, reflects our desire to maintain a healthy work environment, an efficient operation, and to constantly look forward:

To provide the best quality service we can to our patrons by doing it right the first time; To capitalize on our strengths, particularly our ability to get it in and get it out; To communicate effectively; To listen attentively and understand others needs/requests; To understand role, responsibility, and authority; To develop and enjoy mutual respect; To strive to acquire sufficient resources to achieve our objectives; To create a nurturing environment for every individual on our staff; To be aware of the impact of our environment on our mental and physical well-being, and to keep it healthy; To effectively and eagerly respond to our changing circumstances. 

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