December 2001

Rumors

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Against the Grain

"Linking Publishers, Vendors and Librarians"

ISSN: 1043-2094

Against the Grain

c/o Katina Strauch
209 Richardson Avenue
MSC 98, The Citadel
Charleston, SC 29409

TM

eBooks ex machina? Dispatches from the New Digital Information Order

by **Miriam Gilbert** (Consultant, 3121 Seventh Street, Boulder, CO 80304; Hm. Phone: 303-444-5240; Cell: 303-818-7187) <MxGilbert2@aol.com>

"It is not the strongest species that survive, nor the most intelligent, but the ones most responsive to change."

— **Charles Darwin**

"The future just isn't what it used to be."

— **Woody Allen**

When I accepted the role of "guest editor" of the *ATG* eBook issue at last January's ALA, the job seemed relatively straightforward. While this would be my first time serving as an official "editor of record," I had worked on edited collections—many on "political hot spots"—during my career as a book publisher and felt equal to the task. With twelve months to craft an issue on an expanding eBook marketplace, my goal was in easy reach.

I knew the drill. I first assembled a team of interested and willing contributors. I determined a schedule for submissions for concept paragraph, first draft, and final article. With so much lead time, the interval between the steps was generous

enough for the most over-committed member of the group, yet motivating enough for the most eager. I looked forward to my role as the project's "Jewish mother," administering a fine mix of intellectual cheerleading and mind-focusing guilt. One writer completed her piece months before the final deadline, while another pulled out and a substitute was found. Since I was then Senior Director, Publisher Relations at **netLibrary**, I was in a prime position to observe (and help influence) the growth of the nascent eBook industry and help guide the issue to a meaningful and nuanced conclusion. What I had not anticipated was that our theme was on a collision course with one of our

industry's most disruptive, if not defining, "cultural hot spots" of the year.

And what a difference a year makes. Between the hype and the hope, all of us in the information industries are now struggling to define (or redefine) a strategy for eBooks and the digital environment. We are all aware (some of us painfully so) of the trajectories of many eBook, rights management, and conversion companies that have impacted the landscape of scholarly communication.

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If Rumors Were Horses

It was Thursday, October 25, nearly five o'clock in the afternoon. I was cutting through the **College of Charleston** main classroom building, Maybank Hall, when what to my wondering eyes should appear but — **Colin Day** <colinday@hkucc.hku.kh> once of **University of Michigan Press** and now **Publisher of Hong Kong University Press**. Colin looked fit as a fiddle and younger than ever. He was in Charleston for a **Biosis Board** meeting at which he told me they were discussing the recent review in *The Charleston Advisor of Zoological Record* (see www.charlestonco.com)! Pretty awesome! Plus Colin said that he is working closely with

Tony Ferguson <ferguson@hkucc.hku.hk> so we know that Tony is in good hands or maybe it's vice versa! Anyway, it's a small world, isn't it?

I can't help myself. One of the most wonderful women in the world has won a richly deserved award. Congratulations to **College of Charleston History Professor and Associate Provost Amy McCandless** who has won a national award for her book, *The Past in the Present: Women's Higher Education in the Twentieth-Century American South*. <http://www.cofc.edu/about/news/20011119-1.html>.

Confidential report! Shhh, he's

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From your (whewing) Editor:

There are two things for me to "whew" about! First, with this issue, we have finished volume number 13 of *ATG*. Whew! The second thing to "whew" about is that the **21st Charleston Conference** is over and everything went smoothly. We all had a good time and learned a lot! Whew! So, now it's time for us to have a great holiday and sit down and read, okay? What's in this issue of *ATG*?

Well, when **Miriam Gilbert** and I talked about her guest editing an issue of

ATG over a year ago, who would have believed what would have happened with the bankruptcy of **netLibrary**. **Miriam** is no longer with them, but she has still worked her hardest to bring in some excellent papers about eBooks. And, you might imagine that several of the papers had to be reworked in light of the changes at netLibrary! After an introduction by **Miriam**, we have papers by **Kelly Franklin** of Wiley, **Nancy Gibbs** of Duke, **Mary-Alice Lynch** of Nylink, **Mark Bide** and **Kim Richardson** of Rightscom, **Sherry Thompson** of Majors, and **Rick Lugg** and **Ruth Fischer** of R2 Consulting. **Michael Young** of SUNY-Albany has written us an excellent **Charleston Conference** report.

There's other great stuff, too!

Besides the regular bam-zowie columns, we have a study of acquisitions positions in libraries by **Rob Withers**, "The Collection Development Role of the Library Liaison: A View from Both Sides of the Fence" by **Jack Montgomery**, and "In Search of Fund Allocations" by **Norman Desmarais**.

Whew! That's a mouthful. Happy reading and celebrating. This is my favorite time of year. I hope it's y'all's too! Happy New Year! See you in New Orleans!

Yr. Ed.

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sleeping. The incredible (and very shy) **Michele** <michele@casalini.it> and **Susanna Casalini** have a son, born September 11, 2001. His name is **Pier Niccolo Casalini**. The dynasty continues!

And we have another birth to report! The fabulous **Karin Carchedi Rush** (Ovid/SilverPlatter) has a baby girl, **Juliana Hope Rush**. Congratulations!

And, speaking of children, these women were talking **grandchildren** at the **Charleston Conference**, and I was jealous (but don't tell my kids, please). **Mary McLaren** <mclaren@uky.edu>, **Elsie Pritchard** <e.pritch@morehead-st.edu>, **Susan Zappen** <szappen@skidmore.edu> and **Betty Oktay** <oktay@Vassar.edu>.

Talked to the wonderful **Ivo Miletich** (Chicago State University) at the **Charleston Conference**. Do you know that he has been coming to the Conference since it started?

Was just reading in **Whitestone Communications, Inc. Who's Buying Whom** (October 19, 2001) (Okay, I'm a little behind in my reading.) that the total number of acquisitions dropped 40% from last year to this year. Later, (November 26) what to my wondering eyes should appear but ... an acquisition! **ProQuest Company's** (NYSE: PQE) **Information and Learning** unit has acquired **SoftLine Information**, the Stamford, Connecticut-based producer of online databases for libraries and educational institutions. **SoftLine**, founded in 1991, offers more than 500 newspapers and magazines from ethnic, minority, native, gender, alternative, and independent press. Prior to **SoftLine's** introduction of its databases, most titles were not available in electronic formats. The titles are organized into five specialized databases covering ethnic, cultural, and

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Letters to the Editor

Send letters to <strauchk@earthlink.net>, phone or fax 843-723-3536, or snail mail: **Against the Grain**, MSC 98, The Citadel, Charleston, SC 29409. You can also send a letter to the editor from the *ATG* Homepage at <http://www.against-the-grain.com>.

Dear Editor:

I just discovered your excellent Website and publication today. We are preparing our budget for 2002, and I wondered if you could send a sample issue for our review? It looks like something we'd like to add to our collection of professional journals, but I need to see a copy to recommend it. If this is possible, please send it to my attention at the address above. Thank you for your assistance.

Catherine Whitney

(Reference Librarian, Andrews & Kurth,
Mayor, Day, Caldwell & Keeton)
<cwhitney@akllp.com>

Editor's note: ATG sample issues are available to anyone who asks! This is a reminder! AND, we also have back issues at \$10/issue if you need one! — KS

Dear Editor:

Lately I have had conversations with some vendors who were at the **Charleston Conference**. The topic of conversation always turns to "were you at that session" or "did you hear..." I think they find the conference as exhilarating as I do! More and more, the publishers and vendors realize that if you want to know what will be happening in libraries as well as what is happening, you go to the **Charleston Conference**. I've known that for years!

Susan H. Zappen

(Associate College Librarian for
Collections, Lucy Scribner Library,
Skidmore College)
<szappen@skidmore.edu>

AGAINST THE GRAIN DEADLINES VOLUME 14 — 2002/2003

Event	Issue	Ad Reservation	Camera-Ready
Annual Report, ACRL, ARLIS	Feb. 2002	12/12/01	01/09/02
SLA, MLA	April 2002	02/06/02	02/27/02
ALA Annual, AALL	June 2002	03/27/02	04/17/02
Reference Publishing	Sept. 2002	07/10/02	07/31/02
Charleston Conference	Nov. 2002	08/21/02	09/11/02
ALA Midwinter	Dec. 02/Jan. 03	11/13/02	12/04/02

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demographic diversity, including: **Ethnic NewsWatch**, **Ethnic NewsWatch History**, **Alt-Press Watch**, **Gender Watch**, and **Diversity Your World**. **Ralph Ferragamo**, CEO of **SoftLine**, said, "It was important to us to find a buyer that would commit to expanding access to publications that are underrepresented in databases." Now, I just hope that my sweetheart, **Jim Gilligan**, will still come around to visit!

The **netLibrary** story continues. On November 15, **Rob Kaufman**, President and CEO and **Rich Rosy**, Executive Vice President announced that **OCLC Online Computer Library Center** made an offer to purchase substantially all of the assets of **netLibrary** and assume certain **netLibrary** liabilities. Additionally, on November 14, **netLibrary** voluntarily filed a petition with the U.S. Bankruptcy Court for the District of Colorado for relief under Chapter 11 of the U.S. Bankruptcy Code. Upon approval of the bankruptcy court, a loan from **OCLC**, to be repaid upon the consummation of the asset sale, will fund **netLibrary**'s ongoing operations through the transition period until the purchase closes, which is targeted to occur around year end. See **Rick Lugg**'s interview with **OCLC**'s **Jay Jordan** in this issue, p. 47. Also, see the story in **Seybold's E-Book Zone**, November 16, 2001 ("OCLC offers to bail out **netLibrary** by **Mike Letts** and **Mark Walter** (who we all met in Charleston in 1999!)).

More on **netLibrary**. Boston venture capital firm **Parthenon Investors** has filed a lawsuit in Denver federal court which states that **netLibrary** overstated its annual sales figures by more than 30 percent causing them to invest millions <http://www.thedailycamera.com/business/14anetl.html>. www.charlestonco.com/index.

This comes from **Business Wire** (December 7, 2001). **SkillSoft Corporation** (Nasdaq: SKIL), www.skillsoft.com, a leader in critical business skill e-Learning solutions for Global 2000 companies, has announced that it has signed a definitive agreement to acquire **Books24x7.com, Inc.**, based in Norwood, MA, for a fixed number of shares and fixed amount of cash valued at approximately \$32.4 million. **Books24x7.com** is a leading provider of Web-based digital technical and business reference content, containing 1700+ digitized "best-of-breed" reference books, journals, research reports and documentation. **Books24x7**'s hosted Web-based platform enables users to search, browse, read and collaborate with vast professional "Referenceware" libraries assembled through its relationships with more than 65 of the world's top IT and business publishers, such as **Amacom**, **Harvard Business School Press**, **McGraw-Hill**, **Microsoft**

Press, **MIT Press**, **Sybox**, and **Wiley**. Prominent customers that have adopted **Books24x7** solutions include: **Bank of America**, **Lockheed-Martin** and **Hewlett-Packard**.

You know, writing **Rumors** for **ATG** is fun and it constantly brings back memories, many bitter-sweet, if for no reason than the fact that the **Rumors** mark the passage of time. **ATG** interviewed **Jeffrey Kittay**, **Lingua Franca**'s founder. On November 18, 2001, the Sunday **New York Times Book Review** (p.75) printed a Eulogy for the much-loved magazine, "The Close Reader; Eulogy for a Little Magazine," by **Judith Shulevitz** bemoaning its demise as of the November, 2001 issue. **Lingua Franca** will be sorely missed.

Questia Media cut its workforce in half (number of current employees: 68) in mid-November because demand was lower than expected for its online research and library service. Some of the \$20 million or so in funding the company recently picked up will reportedly go toward TV advertising to convince students to sign up. This according to an article in the **Houston Chronicle**, November 20, 2001. <http://www.chron.com/cs/CDA/story.htm/business/1138626>. Also reported in **PW Newslite**, 20 November, 2001.

More memories from the past. The wonderfully steady **John Long** <john-long@worldnet.att.net> who you will have noticed is now editing the **Publisher Profiles** in *Against the Grain* has been inspired by memories of **Jolanda von Hagen** to write a **Profiles of Scientists** (see this issue, p. 54). John tells me that on Dec. 29, 2001, it will be seven years since **Mrs. von Hagen** passed away. She loved the **Charleston Conference** and I remember when the CC has eighty people in the audience that she came and spoke and invigorated the audience. She came back nearly every year after that. The **Profiles in Scientists** (p.54) is dedicated in her memory. **Mrs. von Hagen** was always trying to create "bridges" between ALL members of our community (scientists, authors, librarians, publishers, serials & book vendors, the famous and not so famous). That's quite an aspiration!

Hope you all had a **Happy Thanksgiving** and will have an even better holiday coming up! Everything seems so much more precious these days. I walk around outside and marvel at all that we in America have. Speaking of **John Long** (above), he had Thanksgiving with his wife Linda's 87-year-old father, grandchildren **Courtney** (almost 3) and **Joseph** (1 month), his son and daughter-in-law. Four generations under one roof. Sounds dangerous, to me! How about you?

Did you meet the incredibly knowledgeable **Chet Atkins** from **Texas A & M** at the **21st Charleston Conference**? Anyway, we have just learned that a collaborative pro-

posal from the **Association of Research Libraries (ARL)** and the **Texas A&M University Libraries** for assessing service quality in digital libraries has been approved for funding by the **National Science Foundation (NSF)**. "Developing a **National Science Digital Library (NSDL) LibQUAL+ Protocol**" is an outgrowth of the **LibQUAL+** project, a research and development project undertaken by **ARL** and **Texas A&M** to measure library service quality across institutions. The current **LibQUAL+** instrument is a Web-based survey of library users' perceptions of service quality; it identifies gaps between desired, perceived, and minimum expectations of service. The survey results can be used in making local managerial decisions as well as in identifying best practices in library service. Under the grant, **ARL** and **Texas A&M** will jointly receive funding of \$245,737 over a three-year period to adapt the **LibQUAL+** instrument for use in the Science, Math, Engineering and Technology Education Digital Library community. The **NSDL LibQUAL+** project goals include: (a) define the dimensions of digital library service quality from the users' perspectives; (b) develop a tool for measuring user perceptions and expectations of digital library service quality across **NSDL** digital library contexts; and (c) identify digital library best practices that permit generalizations across operations and development platforms. The principal investigators on the project are **Duane Webster**, Executive Director of **ARL**; **Fred Heath**, Dean of University Libraries and Holder **Sterling C. Evans** Endowed Chair, **Texas A&M University**; **Colleen Cook**, Executive Associate Dean and **John** and **Mary Wright** Professor of Library Science, **Texas A&M University**; **Yvonna Lincoln**, Distinguished Professor in Educational Administration and Human Resource Development and Holder of the **Ruth Harrington** Chair of Education Leadership, **Texas A&M University**; and **Bruce Thompson**, Professor and Distinguished Research Scholar in Educational Psychology, **Texas A&M University**, and Adjunct Professor of Community Medicine, **Baylor College of Medicine**. In 1999-2000, 105 **ARL** libraries spent almost \$100 million on electronic resources. Libraries seek efficient and effective ways of delivering the highest quality of service using these electronic resources. The ability to assess service quality of digital libraries will allow libraries to improve the retrieval of relevant information, promote learner preparation for an information-rich society, and promote scholarship and lifelong learning. For more information about **LibQUAL+**, see the project Website at <http://www.arl.org/libqual/>.

Well, got an email from **Jackie Knowles** <jjk@aber.ac.uk> of the **University of Wales Aberystwyth** who is currently com-

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Rumors

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piling a series of Web pages for students at the **University of Wales Aberystwyth** which act as a guide to electronic journals in librarianship and information science. And—**Jackie** asked for permission to include *Against the Grain* on their lists. Sounds good to us! (<http://www.inf.aber.ac.uk/tpl/ejlib/>).

I tell you. It is truly impossible to keep up with **Chuck Hamaker** <cahamake@email.uncc.edu>! He keeps up with everything! This comes from **Philip Hunter** <p.j.hunter@ukoln.ac.uk> and was sent to liblicense in November.—The current issue of **Information Research** contains an interesting article on the “Bibliometrics of electronic journals in information science” by **Donald T. Hawkins**, Editor-in-Chief, **Information Science Abstracts, Information Today, Inc.** <http://informationr.net/ir/7-1/paper120.html>. The article analyses some of the measurable characteristics of e-journals in the field of Information Science, including **D-Lib**, **First Monday**, **Journal of Digital Information**, **LIBRES**, etc., and the **UKOLN** magazines **Ariadne** and **Cultivate Interactive**. It contains statistical data about contributing authors, their geographical locations and institutions, subject area coverage within the field, etc. The data covers the period 1995 to the present.

It was great working with **Liz Janis**

<Liz.Janis@Blackwell.com> on the Approval Plan of the **College of Charleston**. But **Liz** is changing jobs (good for her, bad for me). Effective November 26, **Janis** has accepted a new position in the Database Services Department. **Shawn Kilburn** will be taking her place. Congratulations and good luck to both of you!

This just in from **Tom Peters** <tpeters@cic.uiuc.edu> and the **CIC**. In a new initiative that will shape the future of scholarly publishing and scholarly communication, the **Committee on Institutional Cooperation (CIC)** will convene experts from its member universities to (1) identify collaborative models for university press operations and (2) develop and test a pilot cooperative e-publishing venture. A fundamental underpinning of the initiative is the understanding that the presses will maintain their individual identities. The task forces will present preliminary findings, recommendations, and a beta version of the e-publishing venture in the summer of 2002. Initial plans call for the e-Books and other e-content to be freely accessible to the entire **CIC** community via the existing **CIC Virtual Electronic Library (VEL)**. As part of the study, sustainable models will be developed providing access to the content by the worldwide scholarly community. The **CIC** is an academic consortium that comprises the members of the **Big Ten Athletic Conference** and the **University of Chicago**. This resolution directs the **CIC** presses to explore opportunities for collaboration that result in cost savings while sus-

taining and even enhancing quality. In 2000, **CIC** university presses collectively published 1,065 new books and 118 scholarly journals, with net sales of over \$66 million. Together, **CIC** member universities confer nearly 15% of the Ph.D. degrees awarded in the United States annually, employ more than 33,000 faculty and enroll nearly one-half million students. **CIC** member institutions include the **Universities of Chicago, Illinois, Iowa, Michigan, Minnesota, and Wisconsin-Madison**, as well as **Indiana, Michigan State, Northwestern, Ohio State, Pennsylvania State, and Purdue Universities**. For more information, visit <http://www.cic.uiuc.edu>.

And, when I was reading more about the **CIC**, I noticed two familiar names. Remember **Douglas Armato**? The thing I remember about **Doug**, who was at the **U. of Georgia Press** at the time, I believe, and who is now **Director of the University of Minnesota Press** and current member of the **Board of Directors of the Association of American University Presses**, was on that year at the **Conference**, everyone had typed out papers, but **Doug** had the old familiar, yellow legal pad loaded with good-old personal script! Also, **Paula Kaufman**, **University Librarian at the University of Illinois at Urbana-Champaign**, and **Chair of the CIC Library Directors Group** who was our spectacular keynote on **Charleston** when she was **Director at U. of Tennessee** back in **Judy Webster** days. **The times they do a'change, don't they?**

LexisNexis and **Knight Ridder Digital** have announced the formation of an interactive-content alliance. Through the relationship, **Knight Ridder Digital** is syndicating its content available to **LexisNexis** users; and **LexisNexis** is powering access to on-point information to 17 **Knight Ridder** newspapers in 28 markets. Twenty-eight full-text daily **Knight Ridder** publications from top media markets throughout the country now will be available to **LexisNexis** customers, many same-day or and within a day of publication, powered by **Knight Ridder Digital**. The offering includes major metropolitan papers such as *The Miami Herald*, *The Philadelphia Inquirer* and *Daily News*, *The Detroit Free Press*, *The Charlotte Observer*, *The Pioneer Press in St. Paul, MN.*, and *The San Jose Mercury News*. In a separate agreement, **Knight Ridder** newspapers and **LexisNexis** announced a new, centrally-administered information services contract to enable **Knight Ridder** professionals access to the **LexisNexis** suite of information solutions. That contract brings wide exposure to **LexisNexis** research databases to the desktops of thousands of professionals at **Knight Ridder**, including **nexis.com** for journalists and editors conducting research, **lexis.com** for **Knight Ridder's** legal staff, customized solutions for professionals in **Knight Ridder's** corporate offices,

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LexisNexis Political Universe for the **Knight Ridder's Washington Bureau**, and access to select **Online Public Records** and **LexisNexis Company Dossier** products across the country. It just takes money and you can have it all!

Check out "The Crisis in eBook Publishing" by the really astute (not to mention energetic) **George Machovec** <george@coalliance.org>, Managing Editor **The Charleston Advisor** <http://www.charlestonco.com/>.

Didn't you love the "Weakest Link" panel during the **Charleston Conference**? **Arlene Sievers** <axs23@po.cwru.edu> was just one of the great people on the panel. Anyway, **Arlene** wrote recently to say that she is reviewing **Scholarly Publishing**, the **ATG Millennium issue** that was published by **John Wiley & Sons** and was distributed free at the **Charleston Conference for Collection Management**. Watch for her review.

Speaking of **Scholarly Publishing: Books, Journals, Publishers, and Libraries in the Twentieth Century**—the book that the amazing **Lyman W. Newlin** (he needs to be the *Guinness Book of World Records*!) and **Richard E. Abel** (he was called to the mike in **Charleston** to talk about the role of libraries and librarians) put together single-handedly—this is a title that chronicles the shifting trends in the modern history of information and knowledge exchange. If you weren't in **Charleston** and didn't get your free copy, you can purchase it from **John Wiley & Sons** <http://www.wiley.com> or any of our friendly jobbers.

This is from liblicense—**Howard Besser's** article, "Intellectual Property: The Attack on Public Space in Cyberspace," published in **Processed World**, September 2001, is available at <http://www.gseis.ucla.edu/~howard/Papers/pw-public-spaces.html>.

"...this article focuses on.... the disappearing information commons both online and in print due to the assertion of strong intellectual property rights" RE the disappearance of the first sale doctrine in digital works Besser states: "But in proposed digital age legislation, the purchaser of a work could not legally sell it or give it away without permission from the rightsholder. In a world without first sale: publishers could refuse to distribute to unfriendly critics; organizations could prevent gadflies or consumer groups from viewing documents that might be used to paint them in unflattering terms; authors could prevent known satirists from getting copies of their works; libraries would not be able to lend works. Available as a "pre review" PDF file: http://www.processedworld.com/Issues/issue2001/pw2001_19-27_Intellectual_Property.pdf.

This issue of **ATG** is guest edited by the remarkable **Miriam Gilbert** <MxGilbert2@aol.com>. With all that is happening in her life, she managed to put together a series of bam-zowie papers. Plus, she now has a new middle schooler. **Ben** is 11 and is in sixth grade. If you call her on the phone, you will get **Ben** on the answering machine. Thank you, **Miriam**! And, hey!, **Ben**!

Blackwell's Book Services has introduced **Blackwell's Online Bookshop (BOB)** in a US version to the academic community. The British version of **Blackwell's Online Bookshop** was established in the UK in 1995, and gained a following among academic and scholarly readers in the United States. **BOB** in its US version enables customers to purchase both US and UK titles through the online bookshop. **BOB** is a comprehensive source for scholarly titles, out-of-print books, popular titles, and resources created expressly for the academic community. **BOB** enables users to search the book catalog online, read reviews, add titles to a personal e-bookshelf, place orders, and pay with a credit card. Academic librarians and other institutional customers have the option of establishing a **Blackwell's** account as an alternative to credit card purchasing. The **BOB** US site is located at <http://www.bookshop.blackwell.com>.

More about **eBookstores**! **Taylor & Francis Group plc**, the academic publishers whose imprints include **Routledge**, **Garland Science**, **Psychology Press** and **Europa**, are pleased to announce the launch of the **Taylor & Francis eBookstore** <http://www.eBookstore.tandf.co.uk>. eBook buyers are able to browse, select and download from an initial list of over 400 of the company's most popular titles. By September, the list will expand to include over 1,000 titles, and it is expected that more than 2,500 titles will be available by the end of the year. Three eBook formats are available at **Microsoft Reader** (for PC and Pocket PC use only), **Adobe eBook Reader** (for use on PC and Mac), **Mobipocket** (for use on Palm Pilot, Psion, PC)

And **Taylor & Francis Books Limited** purchased London-based **Curzon Press Limited** on 5th December 2001. **Curzon Press**, known for its Asian and Middle Eastern Studies publications was owned and developed by **Malcolm Campbell** who was formerly Marketing Director at **Routledge**. He will remain with the Press as it is integrated into the area studies list of the social science division of **Taylor & Francis Books Limited**, under the combined im-

print of **RoutledgeCurzon**. Alongside its core output of scholarly monographs, **Curzon's** program contains a growing number of reference works and upper-level textbooks. Two new journals have been added in the last year with a further two planned next year. **Curzon** was originally founded in 1970 and was acquired by **Malcolm** and **Martina Campbell** in 1991. **Curzon** has a backlist of over 800 titles and now produces 100 new titles a year. <http://www.tandf.co.uk/news.html>.

Got a note from **Ean** <clbleece@nus.edu.sg> (**Mrs. Lee Cheng Ean**, Head, Serials, Technical Services Division, Central Library, **National University of Singapore**) who tells me that she has been using the **PowerPoint** slides from the **2001 Charleston Conference** and has found them to be very useful! Have you seen them? The **PowerPoints** are loaded at <http://www.cofc.edu/library/conference>. Also, the actual **2001 Conference Proceedings** (edited by the wonderfully efficient team of **Rosann Bazirjian** <rvb9@psulias.psu.edu> and **Vicky Speck** <VSpeck@ABC-CLIO.com> will be published again this year by **Against the Grain Press** with lots of help from **EBSCO** and **Leigh Marie Lunn's** <lmlunn@ebSCO.com> awesome team! In the meantime, like **Ean**, if you haven't seen them, you might want to take a gander at the **TOC**

of the **2000 Charleston Conference Proceedings** which will be loaded up on the **ATG Website** shortly <http://www.against-the-grain.com>.

Here is information on the **2000 Charleston Conference Proceedings. Is Bigger Better? 2000 Charleston Conference Proceedings**. Edited by **Rosann Bazirjian** and **Vicky Speck**. **Charleston, SC: Against the Grain Press, 2001**. ISBN: 0-9710956-0-4. \$19.95. 285 pp. Hopefully, **Ambassador, Baker & Taylor, Blackwell's, the Book House, Coutts, Eastern Book, Emery Pratt, Midwest, Total Information, Yankee Book Peddler**, and others will offer the **Proceedings** for sale. For further information, contact your jobber or send an email to <strauchk@earthlink.net>.

And, write this down! The **2002 Charleston Conference** will be October 30 (preconferences and **The Charleston Advisor Vendor Showcase**), October 31-November 2, 2002 (main conference). In 2003, I promise that the **Conference** will be back in November. We were trying to avoid the **Citadel** homecoming crowd, but, hey, there is always a crowd in **Charleston** these days, so we abandoned the idea! Oh for the re-

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Rumors
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turn of the Charleston of the 80s when November was off season!

The **Black Caucus of the American Library Association (BCALA)** and **John Wiley & Sons, Inc.** have just announced a contest to support the most creative public library programs that raise awareness and interest in **African American children's literature**. Using titles from **Wiley's Black Books Galore! Guide to Great African American Children's Books**, the winning entries will reflect original, creative programming that increases community involvement and sparks the interest of children, parents, caregivers, and teachers in African American life and culture. Examples of programs may include: storytime, parent/teacher workshops, intergenerational events, or other innovative programs. The winners will be announced at the **BCALA Annual Meeting** during the **Black Caucus Conference**, July 2002 in Fort Lauderdale, FL. The first prize winning library will have a representative sent to the conference expenses paid courtesy of **John Wiley & Sons, Inc.** to accept the cash award. All winning entries will be on display during the **Black Caucus Conference** at a Poster Session. The judges are: **Khafre K. Abif**, Cochair, Brooklyn Public Library; **Josephine Fulcher-Anderson**, Ferguson

Library, Stamford, CT; **Malikah Dada Lumumba**, Franko School, Mt. Vernon, NY; **Tracie Hall**, **Hartford Public Library**; **Sherelle Harris**, Norwalk Public Library; **Toni Trent Parker**, Coauthor and Founder, **Black Books Galore!**; **Denise Lewis Patrick**, Author, *Red Dancing Shoes*; **Sandra Payne**, New York Public Library; **Veronica L.C. Stevenson-Moudamane**, The Danbury Library. For questions, contact: the dynamo **Athena Michael**, Cochair, <amichael@wiley.com>, phone: 540-722-0523.

Elsevier Science B.V./Elsevier Science S.A. and **John Wiley and Sons, Inc.** have announced the initiation of litigation against **Kessler-Hancock Information Services, Inc.**, a document delivery service, and its president **Brian J. Hancock**, for unauthorized photocopying from the publishers' journals for resale to the service's customers. The complaint, filed in federal district court in Boston, alleges that **Kessler-Hancock** solicits and fills orders for copies of copyrighted materials distributed by the publishers without the publishers' authorizations, and even collects purported copyright fees in connection with the copies without returning them to the copyright holders. The complaint includes counts of false advertising for the ways in which **Kessler-Hancock** represents its business practices. The matter is being coordinated by **Copyright Clearance Center, Inc. (CCC)**, the largest licensor of text reproduction rights in the world and a licensing agent for both publishers.

More news. **CCC** and **Cahners Business Information** have recently launched **Rightslink**, CCC's digital rights management solution, on **Cahners' TVinsite** portal with these online publications: *Multi-channel News*, *Broadcasting and Cable*, and *Cablevision*. **Cahners** is implementing **Rightslink** across all of its Internet publications. These include market-leading business-to-business publications in 15 vertical industries, including entertainment, manufacturing, and retail. This launch

comes on the heels of two announcements in October: **MSNBC.com's** selection of **Rightslink** as its digital rights management solution and **CMP Media LLC's** implementation of **Rightslink** on **InformationWeek.com**. According to industry estimates, the U.S. digital content market is expected to grow from approximately \$18 billion today to \$70 billion by 2005. **CCC's Rightslink** lets publishers and other content owners determine how their copyrighted information can be re-used. They decide whether to license use of their materials in electronic media such as email, Internet, intranet or CD-ROM; in print media such as reprints; and for republication. Copyright holders can also specify distinct rights, terms, and conditions for each piece of content.

It's official. **Sirsi Corporation** and **Data Research Associates (DRA)** have successfully integrated their operations. This announcement follows a careful internal evaluation, which was undertaken after **Sirsi** completed the **DRA** acquisition in late August 2001. Details include that (1) the company will be known as **Sirsi**; (2) it now has an integrated management team; and (3) its future technology strategy will focus on revolutionary solutions for serving library users, while standardizing integrated library system (ILS) development efforts on the open, modular **Unicorn® Library Management System**. **Sirsi** has now integrated its product development, customer service, and sales and marketing operations to capitalize most effectively on the combined resources that have resulted from the **Sirsi-DRA** merger. The management team includes executives from both organizations: **Berit Nelson** and **John Dickson**, vice presidents of product development; **Mike Casale**, vice president of customer service; **Terry Jarnagin**, director of customer care; **Andrew Morrice**, vice president of sales and marketing and international operations; **Charles Farley**, director of sales; **Larry Smith**, chief financial officer; and **Maggie Bell**, vice president of human resources. For three months, the company conducted a thorough and objective evaluation of all **Sirsi** and **DRA** products to arrive at a technology strategy. While no additional development will be done on **Taos** as a separate product stream after the general release of Version 1.2, scheduled for February 2002, **Sirsi** will incorporate many of the truly visionary concepts from **Taos** into future products. **Sirsi** has made the decision to standardize on the **Unicorn** platform because (1) **Taos** still requires significant development effort to complete base-level ILS functionality; and (2) **Unicorn** is already an industry-standard, comprehensive, and scalable system that provides full ILS functionality to all types and sizes of libraries around the world. <http://www.dra.com/>.

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Was talking to **Ellen Finnie Duranceau** (Digital Resources Acquisitions Librarian, MIT Libraries) <efinnie@mit.edu> a while ago. She was saying that she had a strong feeling that the library profession's terminology is not meeting our current needs. What is an "aggregator database," for example? We're talking about various gateways (**SwetsNetNavigator**, **Ingenta** if they even go together in the same group), publisher interfaces (**Project Muse**, etc.), true aggregators (**ProQuest**, **Academic Universe**, etc.). These all get lumped into the category of "aggregator." There is also not a list for new services like **SerialsSolutions** which offer "aggregator" title lists. Even the names "electronic database" and "e-journals" seem to be breaking down. AAARRRRGGG! "Do you think it would be interesting to try to use an article or more in **ATG** to get agreement in our profession about what to call these various things?" **What do all of y'all think?** Write <strauchk@earthlink> or **Ellen** <efinnie@mit.edu>.

Moving right along (but don't forget the above!). – **ebrary™** www.ebrary.com will distribute **Penguin Classics**, its library of literary masterpieces, to new online markets via ebrary's software, **ebrarian™**. **Kathryn Court**, President of **Penguin Books**, an imprint of **Penguin Putnam Inc.**, commented, "Our new relationship with ebrary represents an exciting marketing opportunity for our **Penguin Classics** titles. Giving online access to the **Penguin Classics** via ebrary is a secure and brand new way to help these titles reach new customers. We look forward to working with ebrary and realizing the benefits of this partnership." www.penguinclassics.com. ebrary is privately held and is funded by **Random House Ventures LLC**, **Pearson plc** and **The McGraw-Hill Company**. www.ebrary.com.

To continue, ebrary™ has signed agreements with **Greenwood Publishing Group** and **John Wiley & Sons** to distribute their titles through multiple online channels, including libraries, institutions and other online organizations. The announcement of the relationships with **Wiley** and **Greenwood** add two significant names to ebrary's roster of over 80 key publishing partners signed to-date. www.ebrary.com.

This looks like a cool project to me. **ABC-CLIO Schools**, an award-winning publisher of social studies resources for grades 6-12, and the **National Archives and Records Administration (NARA)** are offering **Teaching with Documents**, a 13-unit, curriculum-aligned teaching series. Each unit focuses on a significant period of U.S. history and is designed to teach students to develop a historian's approach to

analyzing primary source documents. From the **Constitution** and **Bill of Rights** to letters written by **Abraham Lincoln** about the **Civil War** to **World War II** recruitment posters and beyond, the series encompasses documents, photographs, posters, letters and other primary source materials from the holdings of the **National Archives**. **Teaching with Documents** encourages students to examine undiluted artifacts of the past to better understand the history of the United States and the present state of affairs. www.abc-clio.com/schools or www.nara.gov.

This comes from **Sharron Brown** <sharron.brown@strath.ac.uk>. **SCURL (Scottish Confederation of University and Research Libraries)** has received funding from the **Carnegie Trust for the Universities of Scotland** to undertake a 6-month study from November 2001 to determine the optimal model for a collaborative storage and delivery service for valuable but low-use research materials held in Scottish university libraries. **CASS (Collaborative Academic Store for Scotland)** aims to address pertinent library issues in terms of reducing storage costs, reallocation of space, enhancing access, preservation, and increasing cooperation between academic and, if feasible, public libraries and archives, to benefit the research community. Key deliverables will include the wide dissemination of project findings in the form of a final report and a detailed business plan for a collaborative facility. CASS will enable the viability of a collaborative storage facility within Scotland to be identified. Information professionals and members of the research community will provide CASS with the majority of its findings. Additional study will focus on literature reviews and similar collaborative ventures in Europe, Australia and America. Project documentation, resources, and general information will be disseminated via the CASS Website at <http://scurl.ac.uk/projects/cass/index.html>.

Well, the eBook space seems to be morphing (or is it widening?). At **2001 Charleston**, there was a very interesting presentation by **Anthony Watkinson** <anthony.watkinson@btinternet.com> and **Oxford University Press** regarding **Oxford Scholarship Online**. Now **Wiley InterScience** is offering **OnlineBooks**. Does this represent the next step in the evolution of digital information resources: the complete contents of essential print works repurposed for the online environment? This is the intent of the **Wiley InterScience** offering. More than 290 frontlist and recently published backlist titles are being clustered into Libraries and Collections that will serve as user-friendly, convenient reference tools featuring broad searching capabilities, subject categorization, and logical interface. <http://www3.interscience.wiley.com/bookfinder.html>.

It's a small world! I caught a glimpse of her in Charleston, but we really didn't get to talk! Last time I really talked to **Isabella Hinds** <isabella.hinds@webct.com> I think, was at the **Boston Society for Scholarly Publishing** meeting and she was with **Copyright Clearance Center**. Well, Isabella is now with **WebCT**, as **Director of Publisher Alliances** and was a speaker on **Eamon Fennessy's** <efennessy@att.net> **Panel on Distance Learning** in Charleston!

This is a pretty interesting site. It's called **FACULTY OF 1000** www.facultyof1000.com and was available for free trial from **BioMed Central** until the end of December. It's an online scientific literature evaluation service that posts recommendations and evaluations of the most interesting papers in biology from over 1400 leading scientists; immediate rating of individual papers by the authors' peers, providing a first real alternative to the indirect assessment provided by the journal; impact factor; sophisticated Search and Browse Facilities; organized and searchable by subject areas (Faculties); personalization Features to allow saved searching and email alerting of new evaluations; links directly to **PubMed** and **PubMedCentral** to view full abstracts.

Well, it's truly the end of an era. After an exemplary 28-year career in the library and library services industry, **Heather Steele** has announced her plans for early retirement! Heather, currently the **Co-CEO of Swets Blackwell's North American Region**, will return home to the United Kingdom at the end of the year. Heather joined Swets Blackwell in April 2000, during the joint venture between **Blackwell's Information Service** and **Swets Subscription Service**. Heather held many positions during her 21 years at **Blackwell's Information Service (BIS)**, including Customer Service and Sales Manager, International Commercial Director and finally, Chief Executive Officer. Prior to joining **BIS**, Heather worked as the assistant manager of the acquisitions department of the **University of Calgary Library**. Heather comments: "I very much wanted to see the joint venture transition through along with my co-CEO, **Philipp Neie**, and to assist in its success. Now that this is done, I am looking forward to returning home to Oxford to become reacquainted with my husband [Chris Tyzack]. Immediate plans include a couple of months in our little beach house in **Crete** during olive season, finally learning to speak Greek and reading my way through the stack of books I have accumulated over the past years, while I decide what I want to do next." Lucky, lucky woman! Please keep in touch, Heather! We can speak Greek over the telephone! Herete!

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is called **LOCKSS**—lots of copies keeps stuff safe—and the idea is to have many dispersed digital archives. This project is not yet live. However, as a result of the digitization of the human record and the conversion of that record to digital forms that we are now in, it is possible to contemplate the wholesale destruction of the human record not seen since before the invention of the printing press.

The **Longnow Foundation**, which was first concerned with what is involved in making a clock that would last 10,000 years and has considered what is involved in humans preserving records for that long, points out in its discussion of libraries that historians may regard the period since the 1950s as a dark age because of the problems inherent in preserving digital records.¹¹

Longnow lists a number of the problems with preserving digital records. A few from that list are:

- Their “evanescence.” The records themselves do not last long.
- Their many formats. The 8-track tape gives way to cassettes, which gives way to CDs, which in turn are replaced by DVD. If your mission is to preserve these records, do you preserve the machine that reads the old formats or do you convert the old formats to the new? And so on. A fuller list is known to most of the readers of *Against the Grain*.

Longnow does not discuss “electromagnetic pulse (EMP)” as a problem for digital records but EMP weapons destroy computers and digital records. Just the thing for someone who wanted to culturally cleanse a digital library. In fact, it is widely believed that a sufficiently powerful nuclear detonation in space above the central US could knock out all computers and computer storage devices in the US not configured to withstand the EMP.

How are we going to preserve our records and what we know, think about, and find beautiful?

Humans produce music, art, buildings, plays, artifacts, etc. Each has been traditionally housed in varying kinds of collections when possible. Art is kept in museums, books in libraries, artifacts in museums, and so on. Buildings are beyond putting in physical collections except, perhaps, as models or pictures in books but they, too, can evoke emotion or enrich our souls. Of course, pictures of buildings or art works, or tapes of opera performances are not as satisfactory as the originals. It is hard to imagine a digital copy of a piece of Chinese porcelain that would be as compelling as the original. While digital copies of text are generally acceptable substitutes, occasionally they are not—for instance, if one is interested in typography of 19th century monographs. Generally, though, a digital copy of a book supplies the same information as the paper copy.

Given the problems listed with digital records from **Longnow** and with the addition of the power of EMP weapons, many copies of digital records widely dispersed is a first step. We are accomplishing that first step now but without any systematic plan worthy of the seriousness of the problem before us. A copy of these digital records in a suitable format should also be put off planet—in space. A digital archive on the moon would create a threshold problem like that discussed in the science fiction libraries with the obelisk on the Moon in 2001: *A Space Odyssey*—knowledge above a certain level is required to open the record, thus making the records safer. In addition, they are removed from our attention when those monsters of the id are roaming the earth. However, a digital format that would last on the Moon would require research. **Longnow**, by the way, has purchased land in Nevada as a site for its activities. This location is not as isolated as the Moon would be but more reachable.

Digital records are now only satisfactory for text and, arguably, some genres of performed music. We do not have a format for digitally preserving buildings which is satisfactory. The energy that was at one time behind the **Virtual Reality Modelling Language** seems to have faltered but work on virtual reality with helmets may pan out so that one could experience what it is (or was) like to walk through a building using digital records. The originals buildings, of course, are not susceptible to storing but the digital copies would be. Painting is a hard problem and we do not seem close to anything adequate. My test is when I can see a full-sized rendition of **Renoir's** Luncheon of the Boating Party¹² from a digital file that is as compelling as the original. Meanwhile, what we have is only good for reminding one what the original looks like.

Given the problems with digital records, it would seem that the originals are the items we must pay particular attention to and to preserve our heritage, we need to move originals of archivable works out of cities when digital versions exist. Art museums are in cities for a number of reasons, the most important is that more people can see works of art there. But cities are vulnerable and many human artifacts—like **Joao's** manuscripts or paintings—are unique.

In North America, we can contemplate moving pieces of traditional libraries, such as the **Library of Congress (LC)**, out of cities, when publications exist digitally. In fact, consider the general proposition: when acceptable digital editions exist of archivable works such as books, paintings, and artifacts, the originals should be moved to where they can be protected. The **ARL** libraries are a natural part of the mix because they have large collections dispersed over the continent. Ubiquitous networks can supply much of the materials needed by those at **LC** and other libraries in cities; with the increasing number of digital records, more original records can be moved. Of course, North America is only a part of the human saga and this is a human problem that needs consideration.

For most of our history, macropreservation, to the extent it occurred at all, was happenstance. We can now understand the problem, and it is up to us to do something about it.

Endnotes

1. Air date, January 31, 1969, Star Date 5725.3.
2. Penelope Hamblin, “*Alexandria's Ashes: War and the Loss of Libraries*.” Unpublished Master's paper (Chapel Hill, UNC, 1999).
3. Aleksandar, Stip_evi_, “The Oriental Books and Libraries in Bosnia during the War, 1992-1994.” *Libraries and Culture*, 33, no. 3, Summer 1998, 277-282.
4. van Adbada, J. and H. van der Heoven, *Memory of the World: Lost Memory - The Libraries and Archives destroyed in the Twentieth Century* (Paris: UNESCO, 1996).
5. Calvin Elliker, “Identification of the Printed Music Listed in the Index of the Music Library of Joao IV, King of Portugal, 1640-1656.” Unpublished paper, July, 1988. Cal delivered a paper based on this work at the Music Library Association meeting in Baltimore, February, 1992, “Reconstructing the Printed Music Library of Joao IV, King of Portugal.” It was not published.
6. Donald G. Davis Jr. and Cheng Huanwen, “The Destruction of a Great Library: China's Loss Belongs to the World.” *American Libraries*, October 1997, 60-62.
7. Andrew Curry, “High Tech, Old Papyrus: Recovering the Ancients,” *US News and World Report*, April 9, 2001, 58. Julie H. Walker, “A Library of Mud and Ashes,” *BYU Magazine*, Spring 2001, <http://magazine.byu.edu/article.tpl?mum=44-Spr01>.
8. Elizabeth Simpson, ed., *The Spoils of War: World War II and Its Aftermath: The Loss, Reappearance, and Recovery of Cultural Property* (New York: Harry N. Abrams, 1997).
9. Chuck Sudetic, “Mostar's Old Bridge Battered to Death,” *New York Times*, November 10, 1992, A18.
10. Robert Hughes, “Buddha Bashing,” *Time*, 157, no. 11, March 19, 2001, 52-53.
11. <http://www.longnow.org/>.
12. <http://www.phillipscollection.org/html/lbp.html>.

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Dr. George D. Terry (who spoke in Charleston in 1989, right after Hurricane Hugo) passed away in North Carolina in October. A memorial service for **Dr. Terry** was held on Friday, October 26, 2001 on the USC (Columbia, SC) campus. Contributions may be sent to the **USC Educational Foundation**, for the Southern Heritage Fund. For those wishing to send cards, the address is: 4927 Circle Drive, Columbia, SC 29206.

The awesome **Nancy Gibbs** <Nancy.Gibbs@Duke.edu> is now at **Duke University Libraries**, Nancy is Acquisitions Librarian and Assoc Head of Technical Services. **Nancy** single-handedly

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Based on the criterion of availability, only six of the original eleven vendors were deemed suitable, and of those six, only four have stated anticipated fill times quick enough for rush orders. So far, **UMBC Library Acquisitions Department** has tried three vendors and found two suitable. We will continue trying out vendors as time allows.

Along with changing to online vendors for rush and unfilled orders, our service improvements required significant departmental re-organization and re-tooling. The Acquisitions Account Clerk, who also holds the Acquisitions Department's campus VISA procurement card, was trained to search Websites and to place VISA orders via the Web. Some of her duties were shifted to the library's Accounting & Receiving Department; this freed her to handle a greater volume of VISA orders, and also increased our audit compliance by separating some key responsibilities. A low-level library technician who previously spent half of her time searching and inputting orders, and the other half processing government documents, was assigned completely to acquisitions and re-classified to a higher level to manage the routine Acquisitions workflow. The other library technician, who had managed the routine workflow as well as special ordering, was freed to spend all of her time on rush and other special orders. A number of Acquisitions student assistants were given Lead Student status (with a higher pay rate), and assigned more complex work with greater responsibility. Rush procedures were re-written to allow placing rush orders before documentation is fully prepared, and to include regular back up for all tasks necessary for rush ordering. Acquisitions staff, who had all participated in the planning from the beginning, enthusiastically accepted the significant changes to their jobs, and have been invaluable in making the overall improvement effort a success.

We also put forth greater effort to find out faculty members' priorities and to better align our priorities with theirs. On our order form, we began allowing faculty to designate orders as "Priority" or "Collection Building" in addition to "Rush." Since our selectors are almost all faculty, these designations are helping us to distinguish what faculty really need from what they just think would be nice to have in the collection. On the order form a chart clearly explains the differences between the order types. This online book request form can be viewed at <http://aok.lib.umbc.edu/cgi-bin/bookreq.pl>.

Priority of this order

- **Rush** — Usually arrives within a month. Use this for times you need in 1-2 months.
- **Priority** — Usually arrives within 3 months. Use this for items you need in 3-6 months.

- **Collection Building** — Arrival times vary. Use this for quality items for the library collection.

Moreover, faculty notification procedures were established for all delayed orders, and follow-up procedures were put in place for all orders. Rush orders remaining unfilled after two weeks go through a follow-up procedure each week while the order remains open, and, if necessary, we cancel the order with the original vendor and re-order from one who can supply. "Priority" orders remaining unfilled after two months go through the same follow-up procedure each month. "Collection Building" orders remaining open after four months go through the follow-up procedure once every three to six weeks, but less often if time does not allow. Faculty notification procedures allow the faculty to upgrade the status of their order whenever they want to speed up an order that has been delayed.

Departmental reorganization, improved procedures, and the use of online vendors have allowed the **UMBC Library Acquisitions Department** to achieve significant improvements in fill-time. Rush orders are now filling, on average, in less than ten days, and other orders no longer languish for extended periods of time. As we had anticipated, demand has grown: the number of rush orders has risen almost 250% since we publicized our faster service. Further, the average price we paid for a book last year did not increase at all. Most importantly, our faculty no longer ask why it takes us so long to get books that they could get in a week from **Amazon.com**. Instead, they compliment our service and thank us.

Significant questions arise regarding the future of library acquisitions, traditional library vendors, and online vendors. **Amazon** has started marketing to libraries via direct mail, and both **Amazon** and **Barnes & Noble** now offer corporate accounts and accept purchase orders from libraries. Will traditional vendors improve services to match the speed with which online vendors provide books? Or will the online vendors take over the library rush order business, with traditional vendors supplying the bulk of our materials along with

the special services we require? How will the traditional vendors compete if the online vendors start offering us the kinds of discounts and services we get from the traditionals?

For more information on these questions from the vendors' perspective, see **Dana Alessi's** informative article, "Raising the bar: book vendors and the new realities of service," in the 1999 *Journal of Library Administration*, pages 68-69. (Ms. Alessi worked with **Baker & Taylor** when her article was published.) Not only does **Alessi** point out the need for library vendors to provide materials more quickly, but she describes difficulties and pitfalls they face in trying to do so, such as the limitation of library vendors' stocks.⁵ **Barry Fast**, then writing as an employee of **Academic Book Center**, also provides useful information from the vendors' perspective in his 1996 article "Excuses, excuses - shipping books on time." **Fast** notes the difficulties vendors face with many publishers who take outrageously long periods of time to fill orders.⁶

Are **Amazon.com** or other online vendors a public relations problem for you? If so, email me at <flinchba@umbc.edu>, and tell me what you are doing, or planning to do, about it. Responses from all types of vendors and libraries are welcome.

Endnotes

1. Fast, Barry. "Excuses, excuses - shipping books on time." *Against the Grain*, vol. 8 (Dec. '96/Jan.'97), p. 68-69.
2. Alessi, Dana L. "Raising the bar: book vendors and the new realities of service." *Journal of Library Administration*, vol. 28, no. 2 (1999), p. 25-40.
3. Black, Graham. "Why do evaluation?" *Library Acquisitions*, vol. 18, spring (1994), p. 57-60.
4. The eleven vendors were: 1BookStreet (<http://www.1bookstreet.com>), Amazon (<http://www.amazon.com>), Barnes & Noble (<http://www.bn.com>), Borders (<http://www.borders.com>), Buy.com (<http://www.buy.com>), Classbook (<http://www.classbook.com>), eCampus (<http://www.ecampus.com>), FatBrain (<http://www.fatbrain.com>), Spree (<http://www.spree.com>), Textbooksatcost (now TextbookX, <http://www.textbooks-atcost.com>), and Textbook Source (<http://www.textbooksource.com>).
5. Alessi, p. 26.
6. Fast, p. 69-70.

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stuffed the packets in Charleston in 2000! And, Nancy spoke in Charleston in November, 2001, and also has an article in this issue of **ATG**, see page 22!

Second installment on running for ALA President by Katina. It's nearly two months later and I have talked to a lot of people, made a lot of statements, and learned a lot. **Sandy Paul** is my campaign manager and A TON of you are working with me! Thank you. For those of you who I haven't talked to, please

send me your ideas for what are the issues that you think **ALA** needs to focus on and whatever you think I need to hear, okay? **The Katina for President Website is at www.katina.info!** And, best of all, there will be a champagne and dessert reception at **Katina's suite in the Marriott on Friday, January 18 from 8-11 p.m. in New Orleans.** You are all invited! See you there!

In the meantime, **Happy Holidays** to all of you and may you have absolutely the best **NEW YEAR** ever! From Yr. (Loving) Ed.