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Group Therapy

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GRIPE: Submitted by **Kent Mulliner** (Collection Development Coordinator, Ohio University Libraries)

I'm not sure if this is the best forum for this question, but it is a starting point. As we are struggling to add links from various **A & I** services to full-text articles (NLM's **Link-Out** would be an example, as would be such services as **SFX**, and we have a nascent similar capability within **OhioLINK**), I wonder how other libraries (esp. academic libraries) are handling this? Is it a Serials responsibility? A Tech Services responsibility? A Reference responsibility? Other?

As modest background, providing these links usually means preparing and updating a table of accessible resources (frequently e-journals) including dates and rules for access. This table can be submitted as a full table or by filling out forms on the linking site.

As this is an activity that hasn't really existed in the past since it deals with electronic **A&I** and full-text, I'm very interested in how libraries are handling it.

RESPONSE: Submitted by **Harriette Hemmasi** (Associate Dean of Libraries and Director of Technical Services, Indiana University, Bloomington.)

Not unlike the situation at other institutions, the evolving and multi-layered processes related to introducing and maintaining electronic resources for **Indiana University Libraries** patrons have evolved in a less than methodical fashion and have been shaped by a number of hands and minds.

Such has been the case whether the issue was ordering the item, signing off on the license agreement, adding the title to the Libraries' online catalog, Web pages, or both, trouble-shooting access problems, or activating additional links to, from, and among the Libraries' growing e-collection.

Initial linking to the resource is accomplished primarily by the **Electronic Resources Acquisitions Unit (ERA)**, with input from collection managers and **Library Information Technology (LIT)**, as needed. In most cases, title-level links are added to our webcat, even though exceptions to this practice have occurred. In the case of large aggregators, such as **EBSCO** and **Lexis-Nexis**, links have not been added to the webcat for each of the individual titles due to the impact on workload. In such cases, we continue to examine and experiment with the use of vendor-supplied records.

To find the most complete listing of electronic resources, users rely on a library Web page outside of the webcat. This page, <http://www.indiana.edu/~libej/>, was developed by one of our reference librarians and is jointly maintained by **Reference**, **ERA**, and **LIT** staff. **ERA** is responsible for keeping **~libej** updated by submitting, through a Web form, the individual e-journal titles that are processed for the webcat. A Reference librarian updates the list by mass processing titles from large aggregators, fixing problems, and managing the site. **LIT** provides system support for the **SUN** server that runs the **MYSQL**, which serves as the database engine for the site.

In addition to links, **~libej** documents holdings and informational files about each database. While this site continues to perform a critical function for library users, alternatives to maintaining the site are be-

ing explored. **ERA** staff have been working with **Serials Solutions** to generate a complete listing of e-resources. Results are currently less complete and less appealing than **~libej**, but we continue to work with **Serials Solutions** and our Web Development Team to determine how best to provide this data to our users.

There is no centralized group at **IU** presently carrying out the functions of adding, activating, and maintaining **A&I** links. The person responsible for making the final decision on whether and how to activate **A&I** links within a given product may be whomever the vendor has first or most recently contacted, i.e., collection manager, reference librarian, or **ERA** staff member. As evidence of this flexibility, **ERA** staff has experience with vendors in arranging for the activation of **A&I** links, such as those within **Web of Science** and **Current Contents**. Likewise, collection managers have worked directly with vendors such as **EBSCO**, **ABC-CLIO**, **PCI**, and **CSA**.

Follow-up on the malfunctioning of the **A&I** internal links is often initiated by public services staff or collection managers who are most familiar with the problems involved and the day-to-day use of the resource. **ERA** and **LIT** staff are also asked to help trouble-shoot problems since the exact source of the problems is often unclear. A trouble-shooting policy was developed this fall that reflects the sense of shared responsibility and involvement. <http://lit.indiana.edu/library/index.html> (Select: Libraries Database Problems Process)

To study broader issues, a Linking Task Force was recently appointed. This group is comprised of representatives from several of the Libraries' operational units, including collection management, public services, technical services, and information technology. The group is charged to review and evaluate current linking mechanisms, e.g., **SFX**, **iTablet**, and **CrossRef**, and recommend a timeline and plan for if and how these mechanisms should be implemented within the **IU Libraries** environment.

From our current perspective, this cross-operational approach seems to be the most effective at **IU**. We recognize the value of learning together and sharing both the burdens and benefits that come from exploring issues and finding solutions. While some functions may be the primary responsibility of certain areas, we have come to the realization that it is the continued intermingling

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HARVARD BIZ REV GOES TABLOID by Bruce Strauch (The Citadel)

Suzie Wetlaufer, editor of the peerless *Harvard Business Review*, admitted first to a "close relationship" with a junior staffer who for a time was a live-in baby-sitter. Then she admitted to romancing or being romanced by uber-CEO **Jack Welch** in the course of an interview series. This provoked a minor mutiny by the staff and ultimately her resignation/demotion to a position of "editor-at-large." Jack's wife will be divorcing him and dividing his gargantuan estate.

Naturally the tabloids were all over it. Harvard's response? **Walter Kiechel**, ed.-dir. of **Harvard Biz Pub Corp** has suggested the possibility of a case study in the *Biz Review*.

See — **James Bandler**, "Harvard Business review's Wetlaufer Resigns," *Wall Street Journal*, p.B1, April 25, 2002.

of both responsibilities and information that enriches the process and the result.

RESPONSE: Submitted by **Rick Anderson** (Director of Resource Acquisition, University of Nevada, Reno)

In the **University of Nevada, Reno Libraries** we try to keep professional boundaries kind of fuzzy. Whoever is best suited to a particular task tends to be the one who either gets the assignment or picks it up and runs with it, and we don't worry too much about whether that task is within the person's job description. **Donnie Curtis**, whose title is Director of Research Services and who oversees all the branch libraries as well as the Collections Work Group, has been a prime mover in a couple of projects that fit **Kent's** query: setting up **SFX** for our libraries, and working with database providers to set up links within their systems. The following information is redacted from an email exchange with her:

For setting up links to publishers' databases, the process is fairly simple: they just need to know which of their journals we subscribe to, and in most cases we get all of them. Sometimes we can enable the links ourselves in an administrative module. **Donnie** has generally been the one to take care of this process.

Setting up **SFX** has been a bit more challenging. In setting up our **SFX** system, we were asked to provide journal titles and ISSNs for our packages. To make **SFX** work, you need an ISSN for every journal, and we had to strip them out of URLs or research them in other sources. We had students from all over the libraries help with some of that work. To set up our own **SFX** service, we went through the **SFX** global database of all open-URL-enabled full text titles and "activated" our full text targets. It was just a matter of clicking on a button for each title; there is also one-click activation for entire packages. It can be time-consuming, but you only have to do it once. We also had to give them a list of miscellaneous journals (mostly free), but that was easy to do from the internal spreadsheets we maintain to generate our Web lists. (These used to be maintained by **Donnie** but are now managed in the Catalog Department.) To make some of the links work, we had to join **CrossRef**. All of these tasks were spread around according to available time and personal inclination — **Donnie** and **Maggie Ressel** (one of our reference librarians who, again, is good at and interested in this sort of thing) did most of the work and solicited and organized help from others, and **Maggie** has been mainly responsible for the day-to-day maintenance.

The bottom line is that we're no more certain than anyone else about what position "ought" to have primary responsibility for these duties; setting up **SFX** involved personnel from all over the organization. We try to use everyone's particular talents and

interests as fully as possible and keep boundaries as porous as we reasonably can.

RESPONSE: Submitted by **Ladd Brown** (Head of Acquisitions, Virginia Polytechnic Institute & State University)

The not-so-short answer is: whoever "owns" the idea usually has to make sure the links are registered properly and check out, or has to find out just how the e-resource is tied to any existing print subscription, or has to find out if there is a license agreement involved and make sure it is forwarded to the proper person. Most often, these duties logically fall to someone who is relatively famil-

iar with the titles and their content and the importance to the curriculum or to the collection. In most shops, this is the responsibility of bibliographers, reference librarians, and the reference staff.

Like a crafty pitcher, electronic resources are coming at us from all different speeds and many different angles. When the workflow is more circular and less linear, traditional library units lose their territorial significance and project management techniques and strategies come into play. (By circular, I do not mean a solar system model, but rather a series of intermeshing gears, sort of like a clock or transmission. Our Link-Out story illustrates this example.)

From the Reference Desk

Column Editor: **Tom Gilson** (Head, Reference Services, College of Charleston)
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Whether it is international terrorism or a convenience store robbery, crime grabs headlines. It is often at the forefront of popular concern while at the same time being a subject of continuous scholarly study. Now there is a new four-volume encyclopedia that clearly demonstrates both these points.

Sage Publications has just released the *Encyclopedia of Crime and Punishment* (2002, 076192258X, \$600) edited by **David Levinson**. Although the primary emphasis is on the United States, the coverage is international and multidisciplinary, and while it utilizes current research from diverse areas, the *Encyclopedia* is firmly grounded in the field of criminal justice. There are 439 articles gathered around major themes like crimes and related behaviors, law and justice, policing and forensics, as well as those centered on corrections, victimology and punishment. There are also entries covering the social context of crime, crime in individual nations/regions, the impacts of religion on concepts of criminal justice and special populations such as women, street youth and the homeless. Other broad categories include concepts and theories, research strategies and methods, and organizations.

As you would expect from a high quality reference set, there are a number of added features in this encyclopedia. Each volume contains a reader's guide which groups related articles by the major themes mentioned above, as well as an alphabetical list of entries and a chronology. Sidebars and black and white illustrations break up the text and many of the articles contain a convenient summary paragraph. There is also a list of contributors, and an 80-page general index. And there is my one concern. The index while thorough, employs the annoying practice of referring to page numbers without reference

to the specific volume.

At the same time the volumes themselves are not labeled with their page ranges nor is there a key to the volume page ranges in the front of the index.

Despite this minor complaint, the *Encyclopedia of Crime and Punishment* is an impressive reference. The coverage is comprehensive and the treatment scholarly. The contributors are academics or professionals in the field and the resulting articles are thorough and serious, often with substantial bibliographies. The main audience will be college students and faculty as well as criminal justice professionals. However, larger public libraries will also find it well worth considering for their informed lay readers and serious high school students. Broader in scope than the *Encyclopedia of Criminology and Deviant Behavior* (Brunner-Routledge, 2000, 1560327723, \$520) and far more scholarly and up-to-date than **Jay Robert Nash's** *Encyclopedia of World Crime* (Crime Books, 1990, 0923582002, \$625) this set is destined to be a standard in the field.

Great Britain has played a key role in world politics during the last century. Anyone needing proof need look no further than the *Oxford Companion to Twentieth Century British Politics* (2002, 0198601344, \$60). The names of the people covered in this one volume reference bear witness to this fact. **Churchill**, **Mountbatten**, **Anthony Eden**, **David Lloyd George**, and more recently **Margaret Thatcher** and **Tony Blair** have all played critical roles on the world stage. While general editor **John Ramsden** has assembled a work that points this out, more importantly, he and his contributors

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