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Editor

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the link might take the user to a sign-in screen,

and then continue the search or transaction.

**ATG: When the search syntax needs to be worked out for a new target, does the library do that? Does Endeavor help them with it?**

**SR & HS:** In general, the libraries would do that themselves, because they're the ones who actually have access to the resource and can use the URLs that are going through to test it. On the other hand, we certainly have customer support that will help.

We're also bringing up a resource sharing area on our customer Website, so that if one institution were to develop a link syntax for, say, GOBI, they could post it there for other **LinkFinder** customers to use — so everyone doesn't have to reinvent the wheel.

We're currently working with our customers to understand the degree to which they want to see the Extended Services pre-populated. We do offer pre-populated sources now, but wonder when does it become more noise than help? So that's one of the things we're waiting to get feedback on.

**ATG: What's next for the development of this product?**

**SR & HS:** We want to keep adding more targets, because the emphasis seems to be on full text and the number of full text sites you can link to. As much as we have, there's room to add more. We'll also look at the area of extended services — we don't have anything particular in mind right now, but there are some capabilities in there we can further leverage. We also need to stress functionality that already exists but is underutilized — such as linking directly to the target without an intermediary page.

The **LinkFinder** database captures a tremendous amount of information, and we're also thinking about how else we might use it to support other library activities related to electronic resource management. So I think that's a very interesting place to look at re-utilizing this information to help libraries avoid entering duplicate data in multiple places.

The batch activation feature which we've worked on with **Serials Solutions** has proved to be a popular, and labor-saving solution. The larger the library, the more electronic subscriptions, the more labor it saves. So we're looking to partner with other companies in that same space. It's a good opportunity for companies to team up and provide some added value.

**ATG: Although we realize that OpenURL linking is predominantly a citation to full text product, we remain convinced that the same approach can save work in Acquisitions and Cataloging. Any comment?**

**SR & HS:** In our **Voyager** system, we do provide support for OpenURL linking from the Acquisitions and Cataloging clients. That allows use of the same search terms in a third-party system like those of the jobbers or that kind of thing. OpenURL resolution would make sense — although the solutions for a library staff member would look different from that for an end user.

**ATG:** Let's close with a little speculation. What sort of convergence do you see between traditional ILS systems and this new generation — which is more focused on federated search and linking?

**SR & HS:** We're already seeing in RFPs for traditional library systems that if you don't offer federated search and OpenURL linking, you'll probably have a harder time playing. So we are seeing these requirements, and I think the challenge is to make sure that these components "play well" with standard integrated library systems.

**ATG:** Do you see them replacing the traditional ILS?

**SR & HS:** I don't think so, because you still need all the back-office functionality and transaction support for acquisitions and circulation etc., that you get in a traditional system. I think what's likely to change is the OPAC — perhaps the OPAC will be less centered on the traditional print collection and provide a much more expansive view of the world of information that the library owns or licenses on behalf of its users.