June 2004

If Rumors Were Horses

Katina Strauch

Against the Grain, kstrauch@comcast.net

Follow this and additional works at: <https://docs.lib.purdue.edu/atg>

Part of the [Library and Information Science Commons](#)

Recommended Citation

Strauch, Katina (2004) "If Rumors Were Horses," *Against the Grain*: Vol. 16: Iss. 3, Article 1.

DOI: <https://doi.org/10.7771/2380-176X.4331>

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.

ALA ANNUAL ISSUE

VOLUME 16, NUMBER 3

Against the Grain

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

TM

JUNE 2004

Against the Grain

"Linking Publishers, Vendors and Librarians"

ISSN: 1043-2094

Some Practical Models For Cooperative Collection Development

by **Margo Warner Curl** (Coordinator of Cooperative Collection Development, CONSORT Colleges (after July 1, Technical Services Librarian, The College of Wooster Libraries) <mcurl@wooster.edu>

There is a lot of interest in **Cooperative Collection Development (CCD)**,

and increasing pressure to participate in cooperative projects as a way to maximize materials budgets. Many library partnerships and consortia have formed in order to collectively purchase electronic resources (electronic journals, databases) or to create efficiencies through a shared integrated library system (ILS). These types of cooperative projects, though time-consuming and difficult, have proved themselves as they continue to thrive. Cooperating in developing print collections is more of a challenge, and there are few successful models out there. This lack of models makes it harder for new projects to start. This has certainly been the case for our cooperative project (**CONSORT Libraries** — see *ATG* volume 14, no. 6. December 02-January 03 issue for some somewhat naïve musings as we started into our project): the only models we could find three years ago were those of compre-

hensive country coverage distribution among Research Libraries, and the college groups of **CTW (Connecticut-Trinity-Wesleyan)** and the **Tri-Colleges (Bryn Mawr-Haverford-Swarthmore)** that were also just in the early stages of exploring cooperative collection development. These latter two groups have been of assistance to us as our project has evolved, just as they have also gleaned from our experience.

Based on the descriptions in the articles that follow, there seem to be a number of common factors that contribute to the (potential) success of projects. All the projects described in these articles come out of formal consortia, though not all involve all consortial members. The projects do not always involve only those libraries of a similar size. A shared ILS is useful, but not necessary if patrons can easily see the holdings of institutions participating in the CCD project. An efficient system to deliver materials among the participating libraries is a strong supporting element. Working with a common vendor is especially useful when the

project involves the acquisition of current print monographs. A financial commitment to the project strengthens it, but in all projects described here, the money for material comes from within current budgets, so extra funding is not a necessary ingredient.

While the articles do not represent the entire universe of CCD projects underway, they all claim some degree of success. They all claim a good working relationship among the member libraries. They all emphasize that member libraries retain their autonomy in collecting decisions — no member is forced to give up acquiring what is needed locally, none is forced to collect in areas of little local interest. The projects all focus on a particular material type or subject area, rather than trying

continued on page 18

If Rumors Were Horses

I want to take a minute to update everyone on the **2004 Charleston Conference**. The conference will be the same as always! This year it is being held (November 3, pre-conferences and Vendor Showcase, and November 4-6, main conference) in the **Francis Marion Hotel** on King Street, right next to the now-closed College of Charleston Conference Center. The Francis Marion has added a new Conference Center which will allow us to hold the Conference in one place. Since the College of Charleston has closed their Conference Center, it became necessary to set up a separate group to manage the Conference independent of the College. This group is **Regina Semko** <rsemko@comcast.net> (once a head honcho at the Conference Center) and **Ilze Visocka**

<ivisocka@hotmail.com> (her able assistant) as well as **John McDonald** <mcdonaldj@cofc.edu> of the College of Charleston, **Edna Laughrey** <elaughrey@aol.com> of *Against the Grain*, **Toni Nix** <justwrite@lowcountry.com> of Just Right Group, LLC, and **Yours Truly** <kstrauch@comcast.net>. This year the theme is "All the World's a Serial" and the Website is <http://www.katina.info/conference/>. There is a registration brochure included with this issue of *ATG* and you can also register on the Website. See you in November!

So exciting! The perfect **Rosann Bazirjian** <rbb9@psulias.psu.edu> is the new **University Librarian** at **Walter Clinton Jackson Library** at **UNC-Greensboro** effective August 15, 2004. Besides be-

continued on page 6

What To Look For In This Issue:

Function and Friction	83
Little Red Herrings — PASCAL	88
A View From Fiesole 2004	90
XML in Action	91
Portals & Politics: Federal Government Gateways	93
RFID	94
Profiles Encouraged	
Steve McKinzie	62
Margo Warner Curl	64
Michael Mabe	65
Dr. Gregory Walker	65
Interviews	
Ron Klausner	63
Christopher Warnock	66
John Riley	70

1043-2094(200406)16:3:1-T

From Your (it's hot! and humid!) Editor:

Charleston is always festive this time of year basically because everyone comes here to visit the beaches. And, during late May and early June, there is the **Spoletto Music Festival** begun in 1977 by **Gian Carlo Menotti**.

Anyway, I have enjoyed being cool indoors and working on the June issue of **ATG**. This issue has two great guest editors. First, **Margo Warner Curl** has put together a series of articles on **Cooperative Collection Development** from a variety of perspectives — Russian and East European Studies (**Gregory Walker**), East Asian studies (**Kim Armstrong**), print journal archives at the University of California (**Dr. Cynthia Shelton**), religious studies (**Paul Jenkins**), liberal arts colleges (**Marian Shilstone**), and U.S. government documents (**Mary Prophet**, **Megan Fitch**, and **Joy He**).

Second, **Steve McKinzie** has produced a special report on another timely issue — **Peer Review: Past, Present and Future** which includes contributions by **Mark Herring**, **Gerry McKiernan**, **Barbara Fister**, **Peter Suber**, **Beverlee French**, **Catherine Candee**, and **John Ober**, and **Michael Mabe**.

We have interviews with **Ron Klausner (ProQuest)**, **Christopher Warnock (ebrary)**, and **John Riley (Eastern Book)**. Besides many of our regular columns, we have a **Biz of Acq** on consolidation in acquisitions departments, a view from the sixth **Fiesole Collection Development Retreat**, a discussion of **XML**, a **Group Therapy** on using subscription agents for electronic subscriptions, and an article on **Laura Cohen's URL Clearinghouse**.

Anyway, we all have plenty of reading ahead of us. In the meantime, I think I will get out my beach towel and go get wet in the surf.

Happy Summer!
Yr. Ed.

Rumors from page 1

ing the main **Charleston Conference Director** for the past decade, Rosann has been Assistant Dean for Technical and Access Services at **The Pennsylvania State University Libraries** since June of 1999. Prior to that, she was the Assistant Director for Technical Services at the University Libraries at **Florida State University**. UNC-G is an old Alma Mater of mine. I spent two years there in the Woman's College but I am not going to tell you the date. Hooray and Congratulations, Rosann!
<http://library.uncg.edu/whatsnews/news.asp>

More library director news. **Lynn Sutton** is the new director at the Z. Smith Reynolds Library at **Wake Forest University** effective August 1. Prior to this, Lynn was interim associate dean at **Wayne State University Libraries** in Detroit. She serves on the **American Library Association's Intellectual Freedom Committee**. Lynn earned a Bachelor of Arts in classical Greek and a Master of Arts in Library Science from the **University of Michigan**. For more information, see "WFO names director of Z. Smith Reynolds Library" by **Jacob McConico**.

<http://www.wfu.edu/wfunews/2004/042804s.html>

And, **Lynn** (above) is the wife of **Alibris' Bill Kane** <billk@alibris.com>. Bill says that **Alibris** is letting him take his job with him. when he moves with his wife to Winston-Salem. Hooray on all counts! <http://www.alibris.com/library>

Speaking of **Alibris**. Was talking to the if-he's-retired-you'd-never-know-it **Jack Walsdorf** <jackjuno@teleport.com> the other day. He tells me that he will be attending the **Charleston Conference** in November representing **Alibris**. Did you know that Jack lettered in high school football, playing three years as a fullback and defensive tackle and was voted All Conference in the Eastern Wisconsin league his junior year? Jack will give a talk to his **High School Football Alumni Association** this August. His topic will be "The Glory Days Recalled: A Senior Looks Back". Jack's home town of Kiel, Wisconsin is celebrating their Sesquicentennial and Jack's talk will be part of the celebration. These rare bookmen are sure versatile.

And speaking of **Jack Walsdorf** (above) I just got a copy of the most recent **Logos, the Journal of the World Book Community** (v.15#1, 2004). This 14-year-old journal has "pioneered the proposition that the printed word can and should cohabit constructively with the electronic formats and routinely publishes articles by experts exploring ways in which this concept can be realized." Jack will be running a session in Charleston about **Logos' "Literature of the Book"** project, "select bibliographies of the best books for each of the book professions."

www.whurr.co.uk/PJBW/IntroCentre.Fr.html

Recently got word that the hard-working **Frances C. Wilkinson** <fwilkins@unm.edu> will be promoted to the rank of full Professor effective July 1, 2004! Hooray!

More versatility. **Jack Montgomery** <jack.montgomery@wku.edu> was awarded the **2004 Western Kentucky University Faculty Award from University Libraries for Public Service**. **Bryan Carson** was the **University Librarian**

continued on page 8

Letters to the Editor

Send letters to <kstrauch@comcast.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:

Against the Grain is an excellent publication and one that folks pay attention to. I read it every month.

I look forward to meeting you in Charleston this year.

Best wishes,

Dean Smith
Director, Global Sales
American Chemical Society
<d_smith@acs.org>

AGAINST THE GRAIN DEADLINES VOLUME 16 — 2004-2005

Events	Issue	Ad Reservation	Camera-Ready
Reference Publishing	September 2004	06/30/04	07/21/04
Charleston Conference	November 2004	09/08/04	09/29/04
ALA Midwinter	Dec. 04/Jan. 05	11/03/04	11/24/04

FOR MORE INFORMATION CONTACT

Edna Laughrey, Ads Manager. Address: 291 Tower Drive, Saline, MI 48176;
Internet: elaughrey@aol.com; Phone: 734-429-1029; Fax: 734-429-1711.

Rumors from page 6

ies recipient of the same award for **Research**. The award winners from each college were given a plaque and a check at an awards dinner and then two are selected for a University-wide award in those categories. At **Western** this is considered very prestigious. Jack says he was pleased to have the recognition and the money. It helped pay for the studio time for a new CD. I can't wait to hear it!

More congratulations for **Jack** (above)! He has just recently been promoted to the rank of associate professor and awarded tenure at **Western Kentucky University**. Jack's colleague, **Gay Helen Perkins** sends a message acknowledging Jack's high achievements! Congratulations all around, Jack!

Cheryl Kroe (not the singer) has been promoted to Sales Manager **Alfred Jaeger, Inc.** effective May 1. She has been employed at **Jaeger** for almost 12 years and has the necessary background to work effectively with the sales and customer service staff as well as Jaeger's growing clientele. Cheryl's positive attitude and 'can do' disposition will be welcomed in her new position.

Guess whose birthday just happened? The truly wonderful **David Goodman** <dgoodman@liu.edu>. Don't tell him because I think it was a slip up that he told me. Anyway, now we all know and Happy Birthday, David! Bah! Humbug be gone!

Heard from the incredibly wonderful **Becky Lenzini** <rlenzini@earthlink.net> about the fabulous **Second Nordic Conference on Scholarly Communication: Towards a New Publishing Environment** which was held in Lund, Sweden April 26-28. This conference was organized by the awesome **Lars Bjørnshauge**, Director of Libraries, Lund University Libraries <lars.bjornshauge@lub.lu.se> and **Catta Torhell** <catta.torhell@socbetbib.lu.se>, among others. Many of the papers are loaded at <http://www.lub.lu.se/ncsc2004/>.

Lars (above) will be speaking in Charleston and we all know about the **Directory of Open Access Journals** which is a **Lund University** initiative. Last time I checked there were 1096 journals in the directory. <http://www.doaj.org/>

Speaking of which, **ISI** has done a citation study of open access journals. For the purposes of the study, they define "open access" as "not charging readers or their institutions for the right to access, download, copy, print, distribute or search the articles." **ISI** now covers 200 Open Access journals and this study explores the growth of the Open Access movement and the growth in importance of those journals. For the complete study visit <http://www.isinet.com/media/presentrep/acropdf/impact-oa-journals.pdf>.

While we are on **ISI**, **The Thomson Corporation** (NYSE:TOC; TSX: TOC) has named **Vin Caraher** President & CEO of **Thomson Scientific**, part of the **Scientific and Healthcare market group**. Caraher, 45, was most recently Executive Vice President of **Pharma/Chemistry Markets**, where he led a team to create and launch **Thomson Pharma** — the information portal for professionals fo-

cused on discovery, development, and the launch of drug therapies in the pharmaceutical and biotechnology markets. **Caraher** started his career at **Chase Manhattan Bank**, holding positions in financial analysis and marketing. He later served as Marketing Director for the banking and business product lines at **Warren, Gorham & Lamont**, Caraher joined **ISI®** in 1989. Mr. Caraher is a graduate of **Boston College**, and holds an MBA from **Adelphi University**. He resides in Philadelphia and splits his time between Philadelphia and London, while visiting Thomson locations and customers worldwide. www.thomson.com

Continuing the discussions on Open Access, read the balanced discussion of this topic by **Scott Plutchak** <tscott@uab.edu> — "Embracing Open Access" on **BioMedCentral**.

www.pubmedcentral.gov/articlerender.fcgi?tool=pmcentrez&artid=314095.

Recently visited the divine **Peter Scott's** blog at <http://xrefer.blogspot.com/peter.html> Peter is best known as the compiler of the first hypertext index of Internet resources, **Hytelnet**, released in 1991. He works at the **University of Saskatchewan Library**.

Meanwhile, back at **Don Jaeger's** home-stand, son **Scott** was in a regatta on Long Island for Huntington High school. Scott will rowed in the two-man and eight-man events against sixteen other teams. And word is that Don's other son, **Bryan**, will be working in Charleston, SC, this summer!

This issue of **Against the Grain** is guest-edited by the multi-faceted **Margo Warner Curl** (Coordinator of Cooperative Collection Development, **CONSORT Colleges**, College of Wooster Libraries) until June 30 and after July 1 Technical Services Librarian (College of Wooster Libraries). Did you know that she was born in India and went to boarding school in the Himalayas? Pretty awesome! Anyway, it is full of all kinds of really meaty articles about cooperative collection development in several areas including Russian and East European studies, South Asian studies, liberal arts and government documents. And also covered are projects involving print archiving, cooperative building on a national level, developing "core" collections in liberal arts, etc. Enjoy!

Also in this issue of **Against the Grain** is the **Special Report** section which is guest-edited by another awesome person — **Steve McKinzie** (Social Science Librarian at Dickinson College) <mckinzie@dickinson.edu>. The topic is **Peer Review: Past, Present, and Future** and includes timely articles on open access and peer review from **Peter Suber**, **Gerry McKiernan**, **Barbara Fister**, **Michael Mabe**, and **John Ober**, **Catherine Candee**, and **Beverlee French**. Don't miss this very special report from the incredibly hard-working and astute **Steve McKinzie** who also wrote the **Op Ed** in this issue, see p.62.

Rumor has it that **Dan Boice**, Library Director at **Divine Word College** in Iowa, renewed both his interest in issues associated with peer review and his former connection to South Carolina by helping out a great deal with the **Special Report on Peer Review** in this issue of **Against the Grain**, see p.62. Dan insists that Iowa may

be the ideal locale, but concedes that South Carolina in general and Charleston in particular have special charm.

Wolters Kluwer Health, a division of **Wolters Kluwer NV**, has announced that **Gary Foster** has joined as President and Chief Executive Officer of the global Medical Research division, which includes **Ovid** and **Lippincott Williams & Wilkins (LWW)** journal publishing. Mr. Foster brings more than 20 years of experience in the healthcare and IT sectors, with a focus on software and services. Most recently, he served as President and CEO of **PatientKeeper**, a software company that provides a leading platform to enable enterprise-wide deployment of handheld computing devices in the healthcare marketplace. In this position, Foster successfully developed and introduced multiple products and technologies for commercial use, negotiated key technology and channel agreements with Cerner Corporation and IBM, and raised over \$53 million from leading venture capitalists and strategic partners. www.ovid.com/

Mark Sauter <sauter@ioppubusa.com> has joined the **Institute of Physics Publishing (IOP)** sales team, effective March 15th. Many of you will know Mark from his years with **Engineering Information (Ei)** and later **Elsevier**, where he was Director of Sales for North America. Says Mark, "I was anxious to leave the commercial publishing world in order to work with a learned society, and have long admired the journals and community outreach done by **IOP**." Mark's role will be diverse, but will have a particular emphasis on the corporate library sector.

The effervescent **Claire Ginn** <cginn@pcgplus.com> is getting married on June 6th. Claire is marrying **David Winthrop** who is an engineer. (He's not a librarian but Claire says he still has many great qualities.) Anyway, they are going off for a multi-faceted honeymoon to Martha's Vineyard, Las Vegas, and the Grand Canyon. Whew! Then, for her next trick, Claire will be in Orlando at **ALA** and she will be a **Winthrop**. She says she is coming to Charleston in November and will organize a panel on legacy content which is being added to electronic collections especially by society publishers.

The on-top-of-it **David R. Heisser** (Reference/Documents Librarian, The Citadel) <heisserd@citadel.edu> sends word that there is a draft report ("And Miles to Go Before I Sleep") on the long-term results of the Brown versus Board of Education Decision loaded at the Univ. of South Carolina's Institute for Public Service and Policy Research Website. <http://ipspr.sc.edu/brown/research.asp>

Ramune Kubilius <r-kubilius@northwestern.edu> sends an announcement courtesy of **medlib-l@listserv.buffalo.edu** and **Suzanne Crow** (Collection Development Librarian, Levy Library, Mount Sinai School of Medicine) <suzanne.crow@mssm.edu> — "The **Brandon/Hill Selected Lists** will no longer be updated. Since the initial **Selected List of Books and Journals for the Small Medical Library** was published almost forty years ago, this series of selection guides has been heavily used and highly valued by librarians, nurses, health

continued on page 10

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

Take a closer look at....

The CHARLESTON REPORT

Business Insights into the Library Market

You Need The Charleston Report...

if you are a publisher, vendor, product developer, merchandiser, consultant or wholesaler who is interested in improving and/or expanding your position in the U.S. library market.

Subscribe today at our discounted rate of only \$75.⁰⁰

The Charleston Company

618 South Monroe Way, Denver, CO 80209

Phone: 303-282-9706 • Fax: 303-282-9743

Rumors

from page 8

care practitioners and publishers. The **Small Medical Library** list was followed in 1979 by the **Selected List of Nursing Books and Journals** and by the **Selected List of Books and Journals in Allied Health Sciences** in 1984. In 2001, the publications were made available on the Internet, promoting unrestricted access. It was always the instruction of **Alfred Brandon** and **Dorothy Hill**, the original authors, that the selected lists would not be published under their names without their direct involvement which is why they retained copyright of the lists. With the recent retirement of **Dorothy Hill**, this long-standing project has drawn to a close. This impacts health sciences collection development in a big way! <http://www.mssm.edu/library/brandon-hill/>

Southeastern Ohio Automation Consortium (SEO), a consortium of 67 Ohio public libraries, has launched a new online service (<http://seoebook.seo.lib.oh.us>) for its library members and their patrons enabling browsing and check out of popular eBooks from homes, offices and schools. Members of SEO, a branch of the **State Library of Ohio**, include **Adams County Public Library**, **Guernsey County Public Library**, and **Newcomerstown Public Library**. **OverDrive, Inc.**, (www.overdrive.com) a vendor of eBook and digital media solutions for libraries, supplied the technology for the new service. **Christine Tucker** is **SEO Director**. To browse **SEO's eBook collection**, go to <http://seoebook.seo.lib.oh.us>. A valid library card from an **SEO member library** is required to check-out and download eBooks.

Tom Leonhardt <leonhardt@libr.stedwards.edu> has a fascinating column in this issue about www.bookcrossing.com, see p.87. This is about a Website that allows readers to register a book that they have left in a public place for others to find! Pretty unique, like a book looking for a friend. Anyway, Tom also writes that so much is going on at work and elsewhere that he has decided to relax for the month of July. Sounds like a plan.

Speaking of which, did you see in the April issue of **ATG** ("Annual Survey Report" by **David Lyle**, p.42) that **Tom** and **Trisha Davis** <davis.115@osu.edu> qualify to receive, besides a free one-year subscription to **Against the Grain**, a free registration to the **2004 Charleston Conference**! All because they filled out the **Annual Survey Report** which was distributed to all **ATG** readers and also at the **2003 Charleston Conference**. Their names were pulled randomly from among those who had completed the survey.

Have you heard about the **Sakai Project**? This is a \$6.8M community source software development project funded by the **University of Michigan**, **Indiana University**, **MIT**, **Stanford**, the **uPortal Consortium**, and the **Open Knowledge Initiative (OKI)** with the support of the **Andrew W. Mellon Foundation**. The project is producing open source **Collaboration and Learning Environment (CLE)** software with the first release in July 2004. The **Sakai Educational Partners' Program (SEPP)** extends this community source project to other academic institutions around the world. As well, "The **Foothill-De Anza Community College District** has been awarded \$600,000

from the **William and Flora Hewlett Foundation** to build upon the **Sakai** project to meet the unique needs of community colleges."

<http://www.sakaiproject.org/>

Speaking of **Sakai**, there is a Project Briefing from the **CNI Spring 2004 Task Force Meeting — Sakai Project Update: Connecting Libraries and CMS/LMS** by **Brad Wheeler** (Associate Vice President, Research and Academic Computing Indiana University) and **Suzanne Thorin** (Dean of University Libraries, Indiana University) at <http://www.cni.org/tfms/2004a.spring/abstracts/PB-sakai-wheeler.html>.

I see that **Rick Anderson's Buying and Contracting for Resources and Services: A How-To-Do-It Manual** (Neal Schuman, 2004) got a starred review in a recent **Library Journal**. Not bad! Congratulations, Rick! www.neal-shuman.com/

Project MUSE has released article-level links to the back issues of 25 journals common to both **Muse** and **JSTOR**. Users can now select an option on the **Muse Advanced Search** page to include **JSTOR** citation information (title, author, abstract) in their searches. **JSTOR** results are clearly labeled and take the user to a brief "intermediary page" alerting the user that the article is on another site. **Muse** plans to release **OpenURLs** for the links to **JSTOR** in June to enable libraries with limited or no participation in **JSTOR** to point their users to the appropriate resources. The article-level links are part of a reciprocal linking agreement between **Muse** and **JSTOR**. **JSTOR** also provides the ability to search and browse the **Muse** issues for these same titles from the **JSTOR** interface. The **Muse/JSTOR** linking project gives users the added convenience of searching the full run, from Volume 1 to the current issue, of these journals from either resource. For more information and a list of journal titles included in the project so far, see http://muse.jhu.edu/project_desc/librarian_resources/backissues.html.

Speaking of **JSTOR**, I have been reading a fascinating book published by **Princeton University Press** called **JSTOR: A History** by **Roger C. Schonfeld**. It's current and future history in the making.

The impressive **Lisa Nachtigall** <lisa.nachtigall@oup.com> and **Oxford University Press** have announced the members of the new **Grove Art Advisory Board**. Since **Oxford** acquired **Grove Art** last year, **Oxford** has been committed to the ongoing enhancement of **Grove Art** content and functionality. The **Grove Art Advisory Board** includes: **Peter Blank** (Head, Reader Services, Ryerson & Burnham Libraries, The Art Institute of Chicago), **Clayton Kirking** (Chief, Art Information Resources, The New York Public Library), **Eunice Martin** (Western Art Librarian, Sackler Library, University of Oxford), **Ken Soehner** (Arthur K. Watson Chief Librarian, The Metropolitan Museum of Art), **Lee Sorensen** (Art Librarian, Lilly Library, Duke University), **Marta Teegen** (Deputy Director, College Art Association), **Allen Townsend** (Past President of ARLIS/NA, Librarian Amon Carter Museum) and **Jeffrey Weidman** (Senior Librarian, Public Services

continued on page 12

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

Rumo(u)rs from Paddington

by **Daryl Rayner** (Marketing Director, xrefer; Phone: +44 (0) 20 7479 9204; Fax: +44 (0) 20 7479 9212) <daryl@xrefer.com> www.xrefer.com www.xreferplus.com

Summer is supposed to be on its way but we've had thunder, lightening and even hail in the past week. Talking of bad weather (as the English do) I did manage to complete the **London Marathon** — even though the weather was atrocious! True to my word I counted the number of libraries (or libraries signposted on the route). There were three close to the route and one on it! All in 26.2 miles.

But the weather hasn't put us all off forging ahead with meetings, product announcements and lots of exciting news. So here it is from **Platform One** in Paddington.
<http://blog.xrefer.com/#108332627356424424>
<http://blog.xrefer.com/#108323891192768290>

IST 2004 will address European policies, strategies and research activities in all areas of the Information Society <http://blog.xrefer.com/#108332557819180561>.

<http://blog.xrefer.com/#108358495079053867>

The library hopes the archive will be ready for public display in the autumn. So if you fancy a visit to London in autumn, make sure you have time to nip over to the **BL**.

I am told that the **Bodleian Library** in Oxford has been awarded more than 1.5 million pounds to upgrade the bibliographic records for its printed serials collection — the largest in the world. It is funded by the **Andrew W Mellon Foundation**.

<http://www.bodley.ox.ac.uk/>

And at a time when there has been much critical debate about libraries in the UK press "UK libraries out of use by 2020" <http://news.bbc.co.uk/1/hi/uk/3661831.stm>.

It is refreshing to read that nationwide research in Ireland has found that libraries remain hugely popular with users — with 94 per cent who visited one feeling that their visit was successful <http://www.librarycouncil.ie/>.

There are a number of courses taking place over the summer. July 8-9th "The Future of Scholarship in the Digital Age" to be held in Brighton <http://ukoln.ac.uk/events/jisc-cni-2004/>. In London from July 13-16th, **The International Society for Knowledge Organisation (ISKO8)** <http://conferences.atata.org/conferences/fiches/isko8.html>.

Also in London, "Digital Generations: Children, Young People and New Media" <http://ccsonline.org.uk>.

Congratulations to **Huw Evans** who has been appointed Head of Advice and Support at **Cymal (Museums, Archives and Libraries Wales)** Huw was previously Executive Officer at **CILIP Wales**. **Lesley Ray** has been appointed Head of **Libraries, Archives and Arts at Lambeth**. We wish Lesley lots of luck.

That's all for now. Until next time.

Daryl

Rumors from page 10

and Collection Development, The Nelson-Atkins Museum of Art).
www.oxfordonline.com

And the **IEEE** has announced new members of the **IEEE Library Advisory Council (LAC)**. Representatives of corporate, academic and government libraries worldwide serve on the LAC for two-year terms. **IEEE** established LAC in 1999 to get ongoing feedback about its products and policies. The new IEEE LAC members are: **Susan Ardis** (The University of Texas at Austin, USA), **Rudi G. Bakker** (Eindhoven University of Technology, The Netherlands), **Beth L. Brin** (Boise State University, USA), **Cheryl Cohen** (Canada Institute for Scientific and Technical Information), **Mariann Cyr** (3M, USA), **Bradley E. Gernand** (The Institute for Defense Analyses, USA), **Orlando Hugo Levato** (Secretaría de Ciencia, Tecnología e Innovación Productiva, Argentina). They will join current members who continue through 2004: **William Mischo** (University of Illinois, USA), **Joong-Yo Lee** (Seoul National University, Korea), **Cynthia Hill** (Sun Microsystems, USA), **Dr. Hiroshi Nakanishi** (Toshiba, Japan), **Dr. Layne Johnson** (Pfizer, USA), **Judy Carlson** (Motorola, USA), **R. James King** (Naval Research Laboratory, USA), **Jacqueline Stack** (Los Alamos National Laboratory, USA), **Dr. Heath O'Connell** (Fermi National Accelerator Laboratory, USA), and **Miles Porter** (QinetiQ Ltd.—UK Defense Research Agency, United Kingdom)
www.ieee.org

This issue of **ATG** includes an absorbing Back Talk by **Tony Ferguson** on **RFIDs (Radio Frequency Identification)** (see p.94). Tony says that in Hong Kong **RFID** taglike devices

are a part of their daily lives. They have what are called "Octopus" cards. Meanwhile, back in the US of A, many are alarmed by this technology. See the recent article, "RFID: Helpmate or Conspiracy?," by **Michael Schuyler** <michael@kr1.org> (Deputy Director, Kitsap Regional Library Bremerton, WA) in **Computers in Libraries**, 24: 1, Jan 2004, pp.22-24. Schuyler advocates the adoption of policies and procedures so that libraries can influence what is happening in bookstores and other outlets in a positive way. From the listserv for the **Pacific Northwest Library Association**.

Okay. Visit the NEW and IMPROVED **Charleston Conference Website** at <http://www.katina.info/conference/>. The **November (Charleston Conference issue) of ATG** is being edited by the astute and energetic **Thelma Diercks** <thelma@hawaii.edu>. The focus is "Budgets, Budgeting, and Books" to balance the **Charleston Conference** theme of "All the World's a Serial". The November **ATG** asks: "Where in the World Have All the Books Gone?" Included will be articles by **Anthony Ferguson** (University Librarian, U. of Hong Kong), **Dan Halloran** (President, Blackwell's Book Services), **Ila Scott** (Reference/Collections Librarian, U. of Alberta), **Linda Di Biase** (Collection Development Librarian, U. of Washington), **Margaret Landesman** (Head, Collection Development, Marriott Library, U. of Utah), **Nancy Slight-Gibney** (Director, Budget & Management Information Services, U. of Oregon), **Nicholas Goetzfridt** (Acting Dean, RPK Memorial Library, U. of Guam), and **Niko Pfund** (V.P. & Publisher; Academic, Professional and Medical, Oxford University Press).

We have an interview with **Ron Klausner** of **ProQuest** in this issue of **ATG**, see p.63. Anyway, this news is just out. **ProQuest Information and Learning**, a unit of **ProQuest**

Company, and **NYTimes.com** will offer directly to the consumer market a **historical digital archive of The New York Times** newspaper dating back to 1851, when it was first published. The Archive will be available on **NYTimes.com**, the Website of **The New York Times**, on a pay-per-view basis. Articles are available for \$2.95 each or in packages of four, 10 and 25 articles.
<http://www.il.proquest.com>

More from **ProQuest Information and Learning**. They have acquired **Nineteenth Century Short-Title Catalogue List (NSTC)**, the renowned bibliographic database that catalogs the 19th-century holdings of eight of the world's top research libraries. The libraries include: **The British Library**, the **Bodleian Library** (Oxford), the **Cambridge University Library**, **Trinity College Dublin**, the **National Library of Scotland**, the **Newcastle University Library**, plus holdings from 1816 to 1919 of the **Harvard University Library** and the **Library of Congress**. **NSTC** was formerly owned and maintained by **ABC-CLIO**, who moved **NSTC** from multiple CD-ROMs and integrated them to make them searchable across the series on the Web. www.il.proquest.com

Serials Solutions, Inc. has recently released new **Overlap Analysis** functionality. **Serials Solutions' Overlap Analysis** shows, for each database in a library's collection, the number of journals in that database that are unique to that database, and the number that are available elsewhere in the library's collection.
www.serialssolutions.com

This is from **Edupage**, May 19, 2004 — A survey conducted by Harris Interactive and commissioned by the Business Software Alliance (BSA) indicates that a majority of U.S. children continue to download songs, despite acknowl-

continued on page 14

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

Rumors from page 12

edging they know it is illegal. According to the survey, 88 percent of kids between the ages of 8 and 18 know that most popular music is copyrighted, but 56 percent download music files anyway. Survey participants said they were generally more concerned about downloading viruses in music files than being prosecuted for copyright violations. The BSA, which represents software companies including **Microsoft**, **Apple Computer**, and **Adobe**, said the study shows that despite growing awareness of the legal issues surrounding file trading, more needs to be done to discourage users from trading copyrighted material. The BSA estimates that piracy costs its members \$13 billion a year. Rep. **Howard Berman** (D-Calif.) and Rep. **Lamar Smith** (R-Tex.) are cosponsoring a bill that would criminalize the sharing of more than 1,000 songs on P2P networks. Berman noted that awareness of illegal activity is not sufficient and that computer users "need to have ... the fear of getting caught" to curb illegal file trading. Excerpted from the *Washington Post*, 18 May 2004 (registration req'd). <http://www.washingtonpost.com/wp-dyn/articles/A37231-2004May18.html>

Got a great note from **Edwin Merwin** (Univ. of SC, Salkehatchie) <EMERWIN@gwm.sc.edu>. He has been awarded tenure. Hooray!

From **OCLC Abstracts** (May 3, 2004) (Vol. 7, No. 18) — The **Indiana Historical Society** (<http://www.indianahistory.com>) is the first organization to automatically add records from a digitized special collection to **WorldCat**. Metadata from the society's *Postcards of Indiana*, *The Jay Small Collection* has been harvested, converted to MARC format, and batchloaded into **WorldCat** by OCLC and is now available to library users using the FirstSearch service. The harvested metadata contains links that connect searchers to the collection's digital images. **Salvatore G. Cilella, Jr.**, President and Chief Executive Officer, **IHS**, says the rationale behind the decision to register their collection for metadata harvesting is "Access, access, access. We want researchers, wherever they are in the world, to find our materials and use them." <http://www5.oclc.org/downloads/design/abstracts/>

Be sure and read **Eleanor Cook's** <eicook@apptechnc.net> excellent review of **Eric Moon: The Life and Library Times** by **Kenneth F. Kister** (McFarland & Co), this issue p.74.

The business school, **Universita Commerciale Luigi Bocconi** in Milan has selected **Innovative Interface's Millennium**, including the **Electronic Resource Management** module, for its new integrated library system. It will replace their current **Ex Libris** system. **Luigi Bocconi** founded this private university in 1902 and it has gone on to earn a prestigious reputation, making significant contributions to international research on business and management. The library is Italy's most prominent in the fields of social science and economics. "The

Library offers support to the economics faculty and to the business school," says Library Director **Marisa Santarsiero**. "Because the University has a strong commitment to the use of technology, **Millennium** gives us a firm basis for progressive and innovative services." www.iii.com

ABC-CLIO now links its abstracting and indexing databases, **Historical Abstracts** and **America: History and Life**, with **RefWorks**, the new Web-based bibliographic management tool. **RefWorks** allows users to create a personal, searchable database of references accessible from any computer with an Internet connection. In addition to **Historical Abstracts** and **America: History and Life**, references can be imported from a variety of platforms and sources. With this new agreement, **ABC-CLIO** history database users will be able create reference databases for their own use or to share with colleagues or classes. In addition, references saved in **RefWorks** can be imported into papers and automatically formatted in hundreds of bibliographic styles in seconds. www.abc-clio.com/www.refworks.com/

Ned Kraft <kraftno@state.gov> (aren't his columns hilarious) sent us his **Adventures in Librarianship** (see this issue, p.85) from a **PDA** this time. Talk about **Adventures in Editing**!

According to the **LawLibraryBlog**, following a three-day trial, **Superior Court Judge Robert Dondero** dismissed claims against **San Francisco Public Library** for lack of evidence. Library activist **James Chaffee** brought the suit alleging that the library was mispending The "Library Preservation Fund" established by voters in 1994, **Chaffee v. Newsom**, (CP 526a) CGC-02-406387. blog.librarylaw.com/librarylaw/liability/

By gosh, by golly! The Council of the **American Physical Society (APS)** has established journal prices for 2005 and APS will be DECREASING PRICES for all tiers. The publications of the APS include **Physical Review A-E** (PRA-E), **Physical Review Letters** (PRL), **Physical Review Online Archive** (PROLA), and **Reviews of Modern Physics** (RMP). PROLA, with journal content back to 1893, will continue to be available at no cost to subscribers of the APS packages (PR-All and APS-All) and at a very modest cost to those subscribing to portions of the package. The elected Council of the APS sets the prices of the journals after advice by the **Publications Oversight Committee** (POC). A representative of the library community, appointed in consultation with the Physics, Astronomy, and Mathematics (PAM) division of the **Special Library Association** (SLA), attends the POC committee meetings as an observer and advisor. The guidelines set down by Council are that the journal prices should cover costs with sufficient margin to allow for the uncertainty in predicting costs and revenue two years in advance. For 2005 it is assumed the size of the journal will grow by 4% from 2004. This is based on a comparable growth in submitted articles over most of 2003 and the fact that APS sees no trend that will cause that growth to change. They are moving rapidly to fully electronic manuscript handling in the office. This is a major factor in controlling costs.

In addition, **APS** is anticipating a reduction in composition and production costs of 20% compared with 2003. This will be accomplished by working with vendors who are taking advantage of the new technology and working hard to integrate it into their processes. The **APS 2005 Price Chart** can be found at: librarians.aps.org/Price05.pdf.

Got word from the delightful **Karen Christensen** (CEO, Berkshire Publishing Group LLC) <karen@berkshirepublishing.com> that she and David are launching **Berkshire** as an independent library reference imprint this year. (Did you know that **Joyce Ogburn** <jlogburn@u.washington.edu> introduced David to Karen?) We are looking forward to having her in **Charleston** in November not just for business but for her to tell us some of her delightful publishing anecdotes for pleasure. (Hmmm... wouldn't this make a great lively lunch?) The first set of reference books will be out in late June, and it's a perfect topic for Berkshire as a "knowledge and technology company." **The Encyclopedia of Human-Computer Interaction** (2 vols.) is edited by **William Bainbridge** at the **National Science Foundation** and it also be available through **xref** in September. The big **ALA launch**, with the **Berkshire Encyclopedia of World History** (5 vols.), will be in Boston in January. But Karen says that the **Charleston Conference** really will be the first public foray as a publisher - a kind of 'coming out' for them! And did you see the article by **Judith Rosen** in **PW** (free to subscribers only) about **Berkshire**? It's available at www.publishersweekly.com/article/CA420331.html.

Well, we told you in the last issue (see **ATG** April 2004, p.14) that librarians/consultants **Don Chvatal** <dchvatal@teleport.com>, **Peter Evans** (www.biblio-tech.com) and **Ralph Shoffner** (Ringgold Management Systems) were creating a new Website called **OpenRFP** to be ready by **ALA Annual**. Indeed. Looks like a new "shopping mall" is being opened on the Web for librarians to compare **Integrated Library System (ILS)** software. **OpenRFP, Inc.**, is creating a Website with a database of functional descriptions for comparing features of **ILS** and 3rd party library software vendors. All of a library's functional requirements for software — think about the many detailed specifications that are typically included in a library's Request for Proposal (RFP) for a new system — these are being linked to vendors' formal responses and with detailed explanations for how each feature operates. Libraries will be able to use the **OpenRFP** Website free of charge to explore new software technologies and how they relate to national and international standards. Vendors are expected to pay subscription fees to support the site and to use **OpenRFP** as a marketing channel by maintaining their product links to the functional information, and vendors are able to expand their description on any function. How will **OpenRFP** compare to commercial shopping sites on the Web? Will this be the start of a new trend? The **April 1, 2004** issue of **Library Journal** points out that there are still several thousand "legacy" automated systems remaining to be upgraded in the next

continued on page 26

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

The Shared Bibliographer: from page 24

and Persian/Farsi; UNC would collect Tamil; North Carolina Central University would collect English and European language material; and Duke, NCSU and UNC would share collecting for Hindi and Urdu. This model would exploit the advantages of the longstanding cooperation at the Triangle universities within the libraries. It also demonstrated cooperation among the faculties to secure the strongest collection to support their work.

The university libraries enthusiastically agreed to support the proposal as presented. The libraries had been cooperating informally in South Asian studies for some time, but this funding would provide additional resources for the collections as well as the opportunity to experiment with a new staffing model in the consortium. That the faculty had envisioned and crafted this model for the libraries was a departure from the traditional approach to the development of distributed collection building among universities. The faculties saw a complementary, distributed collection as an advantage even though researchers would not have their primary research materials on their local campus. **TRLN** does offer the advantage of an expedited delivery system so most materials requested within the Triangle are delivered to the requestor within 48 hours.

Rumors from page 14

few years. Let's take a look at **ALA** in Orlando, Booth no.711. www.openrfp.com

Knovel Corporation have announced that they have been named as one of the **Red Herring 100 Award** winners. Red Herring 100 companies are the top private companies selected by the media group's editorial team as those that have demonstrated outstanding achievements since their inception and represent the most instrumental players in the technology market. Red Herring publisher **Alex Vieux** said the Red Herring 100 award has a tradition of identifying new and innovative technology companies and entrepreneurs. **Red Herring, Inc.**, founded in 1993, is a media company whose mission is to cover innovation, technology, financing and entrepreneurial activity. Their staff of award-winning journalists tell readers what's first, what matters and most importantly, why. **Knovel** is a pioneer in the field of infoware, the blending of information and analytical software, for the Science and Engineering communities. Since 1999, **Knovel** has been building a virtual library of the most important industry reference books and handbooks for technical researchers on a Web-based platform and enhancing it with interactive capabilities. Software tools applied to **Knovel's** content include interactive tables, keyword and fielded searches, live graphs and equations.

press.knovel.com/c.html?rtr=on&s=a89,6jmt,hzp,d44h,kgrz,9v6d,dmi7

continued on page 79

The state of cooperative collection building at the time of the grant proposal was a loose arrangement with **Duke University** by far holding the strongest South Asia collection. **Duke** was a founding member of the **Center for Research Libraries South Asia Microform Project (SAMP)** and joined the **PL 480** program in 1961. **UNC** began collecting on South Asia in the 1980s, principally in religion, history, and literature. **NCSU** also purchased material in religion, history, anthropology, and literature, and initiated vernacular acquisitions during the 1980s. The approximate size of each vernacular collection for South Asia varies: **Duke**, 219,748; **UNC**, 14,614; **NCSU**, 15,806; **NCCU**, 270.

The Money Arrives

The three-year grant was awarded in 2000. The grant requested \$35,000 per year for the libraries to acquire and process South Asia collections. Salary money for the shared bibliographer was used in the first year to hire a consultant, who evaluated the shared collections in the Triangle and advised on a job description for the bibliographer. At that same time, **UNC** and **NCSU** joined the **Library of Congress Overseas Program** for South Asia. The libraries worked to coordinate their profiles with **Duke**, already a participant.

A job description was prepared for the **TRLN** South Asia Librarian that detailed the duties of the position. The person holding the position would have responsibilities in collection development, public services, technical services, and external relations. In order to continue to develop the relationship with the faculty who initiated the grant, the **TRLN** South Asia Librarian will serve as a voting member of the **Triangle South Asia Consortium Executive Committee**.

The job description did not detail how the new **TRLN** librarian would be integrated into each university library. Instead the description contained the expectation that the librarian would "develop a unified collection development policy," "develop standards for the core reference collections," "determine appropriate levels of funding for South Asia collection development" and "recommend specific books, periodicals, non-print media, and electronic databases for acquisition." Each item stipulated that these duties would be performed in consultation with each **TRLN** library's own librarians.

The TRLN South Asia Librarian is Hired

In October 2001, the **Duke** subject librarian for South Asia, **Avinash Maheshwary**, assumed the new position of **TRLN** South Asia Librarian. **Avinash's** years of experience in the Triangle and knowledge of the faculties would jumpstart the new, innovative position. To support **Avinash's** role and to carry out some **Duke**-specific responsibilities, a two-year **TRLN South Asian Studies Library Fellow** position was created. The university libraries intended to divide costs for **Avinash's** **TRLN** position; the Fellow position was funded partly by **Title VI** money and partly by **Duke's** library. The Fellow is currently funded through September 2004.

The successful Latin American Post-Doctoral fellowship program at the **Duke** libraries funded by the **Andrew W. Mellon Foundation** served as the model for the **South Asia Fellow**

position, which would work closely with the South Asia Librarian and other librarians in **TRLN**, "in a cumulative experience to gain hands-on knowledge of collection development, cataloging, and public services work." Applicants were required to have either graduate degrees in South Asian Studies and librarianship, or a Ph.D. in South Asian Studies with experience in libraries.

The job description for the **Fellow** position emphasizes surveying the collection for strengths, weaknesses, and complementarity. Additionally, the **Fellow** assists in identifying materials for weeding and transfer offsite. Because this is a new model for **TRLN** and for the South Asia teaching and research community, the **Fellow** creates and maintains a strong Web presence for South Asia on the libraries' Websites. **Brent Bianchi** serves as the **TRLN South Asian Studies Library Fellow**.

Issues

The program is considered to be successful, although challenges remain to be resolved.

A new **Title VI** grant was awarded to the **NC Center for South Asian Studies** in 2002, and includes additional monies for collections. The understanding from the start was that the **TRLN** libraries would absorb the costs of the shared librarian and develop a sustainable funding model.

The **Committee on Information Resources (CIR)** of **TRLN** oversees cooperative collections programs. **CIR** will continue to monitor the vernacular collection development arrangement from the perspective of both the library and the users.

Each library has assimilated the **TRLN** librarian into the organization a little differently. The **TRLN** librarian is based at **Duke University**, but divides his time physically, with office hours and appointments at each campus. There are disparities in the way each campus has granted budget and purchase authority to the **TRLN** librarian for grant and non-grant funds to build South Asia collections. Further, the full integration of the **TRLN** librarian as a staff member in collection development has not been fully achieved on every campus. These disparities may remain, even in a healthy and successful program.

Wrap-up

This successful model for sharing a bibliographer among research institutions/libraries grew out of an environment that was ripe for this experimentation. The libraries already had a long history of area studies cooperation and collection building. The faculties from the four institutions that work/teach/research in South Asia were already meeting and were willing to conceive of the four library collections as a single entity. The faculty envisioned that investing a single librarian with the responsibility for building "one South Asia collection" in **TRLN** would result in the creation of a stronger, more coherent collection that would benefit teaching and research. In addition, duplication could be avoided, and resources used more effectively. The libraries received new monies from the grant, although not the total cost of the program, for this experiment. As this new shared librarian model matures, **TRLN** can consider whether there are other areas that could benefit from such collaboration.

[<http://www.against-the-grain.com>](http://www.against-the-grain.com)

The Charleston ADVISOR

Critical Reviews of Web Products for Information Professionals

"The Charleston Advisor serves up timely editorials and columns, standalone and comparative reviews, and press releases, among other features. Produced by folks with impeccable library and publishing credentials ...[i]t is a title you should consider..."

— *Magazines for Libraries*, eleventh edition, edited by Cheryl LaGuardia with consulting editors Bill Katz and Linda Sternberg Katz (Bowker, 2002).

- Over 250 reviews now available
- Web edition and database provided with all subscriptions
- Unlimited IP filtered or name/password access
- Full backfile included
- Comparative reviews of aggregators featured
- Leading opinions in every issue

\$295.00 for libraries
\$495.00 for all others

☒ **Yes! Enter My Subscription For One Year.** ☐ Yes, I am Interested in being a Reviewer.

Name _____ Title _____
Organization _____
Address _____
City/State/Zip _____
Phone _____ Fax _____
Email _____ Signature _____

Legally Speaking from page 78

Please understand that I am not advocating that librarians should undertake a therapeutic relationship with patrons. Librarians should not make determinations about the sanity of an individual or undertake counseling sessions. Care should always be taken to avoid practicing psychology or medicine without a license. Nor am I talking about vague situations where a patron asks for books about bombs, Marxism (as in the McCarthy cases of the 1950s), or any other subject. I am talking about the limited situation where there is a clear risk to an identifiable person or group of persons, there is a risk of serious bodily harm or death, and the danger is imminent. This is a very specific situation, one that most librarians will never have to face. Nonetheless, it is an important issue that needs to be discussed.

The test that I am advocating (a clear and imminent risk of serious bodily harm or death to an identifiable person or group of persons) is not taken from anything in the library profession. My suggestion is based on the way other professionals, such as doctors, lawyers, clergy, and counselors, handle this type of situation.

Now let us return to **Richard Rubin's** case study of the patron asking for **Final Exit**. If we change the scenario a bit, we may come up with a different answer. If we have the student come up calmly and rationally, without any evidence of crying or depression, and ask for the book,

we should use our reference interview to ascertain what type of research she is working on. This may just be a school project, and if so we should give her the book. But if she says that she is going to commit suicide, we shouldn't give her the book; instead, we should refer her to the suicide prevention hotline. In fact, if you are at all in doubt, you may want to make an anonymous call to the suicide prevention hotline.

This answer doesn't come from the guidelines of the ALA, AASL, or any other professional association for librarians. The writers of these guidelines might disagree with my feelings that library confidentiality should not extend to those who pose a clear, identifiable, and imminent danger to themselves or others. (Just to be clear, this is my analysis, not the ALA's. The opinions expressed in this article are mine alone, and do not represent the views of my employer or of the publisher or editors of this journal.)

Conclusion

The disclosure of confidential patron information should be done with great care and trepidation. Disclosure should only be made if the reference interview reveals the three principles outlined above: 1) there is a clear risk to an identifiable person or group of persons; 2) there is a risk of serious bodily harm or death; and 3) the danger is imminent. If these three principles prevail, I believe that the librarian must disclose information in order to protect the potential victims.

Rumors from page 26

The hard-working **Jenny Buzbee** (EBSCO) is back at work after six weeks of maternity leave. She recently sent us some fabulous pics of the new addition.

And just as we go to press, I got the following information! **Accucoms BV** has just been launched with a mission to provide specialist sales and marketing services for publishers of all sizes. The new company, based in The Netherlands, will provide inbound and outbound telemarketing, as well as field sales operations, to publisher clients across the globe. **Pinar Erzincan**, Managing Director of **Accucoms**, and until recently General Manager of **Extenza Marketing Solutions**, reveals that the company was launched due to unprecedented demand from publishers. As well as service quality, **Erzincan** explains that transparency of pricing will be a key differentiator of the new company. **Accucoms** is backed by a strong list of strategic investors including **John Cox** of **John Cox Associates Limited**, **Duncan Spence** who is well known from his previous investments at **Carfax Publishing** and **CatchWord Limited**, and **Chris Beckett** and **Simon Inger** from **Scholarly Information Strategies Limited**. Publishers are invited to contact Pinar Erzincan at <info@accucoms.com>. The company address is: Accucoms B.V., Gieterij 86/A, 2211 ZD Noordwijkerhout, The Netherlands. Website is forthcoming <http://www.accucoms.com>.