April 2006

If Rumors Were Horses

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Against the Grain

"Linking Publishers, Vendors and Librarians"

ISSN: 1043-2094

Electronic Resources Rocked My World! What's Changed and How We Manage

by **Mary Page** (Head of Acquisitions, Rutgers University Libraries, 47 Davidson Road, Piscataway, NJ 08854; Phone: 732-445-5894; Fax: 732-445-5888) <mary.page@gmail.com> <mepage@rci.rutgers.edu>

Can change be managed? Maybe in the broadest sense, but anyone who has been through a system migration, an **ERM** implementation, or large-scale print-to-digital transition will tell you that an ordered, logical process isn't likely. The plan has to be modified and adapted along the way, because most of us have no idea what we are getting into at the start. We learn as we go, and mistakes contribute to the process as well as the best laid plan. Two steps forward, one step back.

In this issue of *Against the Grain*, five experienced members of our industry report on the ways that digital resources have changed their work environments. **Abigail Bordeaux**, the electronic resources librarian at **Binghamton University**, looks at how our patrons have been

affected by an overwhelming number of options: A-Z lists, **OPACs**, online databases, etc. While we have provided our clientele with a wealth of resources, in many ways, we have complicated the process of finding information. (Even **Abigail's** husband doesn't stand a chance.) No wonder **Google** has so much appeal!

Everett Allgood of **New York University** shares his viewpoint on the impact of digital resources as a serials cataloger and erstwhile area studies librarian. He thoughtfully tackles four broad themes: the loss of the artifact, the homogenization of research library collections, the

dreaded multiple versions dilemma, and finally, **ERMs**. **Everett** believes we've reached the "tipping point" in how we manage online resources, and he has a convincing argument for why this is so.

Anna Creech provides another perspective as the serials and electronic resources librarian at **Central Washington University**. **Anna** compares the relatively simple process for managing print to the highly complex and variable process for managing digital publications.

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If Rumors Were Horses

Well, The **International Association of Scientific, Technical & Medical Publishers (STM)** a global membership organization representing more than 100 member companies in copyright issues, technology developments, and end user relations, announced today the appointment of **Michael A. Mabe** as its **Chief Executive Officer**. Effective May 2, 2006, **Mabe** will replace **Dr. Pieter S. H. Bolman**, who is stepping down after a two-year post as CEO. Said the dapper **Mabe**, "I am delighted and honored to be appointed as CEO of the International Association of STM Publishers. It is daunting to follow on from such an eminent predecessor as **Dr. Pieter Bolman**. **Pieter** has contributed enormously to the development of the organiza-

tion, and its important international lobbying role. I very much hope to build on his excellent beginnings." **Jerry Cowhig**, Managing Director of **Institute of Physics Publishing** and current **Chair of STM**, said: "I am delighted to welcome **Michael Mabe** as our CEO and I look forward to working closely with him. His high reputation in publishing together with his knowledge and experience will be invaluable to the Association and its members. I would like to add my appreciation to **Pieter Bolman**, who created the new role of CEO, for all he has contributed to the Association and to STM publishing during his distinguished career." According to **Mabe**, "STM publishers are facing a wider range of challenges in a more rapidly changing market than ever before: calls for public access to publicly funded research, the continuing revolution of the digital

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1043-2094(200604)18:2:1-S

From Your (spring-ing) Editor:

It's spring in Charleston. The azaleas and dogwood and wisteria are blooming. Truly a magical time to be alive. And it's time to do some spring cleaning like our mothers used to do, put up the woolens, do some gardening, etc. So, in between being domestic and spring-y, we have been working away on this issue of *ATG*. And it's a great one. **Mary Page** is our guest editor for this issue, titled "Electronic Resources Rocked My World. What's Changed and How We Manage." Ain't it the truth? Some very enlightening articles from several different perspectives — public services (**Abigail Bordeaux**), cataloging (**Julia Everett Alligood**), electronic resources (**Anna Creech**), staffing (**Mary Greci**) and publishers (**Adam Chesler**). **Steven Rhind-Tutt** has done his usual controversial "Op Ed" regarding free resources. We have the *ATG* annual survey report, "Back Talk" (repositories) by **Tony**

Ferguson, interviews with **Eileen Fenton (Portico)**, and **Vicky Reich (LOCKSS)**. **Greg Tananbaum** has more on **LOCKSS** and **Portico** as well in his "I Hear the Train A Comin'" on p.84. There's lots to think about in this issue, see **Rick Anderson's** article "Thinking About the Value of Staff Time" and **Mary Massey** has us thinking about "Where Are the Shelves?"

Mark Herring answers the question "What Do Academic Library Deans Do?" while **Bob Nardini** tells us about the 100 chefs that **Google** employs. And **Ned Kraft** has a "Glossary of Terms" that you won't want to miss. Plus there's more!

Well, I just noticed that the caterpillars are trying to eat my azaleas and I have to go talk them out of it! That just won't do.

Happy spring to y'all!

Cheers, Yr. Ed.

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:

In reference to your "From the Reference Desk" column, I'd like to send the following:

Dear Tom,

Just wanted to let you know that I am a fan of your *ATG* column and appreciate your reviews. Especially like your inclusion of opinion about appropriateness of titles for public libraries.

Victoria West

Reference Collection Development Librarian
Charleston County Public Library
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AGAINST THE GRAIN DEADLINES VOLUME 18 — 2006-2007

2006 Events	Issue	Ad Reservation	Camera-Ready
ALA Annual	June 2006	04/26/06	05/10/06
Reference Publishing	September 2006	07/26/06	08/09/06
Charleston Conference	November 2006	09/20/06	10/04/06
ALA Midwinter	Dec. 06/Jan. 07	11/22/06	12/06/06

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.

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transition, challenges to copyright, the need to articulate publisher value-added to broader constituencies than in the past. In all these areas STM must make a real difference for its members and for the wider publishing community. I look forward to working with the STM Board, its staff and members to strengthen our ability to respond and proactively to make the case for publishers and publishing." From 1999 until the present, **Mabe** has been Director of Academic Relations for **Elsevier** where he was international academic affairs spokesperson responsible for **Elsevier's** relations and strategy with the international research community, science funding bodies and governmental agencies. **Mabe** was also responsible for the direction of research and relationship programs, and a member of **Elsevier's** copyright committee. Prior to that position, **Mabe** was Publishing Director of **Elsevier's** global materials science program. **Mabe** also worked at **Pergamon Press, Ltd** as both Editorial Director and Senior Publishing Editor in Materials Science and Editorial Manager in the Scientific Encyclopaedia Department. **Mabe** has also held senior positions at the **British Standards Institution** and **Oxford University Press**. **Mabe** graduated as Bachelor of Arts with Honors in Chemistry and as Master of Arts from **St Catherine's College, Oxford University**. **Mabe** also serves as a Director of the Management Committee for the Center for Publishing Studies, University College, London. **Mabe** is also a Visiting Professor in Information Science at **City University** and the **University of Tennessee**. Whew! What great news from one of our **Charleston Conference** Favorites. **Jerry Cowhig** as well! Congratulations, **Michael!**

www.stm-assoc.org

Just found out that in April (that's now!) **Jim Vickery** <jim.vickery@bl.uk> took early retirement after over thirty years at the **British Library**, served mostly in collection development and acquisitions roles. **Jim** was Secretary to both the [UK] **National Acquisitions Group** and the **IFLA Section on Acquisition and Collection Development** during the 1980s and 1990s, and a key aim during his career was to involve all elements of the library supply business in building library collections. **Jim** says he has fond memories of his visits to **Charleston**. And so do we! **Jim** says he is looking forward to pursuing interests outside librarianship when he retires.

Speaking of retirements, guess who I heard from not long ago? **Linda** and **Chet Pletzke** <pletzke@yahoo.com>. **Linda** was at the **Library of Congress** for many years. It's been four years since they moved in to the retirement life. **Linda** says they have a totally new outlook on life. They are going to the opera, symphony, theater, taking long

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walks on the beach, and hiking in the mountains. Sounds like she and **Chet** are as busy as ever! They spend two months a year in a small villa on Longboat Key, Florida, and they also have a house in the mountains of western North Carolina where they can spend summers, (sold their residence in Maryland). **Linda** says she is learning to quilt and **Chet** is learning wood carving. Sounds idyllic.

Back to libraries, and publishers and vendors. Speaking of **Pieter Bolman** and the **International Association of Scientific, Technical & Medical Publishers (STM)** (see above) — In 2005, scientific, technical, and medical (STM) publishers brought a series of legal actions for massive copyright infringement against **Via Marketing & Promotions SA**, also known as **ActaMed**, a document delivery service primarily for pharmaceutical companies. In February 2006, the **U.S. District Court for the District of Massachusetts** ruled that both **ActaMed** and its former President and General Director, **Mr. Robert Gmelig Meyling**, were liable for infringing U.S. copyright law with “willful disregard.” The court ordered **ActaMed** to pay statutory damages of \$200,000 to the U.S. publishers who had brought the case. The plaintiffs in the Massachusetts action are **Blackwell Publishing Inc.**, **Elsevier Inc.**, **Massachusetts Medical Society**, and **Wiley-Liss Inc.** The court also ordered that the de-

fendants, and the employees of **ActaMed**, are permanently forbidden to further distribute, or import into the U.S., any kind of print, electronic or other reproductions of the content of the publishers’ journals, books, and other publications without their permission. The full judgment can be accessed at www.kcslegal.com/actamedjudgment.pdf www.stm-assoc.org

Moving right along with **ActaMed** and the **International Association of Scientific, Technical & Medical Publishers (STM)**, a second civil suit was brought in Lugano, Switzerland by the **European publishers**. This suit currently is on hold, due to the fact that, in January 2006, the bankruptcy court in Lugano, Switzerland, declared **ActaMed** bankrupt, partly as a result of the substantial damages claimed by publishers. The official notice of commencement of the bankruptcy proceedings can be accessed at: www.shab.ch/DOWNLOADPART/N3033718/N2006.03212108.pdf. **ActaMed** no longer offer its services, its Website was shut down in January 2006. In addition to civil proceedings, the public prosecutor in Lugano, Switzerland initiated a preliminary investigation including against **Mr. Robert Gmelig Meyling**. The investigation is still pending. As part of the investigation, the prosecutor’s office sequestered **ActaMed’s** database which contained (without permission) some 475,000 digitized fulltext articles in various languages from 7,000 major international medical journals, including those published

by the publishers who brought the legal action. **ActaMed** used this database to distribute electronic and printed copies and reprints to its clients. “This action closes down an unscrupulous copyright infringement operation that took place on a grand scale,” said **Joseph Appel**, Publishing Counsel, **Massachusetts Medical Society (U.S.A.)**. “The publishers believe that stopping **ActaMed’s** piracy was critical to protecting the interests of the majority of international document delivery services, who do comply with copyright law,” said **Karen Gibson**, Associate Director Rights, **Blackwell Publishing Ltd. (U.K.)**. The plaintiffs in the Swiss civil action are **Elsevier B.V. (Netherlands)**, **Blackwell Publishing Ltd. (U.K.)**, **Springer Verlag GmbH (Germany)**, **BMJ Publishing Group Ltd. (U.K.)**, **Adis International Ltd. (U.K.)** and **Birkhauser Verlag AG (Switzerland)**.

www.stm-assoc.org

Trisha L. Davis, Associate Professor and Head, Serials and Electronic Resources Department, **Ohio State University Libraries**, and **Diane Grover**, Electronic Resources Coordinator, **University of Washington Libraries**, have been appointed **Visiting Program Officers (VPOs)** by the **Association of Research Libraries (ARL)**. Their portfolio at **ARL** is to refine and extend the benefits of a pilot workshop on analyzing and mapping license terms for use in electronic resource management (**ERM**) systems. The pilot workshop was sponsored by **ARL** and the **Digital Library Federation (DLF)** and presented as a preconference program at the **2005 ALA Annual Conference** (see <http://www.arl.org/stats/work/mapping.html>). The mapping of license terms refers to the process of summarizing information contained in license agreements for use within the electronic resource management systems that many libraries now use. Development of this important new area of professional practice is one of a number of efforts within **ARL**, **DLF**, and the larger library community to establish effective practices for managing electronic resources. For example, **ARL** began offering its highly successful licensing workshops in 1997 and, more recently, has spearheaded efforts to develop measures of electronic resources in the statistics and assessment area. The **DLFs Electronic Resource Management Initiative (ERMI)** is aimed at fostering the rapid development of improved tools for managing licensed electronic resources whether by individual libraries, consortia, or vendors (see <http://www.diglib.org/standards/dlf-erm02.htm>). The work of **ERMI** has been received with enthusiasm by the library community and has been swiftly adopted by the large automation vendors as they design their new **ERM** modules. License-mapping practice is heavily reliant on the list of data elements developed as part of **DLF ERMI**s work. **Trisha L. Davis** has many years of experience in work-

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Initiative, the ability to independently analyze, organize, prioritize work, manage expenses, meet quotas, and work independently; Ability to travel extensively (65% minimum).

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Blackwell's Book Services, an international book-seller with a history of quality, stability and growth has an immediate opening for a Regional Sales Manager for the western territory of the U.S. A qualified candidate will possess an MLS with 6 years proven library sales experience in the book/journal trade or a Liberal Art's degree with 8 years sales experience.

We are seeking a candidate to develop an effective territory sales strategy, meet pipeline goals to achieve growth with new accounts or increase business with existing customers, forecast a budget, manage expenses, monitor and report on market trends, and work

independently. Management of the territory requires exceptional organizational and negotiations skills to meet key sales initiatives and administrative tasks. The required travel is 65%. In addition, you will need experience using PowerPoint, Excel, Outlook, Word and the Internet. As a Regional Sales Manager excellent written and verbal abilities are essential as you will be making group presentations.

This is an exciting opportunity to represent Blackwell's vast array of products and services to meet the acquisition, collection development and technological needs of our librarians, and to apply your knowledge and skills to establish mutually beneficial business relationships. A commitment to serve the library community and the company with enthusiasm and dedication is a must.

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We are seeking a candidate to develop an effective territory sales strategy, meet pipeline goals to achieve growth with new accounts or increase business with existing customers, forecast a budget, manage expenses, monitor and report on market trends, and work independently. Management of the territory requires exceptional organizational and negotiations skills to meet key sales initiatives and administrative tasks. The required travel is 65%. In addition, you will need experience using PowerPoint, Excel, Outlook, Word and the Internet. As a Regional Sales Manager excellent written and verbal abilities are essential as you will be making group presentations.

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ing with license language, including a previous VPO assignment in 1997 with **ARL's Office of Scholarly Communication** to develop and deliver the **ARL** licensing workshops. **Diane Grover** began her present position in 2001, following 20 years of experience in serials and automated library systems. In 2002, **Diane** served on a development team with **Innovative Interfaces** to design its electronic resources module based on the **DLF ERMI** work, and later led designated development partner libraries in mapping the **DLF data elements** to the electronic resources module. www.arl.org/
www.diglib.org/

Just got this excerpt from an announcement sent to UN faculty courtesy of the astute **Ramune Kubilius** — **Sarah M. Pritchard** has agreed to serve as **Charles Deering McCormick University Librarian** at **Northwestern**, beginning in September. She succeeds **David Bishop**, who has served ably in this role since 1992. Widely recognized in the profession for her accomplishments, **Sarah Pritchard** will bring to this critical position at **Northwestern** a wealth of experience at the **Library of Congress**, **Smith College**, and the **University of California, Santa Barbara**, (**UCSB**) where she has served as University Librarian since 1999. At **UCSB** she manages two libraries on the campus and two offsite facilities, including collections of nearly three million volumes and a staff of some 175. Among her campus-wide activities is service on the **UCSB** committees related to academic planning, technology policy, scholarly communication and K-12 outreach. At **UCSB** she has expanded digital information initiatives and special collections; initiated new collaborations to support faculty in diverse disciplines; made numerous enhancements in public services; increased the library's development and community outreach activities; and secured campus commitment for a three-story library building addition. Under her leadership the **UCSB** Libraries have launched major digital preservation and collection initiatives in the areas of maps, sound recordings, and graphic arts, and established authoritative archival collections for noted authors, national organizations, and three Nobel scientists. Before coming to **UCSB**, she was the Director of Libraries at **Smith College** for seven years, overseeing four libraries and a collection of 1.4 million volumes, the largest library of any American undergraduate institution.

The **American Anthropological Association (AAA)** has signed an archive license agreement with **Portico** to preserve

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Adventures in Librarianship — Glossary of Terms

by **Ned Kraft** (Ralph J. Bunche Library, U.S. Department of State) <kraftno@state.gov>

From a recent reader survey, the *ATG* Editorial Board learned that many are confused by some of the terms the journal uses. Some accused the writers of being “high-fallutin’,” “snooty,” and (worst of all) “academic.”

While the Editor demands that we wield the language with precision, our accountant reminds us of our obligation to you, generous readers, even those of you with inferior educations.

To remedy, we have compiled a short glossary of terms commonly used in our business but perhaps unfamiliar to those who are not really paying attention, and do not generally read *ATG* beyond the light, satirical stuff. We hope the following will quiet the unwashed.

Absorbitant: When a publisher, while buying up other publishers, holds more than seven separate imprints, that publisher is said to be “Absorbitant.” From the Latin sorbo: to inhale to such an extent that on-lookers believe you might explode.

Ramsining: When a book-jobber's representative drops by unannounced. From the Sanskrit amsin: a common metallic ore often mistaken for silver, or at the very least nickel.

Kilarchinum: A pile of shredded publisher's promotional leaflets. “That's not confetti; that's kilarchinum!”

Overplenical: When, because a library has bought several aggregated databases, a common magazine has many pathways for electronic access. “Time magazine is extremely overplenical; so rather than explain the mess, let's just tell customers we don't have it.” From the English over, meaning “over.”

Contrapantalgration: The process of removing inactive vendors from one's database. From the Greek pantoon, meaning to flush something out to sea or chase small children away by waving a stick.

Protrivexal: The feeling that a special librarian gets when asked why her highly

professional collection includes online access to **NASCAR Today** and the like. “One of the Scientists chewed me out today about Modern Basketry. I got all protrivexal and had to sit down.”

Disengoogleiation: 1) The iterative process of explaining to students that not all information is available freely on the Internet. 2) Any act of instruction where incredulous students snicker at the supposed ignorance of their teacher. From the Old English goog: an elderly person covered in a sticky substance.

Bibliopharmism: The change seen in any middle-management or administrative librarian who begins a regimen of antidepressants. From the Latin pharm: a place where animals live happily before being sent to slaughter. 🐷

Rumors

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their thirty-one journal titles. The AAA is the world's largest professional organization of scholars and students with eleven thousand members. Their suite of journals includes *American Anthropologist* the oldest and most widely circulated title from the Association. **Portico's** partnership with the **American Anthropological Association** ensures these valuable journals will be preserved for future students, researchers, and scholars in the field of anthropology. In addition to supplying their journal title list in **Portico**, the AAA has agreed to make an annual financial contribution to **Portico** and has designated the **Portico** archive as the official delivery platform for post-cancellation access claims. The AAA's journals are published by the **University of California Press**, one of the oldest scholarly publishers in the United States. The AAA joins the **American Mathematical Association**, **Oxford University Press**, **Elsevier**, **John Wiley & Sons**, **Berkeley Electronic Press**, **Symposium Journals**, and **UK Serials Group** as publisher participants in the **Portico** archive. The mission of **Portico** is to preserve scholarly literature published in electronic form and to ensure that these materials remain accessible to future scholars, researchers, and students. participation@portico.org

And speaking of **Portico**, look for our interview with **Eileen Fenton**, the executive director of **Portico**, this issue, p.54. As well as **Greg Tananbaum's** column, this issue, p.84.

And speaking of archiving ematerials,

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Rumors

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we also have an interview with the awesome **Vicky Reich** in this issue, p.50, and **Greg** also interviewed her for his column, this issue, p.84. **ATG**, keeping you up to date!

ProQuest Information and Learning has announced the appointment of **Vince Price** as **vice president of content operations** for the **Higher Education and Library business segments**. Price will report to **David "Skip" Prichard**, president of **ProQuest Information and Learning**. Price joined **ProQuest** in June 1996 as product manager for **ABI/INFORM**. In late 1997 he was promoted to director of marketing and then to vice president of marketing in early 2000. Price then moved to content operations in early 2004 to lead editorial and electronic content manufacturing. He earned an **MBA** from the **University of Michigan** and a **Bachelor of Science** degree in **Aeronautical Engineering** from **Purdue University**. He and his family live in the Ann Arbor area. www.il.proquest.com/

Publishers Communication Group (PCG), the **American Society for Microbiology (ASM)**, and the **Commonwealth Scientific and Industrial Research Organisation (CSIRO)** have just announced an initiative which will see the publishing arms of these two organizations sharing two newly-enlisted sales representatives, to be recruited and managed by **PCG**, and based in **PCG's** Cambridge, MA and Oxford, UK offices. The new sales team will be responsible for the sales and marketing cycle of print and online journals packages published by both groups, including sales representation at conferences and within targeted academic, corporate and government libraries and consortia in North America and Western Europe. Given the complementary subject matter of **CSIRO PUBLISHING's** scientific research publications and **ASM's** microbiology journals, **PCG** will engage staff with subject-related knowledge, which will enable them to sell both organizations' journals more effectively. **Douglas Wright** <dwright@pcgplus.com> is General Manager of **PCG**. **PCG** is now actively recruiting sales professionals in North America and Europe to expedite the successful delivery of new business to **ASM** and **CSIRO**, to ensure maintenance of existing sales, and to provide high-quality client service on behalf of its publisher partners. <bhyde@asmusa.org> <jennifer.griggs@csiro.au>

Our apologies to **Jerry Kline**. In the last issue of **ATG**, we spelled his name incorrectly (p.58). Jerry is **Chairman and CEO** of **Innovative Interfaces** (plus our **key-note speaker** at the **2005 Charleston Conference**). Sorry for the bad proofreading. Oops! Mea culpa.

From **OCLC Abstracts**, March 27, 2006 (v.9, issue 12) — A new study by the **Pew Internet and American Life Project** finds that some 50 million Americans turn to the Internet for news on a typical day, a new high-water mark for online news-gathering that coincides with rapid growth of broadband adoption in American homes. Over the last four years, overall Internet penetration rose from 58 percent of all adult Americans to 70 percent, and home broadband penetration grew from 20 million people (or 10 percent of adult Americans) to 74 million people (37 percent of adult Americans). Study findings: Americans with high-speed Internet connections at home are more likely than dial-up Internet users to get news online on a typical day. Online news takes center stage as a news source for 40 percent of broadband users — those who are most heavily engaged with the Internet. Approximately 25 percent of the growth of daily online news consumption since 2002 is attributable to the increase in home broadband adoption. Age is the key factor in explaining how daily news consumption patterns differ for home high-speed users. Traditional media organizations dominate online news sources. Foreign and nontraditional news sites play more of a niche role. Online news consumers are willing to register for news, but are not willing to pay.

PDF of the report at: www.pewinternet.org/pdfs/PIP_News.and.Broadband.pdf.

Judith Hopkins is the recipient of **2006 Margaret Mann Citation** — A retired research and analysis officer for central technical services at **SUNY Buffalo**, **Hopkins** is being recognized for outstanding professional achievement in cataloging and classification, including her role as list owner of **AUTOCAT** the library cataloging and authorities discussion group and her early involvement as **OCLC's** first **Bibliographic Editor**, where she explained to computer programmers what displays and indexing were needed to move bibliographic information into the computer age. The **Mann Citation** is an award of the **Cataloging and Classification Section** of the **Association of Library Collections and Technical Services** and includes a \$2,000 scholarship donated by **OCLC** in the recipients honor to the library school of the winners choice. www.ala.org/Template.cfm?Section=News&template=/ContentManagement/ContentDisplay.cfm&ContentID=119826

Are eBooks finally taking off? **Coutts** and the **University of Toronto Libraries** have agreed to deliver over 11,300 electronic **Taylor & Francis** titles via the **MyiLibrary** platform. Beyond that, both parties have agreed to work together to enhance the collection with content from leading scholarly publishers and to integrate eBooks into the standard collection-management process. The **University of Toronto** has recognized the need to make content in all formats available to their students and has selected the **MyiLibrary**

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Electronic Resources ...
from page 1

Provocatively, she asks, "Can you hold an electron in your hand?"

Mary Greci, the serials cataloger at the **University of Oregon**, provides a reality check. Processes have changed, some for the good and some less so. Staff who took great pride in their work resolving problems with printed serials now sometimes find that other staff members (acquisitions or systems staff, for example) take the lead in troubleshooting. **Mary** provides the important reminder that staff morale needs our attention as well.

And finally, **Adam Chesler**, the assistant director of sales and library relations for the **American Chemical Society**, describes the changing landscape from a scholarly society publisher's point of view. With so many value-added options (interactive tables and links to yet more data and tables), what exactly is an article, not to mention a journal, these days? **Adam's** perspective is so important for librarians to hear about: who knew publishers migrated systems, too?

All of these articles address the disruptive technologies that have changed the way everyone in our industry does business. We change, hit an obstacle, pick up the pieces, regroup, and do it again. While no one has quite figured out the ideal method, we've all done pretty well in finding the best way to shape the digital landscape to fulfill our service missions. What was true for the ancient Greeks is true for us as well: the only thing permanent is change. Just don't try to manage it!

against the grain people profile

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Mary Page

BORN & LIVED: New York City and New Jersey.

EARLY LIFE: The Bronx!!

EDUCATION: BA, Douglass College, **Rutgers University**; MLS, **Rutgers University**.

FIRST JOB: Girl Scout camp counselor; first "real world" job: waitressing (Physical labor with a smile. To this day I am an excellent tipper.)

PROFESSIONAL CAREER AND ACTIVITIES: Active in **NASIG** and **ALCTS**. Worked at **Princeton**, the **NJ State Library**, **NJIT**, and now, **Rutgers**.

IN MY SPARE TIME I LIKE TO: Follow men's and women's college basketball. People watch. Watch movies. Read newspapers and try to stay current on NJ politics (you cannot make this stuff up!!)

FAVORITE BOOKS: It changes over time. **Kazuo Ishiguro's** *Never Let Me Go* has stayed with me for several months now. I love **Philip Pullman's** *His Dark Materials* trilogy. Anything by **Anne Tyler** or **Octavia Butler**. I read every single **Nancy Drew** book as a girl and still love quoting them: ".... and she spun on a dime in her red roadster!"

PET PEEVES/WHAT MAKES ME MAD: Rigidity and closed minds.

PHILOSOPHY: There's room for everyone.

MOST MEANINGFUL CAREER ACHIEVEMENT: Being elected **NASIG** president. **NASIG** is an incredible organization for serials librarians, and it has been an absolute joy to work with the amazing men and women who serve as **NASIG** volunteers and members. I have learned so much this year.

GOAL I HOPE TO ACHIEVE FIVE YEARS FROM NOW: I want to keep an open mind on this one.

HOW/WHERE DO I SEE THE INDUSTRY IN FIVE YEARS: There will be lots more shape-shifting as players in the industry take on new roles: publishers creating archives, vendors offering content, librarians managing large files and virtual collections.

Rumors
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platform as the foundation for delivering eBooks. Integration of all content has been the objective of the University for some time and combining access to eBooks along with the locally-loaded journals allows the user to search all digital content through one interface. Many users do not know or care whether the information they want is found in a journal article, in an abstract and indexing database, in a section of a reference work or a chapter in a book. What they do know is that they want to find that information whenever they need it — 24 by 7, 365 days a year. To that end, **University of Toronto Libraries** has chosen **MylLibrary** to deliver eBook content. The eBooks will be integrated with over 70 abstract and index databases and over 7,300 journals to provide as comprehensive a search as possible for the users at the University. **Carole Moore**, Chief Librarian at the **University of Toronto Libraries**, be-

lieves that it is essential the University Libraries to be able to offer their users access to all content through one portal. The **MylLibrary** platform consists of a huge and diverse database of current content that provides a unique way to access collections of books: reports, journals, bulletins and other documents published by both Intergovernmental Organizations and major STM publishers. In total, some 40,000 current eBooks are available and this is expected to increase to over 80,000 titles over the coming months. This extensive collection of content has been integrated by **Coutts** into their selection-management system, **OASIS**, allowing **University of Toronto** the option to manage the acquisition of print and electronic collections through one interface, further enhancing the ability of the Librarians to create the most comprehensive offering of all types of information to their users. <warren.holder@utoronto.ca>

From **Edupage**, March 27, 2006 — A law professor at the **University of Memphis**, has

banned laptops from her classes for first-year law students. **Professor Entman** says that they must take notes with pen and paper. "The computers interfere with making eye contact," said **Entman**. "You've got this picket fence between you and the students." She said she wants her students to spend less time taking down everything she says and spend time "thinking and analyzing" instead. As you might expect, students responded by circulating a petition to have the decision overturned and by submitting a complaint to the **American Bar Association**, which has since dismissed the complaint. **James Smoot**, dean of the law school, said that **Entman's** decision will stand but that the school will review technology policies. For more info see — **USA Today**, 21 March 2006
www.usatoday.com/tech/news/2006-03-21-professor-laptop-ban_x.htm

Emerald Group Publishing has announced the publication of a special issue of **Reference Services Review (RSR)**, dedicated

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Serials Cataloging ... from page 36

journals and serials staff who are involved with high priority departmental work on digital collections, we have accepted that we will now routinely leave print serials priority material for months before dealing with it.

Effect on Staff

E-journal processing is quick and easy when there are no problems and adequate records are already available. Combine this with the large volume of titles in many packages and there can be a negative effect on accuracy and staff morale. Mistakes happen and problems go unnoticed when staff go on autopilot. This is a predictable, and understandable result of performing the same few tasks over and over again for hundreds (or, in the case of last year's project, thousands) of titles. The repetition of basic record editing and creation also has an influence on the level of satisfaction staff members get from their work.

My staff have voiced the opinion that anyone could now do their jobs. In reality, this is not true. Much of what we see with e-journals is *not* straightforward, however, and it takes someone with special knowledge of serials and online publications to not only recognize a problem but also know what to do about it. Similarly, only a specialist can tell when what looks like a problem really *is not* a problem but just requires minor tweaking of records. Morale can become an issue when staff do not realize they are drawing on specialized knowledge developed through many years of experience. The large number of titles and repetition of steps overshadows the fact that they are using analytical and problem-solving skills gained from years of working with serials. They forget how long it took them to hone these skills to their current levels and may also forget that serials knowledge is not second nature to everyone.

Staff satisfaction can also be affected when

they find they are referring more problems to others than they are able to resolve for themselves. My staff likes fixing problems within the team and the resolution of one difficult bibliographic problem provides more of a feeling of accomplishment than identification and reporting of dozens of e-journal problems. It is not uncommon for e-journal problems to be referred back to CDA for resolution, however — something that is unusual with print materials.

My staff is happier when we do not have a large e-journal project going on. They can concentrate on work with more variety and different types of problems to solve. Our continued focus on this other work at times when we do not have a large number of e-journals to process is important to the job satisfaction of serials cataloging staff.

It is important for staff morale and the smooth integration of new formats to the work of the unit that the elements of workflow that remain the same be acknowledged and the continued importance of past practices be recognized. Once again, to take the **University of Oregon Libraries** as an example, the positive relationships developed between CDA and MDLS staff continue to be a vital element in the success of a workflow that overlaps both departments. Our e-journal processes mean that staff in both departments work with each other in different ways than before, but the solid relationships that have already been formed remain important.

At this point you are probably wondering why we have not automated this "simple" e-journal process. There are several reasons for this, including a long-term lack of money and overwork of the people who might be able to come up with an efficient in-house system. The end is in sight, however, as **ERM** enters the picture.

The Effect of an ERM

Serials catalogers at my institution are eager to see full implementation of our **ERM**. We can tell by our growing backlogs that

material continues to arrive in tangible format. Departmental projects (usually related to digital collections) continue to increase and become more important. At the same time, progress on serials cataloging and retrospective conversion projects has decreased substantially. All of this combines to mean there will not be any lack of work when we no longer process e-journals manually.

It is hoped that the **ERM** will get us out from under the continuing e-journal cataloging beast. It will enable us to provide access to hundreds, even thousands, of online journals in the catalog with one upload command. Holdings can be updated and titles withdrawn just as easily. This means we will begin providing catalog access to thousands of titles available within dozens of databases, something we have not done in the past. In other words, we will be better meeting patron expectations as they are able to access many more titles electronically through the **WebOPAC**.

The purpose of implementing the uploading of **ERM** data into the catalog is so we can quickly provide access to more titles without having to touch every record manually. This does not mean, however, that serials cataloging staff will no longer work with online journals. What it does mean is a change in the type and level of work. Instead of spending a lot of time performing the same tasks over and over again, staff will be engaged in problem solving and clean up of the database after each load. System reports will help us identify many types of errors, some of which will be corrected using automated processes. Many more will need to be fixed manually, on a title-by-title basis. It is assumed this work will take less time than adding each title individually to the catalog but we will not know for sure until we are closer to full implementation. Regardless, serials cataloging staff will be able to focus more on bibliographic issues and bibliographic problem solving. This is the work they enjoy and get the most satisfaction out of doing well.

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and the new finding by the **ALPSP** that librarians are much more likely to cancel journals because of high prices than because of **OA** archiving.

www.earlham.edu/~peters/fos/newsletter/04-02-06.htm

www.earlham.edu/~peters/fos/newsletter/archive.htm

From **Edupage**, March 31, 2006 — **The U.S. Justice Department** is seeking Internet usage data from at least 35 companies in its efforts to defend the 1996 **Child Online Protection Act (COPA)** against court challenges. One of the subpoenas sparked a legal show-

down between the government and **Google**, which challenged the request for millions of records of Internet searches. In that case, the government significantly scaled back its request, which the judge ruled was allowable. Other companies that received similar subpoenas are **Comcast**, **EarthLink**, **AT&T**, **Cox Communications**, **Verizon Communications**, **Symantec**, and other makers of computer security products. The **Supreme Court** has ruled twice that **COPA** is likely unconstitutional.

news.yahoo.com/s/ap/20060331/ap_on_hi_te/internet_blocking

More from **Edupage** — I tell you, if it's not one thing, it's **HTML deprivation**. A study conducted by the **University of**

Southampton indicates that a majority of government Websites in the United Kingdom suffer from **HTML errors** and are designed in ways that restrict access to users with disabilities. According to the study, 60 percent of government sites contain errors, and 61 percent do not meet accessibility standards set by the **World Wide Web Consortium**. **BBC**, 30 March 2006.

news.bbc.co.uk/2/hi/technology/4853000.stm
www.educase.edu/Edupage/639
www.educase.edu/resources

Well, we got a surprising number of poems, short stories, etc., for the **ATG fiction contest** and we apologize for the delay in announcing the winner. Ta da! The winner is

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From the Reference Desk
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index has created a five-volume set that might have been a three-volume set at a reduced price.

Given the number of interrelated disciplines included, the *Encyclopedia of Anthropology* is necessarily a sweeping survey, but it is comprehensive and effective, offering essential and valuable information. While academic and scholarly, this set will appeal to a wider audience including interested students and informed lay readers. Both academic libraries supporting anthropology courses and public libraries needing a reference treating this diverse field should give it strong consideration. Those wanting more specific treatments might also consider **Garland's** second edition of the *Encyclopedia of Human Evolution and Prehistory* (1999, 0815316968, \$225) and **Routledge's** paperback edition of the *Encyclopedia of Social and Cultural Anthropology* (2002, 0415285585, \$36.95).

Illegal immigration into the United States is forefront in the news. But as a recent title from **ABC-CLIO** points out, there is a historic and an international perspective to this crucial issue. *Immigration and Asylum: from 1900 to the Present* (2005, 1576077969, \$285) is a three-volume set that traces the "flow of immigrants, displaced persons and asylum-seekers" through the 20th century. With two world wars, countless smaller conflicts, overt genocide and ethnic cleansing, not to mention natural disasters, economic disparities and political instability, hundreds of millions have moved, or have been forced to move worldwide.

According to Editors **Matthew J. Gibney** and **Randall Hansen** the articles in this encyclopedia revolve around four themes: the distinction between asylum and migration, the major émigré groups, expulsion and other historic reasons for migration, and the politics of migration. The first two volumes consist of almost 200 entries written by approximately 130 contributors. Individual articles discuss diverse topics like Civil War and Migration, Environmental Refugees, Humanitarian Intervention, Mexican Immigration, Middle East Guestworkers, Open Borders, Repatriation, Trafficking, and Vietnamese Boat People. The articles are clearly written including historic perspective, as well as up-to-date facts. Each entry has a useful list of references, including books, journal articles and some Websites. "See also" reference link related articles. Volume three consists of primary documents related to immigration and asylum. UN resolutions, international and regional agreements, national legislations and other historic documents are included for a total of nearly 90 distinct documents.

Immigration and Asylum: from 1900 to the Present offers readers thoughtful and balanced coverage of an important and timely topic. It is another one of those subject spe-

cific encyclopedias that, depending on need, would be equally at home in a circulating collection. Scholarly but accessible to the lay readers, this set will find an audience in both academic and public libraries.

The *Encyclopedia of the Developing World* (2006, 1579583881, \$565) will be a welcome addition to many academic reference collections. Published by **Routledge**, this three-volume set has 762 articles ranging in length from 500 to 5,000 words that discuss the developing world since 1945. Edited by **Thomas M. Leonard**, the articles have been written by 251 contributors from various fields and countries, giving the set both an interdisciplinary, and international, flavor.

As currently defined, the countries of the developing world are not only those that are economically underprivileged. The definition has expanded to include those where there is a lack of political participation, basic education and health services, environmental protection and civil and human rights. Except for the largest industrial nations of the G-7 and countries like Singapore, South Korea, Taiwan, Australia and New Zealand, the rest of the world qualifies as developing. And all of those nations, as well as a number of regions are individually discussed in this work. Entries cover countries ranging from Angola to Zimbabwe and from Bulgaria to Yemen while other essays offer regional discussions of the Caribbean, East Asia, North Africa and the Southern Cone of Latin America among others. There are also articles that focus on organizations and agencies impacting the developing world from the **CIA** to **Amnesty International** and from **HAMAS** to the **World Bank**. Rounding out the set are numerous biographical sketches and topical entries that cover people as different as **Mohandas Gandhi** and **Slobodan Milosevic**, and subjects as diverse as the **Aswan High Dam** and **Liberation Theology**. In short, the *Encyclopedia* is comprehensive in its coverage, but at the same time, stays focused on the topic at hand. Of course, it also has useful features like bibliographies, cross referencing and a thorough index, as well as an alphabetical and a topical listing of entries. (This encyclopedia is another example where the index is repeated in each volume with the accompanying pluses and minuses noted above.)

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Jill Coupe <jill.coupe@worldnet.att.net> who is a librarian. **Jill** was college roommates with **Anne Robichaux** <AWKR772@charleston.net>, of all people! Who would have ever guessed! What a small world. Anyway, Jill's story, "Old Friends, New Eyes," will be published in the June issue. Watch for it.

And, not to worry, we are continuing the

Encyclopedia of the Developing World provides a scholarly look at a serious and important topic. It is more than a mere discussion of the countries and regions making up the developing world. Besides providing factual and historical profiles of these nations and regions, the biographical and topical articles in this work add useful and necessary context that help readers view the broader picture. Undergraduates and faculty will find it an effective source of background information, as well as solid facts. Academic libraries should give it serious consideration. Larger public libraries may also be interested if there is demand among their patrons for this type information.

For those libraries less interested in a full blown encyclopedia but needing a source for up-to-date facts and country profiles, **Grey House's Nations of the World: A Political, Economic & Business Handbook** (2006, 1-59237-079-9, \$155) should be a worthwhile choice. Now in its 6th edition, *Nations of the World* has updated each of the 230 country profiles reflecting changes from "77 political elections resulting in 31 new heads of state, 64 new heads of government and 18 changes of ruling parties." Each profile has three parts. The first is a country overview containing current political and economic events from the last five years, as well as sidebars including key facts and indicators. The second is a profile including historical development along with a look at the political structure, education, welfare, main cities, languages spoken, media, economy and trade, agriculture, tourism, manufacturing, banking, climate, and geography. And for travelers there is information on entry requirements, health precautions, hotels, public holidays, telecommunications, transportation security and other relevant issues. The third part of each entry is the business directory that provides useful addresses, telephone numbers and email information, as well as Internet sites relevant to those wanting to establish business connections.

Nations of the World will appeal to those libraries that do not want to make the investment in a source like **Routledge's Europa Year Book** (2005, 1857433068, \$1025) while at the same time wanting more than the **CIA's World Fact Book** (2005, 1574889427, \$34).

Fiction Contest. Please send in your submission! That means YOU! The deadline is **October 15, 2006**. We want short fiction (2500 words max) which involves publishers, vendors, and/or librarians. Get busy!!! For more information, please see this issue, p.72 or visit the **ATG Website**. www.against-the-grain.com

Speaking of busy! Was talking to **Colin Steele** <Colin.Steele@anu.edu.au> the other day. He sent this beautiful book about Aus-

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Rumors from page 58

tralia called, *The Birth of A Nation: Australia's Historic Heritage From Discovery to Nationhood*, by **Robin Smith** (Viking O'Neil Penguin, 1978). This magnificent book of Australia's architectural history has beautiful color photography, very readable text, a nice mix of buildings, terrain and artifacts. Anyway, **Colin** has agreed to begin writing a column for *Against the Grain* beginning in the fall. In the meantime, he's finishing a major government report, writing an article for *Learned Publishing*, and traveling the Globe looking for trends. Whew!

Missed this last time. Sent by our longtime friend and **Charleston Conference** regular, the rip-roaring publisher, **Steve Dane** <sdane@brillusa.com> — On January 1st 2006 **Brill Academic Publishers** completed the acquisition of **IDC Publishers**. **IDC Publishers**, also based in Leiden The Netherlands, is one of the world's leading academic publishers in publishing rare archival materials and other primary and secondary sources on microform and online. In the past fifty years, **IDC** has amassed a library of over 70,000 collections, comprising more than 800,000 volumes in the areas of Religion, History, Art History, Middle Eastern Studies, Asian Studies, Jewish Studies, International Law, Slavic & Eurasian Studies, and Biology **IDC Publishers** will continue to operate independently as an imprint of **Brill**, minimizing the disruption of customers and trading partners. www.idc.nl

Was talking to **Richard Werking** <rwerking@usna.edu> the other day. He was just back from China which was a great trip. He was asking for the PDF of the **Claire Dygert** article in v.17#6, December 2005-January 2006 issue of *ATG*. He was going to email the article to the Maryland directors. **Richard** was talking about perhaps "Revisiting Abel and Newlin 25 Years Later." Hmmm ... What do you think?

And, last but not least, we are planning the **2006 Charleston Conference**. The Website should be updated with the latest information by the time you read this. The theme of the

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Four ways TO ENHANCE your collection.

Get your free sample copies of these four highly-regarded journals: *Endocrine Reviews*, *Endocrinology*, *Molecular Endocrinology* and *The Journal of Clinical Endocrinology & Metabolism*. The Institute for Scientific Information rates these four journals among the most important in the field of endocrinology. And they are ranked in the top 5% of 5,968 journals in citations. These journals are more relevant than ever:

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Email your request to: societyservices@endo-society.org to order your sample copies.

From the University Presses — Copyright R&R

by **Peter Givler** (Executive Director, Association of American University Presses, 71 W. 23rd Street, Room 901, New York, NY 10010; Phone: 212-989-1010; Fax: 212-989-0275) <pgivler@aaupnet.org> [www.aaupnet.org](http://aaupnet.org)
<http://aaupnet.org/booksforunderstanding.html>

Librarians and publishers often argue about copyright, and the heat of those arguments sometimes makes it appear that there's no common ground in their view of this important law. Is that really true? Are librarians and publishers doomed to be perpetu-

ally at odds with each other about the meaning and significance of copyright?

On the evidence of a recent publication, "Campus Copyright Rights and Responsibilities: A Basic Guide to Policy Considerations," there's actually a great deal about copyright

that publishers and librarians can agree on, and the areas of disagreement, while real, are remarkably few. The 32-page pamphlet was developed jointly by the **Association of American Universities**, the **Association of Research**

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2006 Conference is **Unintended Consequences** (thanks to **Bob Molyneux** <drdata@molyneux.com>). Visit our Website and see what's happening so far, www.katina.info/conference. And see this issue, p.8.

And speaking of **Dr. Data** above, guess who came to visit the other day? An ex-student and protege of **Dr. Data** himself, **Michael Cook** <mnc2@cornell.edu>. Besides singing the **Dr's** praises, **Michael** was looking over the **College of Charleston Library's Computing Facility** for ideas. **Michael** was vacationing on Folly Beach with his wife and two little girls. The weather was beautiful if a little cold for a swim. Anyway, it's been a few years since **Michael** left collection development for Coordinator, Public Computing at **Cornell**, but he is getting ready to turn in a proposal for the **2006 Charleston Conference**. You can do the same! Send in your ideas to <beth_bernhardt@uncg.edu> or <kstrauch@comcast.net>.

Come on down! And, in the meantime, happy spring. 🌱

IT'S TRUE!!!!

ATG FICTION CONTEST— \$250 prize *How many of you are working on the Great American Novel, Short Stories, Poetry?*

Here's your chance to get into print and reach thousands of readers starved for fiction that tells the story of libraries and librarians, publishing and bookselling, but we're open to any original works—your imagination is the limit.

A fiction page will become a regular feature of **ATG** after this contest, so sharpen your pencils and tell us your story.

Submission lengths, generally, should be 1,000 to 2,500 words. Deadline for entries is October 15, 2006.

ATG LAUNCHING NEW FICTION PAGE

Drinking From the Firehose from page 71

at least for having vastly improved their e-journal management and/or access. Since the "Worst Serial Title Change of the Year" Committee has been disbanded, perhaps instead we should be giving prizes (both complimen-

Something To Think About? — Where Are the Shelves?

Column Editor: **Mary E. (Tinker) Massey** (Serials Librarian, Embry-Riddle Aeronautical University, Jack R. Hunt Library)
<Mary.Massey@erau.edu>

Shelf, Shelves, Shelving, Shelver, Shelves! Anyway you look at it means a home to so many periodicals. As I prowled the journal stacks yesterday, I suddenly noticed how few shelves we have available for shifting. That means the big "W" word will have to be brought to realization. You got it, "weeding!" So many times we are forced to do weeding by virtue of the no shelf syndrome. Our library does not, as a rule, actually bind our periodicals in the general stacks. They are housed in pamphlet boxes that sometimes take up more space than we would like. For instance, there are some title changes or ceases that have very few issues housed in their boxes, perhaps one to five, so that space is occupied or lost, whatever your philosophical persuasion. Sometimes we have actually procured microfilm to cover that period and gotten rid of the issues themselves. It appears that we are having a giant influx of new titles in the **ACS**, **ASME** and **IEEE** sections. There is nowhere to go but the weeding process now. I have tried to envision more shelving, a dream, because there is no more floor space. Sometimes I get greedy and try to encourage administrators to usurp the student study space, but alas, they are dedicated to the teaching aspect of the institution. The shelves have already maximized the unit space as much as possible, because the boxes are as small/short as we can make them.

I shudder at this summer's weeding project, but a modernistic display of "floating" shelves is just not possible, even though we have a "soaring" plane in that position near the journals. We will try to replace as many older issues with microfilm, since we have some bright new cabinets for that purpose. Then, we will evaluate the circulation records of the other titles, and perhaps delete some titles that are not being used anymore. That

will probably be very few. We will also evaluate the online access to full text for these titles. Not just full text, but those that also include diagrams, tables, charts and photographs. That will be a necessary pain, because there are some online sources that only give you the actual text (words). Do we have perpetual access to the full text? Do we have these articles available 24/7? Since our campus consists of three arenas which cover the entire world, it is impossible to accept one time zone of 8-5 access as a replacement for the real print issues. Having a very lively ILL section that supplies over a 140 small corners of learning around the world, we have to keep pace and places open for all the information.

Do I dare think about Plexiglas shelving? Pull out shelving, so we stack double? Chipping away at the concrete block to insert shelves? No, I think we have to actually remove some of the old to make way for the new. Perhaps we can remove some of the old browsing journals and make new rules to keep only the latest ten years or so. That would make a lot of room fast. Perhaps we can begin to build shelving on the moon. Mars is too far for adequate retrieval, but we could do some fairly good turn around time for the moon, if **NASA** will help. They are just down the road, and I'm sure they wouldn't mind a little payload difference. Hmm, that would be something to think about?

Keep posted as we move closer to the summer. We might have some new alternatives for you. In the meantime, perhaps you would like to send me suggestions for the weeding? Did I mention I was a packrat? That does hamper my lifestyle. Decisions? Always decisions! We'll talk about the journals next time and how they fit the library's personality. Deciding the titles you will keep and why. 🌱

tary and booby) to publishers for their either fabulously easy to navigate or impossible to work with e-journal systems. Hmmm, maybe this should be my next column!

I supposed I should also invite a publisher representative to guest write a column here on top ten complaints about librarians. I suspect we drive them crazy with all our quirky

demands, bizarre consortia arrangements, slow payment systems, etc. Yes, I am sure they could tell some tales on us librarians too. 🌱

Thanks to **John Abbott** and **Beth Bernhardt** for their feedback on the creation of this column. — **EC**