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

Mary Page

Rutgers University Libraries, mepage@rci.rutgers.edu

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Against the Grain

"Linking Publishers, Vendors and Librarians"

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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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

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>

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.

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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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