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## People Profile: Abigail Bordeaux

Editor

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menu of choices about 45% of the time. That means that over half of the time our patrons need to either check our catalog for print holdings (which should be suggested by the menu) or submit an interlibrary loan request (also suggested by the menu if no match is found in the catalog). Yet anecdotal evidence from reference librarians suggests that patrons expect full text online at a rate much higher than 45% and that if full text is not on the menu, they are likely to seek out a different source rather than take extra steps to obtain the article in print.

Online content has also increased expectations for interlibrary loan turnaround time. Our average delivery time for journal articles is about seven days — faster than it used to be, to be sure, but some patrons think it is worth \$25 not to wait a full week or more. Conversely, ILL requests continue to increase along with the increase in availability of full text, perhaps due to the growth of journal indexes and other reference tools online.

### Conclusion

There are many developments that combine with the presence of full text online to impact our patrons' library experience: commercial search engine design, user interface design principles, and an increased pace of life are just a few things that affect patrons' expectations and assessment of libraries. I haven't even touched on the growth of the library Website, which has been driven by the availability of full text and with which librarian-developers continue to grapple. Our navigation and delivery systems haven't kept up with the content. Patrons don't want to go back to print, but they do want a simplified workflow for getting what they need. Once, in the print era, figuring out which articles they needed was the hard part, requiring mastery of complex print indexes and search as-

against the grain

## people profile

Abigail Bordeaux

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**BORN & LIVED:** Born and raised in Cleveland Heights, OH. Lived in Bryn Mawr, PA for seven years before moving to Binghamton, NY in 1999.

**EARLY LIFE:** I'm an only child — and an only grandchild on one side of the family, so I was a little spoiled growing up! I was an avid reader and have lots of memories of borrowing books from the public library. In the summertime, we always stopped to get malts on the way home.

**EDUCATION:** BA in Russian from **Bryn Mawr College**, MS in Library and Information Science from **Drexel University**.

**FIRST JOB:** I worked as a summer day camp counselor at **Laurel School**, first with preschoolers and then with third-grade girls.

**PROFESSIONAL CAREER AND ACTIVITIES:** My first library job was in Acquisitions while I was an undergraduate at **Bryn Mawr**. While in library school I worked in Special Collections digitizing vintage photographs and doing rare book cataloging. My first professional job was as a cataloger.

**IN MY SPARE TIME I LIKE TO:** Read, listen to music, travel, sing, practice the kaval (Bulgarian flute).

**FAVORITE BOOKS:** Hard to pick... something by **Dostoevsky** would be on the list. Of the books I've read recently, *The Kite Runner* by **Khaled Hosseini** stands out. On the lighter side, I really enjoyed **Laurie King's** *Mary Russell Mysteries*.

**MOST MEANINGFUL CAREER ACHIEVEMENT:** Managing the implementation of our metasearch tool.

**GOAL I HOPE TO ACHIEVE FIVE YEARS FROM NOW:** I'd like to get up the nerve to try hang-gliding.

**HOW/WHERE DO I SEE THE INDUSTRY IN FIVE YEARS:** Who knows?! What I hope to see: intuitive, seamless user interfaces; much more integration of library content and services with our patrons' physical and virtual environments; substantial progress in the area of digital preservation. 🐼

sistance from professional librarians; now patrons can easily find citations that satisfy their needs, but the path from citation to article is sometimes, for the moment, a circuitous and rocky one. 🐼

### Endnotes

1. **Rick Anderson**, "Tell Me One More Time: Why Is It We're Going Electronic?," *Against the Grain* 17, no. 6 (December 2005 - January 2006): 34-36.

### Rumors from page 18

to the memory of long-standing editor **Ilene F. Rockman**, who died from non-smokers lung cancer on November 26, 2005. The first issue of 2006 (Vol. 34, No. 1) contains tributes to **Rockman**, along with the editorial she was composing during the final days of her life. As editor of *RSR* for over 20 years, **Rockman** was a tireless advocate for the library and information science profession and deeply respected by friends and colleagues. Additional tributes by *Emerald* will include: electronic distribution of the commemorative issue (Vol. 34 no. 1) during the month of April 2006. To access this issue go to [a/www.emeraldinsight.com/1009-7324](http://www.emeraldinsight.com/1009-7324) User Name:

Reference Password: Emerald. Hard copies will also be distributed at the **2006 ALA Annual Conference** in New Orleans, Louisiana. Several other awards and tributes have been announced. **Ilene** handed the editorship of *RSR* into the safe hands of **Eleanor Mitchell**, Director of Library Services, **Dickinson College**, and **Sarah Watstein**, Associate University Librarian for Research & Instructional Services, Charles E. Young Research Library, **UCLA**.  
[www.emeraldinsight.com](http://www.emeraldinsight.com)

From *The Chronicle of Higher Education*, April 3, 2006 — "Ohio U. Says 37 Former Graduate Students Committed Plagiarism and Could Face a Range of Penalties," by **Thomas Bartlett** <thomas.bartlett@chronicle.com>. Apparently an investigation

at **Ohio University** spurred by a former graduate student, has established that 37 former engineering graduates plagiarized portions of their theses or dissertations. The penalty is "undecided."  
[chronicle.com/help/copyright.htm](http://chronicle.com/help/copyright.htm)

**Peter Suber** just mailed the April issue of the **SPARC Open Access Newsletter**. This issue takes a close look at the new open access policy at Germany's **DFG (Deutsche Forschungsgemeinschaft or German Research Foundation)**. The Top Stories section takes a brief look at the problem of **OA** to avian flu data, the campaign for **OA** to geodata in the UK, two **OA** presses from US universities, financial incentives at the **University of Minho** to fill its **OA** repository,

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