If Rumors Were Horses

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Look How Far We’ve Come: Changing Technical Services Workflows

by Kristen DeVoe (Electronic Resources Librarian, College of Charleston) <devoek@cofc.edu>

If one was to look through the back issues of *Against the Grain*, going all the way back to the beginning of the journal in 1989, he or she would get a pretty good idea of how technical services have changed over the years. As the years progressed, technology became a more and more pervasive theme in the journal as librarians wrote about how to incorporate these new resources and technologies into the workplace. For instance, an issue in 1993 has a column discussing the ins and outs of email, but the majority of the columns and articles addressed concerns dealing with printed materials. Electronic resources were mentioned of course, but were not at the forefront of discussion. As the years progressed electronic resources and emerging technologies made their way into the columns and articles of *Against the Grain* until they became the main focus with print out of the limelight. From looking through a stack of recent issues I have in my desk, I can see just how much electronic resources and technology have affected technical services. Recently there have been issues on eBooks, electronic resources pricing models, metadata, digitization projects, and more.

How has the increase in electronic resources and new technology in technical services affected the workflow of those departments? Surely technical services departments have had to quickly adapt their workflows as new things come along. In many ways, the library is a different animal than it once was and the old ways of managing technical services are not effective for the new formats, technology, and user demands. Jobs have changed, department functions are different, and the resources themselves have changed.

For this issue of *Against the Grain*, we have collected eight articles that discuss the complications, solutions, and new workflows for technical services that develop as a result of the increase in technological solutions and electronic resources that have occurred in recent years. Nathan Rupp and Liisa Mobley have contributed an article that thoroughly examines the use of technology in the e-resources workflow and provide examples of one workflow from Cornell University Libraries. Barbara Pope has written on the future of serials collections in the academic library and examines how electronic resources have changed the serials workflow. Melanie Feltner-Reichert and Marielle Veve crafted an excellent article on the process of integrating non-MARC metadata into a technical services department. Susan Mueller offers us a comparison of technical services workflows between two similar academic libraries. Her analysis of the similarities, differences, and outcomes is an example of how there are so many different ways to perform functions in technical services today. Martin L. Knott, Doreen R. Bradley, Deborah S. DeGeorge, and Jim Ottaviani have contributed an article on their experience with examining feedback from users of the Library’s OPAC on the extent of the bibliographic and classification information provided in the catalog and assessing their current workflows in light of the

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If Rumors Were Horses

Just learned that the awesomely energetic Barbara Schader <bshader@ucr.edu> has a new job. She is Assistant University Librarian for Collections and Scholarly Communications at University of California, Riverside. As we all know, Barbara was previously at Cal Poly San Luis Obispo. And before that she was Head of Collection Development at the UCLA Biomedical Library for ten years. She says she is very excited about her new position and the many fascinating opportunities. Congratulations, Barbara. We will look forward to seeing Barbara in Charleston in November.

Keri Paulson (President of EBL) <kari.paulson@ebooks.com> tells us that the new hire for EBL in the US is Sally TerBeck who will be joining EBL in mid-October. Sally is currently with Blackwell Book Services and managed the technical integration of EBL titles into Collection Manager and the rollout with the sales team. Sally will be based in Portland, OR. <www.eblib.com>

Heard from one of my favorite people Bob Miranda <cogcomm@aol.com>. Remember when he used to work for Robert Maxwell and Pergamon? Anyway, recently there was a party in New York celebrating Bob’s fifteen years with Cognizant Communications, the publishing company

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Every year about this time I question my sanity. So much is going on! But the weather always rejuvenates me. It’s almost cool outside and you may even need a sweater.

Well, this issue of ATG is another great one. The incredible Kristen DeVoe has put together a series of eight papers on changing workflows in technical services. And boy, are they all right on! You’ll also find that most workflows in technical services go best, but you may even need a sweater.

Tony Ferguson’s Back Talk is about Freedom to Read and President Mahmoud Ahmadinejad’s speech at Columbia University, and Mark Herring venets about eBooks in our Op Ed. This issue’s interview is with Laura Dawson, Consultant to the Book and Library Industries, and Founder of Bloggedapia. Bryan Carson’s “Legally Speaking” is about Virtual Copyright: The Applicability and Ownership of Copyright in Second Life, while Bruce Strauch asks, Can CANS Spam Can Spam?

Michelle Flinchbaugh is back as our column editor for “Biz of Acq” and she provided us with two great articles for this issue. Unfortunately, you’ll only find one of them in this issue of ATG since we ran out of space. We promise to run more “Biz” in our next issue, so stay tuned! And speaking of column editors, don’t miss Sandy Thatcher’s “Anachronisms or Innovators: Reflections on University Presses As Portrayed in the Ithaka Report” in his regular column. Another regular, Peter Shepherd, has more on COUNTER, and let’s not forget our hard-working review staff, Tom Gilson, and Debbie Vaughn, who also submitted copy that we were forced to save for our December-January issue.

Plus, there really is much more, even though we had to hold over several columns for the next ATG. Be sure and renew your subscription so you don’t miss anything! And watch for the new online ATG coming soon to your desktop!

Gotta run. My cell phone rings, and it’s time to rake the leaves outside.

Happy fall! Yr. Ed.

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Letters to the Editor

Send letters to <kstrauch@comcast.net>, phone 843-723-3536, or fax 843-805-7918, 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:

YOUR LETTER AND NAME COULD BE HERE!

Please send letters/emails to <KStrauch@comcast.net>.

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Against the Grain Deadlines

VOLUME 19 & 20 — 2007-2009

2007 Events          Issue         Ad Reservation       Camera-Ready
ALA Midwinter       Dec. 07/Jan. 08    11/21/07            12/05/07

2008 Events          Issue         Ad Reservation       Camera-Ready
Annual Report, PLA   February 2008  12/12/07            01/09/08
MLA, Book Expo       April 2008      02/20/08            03/05/08
SLA, ALA Annual      June 2008        04/16/08            04/30/08
Reference Publishing September 2008 07/16/08            07/30/08
Charleston Conference November 2008  09/03/08            09/17/08
ALA Midwinter        Dec. 08/Jan. 09  10/29/08            11/19/08

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Address: 291 Tower Drive, Saline, MI 48176.

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which he founded. Sounds like it was great fun!

Just back from the Fifth Readex Digital Institute in Chester, Vermont. It’s another world up there. No traffic lights, no one locks their doors, the flowers are beautiful and the leaves in autumn are spectacular.

Speaking of spectacular, the digitizing setup at Readex (it’s in an old funeral home) is impressive. The scanning is done with the Kirtas technology. And, guess what? Lotfi Belkhir the founder and CEO of Kirtas is speaking at the Charleston Conference on Thursday from 3-3:50. He will tell us all about it!

At the Readex Institute (above) there was a lot of talk about “sustainability.” Anyway, speaking of sustainability, the National Science Foundation (NSF) and the Andrew W. Mellon Foundation are funding a blue-ribbon task force to address the issue of economic sustainability for digital preservation and persistent access. The Task Force will be co-chaired by Fran Berman, director of the San Diego Supercomputer Center at University of California, San Diego and a pioneer in data cyberinfrastructure; and Brian Lavoie, an economist with strong interests in data preservation, and research scientist with OCLC Programs and Research, OCLC Online Computer Library Center, Inc. The Blue Ribbon Task Force on Sustainable Digital Preservation and Access will also include support by the Library of Congress, the National Archives and Records Administration, the Council on Library and Information Resources, and the Joint Information Systems Committee of the United Kingdom. Founded in 1985, the San Diego Supercomputer Center (SDSC) enables international science and engineering discoveries through advances in computational science and high performance computing. www.sdsc.edu/index.html.

www.oclc.org.

And, speaking of the SDSC (above), Robert McDonald from the SDSC will be speaking on Saturday morning from 9-9:45. Check it out. The entire program is loaded at www.katina.info/conference.

And speaking of the 2007 Charleston Conference – AAAARRRRGGGG! It is coming up! And there are so many, countless people who make it what it is! Beth Bernhardt <beth.bernhardt@uncg.edu> has single-handedly fixed the program (have you looked at it!). Regina Semko <semsko@cofc.edu> has done all the registrations herself and the local arrangements as well. Leah Hinds <leah.hinds@hotmail.com> has handled the Website, the Sponsorships, and the Juried Product Development Forums, and David Lyle <david@katina.info> our IT Director has cleaned up all of the messes that we have made with the computer files and Conference registration information. And, you know what? These people are just the tip of the iceberg. Poking a Conference is not as easy as you might think! You heard it here!

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Meanwhile, back at the ranch, the hard-working Pam Cenzer <pam.cenzer@gmail.com> and the even more hard-working Susan Campbell <scampbel@ycp.edu>, bless their hearts, are doing a great job of being Mentors to those new to the Charleston Conference! They have turned Mentoring into an art form.

Really! They are planning a First Timers’ Reception (sponsored by Counts Library Services) and all sorts of other activities. Gosh!

And speaking of Susan, can you believe that her grandson, Gabe, is ONE YEAR old! How the time flies! And being the adorable woman that she is, Susan has offered to knit a blanket and booties for my grandson! Not much time left so if you see her and she is not knitting, please remind her to get busy!

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2008 Charleston Conference — 28th Annual Issues in Book and Serial Acquisition
Call For Papers, Ideas, Conference Themes, Panels, Debates, Diatribes, Speakers, Poster Sessions, Preconferences, etc. ...

Wed., Nov. 5, 2008 Preconferences and Vendor Showcase — Thurs.-Sat., Nov. 6-8, 2008 Main Conference
Francis Marion Hotel & Embassy Suites Historic District, Charleston, SC

If you are interested in leading a discussion, acting as a moderator, coordinating a lively lunch, or would like to make sure we discuss a particular topic, please let us know. The Charleston Conference prides itself on creativity, innovation, flexibility, and informality. If there is something you are interested in doing, please try it out on us. We’ll probably love it...

The Conference Directors for the 2008 Charleston Conference include — Beth Bernhardt, Principal Director (UNC-Greensboro) <beth.bernhardt@uncg.edu>, Glenda Alvin <galvin@Tnstate.edu>, Chris Ferguson (Farman University) <cris.ferguson@furman.edu>, David Goodman <dgoodman@princeton.edu>, Chuck Hamaker <chahamake@email.uncc.edu>, Jack Montgomery (Western Kentucky University) <jack.montgomery@wku.edu>, Audrey Powers (UFS Tampa Library) <apowers@lib.usf.edu>, John Perry Smith (Total Information Inc.) <jps@totalinformation.com>, Anthony Watkinson (Consultant) <anthony.watkinson@btopenworld.com>, Katina Strauch (College of Charleston) <kstrau<ch.comcast.net> or www.katina.info/conference.

Send ideas by July 31, 2008, to any of the Conference Directors listed above.
Or to: Katina Strauch, MSC 98, The Citadel, Charleston, SC 29409
843-723-3536 (voice) 843-805-7918 (fax) 843-509-2848 (cell)
http://www.katina.info/conference

I Hear the Train A Comin’ from page 08

Looking forward, I am not at all certain that one can devise comprehensive, fool-proof benchmarks to track the health of the library-vendor relationship. Perhaps one way to look at the macro-level state of affairs (as opposed to a micro-level view provided by, say, a specific customer satisfaction survey or focus group) is to consider progress in those areas in which libraries and vendors have significant scope for agreement. Examples include Open Data, third world access to content, reference linking, and metadata standards. Topics such as these present tremendous opportunities for trust-building. Their successful contemplation will yield wins for all parties.

Another significant way to qualitatively track library-vendor relations is to observe the dialogue at events such as the Charleston Conference. Is there a spirit of collegiality, an esprit-de-corps that permeates the interaction among parties? In other words, when we scan across 2001 to 2007 to 2013, will we find Charleston attendees working collectively toward a common purpose of improving scholarly communication efficiencies? Or will we see vendors standing silently cross-armed as librarians throw daggers with their eyes? The general tenor of these interactions may in fact be a fairly accurate barometer of the library-vendor relationship.

And this is, as I see it, the value of the Charleston Conference. Among its myriad benefits, it offers an annual window into the state of the industry. How do librarians perceive their role? What technological and philosophical advances are impacting service delivery? How are the various scholarly communication actors working together or at cross purposes on important issues? The Charleston Conference helps provide a lay of the land — in 2001, today, and on into the future.
And one more about the Conference – Edna Laughrey <elaughrey@aol.com> and her husband Earl are coming again this year! Hooray!

Was talking to Bob Houbeck the other day about the controversy over the Cambridge University Press book *Alms for Jihad: Charity and Terrorism in the Islamic World* by J. Millard Burr and Robert O. Collins. Libraries were asked to remove the book from their shelves but most refused. Bob, former chair of the Michigan Library Association’s Intellectual Freedom Committee, has written an article in *FrontPageMagazine* about the controversy. www.frontpagemag.com/Articles/Printable.aspx?GUID=AB232ECB-25D9-4B8E-8FCA-3441CDB01B1F

And, linking two Rumors, did you know that Bob Houbeck once worked for Edna Laughrey at the University of Michigan Library? I tell you, it’s a small world!

Congratulations to the winner of the 2007 Rachel K. Schenk Scholarship: Nedelina Tehangalova, Reference and Instruction Librarian at the Engineering & Physical Sciences Library, University of Maryland (College Park).

What else, recently met the delightful Melissa Trevrett of Center for Research Libraries. Melissa is speaking at the Charleston Conference Friday at 2:20. And I am looking forward to meeting Bernie Reilly, also of the Center for Research Libraries. Have had many phone conversations but never a face-to-face encounter.

I am sure you all know about the peer-reviewed reviews of online resources for libraries that are published in *The Charleston Advisor* (www.charlestonco.com). Well, several things to add. *IngentaConnect* is now hosting the online edition back to volume 1/1. You’ll remember that TCA was first published in 1999. It has grown to become a leading consumer report and review tool for Web-based resources. And, look for the October issue of *TCA* and the TCA Scoreboard of electronic products that have been reviewed. They are both in your Charleston Conference packets.

www.charlestonco.com  
www.ingenta.com

Speaking of inserts in your Charleston Conference packets, the astute Richard Werking <rwerking@usna.edu> has called an intriguing short story published in the *Magazine of Fantasy and Science Fiction* in 1961 to our attention. The story, “Ms Fnd In A Libry,” (really, that’s the title) is by Hal Draper who received his MLS from the University of California, Berkeley in 1960 and worked there as a librarian during the 1960s. Richard says he first encountered the story in library school. The story is about archiving and preserving printed information and is incredibly prescient. Richard is speaking in Charleston on Friday from 4:15-5:00.

Surprise! Swets has acquired exclusive rights to ScholarlyStats from MPS Technologies (MPST). MPS Technologies will continue to operate ScholarlyStats for Swets and to develop the service, ensuring continuity for existing customers. MPST will serve as an outsourcing partner for Swets and will continue to gather and process the usage statistics. Customers will still access and utilize ScholarlyStats through the same portal, and the statistics will continue to be reported in the same format. ScholarlyStats is a Web-based portal that eases the burden of collecting, consolidating, and analyzing e-journal usage statistics from multiple sources. Supplied in COUNTER-compliant format, usage reports may be viewed and downloaded by libraries via a single interface. MPST launched ScholarlyStats in 2005 and the product won Library Product of the Year at the 2006 International Information Industry Awards. Ravi Singh is CEO of MPST and Aric Jongeman is CEO of Swets. www.scholarlystats.com www.swets.com

BSI British Standards has joined CrossRef as a new member. As a member, subject to the creation of an appropriate protocol, BSI will be able to register standards with CrossRef and implement interlinking with other scholarly and scientific publications. This will be achieved through use of the DOI (Digital Object Identifier) System for which CrossRef provides content registration services. CrossRef includes hundreds of publishers and societies, with 28.9 million content items registered to date. BSI British Standards has 27,000 current standards. CrossRef and BSI British Standards will join forces to establish a working group of interested parties, made up of both CrossRef members and outside organizations, to discuss best practice for assigning DOI names to standards. Says Ed Penczky, Executive Director of CrossRef: “The CrossRef system currently supports the registration of standards and the partnership between CrossRef and BSI seeks to improve this by strengthening versioning and dissemination of standards around the world. CrossRef and BSI British Standards aim to make standards more visible, provide a common way to cite standards, and enable linking between standards and the rest of the scholarly literature.” BSI British Standards is the UK’s national standards organization. BSI British Standards works with businesses, consumers and government to represent UK interests and to make sure that British, European, and international standards are useful, relevant, and authoritative.

www.bsigroup.com/britishstandards www.crossref.org

Nominations are being accepted for the 2008 Association for Library Collections & Technical Services (ALCTS) Ross Atkinson Lifetime Achievement Award. The award recognizes the contribution of a library leader who has demonstrated exceptional service to ALCTS and its areas of interest (acquisitions, cataloging and classification, collection management and development, preservation and reformatting, and serials). The award winner receives a citation honoring his/her contributions and a stipend of $3,000 generously donated by EBSCO. The deadline for nominations and supporting materials is December 1, 2007. www.ala.org/alcts

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Coping with the Problem of Authority Control

Our initial approach to representing personal names in our MODS records was to follow the form of the name established in LCNAF. If names were absent from the files, we simply copied the names in the form found on the piece. We did not attempt to create local or national authority records for names not already included in LCNAF. One-of-a-kind, unpublished materials represent a huge challenge to authority control since they may carry little to no biographical information, only scattered pieces of information here and there about the creator’s name, and associated dates and locations. The rigorous research necessary to pin down obscure names in an authoritative form was too costly and time-intensive for us to support, increasing the resources poured into digital collection creation to an unsustainable level and slowing down the productivity of a unit with tight deadlines.

An important insight gained from the pilot is that even though authority control for unique materials can be difficult and costly, it is a critical measure of quality metadata. The high value our catalogers place on authority control caused us to re-think our approach and find a middle-ground solution, which eventually led our team to create both local authorities and national authority records.

After deciding that authority control was not a mere luxury in our project, but a necessity, we decided to make it happen. The feasible approach involved performing authority control first (before items were transferred to metadata team for MODS cataloging) and only by one person to avoid any future inconsistencies. The timing of this project coincided with the new hiring of a Catalog Librarian who had previous experience with creating National Authority Cooperative Program (NACO) authority records, so we logically assigned the task to this person.

The librarian first searched for the headings in LCNAF. If names were not represented, then she had to form a viable solution that could balance quality with production. Instead of trying to establish a heading for each single name found in the TEI files, the librarian created national authority files only for names mentioned in at least three different letters. Remaining names were given local authority forms which we tracked in a simple Excel file.

Conclusion

The UT experience illustrates that as the demand to deliver digital content surges, traditional cataloging units are presented with the opportunity to expand and apply their metadata expertise beyond MARC. Embracing change by learning new metadata schemas keeps cataloging personnel vital in a world of increasingly digital content. While the transition beyond MARC is a logical one, it brings unique challenges, from team building to training to workflow design. The strategies and processes presented here can inform metadata integration efforts in other traditional technical services departments.

Figure 3

Workflow after Pilot

1. See bibliography for a sampling of literature.
4. Boyston and Leysen’s survey suggested that even though “experienced cataloging staff are able to make the transition easily from traditional cataloging to metadata creation, they still need further training in metadata schemes and software programs. This additional training can be obtained from metadata workshops, professional reading, and consulting with others.” (P. 5)
5. Our delivery system requires TEI XML with descriptive header to index full-text.
6. As Boydston and Leysen point out, “Catalogers understand the importance of uniformity and consistency of authority control and the benefits of cross referencing from alternative forms. Catalogers recognize the importance of controlled vocabulary and its relationship to keyword searching and information retrieval.” (P. 8)

Bibliography for Further Reading


Rumors

Kathy Weiss has been appointed Vice President, International Sales, for Ingram International, Inc. As Vice President of International Sales for Ingram, Ms. Weiss will be developing new international business for Ingram Book Group as well as helping to create new opportunities for other Ingram businesses. She has spent 16 years with Random House and most recently served as Senior Sales Director of the International Division. At Random House, she was responsible for selling the publishing divisions and the distribution clients of Random House to all markets outside the US and Canada. Ingram’s operating Units include Ingram Book Company, Inc., Ingram Periodicals, Inc., Ingram International, Inc., and Random House, Inc.
It Never Ends... Technical Services and Planning in a Changing Environment

by **Hope Barton** (Director, Central Technical Services, University of Iowa Libraries)  <hope-barton@uiowa.edu>

and **Michael Wright** (Head, Acquisitions and Rapid Cataloging, University of Iowa Libraries)  <michael-wright@uiowa.edu>

and **Randy Roeder** (Head, Complex Cataloging Unit, University of Iowa Libraries)  <randy-roeder@uiowa.edu>

**Introduction**

Libraries are facing a period of transformational change. The ubiquity of electronic and networked information has changed their customers' expectations for timely access to an ever wider variety of materials and services. It is important for technical services departments to handle acquisitions, cataloging, and maintenance work efficiently, to make adjustments to ensure the steady flow of materials through the department, and eliminate the potential for backlogs. This article presents one library's approach to reviewing and assessing traditional functions in the light of changing user needs and enhancing its flexibility to take on new metadata work and hidden collections cataloging.

The Central Technical Services Department (CTS) of the University of Iowa Libraries consists of two units: Acquisitions and Rapid Access (ARC) and Complex Cataloging (CCU). As CTS leaders, we felt it was necessary to review all operations in light of the rapidly changing library and information environment. Given the differences in the nature of the work performed each unit, we believed it would be more effective to have separate planning processes. In recognition of the magnitude of change likely to result from the reviews, it was decided to seek the services of the University’s Office of Organizational Effectiveness (OE) to guide us through the planning efforts. After consulting with OE staff, a modified Lean approach was selected as most appropriate for accomplishing our workflow review.

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As these new database pages had launched in a sort of interim period before we were going to launch the rest of the library's redesigned Web presence, we sought both a way to address this problem in the interim and a way to address this problem in the long-term. For the long-term, we decided that introducing lengthier subject guides that would help the liaison librarians organize and introduce all types of resources for a subject area, not just databases, would be ideal. In those subject guides, the librarian would be able to organize these resources in any order they liked. In the separate database subject pages, the listing would remain alphabetical. For the interim, with the lengthier subject guides not yet developed, for those librarians that preferred it, the PHP scripts for displaying the new pages were edited to acknowledge certain requests that should be treated as exceptions. For requests to list the databases for most subjects, the scripts would display its new version of the databases subject page. For some few exceptions, the scripts would know to redirect to the previous static databases subject page instead. There proved to only be three database subject pages that needed to be redirected in this fashion.

Also, as we considered inserting these dynamically generated database links into other types of Webpages, we realized that the links might have to acknowledge a certain history. For example, a liaison librarian might make a specific reference to a database in a course guide one year, and include the dynamic code to insert the link and description of the database into their course guide, but the next year, this might be a database to which the library no longer subscribes. Under the original programming, the link and description of the database would have just disappeared from the course guide, leaving perhaps references to the database elsewhere in the course guide, but no actual indication that there was once a link to a database there. This was not so much an issue for currently updated guides, where the librarian might just select another database to share, but for older unused guides that would be archived seemingly incomplete. To address this, we decided to edit the import scripts to look out for databases that had appeared in previous TIGER export but now did not. Instead of deleting those, the scripts would now mark those databases as no longer available with a date stamp. On the display end of things, if a librarian had inserted code to specifically refer to this particular no longer available database, some database information would still appear in their course guide, but without a link and textually marked to indicate the database was no longer available.

In cataloging we have learned several things from this project. First of all, we can use our MARC records for things other than the integrated library system. Rather than creating another database to populate our Webpage lists, we can use the same records we already have. We have put a great deal of effort into these MARC records, including making the URLs work properly. We can avoid duplicating this effort by using this single source to create our database pages as well as our OPAC records. Second, it’s fine to use some of the fields in the MARC record in new ways, especially the locally defined fields such as 590. This can make catalogers nervous, but we have found that it works. Of course, careful investigation of what the fields may be used for and testing of how they display and index in the catalog is needed. Finally, the benefit of actually reducing the workload necessary for handling electronic resources can override the reluctance to change our procedures. We were quite happy to streamline and simplify the process.

As we have a conversation about it from 2-2:50 on Thursday of the Conference. If you can’t make it to that discussion, there will be many other opportunities for you to get involved. Here is some preliminary information. Cris Ferguson (the new mother) <cris.ferguson@furman.edu> will be the editor of the online ATG. Yours truly will be heavily involved as well (are you surprised?). Our Webmaster is David Lyle <david@katina.info> and he is using Drupal software to mount the database. Others who have been involved in developing the online ATG are Greg Tananbaum <gtananbaum@gmail.com>, John Cox <john.e.cox@btinternet.com>, Toni Nix <justwrite@lowcountry.com>, Kristen DeVoe <kedevoe24@yahoo.com>, and all the current editors of the print ATG. Approaches will be discussed during the Conference and we welcome your comments always. We will make ATG a community project for all of us! www.against-the-grain.com

Speaking of Greg (above), what a pistol! He has joined the SPARC Consulting Group which was formed in 2002 to provide business, financial, and strategic consulting services to universities and university presses, learned societies, and other academic and non-profit organizations. Greg is best known for his leadership as recent President of the Berkeley Electronic Press, and also we at ATG know him for his regular, always timely and informative, columns in ATG! In his earlier life, Greg was Director of EndNote. In case you didn’t know, Greg has a Master’s Degree from the London School of Economics and a B.A. from Yale. www.arl.org/cparc/consult www.arl.org/
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- MARC acquisitions records
- Online selection and ordering interface
- EDI exchange of electronic orders and invoices

From the Reference Desk from page 64

Editor Junius P. Rodriquez adds to his list of respected reference works with the publication of the Encyclopedia of Emancipation and Abolition in the Transatlantic World (2007, 978-0765612571, $269) by Sharpe Reference. Working with 114 scholars in the field, Rodriquez has fashioned a three-volume set that focuses on the transatlantic slave trade and the many personalities and factors that played into its eventual abolition and the emancipation of its victims.

Many of the entries in the set discuss prominent historical figures ranging from pamphlet writers to politicians and from feminist abolitionists to leaders of slave revolts. Other articles concentrate on abolition and emancipation in specific areas of the Transatlantic from Sierra Leone and West Africa to the West Indies and Mexico. There are also articles on influential publications like the British Emancipator, the Pennsylvania Freeman and the National Anti-Slavery Standard, as well as those that cover specific laws and court cases. In addition, the Encyclopedia covers religious and cultural movements and organizations ranging from the Brazilian Anti-Slavery Society to the Ku Klux Klan. The set has a number of finding aids including a table of contents for each volume, a useful general index and a topic finder, or thematic index. The articles are written in a straightforward and unadorned style and generally range from two to five pages in length. Added features include a chronology and a 50-page collective bibliography.

Some libraries may feel that this current set is redundant of works like Greenwood’s Encyclopedia of Antislavery and Abolition (2006, 978-0313331428, $195.95). However, given the general strength of its content and with the added emphasis on emancipation, libraries wanting comprehensive collections in this subject will no doubt benefit from its addition. Both advanced high school students and undergraduates will find it valuable for background information and as a source of citations for further research. It is also a set that would benefit larger public libraries.

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And speaking of Berkeley and Greg, I was interested in the recent discussions on Ann Okerson’s liblicense about UC Berkeley’s debut on YouTube as the first university to formally offer videos of full course lectures via YouTube. See the article in the San Francisco Chronicle. Sfgate.com/cgi-bin/article.cgi?f=/c/a/2007/10/04/BUJOSJ9JS.DTL

Rittenhouse Book Distributors, Inc. have added Course Links to the R2 Digital Library which is focused exclusively on digital book content for health sciences. Course Links will enable librarians to support course management, class assignments, assigned readings, and other educational software. Meg White is Director of Technology Services at Rittenhouse which has been in business since 1946. www.r2library.com www.rittenhouse.com

Speaking of eBooks, we have two conflicting perspectives in this issue of ATG. First, Mark Herring’s Op Ed “E-e-e-easy Does It” (“Ebooks have been around about twenty years now, but today we’re not very far from the starting gate.” p.74). Second, Bob Nardini’s Issues in Vendor/Library Relations (“The biggest success story of the past ten years in academic libraries, without a doubt, has been eBooks.” p.90). Hmmm… Looks to me like more eBooks are being bought but are they being used and do library users like them? What are your experiences? Visit the online ATG Website and tell us what you think! www.against-the-grain.com

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The comprehensive resource on networks.

**Book Reviews**

The comprehensive resource on networks. The Handbook of Computer Networks is the first single, comprehensive treatment of the subject available. Written by noted author and expert Hossein Bidgoli, this three-volume masterpiece presents an in-depth understanding of computer networks that is broad in scope and practical in application. Each volume covers a wide range of topics with state-of-the-art information, practical applications, and emerging issues for researchers, students, practitioners, and IT managers.

978-0-471-78461-6 • Hardcover • 3,008 pp. • December 2007

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**Great Hispanic Heritage series.**

Muaddi Darraj at the outset — a little extra cash, a book publication for the ol’ vita, shouldn’t take too long… However, the book is filled with filler statements that match some of the best Darraj has probably had to wade through from her students. “Young Garcia Marquez quickly showed a keen intellect and a great thirst for knowledge. He was also very well balanced” (33). Book length, glorified encyclopedia entries such as this are hard to write, especially for scholars who are trained to be creative and to tease out subtle, fine points. Sadly, the result in this case is a labored read.

Librarians love to see books like the ones reviewed here when placing orders and when helping junior and senior high school students burdened with a report assignment. Those patrons want/need a book on Garcia Marquez and, thanks to Chelsea House and the like, we are able to fulfill that need in a tidy, uncomplicated way. Yet, I would venture to say that few of us actually read the dreary and uninspired prose contained in the bright covers and shaded insets. This is not to say that these books do not contain useful information and that their layouts are not clever and well considered, nor that the timelines and bibliographies are not useful — they are. My point is larger and perhaps more rhetorical. Many of the monographs that we present young people in the name of education are deathly dull regurgitations. I do not have any easy answers to correct this reality, but I do think that we are all complicit. To meet the needs of our patrons, we simply have to continue to buy the stuff being pumped out by the publishers of the world. But, as librarians and educators who are concerned with students, society, and the future, perhaps we should demand more quality and innovation.

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**Rumors**

And speaking of eBooks, the fantastic Kim Steinle (Library Relations Manager, Duke University Press) <ksteinle@dukeupress.edu> tells me that Duke is launching the Carlyle Letters Online: A Victorian Cultural Reference. This is the electronic edition of The Collected Letters of Thomas and Jane Welsh Carlyle. The Carlyle Letters Online features thousands of letters written by Scottish author and historian Thomas Carlyle (1795-1881) and his wife, Jane Welsh Carlyle (1801-1866), to over six hundred recipients throughout the world. Undertaken in partnership with HighWire Press, the Carlyle Letters Online is one of the first electronic scholarly editions to be published by a university press.

carlyleletters.org

Thieme Publishing Group has become one of the first publishers to convert user statistics of its electronic book libraries according to the standards of the COUNTER (Counting Online Usage of Net-...
book isn’t a duplicate until bibliographical evidence proves it is a duplicate. Even then, two copies are better than one and three are better than two. Yet one may have missed something in the copy you didn’t buy, and now you can’t find it to check.

The collector cannot recover his investment in a complete set collection. Nobody else wants the reprints he has arduously gathered and preserved: dealers won’t buy them because there is no market for them; most libraries don’t want them — even for free — because librarians don’t understand their utility. They understand shelf space. The solution to the problem of shelving is to build bigger libraries or enlarge existing libraries. That’s simple. Libraries exist to hold books.

When a library receives the gift or bequest of a private library, the reprints, duplicates, and other worthless books are weeded out and consigned to the general stacks or discarded. Libraries are places where books are destroyed. In June 2007 I fished two good Dreiser volumes out of the garbage bin behind the Thomas Cooper Library; they were part of a personal library that had been donated by a colleague.

It is tough for an American collector to keep up with the UK editions and reprints of American books. But it is essential because the British copies may document the different receptions of the books and authors in the other country where they sometimes recognize a masterpiece before we do — as with Catch-22. The earliest Cape jacket has an excerpt from the novel on the back, which was replaced by two sets of blurbs: Nelson Algren, James Jones, Irwin Shaw, Kenneth Tynan, and The New York Times; then Algren, Graham Greene, Shaw, the New York Herald Tribune, and Kenneth Alsp. These are meaningful. American research libraries should pay attention to Brit books. Cape also issued a pamphlet with excerpts from Catch-22, which I have never seen. It is known to me only through one bookseller’s catalogue. I am eager to acquire it. I am prepared to speak fervently about the importance of preserving and studying dealer and auction catalogues and the irresponsibility or incompetence of librarians who discard them.

The British editions of American works include intentional authorial or editorial emendations, as well as inadvertent textual alterations or corruptions. These editions may precede the American edition: for example, in Raymond Chandler’s The Long Goodbye there are 86 variants between the first and second British printings; the first American edition that followed included 65 of these alterations and introduced 64 new substantive readings.

James Gould Cozzens carefully emended most of his novels for their British editions. The British Castaway, which preceded the American edition by ten days, has a preliminary note explaining that the character is trapped in a New York department store after a catastrophe and provides a key to the allegory by describing him as “a commonplace little Robinson Crusoe.” Cozzens omitted this note from the American edition.

F. Scott Fitzgerald’s novels were emended between their New York and London editions; but it is uncertain which — if any — alterations were authorial: in This Side of Paradise there are 850 textual variants — of which 32 are substantive; in The Beautiful and Damned there are 700 variants — of which 82 are substantive — and 134 lines were cut from the British edition; in Tender Is the Night there are 860 variants — of which six are substantive.

The serious collector discovers, rescues, and preserves the kinds of evidence that librarians discard and destroy: the jacket text, the wrap-around band, the press release and promo material. These are literary history as well as bibliographical evidence; yet libraries have systematically discarded them for more than a century. The Library of Congress and the British Library have not retained them. A few rare-book libraries bet on certain contemporary authors by acquiring and keeping new jacketed copies. This is a crash-shoot. Literary history teaches that contemporary reputations are usually wrong. A curator who preserved a jacketed copy of the first Great Gatsby printing in 1925 would have been classified as deranged. Now it brings up to $250,000.

Dust jackets are essential parts of the publishing effort: the art and the flap copy, the author bio, and the blurbs establish the way the book and author were regarded by the publisher and tate critics at the time of initial release. The jacket reprints may document the stages of the book’s post-publication reputation. The initial blurbs and the replacement blurbs provide evidence about literary politics.

There are two remaining jackets on the Chatto & Windus first printing of Gatsby. Since the novel didn’t sell at 7s, it was reprinted with a 2/6 label and then with a 2s label. This evidence — referred to by librarians as “mere artifacts” — documents the opaque reception of the novel in the other principal English-reading nation: the Limeys didn’t get it. Dust-jacket evidence can be eloquent. Jackets on copies of the 1934 Modern Library reprint of Gatsby — the one with the first publication of Fitzgerald’s brilliant introduction — are stamped DISCONTINUED TITLE. They couldn’t sell it at 95¢ while Fitzgerald was alive.

Finding and acquiring the third printing of the first edition or the second printing of the second edition requires time and hard work. What used to be a 50¢ used copy of a reprint may have really cost me $50 when the travel expenses were factored in. There was no other way to obtain it except by looking and paying attention. Dealers don’t catalogue reprints unless they are inscribed. Charlie Feinberg told me, “If you’ve never seen it before, you may never see it again. Buy it.”

Good collectors help each other. The best men I have known — as well as some corrupt loonies — were collectors. I could have done it without Fraze Clark — but not as well and without the laughter. When I hesitated, he encouraged me; and he obtained for me the books that I lacked the courage or skill to get. It broke Fraze’s heart when he was unable to keep his Hawthorne collection together in a research library because the book-dopes in charge of the Hawthorne-Lyon Library were terrified by the specter of duplication.

For serious bibliographical-textual work it is necessary to collate multiple copies of the printings. By putting F. Scott Fitzgerald on the Hinman collator I was able to identify 42 textual alterations in the 4th and 7th printings of This Side of Paradise; 6 alterations in the second printing of Great Gatsby; and 1 each in the 3rd and 4th printings of Tender Is the Night. Every word matters in the published texts of a genius — except to critics and teachers.

When I was running the Centennial Edition of Nathaniel Hawthorne I was able to identify concealed printings in Hawthorne because the Ohio State University Acquisitions Librarian and later the distinguished Director of the Kent State University Libraries — bought lots of duplicate Hawthorne copies for me. Working with fifty copies of The Marble Faun I identified thirty unrecorded textual variants in the seven previously unidentified 1860 printings of the novel and three more in 1864 and 1865 concealed printings which retained the 1860 date on their title-pages. The more copies, the more evidence. You never know what you are going to find until you find it.

A rationale for the function of book collecting is incomplete without the sentimental or spiritual factor: the reward of owning a copy of a cultural monument or a work of literature that influenced you, as it was first published and read. Buying a great book is a way of affirming what is meaningful to you. Bookmanship is a way of life: you live to acquire books. They shape your life. My need to own the books I use drove me to make the requisite money. Charlie Feinberg said it best: “Without books my life would have been a desert.” He was the only big-time collector who encouraged me when I was commencing my work: maybe because he began buying books with the nickels and dimes he earned as a shoe-shine boy.

A serious book collection and what its builder does with it constitute his autobiography.
nology — okay — not e-ntirely. The technology is there; and if it isn’t quite there, it will be, I promise. The problem is people. You can predict technology. You can’t predict people. So why the e-effort to push so hard with e-texts when the pushers aren’t getting very far? I have a suspicion, which I’ve outlined in my book *Fool’s Gold*, recently released by *McFarland* in August of this year, so I won’t bore you with the details. The short answer is this. We know from studies so far that virtually (no pun intended), no one, e-ven e-readers, reads an e-text from e-cover to e-cover (e-readers spend minutes with texts, not hours). We also know that the resolution on e-readers is at best about 50% or so the resolution of a printed page. Again, we know that the transferability of reading skills from screen-to-text is not so good, or not nearly as good when you go at it the other way around. So what gives with the grand push?

Part of it is e-conomic. I’ve submitted all my manuscripts over the last decade or so in some electronic format. Converting them is e-asy and requires little outgo on the part of the e-publisher. It also allows the e-publisher to reap just about 100% from every sold copy, something impossible to do unless you’re *Mellon*, which managed, or so I’ve read, to make a profit off only a dozen copies, a practice that did not win it accolades from scholars. What worries me about the push is that e-veryone is becoming print allergic. Students already are, and you know that if you work with them for any length of time.

But another worry obtrudes. Are we pushing something that will only insure us of a generation of e-lliterates? The snatch-and-grab mentality of the Web strikes me as threatening our freedom. Am I being hyperbolic? I don’t think so. Our demo-cratic capitalism works only for a well-informed e-lectorate. If that electorate isn’t reading anymore — and the latest study, *Decline in Reading*, more than indicates we’re not — then that e-lectorate won’t be very well informed. Maybe I am a Luddite, after all — there, I’ve saved you the trouble of sending me an email. But perhaps we should at least catch our collective e-breaths before venturing too far along this path. At least, maybe we should pause for just an e-moment before we get so far down that path we find ourselves completely lost in cyberspace.

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openly.com/), and released in 2005, the OpenURL Referrer is a Firefox extension that can take certain kinds of citations on the web and convert them to direct links to a local library’s online databases. OpenURL Referrer works with your local link resolver to get the user from the citation in Google Scholar, Google News, and Websites that utilize Web COinS (context objects in spans http://ocoins.info/) to the full-text of the article through their library’s subscription. Because the individual who has the OpenURL Referrer installed can directly access the full text of a resource directly from Google Scholar and other sites, the effectiveness of those sites as research tools is increased. Libraries that make the OpenURL Referrer available and teaching patrons how to use it are taking an extra step to meet the users where they are rather waiting for individuals to come to the library.

LibX (http://www.libx.org/)

LibX is a plug-in that can work with both Firefox and Internet Explorer, thus it has the ability to reach a wider audience. This tool provides direct access to a library’s resources regardless of whether the user is on the library Webpage or not. Unlike some of the extensions already mentioned, LibX offers access to multiple types of library resources such as the catalog, link resolver, Webpage, and outside Web sources. LibX offers users direct access to the catalog via a toolbar as well as the automatic construction of simple or advanced searches using the right-click button. Using this tool patrons can avoid having to navigate away from the page they are searching in order to see if the library has the resource.

In addition to access to the catalog, LibX can offer direct access to the OpenURL link resolver. In a similar fashion to OpenURL Referrer, users with their library’s version of LibX installed can access the full-text of articles directly from sources such as Google Scholar. Another interesting feature of the LibX plug-in is the use of embedded cues to show users resources that the library has that are related to what the user is viewing. A user can click on an embedded cue (usually a small icon of the school logo) to view the resources available at the library.

The resources listed above are only a few of the many useful plug-ins and extensions that libraries can use to integrate the library’s resources with Firefox and sometimes other browsers. While extensions can be useful, they only serve their purpose if users know about them and know how to use them. If you decide to educate patrons about the browser extensions and plug-ins that they can use to access library resources, consider developing a Webpage where these resources are explained and can be downloaded.

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from Iberoamerican University (Mexico).

www.sweets.com

Last but not least — Got an email from the incredible Richard Charkin <Richard_Charkin@bloomsbury.com> with this announcement — Bloomsbury has announced the surprise appointment of Macmillan CEO Richard Charkin to the position of Executive Director. The move, in CEO Nigel Newton’s words, is “to help the Board put in place plans for the post-Harry Potter era.” He joins the company on October 1st with “responsibilities for our operations worldwide, including Bloomsbury UK, A&C Black, Berlin Verlag and Bloomsbury USA, and he will have particular focus on spearheading growth through acquisitions, new publishing areas and international expansion.” The address is Bloomsbury Publishing Plc, 38 Soho Square, London W1D 3QY.

www.bloomsbury.com/

www.publishingnews.co.uk/pn/

See y’all soon! Cheers! Yr.Ed. ™