

December 2014

## If Rumors Were Horses

Katina Strauch

*Against the Grain*, [kstrauch@comcast.net](mailto:kstrauch@comcast.net)

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



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

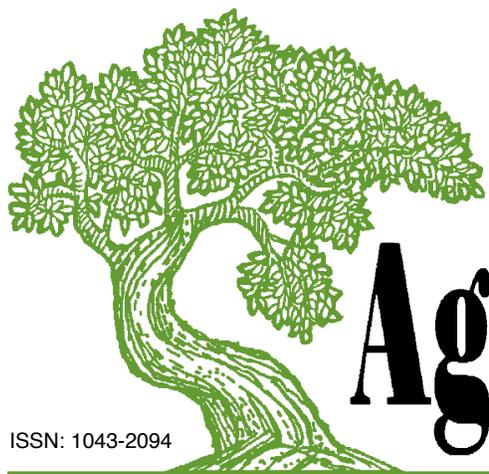
---

### Recommended Citation

Strauch, Katina (2011) "If Rumors Were Horses," *Against the Grain*: Vol. 23: Iss. 1, Article 1.

DOI: <https://doi.org/10.7771/2380-176X.5724>

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

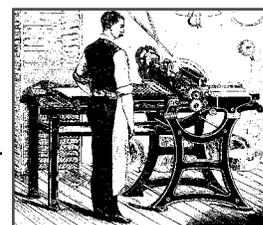


# Against the Grain

*“Linking Publishers, Vendors and Librarians”*

ISSN: 1043-2094

## Developing Standards Across the Scholarly Information Chain



by **Bev Acreman** (BioMed Central, London, UK)  
<bev.acreman@biomedcentral.com> [www.biomedcentral.com](http://www.biomedcentral.com)

The focus in this issue is on how an international organisation — the **UKSG** ([www.uksg.org](http://www.uksg.org)) — fulfils its remit to span the wide range of interests and activities across the scholarly information community of librarians, publishers, intermediaries, and technology vendors. One way we do this is through funding research projects which look to address issues that affect all players in the community. I am grateful to **Ed Pentz** of **CrossRef** and **Sarah Pearson** of the **University of Birmingham**, UK for gathering together such a solid collection of articles covering the topics of ProjectTransfer and KBART — a valuable research project looking at standardising the metadata for online resources by setting standards for knowledge-bases which underpin technologies such as OpenURL. To comple-

ment the KBART articles, **Adam Chandler** of **Cornell University Library** discusses the **NISO IOTA** project. This project looks to overcome the problem of incomplete or inaccurate OpenURLs which lead to an unacceptable rate of request failures. Both projects are critical for publishers and intermediaries to get right as librarians increasingly seek to put quality metrics into their negotiations with publishers.

I know from co-caretaking the lis-e-resources discussion list (<http://www.uksg.org/serials#lis-e-journals>) just how infuriating librarians find it when journals move publisher and platforms at short (or no!) notice. The series of Transfer articles within this issue explains the rationale behind the project, which seeks to bring order to the seemingly

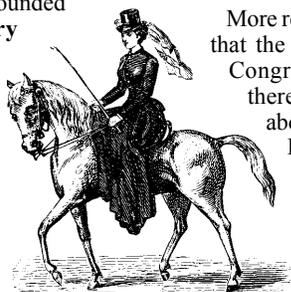
never-ending movements of individual or entire lists of journals. Publishers need to sign up to the code of practice (30 have already joined since its inception representing 10,000 journals), and librarians need to insist that publishers comply with the code to limit the nuisance that sudden loss of access causes. As **Nancy Beals** states in her article, “the issue of titles moving from publisher to publisher not only affects patron access to the title on the user side, but the movement of an electronic journal title also plays a major role on the librarian and staff side.”

A critical part of the **UKSG’s** mission is education and training, and two articles outline the different approach we take to this. First, we have **Graham Stone** from the **University**

*continued on page 14*

## If Rumors Were Horses

Let’s see. Another **ProQuest** rumor to start this off! As its new search platform rolls out to libraries around the world, **ProQuest** announced at the **ALA Midwinter** meeting that they had acquired **ebrary**. Founded in Palo Alto in 1999, **ebrary** is a fast growing leader in the rapidly evolving eBook industry, having increased its 2010 revenue by more than 30 percent over the previous year. **ProQuest** plans continued investment in **ebrary’s** products and services for the academic, corporate, and public library markets. **ProQuest** will also expand **ebrary’s** selection of research tools and ability to support new eBook devices as well as broadening language coverage from its current support of major European languages to include Chinese, Arabic and others. **ebrary** founders **Christopher Warnock** and **Kevin Saylor** will remain to lead the business in its



Palo Alto headquarters.  
<http://www.proquest.com/>  
<http://www.against-the-grain.com/2011/01/proquest-acquires-ebrary/>

More recent news! Just learned last night that the bubbly **Jill Emery** is pregnant! Congratulations, **Jill!** Hoo-ha! And there is all sorts of news and kudos about the **ER&L conference** on her Facebook page. Congrats, **Jill**, on many accounts!

And speaking of **Jill’s**, noticed an article on **Information Today’s** Website by the awesome **Jill O’Neill**, once of **Elsevier** among other places, who is director of planning and communication at **NFAIS**. The post is entitled “Amazon Raises the Stakes in your Reading Experience: The Platform War Continues,” and is about a recent announcement by **Amazon** of upgrades to the **Kindle**. Right-o, we know all about that

*continued on page 6*

### What To Look For In This Issue:

<i>Back to the Future: Old Models for New Challenges.....</i>	<i>38</i>
<i>First Sale Doctrine – Mountains From Molehills.....</i>	<i>52</i>
<i>Falling Prices in the Out-of-Print Book Market.....</i>	<i>54</i>
<i>A Lifetime in Library Supply: 45 Years of Change.....</i>	<i>69</i>
<i>Is Free a Very Good Price?.....</i>	<i>71</i>
<i>Interviews</i>	
<i>Joyce Dixon-Fyle.....</i>	<i>45</i>
<i>Douglas H. Wright.....</i>	<i>45</i>
<i>Profiles Encouraged</i>	
<i>Joyce Dixon-Fyle.....</i>	<i>46</i>
<i>Matt Hancox.....</i>	<i>47</i>
<i>Gale Digital Collections.....</i>	<i>48</i>



# From Your (last minute lizzie) Editor:

People who know me know that I like having a lot to do but that I am nothing if not a down-to-the-wire person. I always make a resolution about this every new year and sometimes I do better than others. This year I was doing better until my husband had the nerve to get sick and give whatever it was to me. So, that's why this issue is a little late. Anyway, it is wonderful all the same. The hard-working **Bev Acreman** has put together some great papers about KBART which stands for Knowledge Bases and Related Tools working group. We have articles by **Bev, Ed Pentz, Nancy Beals, Alison Mitchell, Sarah**

**Pearson and Andreas Biefenbach, Julie Zhu, Gary Pollack, Ruth Wells, and Mathew Llewellyn, Christine Stohn, Sherrard Ewing, Sheri Meares, and Paul Moss, Liz Stevenson, Adam Chandler, Graham Stone, and Kate Price.** Whew! Our interviews are with **Joyce Dixon-Fyle** and **Douglas Wright**. Our op ed is about working together and our special report is about switching to new models. I am excited to introduce a new column **Collecting to the Core** by **Marcus Elmore**



and the team at **Choice** who will tell us about certain classics that never go out of style.

We have a **Wandering the Web** with gardening sites just in time for spring, **Michelle Finchbaugh** and **Kate Pitcher** tell us all about **GIST**, the **Getting It System Toolkit**, and **Greg Tananbaum** talks with **Mary Rose Muccie** the Director of **JSTOR's Current Scholarship Program**. And there's much, much more.

Well, my husband tells me that we are going out tonight and it's nearly 6 PM. Oh well. Last minute lizzie's gotta go.

Happy spring! Love, 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:

Do you accept credit card payment, if so who should I contact to make payment?

Thanks, **Ron Lapinski** (IEEE) <r.lapinski@ieee.org>



**Dear Ron:** We do not generally accept credit card payments. **ATG** is an inexpensive publication. We can take wire transfers and we will take credit cards if there is no other alternative. Thanks! **Katina Strauch, Yr. Ed.** 🐣

## TECHNOLOGY AND STANDARDS

<b>Pelikan's Antidisambiguation</b> ..... 72	<b>Standards Column</b> ..... 84
<b>Whistling whilst Walking past the Graveyard</b> by Michael P. Pelikan	<b>Preservation and the World Live Web</b> by Todd Carpenter
<b>I Hear the Train A Comin'</b> ..... 82	<b>Wandering on the Web</b> ..... 85
<b>An Interview with Mary Rose Muccie</b> by Greg Tananbaum	<b>Gardening</b> by Amanda Drost

### ETC.

<b>Charleston Conference 2011</b> ..... 8	<b>Future Conference Dates</b> ..... 20
<b>Issues in Book and Serial Acquisition</b> — Call For Papers, Ideas, Preferences, etc.	<i>Future Charleston Conference dates through 2015 can be found here!</i>

## AGAINST THE GRAIN DEADLINES VOLUME 23 — 2011-2012

2011 Events	Issue	Ad Reservation	Camera-Ready
MLA, SLA, Book Expo	April 2011	02/28/11	03/21/11
ALA Annual	June 2011	04/04/11	04/25/11
Reference Publishing	September 2011	06/27/11	07/18/11
Charleston Conference	November 2011	08/15/11	09/05/11
ALA Midwinter	Dec. 2011/Jan. 2012	10/31/11	11/21/11

### FOR MORE INFORMATION CONTACT

**Toni Nix** <justwrite@lowcountry.com>; Phone: 843-835-8604; Fax: 843-835-5892; USPS Address: P.O. Box 412, Cottageville, SC 29435; FedEx/UPS ship to: 398 Crab Apple Lane, Ridgeville, SC 29472. 🐣

### Rumors from page 1

but what caught my attention was the discussion of page numbers on electronic devices which **Amazon** has recently implemented on the **Kindle**.

<http://www.kindlepost.com/2011/02/early-preview-of-free-software-update-for-kindle.html>  
<http://newsbreaks.infotoday.com/NewsBreaks/Amazon-Raises-the-Stakes-in-Your-Reading-Experience-The-Platform-War-Continues-74056.asp>

Staying on the page number page (so to speak), there was an article in the **Chronicle of Higher Education** a few weeks ago (February 6, 2011) about this issue — “E-Books’ varied formats make citations a mess for scholars: Kindle, Nook, and other devices put the same text on a different page,” by **Tushar Rae, MLA, APA, and Univ. of Chicago**, among others have all come up with alternatives but most scholars aren’t pleased. And what happened? A day later, **Amazon** announced that they would include page numbers for the **Kindle**. But will your page number and my page number lead us to the same place? Comments? Seems that the page number problem is just exacerbated by the eBook and the various platforms and reading devices.

See the article — <http://chronicle.com/article/E-Books-Variied-Formats-Make/126246/>.

And while we’re on the **Info Today** page (see above) need to remind y’all about the **Info Today blog**, the **Conference Circuit**. Very good way to keep in touch with conferences and what’s going on in the library world. In fact, the intrepidly thorough **Don Hawkins** even covered the last **2010 Charleston Conference**.

<http://www.theconferencecircuit.com>  
<http://www.theconferencecircuit.com/topics/charleston-conference-2010/page/2>  
<http://www.dclab.com/blog/2011/01/charleston-conferenceconference-buzz/>

Speaking of the **Charleston Conference**, we have tentatively (isn’t everything tentative in the electronic arena?) decided on the theme for the **2011 Charleston Conference** —

*continued on page 14*

## Rumors

from page 6

**Something's Gotta Give!** What do y'all think of it? Comments welcome. **Greg Tananbaum** (lyrics) and **Jack Montgomery** (recording artist) are already on board. Comments?

And the **31st Charleston Conference CALL FOR PAPERS** is already up and we have several submissions already! Come on down. <http://www.katina.info/conference>

Was just talking by email to a first time attendee at the **XXX Charleston Conference last November – Judy K. Schwartz** (Director of Library Services, Trocaire College in Buffalo, NY). Did you know that **Judy's** profile is posted under **First Time Attendees Profiles** on the Conference Website? This was an idea we had at the last minute last year so we didn't get everyone's profile but stay tuned for more this year now that we have some lead (i.e., pester) time.

<http://www.katina.info/conference>



**W**as so sorry to learn of the death of **Barry Lee**, one of our long-time research editors for **ATG**. **Barry** was just 56, and died Sunday, January 23, 2011, at the Vassar Brothers Medical Center. His death was unexpected **Barry** was an amazing man, full of ideas, energy, and fun. He was always writing and/or editing something, be it business-to-business, religious publication, or a cutting-edge research report. In the 1990s, he won a directory publishing of the year award and at one time he was among the top five directory experts in the world. He is survived by his wife **Judy** and daughter **Jamie** who is in Chicago attending the School of the Art Institute. **Judy** is attending a paralegal studies program. All of our thoughts, prayers, and love are with **Judy** and **Jamie**. May **Barry** rest in peace.

<http://www.legacy.com/obituaries/poughkeepsiejournal/obituary.aspx?n=barry-lee&pid=148087149>

**Judy** (above) has sure been busy. She tells me that she has been a first-time conference attendee three times in the space of thirteen months. When I asked her if it was snowing there in Buffalo, she told me that one of the local TV stations had a T-shirt contest some years ago about snow. The winner: It's Buffalo!! It Snows!! Get over it!! She says it's still cold there. It does get so hot here in Charleston that we think about snow...

<http://www.wivb.com/subindex/weather>.

Speaking about weather, while some people are digging out of snow (or sand castles) **John Long** is still participating in the **Save the Bay Swims**. And he still loves to write poetry. See one of his poems in this issue p.14.

<http://www.savebay.org/Page.aspx?pid=1342&frcrid=1>

Got a note from **Doug LaFrenier** of the **American Institute of Physics** recently. Of course we all knew he said he was going to retire, but, you know, he actually went ahead and did it! **Doug** was a joy to work with and to have at the **Charleston Conferences**. We will miss him and hope that he will come back and visit. His new email address is:

<delafrenier@gmail.com>. Next time we are in New York City, let's drop in and see him!

Speaking of retirement, you all know that my magnificent boss **Bob Neville** retired in June. He is now babysitting grandkids, visiting his place in New Hampshire, and rescuing turtles on Folly Beach! Doesn't sound too bad. But I am NOT retiring. I cannot tell a lie. The powers that be talked me into taking the **Asst. Dean for Tech Services and Collection Development** position at the **College of Charleston Addlestone Library** in the meantime.

The indefatigable **Mary Massey** talks about retirement in this issue, p.43. She says she'll be retiring for the third time! Third time's a charm? Well, I am NOT retiring at least if I can help it. Not yet. Can't resist this quote from **Bette Davis** — "I will not retire while I've still got my legs and my make-up box."

Hear via the grapevine that **Knut Dorn** is going to retire end of this year. **Knut** has been a constant in my environment since I entered it! (Remember when I gave him a cactus plant as a present at the **Charleston Conference** many years ago? And he still came back!). **ATG** interviewed **Knut** back in February of 1995 (v.7#1) and **Tina Feick** and I are hoping for another interview sixteen years later. How about it, **Knut**?

And, just heard from **Tina Feick** that **Harrassowitz** is going to sponsor another scholarship for the **31st Charleston Conference!** It's great to know so early. We have several international travelers who would like

*continued on page 20*

### East Beach in Autumn

Piping plovers run like track stars  
ceaselessly foraging,  
working in platoons,  
their sandy petite forms  
barely ahead of tumbling surf.  
Finding tiny crustaceans as waves retreat  
along the barrier beach's foamy edge.  
Lifting away, skimming the crests of breakers,  
flying in an ellipse to another wash of sand  
on a sea level stage  
overlooking Block Island Sound.  
Riding ocean swells  
a solitary loon in winter's plumage  
peering for menhaden  
beneath the ocean's pistachio green surface.  
Diving for a few minutes  
chasing its prey.  
Truly ancient, and incredible swimmers  
who zoom through the sea  
like sleek, web-foot, black-white torpedoes —  
Rhode Island's splendid winter guests.

2009, All rights reserved by **John Long**  
31 Lawn Ave., Warwick, RI 02888

## Developing Standards ...

from page 1

of **Huddersfield** outlining the development of the Open Access *E-Resources Management Handbook*, (co-edited by **ATG** favorite, the inimitable **Rick Anderson**). Now in its fifth year, it is proving highly popular both as a practical manual and reference guide, including articles ranging from a beginner's guide to working with vendors) to a treatise on the applications of RDF for e-resource discovery — both of which feature in the top downloaded chapters in 2010.

Many of us volunteer our precious spare time to serve on committees in the belief we are giving something back, or making a difference, to the communities we work in and alongside. **Kate Price's** article will provide anyone in the position of chairing such a committee with a toolkit to underpin what she describes as a "root and branch" review of just how well the committee is meeting its aims. Additionally it will help to decide whether the committee is robust and diverse enough to survive the current tough times with reduced resources, fewer staff, and more pressure on our day jobs.

Finally, in addition to offering my heartfelt thanks to all of the authors, I would like to thank **Katina** for the opportunity to highlight the international projects that the **UKSG** is involved with — if you would like any further information on any of the issues raised, please do not hesitate to contact me <bev.acreman@biomedcentral.com> or **Tony Kidd**, Chair, **UKSG** <tony.kidd@glasgow.ac.uk>. 🌸

*Bev Acreman is the Commercial Director at BioMed Central and Publications Officer for UKSG.*

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

**TRANSFER 2010**  
from page 18

apply to articles in print and online. We aim to serve our society partners by creative and effective publishing management. And we aim to serve our subscribers and readers by offering fast and reliable access to carefully selected research. When we get all of this right our users come to rely on this information, which is why the loss of access or functionality through a poorly managed journal transfer can be so very debilitating.

Many publishers have welcomed the development of the TRANSFER Code, and interviews with some of the signatories revealed that they have tried hard to abide by it. There have nonetheless been some reported instances of difficulties experienced by the transferring or receiving publisher in dealing with the other. Some of these problems seem to have been in areas that are not dealt with explicitly by the Code, and there have been requests that the Working Group considers updating and adding to the Code.

However, we must take care. The Code is intended as a voluntary set of best practices, and it cannot be seen in any way to be

trying to supplant contractual terms, intellectual property rights, or the competitive marketplace between publishers. Some of the cited areas of conflict surround perpetual access rights, details of consortial arrangements and, more generally, the fact that many publishers operate quite different models as regards institutional access (platform versus individual titles), backfile sales, and overall access arrangements. All of these issues need to be overcome on a case-by-case basis to ensure that every existing subscriber retains their access in as seamless and simple a way as possible.

Publisher consensus seems to be that the TRANSFER initiative has had a small but important impact. Some of the larger publishers are very disparate organisations that previously had no single point of contact for journal transfer information; TRANSFER requires that they now supply a single name, and several publishers noted that they have worked to improve their internal communication procedures. The TRANSFER e-mail list now goes to over 300 recipients, and at least one publisher is considering how best to use this list to communicate a large volume of journal transfers.

**What Next for TRANSFER?**

At the moment the TRANSFER Code is informal and is not "enforced" in any way, although publishers may report instances of non-compliance to the Chair of the Working Group. Some societies and librarians are also starting to ask that publishers commit to being TRANSFER compliant as part of their contractual terms. From discussions with publishers there is very much a willingness to enter into the spirit of the TRANSFER Code, even if their business models and terms mean that they cannot always follow it to the letter. Most agree that the current Code is an excellent base from which to build, and many of the publishers surveyed are keen to give more detailed feedback in order to help shape any future iterations. Along with feedback from the librarian community this should help to keep the Code fresh and evolving in line with current industry practice, and to ensure the highest quality of service and access for all stakeholders involved when a journal transfer occurs. 🌱

*Alison Mitchell is a Publishing Director at Nature Publishing Group and a founding member of the TRANSFER Working Group.*

**Rumors**  
from page 14

to apply for the scholarships but they need lead time to get visas, permissions, etc. So, please turn in your scholarship intentions as early as you can!

Talking about retirement and page numbers (way above) reminded me of **Fred Spilhaus** who used to be executive director of the **American Geophysical Union**. I think that **Fred** was one of the first people to talk about no need for page numbers. Yes? Anyway, I wrote **Carter Glass** at the AGU (a **Charleston Conference** attendee) and he put me in touch with **Judy Holoviak** who after 45 years retired as director of publications at the AGU in May of 2009. Anyway, **Judy** tells me that retirement isn't in her lexicon or **Fred's** either. She says that **Fred** is now in Paris to chair the publications committee of one of the international scientific unions. **Judy** and **Fred** share an office near Dupont Circle and are doing quite a bit of pro bono work for various organizations! Long live anti-retirement!

Good news and bad news. Heard recently that the strong silent **Randall Watts**, Assistant

Director of Libraries for Resources Management Services at the **Medical University of South Carolina** here in Charleston is in pretty good shape after he had what appears to be some sort of stroke. His wife made him go to the hospital. Whew!

The dapper **Mark Kendall** sends greetings from (still) wintry New Hampshire! Plus news of changes to the **YBP** sales organization. There are two new sales groups, one for digital sales and the other for library technical services. The new **YBP e-content sales team** consists of many highly experienced professionals: the awesome **Kristine Baker**, the splendid **Barbara Kaweck**, the experienced **Matt Nauman**, the volatile **Steve Sutton**, and the steady **Michael Zeoli**. The equally experienced and professional **Library Technical Services sales time**, managed by the where-does-she-get-her-smarts-and-energy **Ann-Marie Breaux**, **YBP's** Vice President of Academic Services Integration: the approval plan wizard, **Dan Miller**, New Business Development Manager-Library Technical Services (Eastern North America); and the hard-working **Sadie Williams**, New Business Development Manager-Library Technical Services

(Western North America). Congratulations to all of them!

While we are on **YBP**, **Janice Welburn**, Dean of University Libraries at Marquette University, has been named the **2011 Association of College and Research Libraries Academic/Research Librarian of the Year**. The award, sponsored by **YBP**, recognizes an outstanding member of the library profession who has made a significant national or international contribution to academic/research librarianship and library development. **Welburn** will receive her award on Wednesday, March 30th at the **ACRL 2011 Conference** opening keynote session in Philadelphia, PA.

Opened up (I guess I should say, "clicked on") the latest posting from the **Chronicle of Higher Education** February 20 and who was smiling up at me? The bearded **David Nicholas**, director of the **Ciber research group** at **University College London**. The article by **Jennifer Howard** entitled "Social Media Lure Academics Frustrated by Journals," focused on the second **Charleston Research Observatory survey**. This survey was conducted in 2010, focused on the use of social media by researchers in various disciplines and was underwritten by **Cambridge University Press, Emerald, Kluwer, Taylor & Francis, and Wiley**. We are excited about the impact of the **Charleston Research Observatory** and look forward to our next endeavor. <http://wiredcampus@chronicle.com>  
<http://www.katina.info/conference>  
And speaking of the **Charleston Conference Research Observatory**, check out an upcoming article in **The Charleston Advisor** in April. [www.charlestonco.com/](http://www.charlestonco.com/)

*continued on page 26*

**Future Dates for Charleston Conferences**



	Preconferences and Vendor Showcase	Main Conference
2011 Conference	2 November	3-5 November
2012 Conference	7 November	8-10 November
2013 Conference	6 November	7-9 November
2014 Conference	5 November	6-8 November
2015 Conference	4 November	5-7 November

# Building and Maintaining Knowledge Bases for OpenURL Link Resolvers — Processes, Procedures, and Challenges

by **Christine Stohn** (SFX Product Manager, Ex Libris Group) <Christine.Stohn@exlibrisgroup.com>

and **Sherrard Ewing** (Provider Relations Analyst, Serials Solutions) <Sherrard.Ewing@serialssolutions.com>

and **Sheri Meares** (E-Content Manger, EBSCO Information Services) <sheri.meares@ebSCO.com>

and **Paul Moss** (Product Manager for the WorldCat knowledge base, OCLC) <mossp@oclc.org>

By covering as many available electronic resources as possible — both licensed and free — a global knowledge base seeks to make identifying and managing resources as easy as possible for individual institutions. Building and maintaining such a knowledge base involves a cycle of numerous processes, including building relationships with content providers; gathering data; validating, correcting, and enriching the data; converting it to the internal knowledge base format; performing quality assurance; and keeping the knowledge base up-to-date. A knowledge base with thousands of resources and millions of linked titles can receive data from several hundred providers. Such data can vary greatly in format and in the degree of accuracy, consistency, and completeness. The recommendations provided by the Knowledge Bases And Related Tools (KBART) working group are the answer to a clear need for a common format for this data supply.

A key task for any maintainer of a knowledge base is managing the relationship with content providers — agreeing on and organizing the data supply, formats, and frequency of updates. In addition, a knowledge base team works with content providers to identify and resolve any problems that might arise. As a starting point for these conversations, KBART can help facilitate an understanding of the benefits of knowledge bases, such as optimized visibility and increased usage.

Ideally, data from content providers comes in a consistent format and is updated frequently, platform or data changes are announced well in advance, and any changes required in the knowledge base can be tested before being released. However, not surprisingly, this scenario is rarely the case, because the requests that content providers receive often vary from one knowledge

base vendor to another. This clearly shows the need for a consistent, agreed-on format for data delivery.

Much of the work associated with a knowledge base revolves around the correction and enrichment of data. The large amounts of data are bound to generate errors that can have many repercussions, such as an inaccurate availability status for a resource, title changes that are not recognized, and titles that are associated with the wrong package. Any problem in the data can cause a title to be unavailable to an end user at the point of need.

Various problems can occur with files supplied by content providers. For example, date coverage can be reported in many different formats, making it difficult for knowledge bases to process the data accurately. Another example is the parsing out of data incorporated in a string, such as “Vol. 2, no. 10 (Jan. 1996)-v. 5, no. 7 (Jan. 1999)”; if the provider changes this string, the parsing mechanism fails and has to be adjusted. Some providers furnish files in several formats, but the files may contain slightly different content; as a result, the content has to be compared and the correct version identified. Sometimes part of the data is missing and has to be added, either by requesting the required pieces from the content provider or by obtaining them from elsewhere such as Websites, listservs, alert services, and libraries.

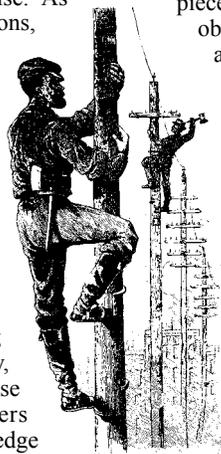
Automation is of key importance for handling such large amount of data. However, the software used to automate the tasks must be able to handle many variations in data as well as errors and inaccuracies, all while delivering high-quality output. Data validation, correction, and enrichment therefore involve a combination of many automatic, semiautomatic, and manual processes. Using defined rules and routines, smart tools can automate

processes such as the downloading of data, data extraction, data validation, corrections, and conversions. For example, a smart automatic tool can generate a holdings report from a content provider’s Website, read and combine multiple spreadsheets, and construct the date coverage out of completely irregular publication dates. Because data can be supplied in many formats and can vary in accuracy, the number of rules and routines can easily be in the tens of thousands for a knowledge base of 2,000 to 3,000 packages.

The more complex the data validation, correction, and enrichment processes are, the greater the amount of work required for quality assurance. Tools that perform data validation and correction are usually designed to generate reports that the quality assurance team has to review manually for errors and inconsistencies in the data. By focusing on parsing a single format, as recommended by KBART, instead of a multiplicity of formats, a knowledge base provider would be able to spend significantly more time enriching content and assisting users than on fixing validation errors.

In an ideal world, the provider of a knowledge base would collect lists that contain all relevant data (metadata, date coverage, title relations, title changes, and cut-off dates for current and archival packages), are consistently formatted, and are available on a regular basis from the same location. Furthermore, all titles available from a content provider’s platform would exhibit consistent linking syntax with no exceptions. Many content providers already meet at least some of these requirements, but other providers have yet to begin moving in this direction. KBART represents a significant milestone by bringing to light many of the issues faced by knowledge base providers and offering guidance to content providers to help standardize this work.

From a knowledge base provider’s perspective, the recommendations developed by the KBART working group can help solve many of the issues described here. For the first time, a unified way in which content providers can supply data about their resources to all (or most) OpenURL link resolver knowledge bases has been proposed. A common format with consistent and accurate data lowers the risk of errors in knowledge bases, increases timeliness in the delivery of access to end users, reduces the effort required for correcting and comparing common data, and enables knowledge base developers to focus on enhancing and enriching the data to provide the best possible experience for users. 🌱



## Rumors from page 20

Got an email out of the blue the other day from another “true Brit” — **Liz Chapman** <e.chapman@lse.ac.uk>. **Liz’s** daughter **Isabelle** is currently doing her MFA at **Parsons** in New York, and she is

planning to travel to Charleston for Spring Break. **Liz** wanted to give **Isabelle** my phone number in case she needs a contact person. Sounds like a great motherly plan! **Liz** says she is going to NY to see **Isabelle’s** final exhibition in May and then she is heading to **The Fiesole Retreat** in St. Petersburg, May 11-13.

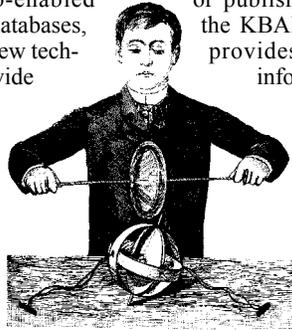
*continued on page 28*

# KBART — How It Will Benefit Libraries and Users

by **Liz Stevenson** (E-Resources Manager, The University of Edinburgh) <L.G.Stevenson@ed.ac.uk>

and **Chad Hutchens** (Electronic Resources Librarian, University of Wyoming Libraries) <chutchen@UWYO.EDU>

The library mission to provide access to resources meets great challenges with a high volume of licensed and free material accessible on nearly any networked device from desktops to Web-enabled phones — eJournals, eBooks, databases, theses, audio, video, and data. New technology helps to process and provide access to the content, and a key component in the supply chain is the OpenURL link resolver coupled with its knowledge base. The OpenURL standard and its functionality means that users are no longer dependent on knowledge of any one library system, but can find out at the point of need whether or not the library has online access to a resource.



Within libraries the increased amount of content is acquired and managed by fewer staff, a model which is only sustainable if technology and smart tools can provide services and data that are accurate and timely. The journals acquisitions supply chain is dependent on regular exchange of information based on the publishers' record of an institution's entitlement, not just of individual titles themselves, but also the content's coverage dates according to the license agreement. The Big Deal eJournal packages, full-text databases, and the still high numbers of individual subscriptions and purchases bring a heavy load of data and record management for all parties involved in the supply chain. The publisher captures the information regarding entitlement and supplies the data not just to the library, but in many cases also to the subscription agent. In addition, the publisher supplies details of their content output and journal packages to key services such as link resolver vendors, aggregators, and related services which support content delivery. Unfortunately, this supply chain often breaks down for a variety of reasons; date format inconsistencies (e.g., MM/DD/YYYY vs. DD/MM/YYYY), incorrect holdings statements, irregular updates, and a lack of standardized data fields all contribute to a seemingly endless cycle of confusion. This can indeed be an annual frustration for any acquisitions, electronic resources, or technical services librarians spending time checking and re-checking data to ensure that coverage and holdings details are correct.

For the library, KBART hopes to reduce these problems by ensuring that publishers and other content providers are aware of the data and service requirements. A vendor or publisher title list that conforms to the KBART Phase 1 recommendations provides a standardized package of information that not only includes the recommended data fields, but also data expressed in an agreed-upon format that is not open to interpretation. Another important detail is that KBART recommends that the data be updated regularly. Currently KBART has released Phase 1 recommendations which include 16

data fields. Once the information exchange is in place, and knowledge bases are being updated on a regular basis, libraries should only need to update a knowledge base for individual subscriptions, and not for the bulk of the high-volume big deals or packages, other than the occasional updating of holdings information. This in turn means that the public interface — the library catalogue, the eJournals list, the discovery system — are updated from the single data source. These workflow improvements will allow any library personnel from "back of the house" staff to public services librarians more time to focus on other priorities, whatever they may be.

How does KBART benefit the library user? Users simply want systems that work. When one system does not work, they look elsewhere. A user should not have to figure out why the link resolver believes an article should be accessible when it is not or vice versa. In this day and age, when so much content is available online outside of library collections, libraries can ill afford the alternative, which is simply a user who no longer finds the library reliable. KBART not only looks to help libraries and librarians, but ultimately an improved user experience is the goal. Users should have confidence in library services, and accurate data means they can find what they need, when they need it. If material is not available online, users can be directed to the library catalogue to find out if print is available or to the document delivery service to obtain the article, again to any device of their choice. If title and holdings details are accurate, then over time there will

be a reduction in the number of queries and errors reported to library staff, and this should, in turn, mean an increase in user satisfaction and less time wasted trying to find resources which are not available. As an integral part of the resource discovery process, the link resolver should be a trusted signpost whether a user actually knows how it works or not.

The challenges are the same as they have ever been for journals management, and there will always be the need for some intervention by the librarian, where titles change, titles move to new publishers, and titles split. Libraries are dependent not just on regular notifications of changes, but should be confident that the services comprising their toolkit accurately reflect all of the changes. KBART is not the magic silver bullet that will solve every electronic linking error. However, if the publishing industry adopts KBART recommendations, the workload on libraries will be reduced, user satisfaction will increase, and the time currently spent on resolving holdings errors will be available for other purposes.

The KBART working group hopes that librarians and users everywhere will be directly impacted by our work through improved communication between libraries, vendors, and publishers. A standardized electronic holdings format will be of benefit to us all. If you are interested in the ongoing work of the KBART working group, we strongly encourage you to visit us online at the KBART Information Hub. There you may find details about the Phase 1 Recommendations, a Summary of the Phase 1 Recommendations, and, if you're interested in hearing anyone from the group speak, upcoming presentations at many library conferences, as well as online Webinars, are announced there. Additionally, if you have any suggestions or concerns for the group, contact information is listed as well.

KBART is not an entire solution to the discoverability issue in itself — it needs to be applied with high quality OpenURL linking provision and implementation of linking with resource discovery tools provided by link resolver vendors, to name just a few. However, it presents a commonsense approach for providing standardized holdings metadata and is a big step forward in providing the consistency and accuracy of access provision to the end user. 🐾

## Rumors

from page 26

Remember **Evel Knievel**? He was the daredevil who did all sorts of death-defying stunts on his motorcycle. I remember when he vaulted 151 feet over the Caesar's Palace

fountains in Las Vegas and nearly died. **Evel Knievel** was fascinatingly terrifying! May he rest in peace (he died in 2007 not from a motorcycle accident but from poor health). Why am I talking about this in this library, vending, and publishing publication? Well — just keeping you up with the latest news. I got this email from the versatile **Dan Tonkery** (President,

CEO of Content Strategies) about his son **Andrew** (whose picture **Dan** carried around all through Italy, remember? didn't know that **Dan** was such a sap). Anyway, **Andrew** just shot a video of **Kenny Belaey** in Los Angeles when Belaey was out for an **Adidas** commercial. **Kenny** is on a 24" street bike and it's an

*continued on page 33*

### Next Steps

Within the limitations of the OpenURL model, improving the quality of the data flowing into link resolvers is the most effective method to decrease the unacceptable rate of request failures experienced by users every day. The change in the late 1990s from static, bilateral to dynamic reference linking shifted the burden of linking away from the source, where at the time it was overloaded, to the link resolver, where I would argue, it is overloaded today. That is, the link resolver is expected to do too much, and much of what it is expected to do is actually out of its reach to address systematically. What we now know is that OpenURL 1.0 was a first order approximation of a solution to the appropriate copy problem. The work of IOTA and KBART attempts to uncover and systematically address the second order problems inherent in the OpenURL model by (a) improving the quality of the OpenURL metadata sent to the link resolver (by building into the model a feedback layer) and (b) improving the quality of the holdings data knowledge base used by the link resolver.

There is a third problem in the OpenURL model, alluded to earlier, that needs to be confronted: the continued use of proprietary target link-to syntaxes and behaviors. There has been essentially no change in the ad hoc way that systems handle link resolver requests since the first dynamic reference linking experiments in the 1990s. Back then the solution was clever and resourceful. Now it is an anachronism, a dirty secret. Even today link resolver/knowledge base vendors scramble to track down the syntax of the targets and cross their fingers that the vendor does not change it, just like they did 10 years ago. Each vendor maintains a near-duplicate registry of mappings to proprietary syntax links. The vendor syntaxes may change without warning. To compound the problem, the link handling at the target side is idiosyn-

cratic and unpredictable. At **Cornell** we have observed, for example, that some links will actually fail when more complete metadata, such as an author's last name, is included in a request for full text. This chain in the OpenURL model is overdue for standardization. All parties stand to benefit: patrons (better service), link resolver vendors (better product at less cost), and content providers (more usage). Working group members in IOTA and KBART are currently discussing a joint project to address the gap in the standards landscape.

### Links:

Reports: <http://openurlquality.niso.org/>  
Blog: <http://openurlquality.blogspot.com/>  
Twitter: @nisiota

### References

**Beit-Arie, Oren**, et al. 2001. Linking to the Appropriate Copy: Report of a DOI-Based Prototype. *D-Lib Magazine*. 7(9). <http://www.dlib.org/dlib/september01/caplan/09caplan.html>.

**Chandler, Adam, Glen Wiley and Jim LeBlanc**. Towards Transparent and Scalable OpenURL Quality Metrics. *D-Lib Magazine* (forthcoming).

**Chandler, Adam**. 2009. Results of *L'Année philologique* online OpenURL Quality Investigation: Mellon Planning Grant Final Report. <http://metadata.library.cornell.edu/oq/files/200902%20lannee-mellonreport-openurlquality-final.pdf>.

**Culling, James**. 2007. Link Resolvers and the Serials Supply Chain: Final Project Report for **UKSG**, p. 33. [http://www.uksg.org/sites/uksg.org/files/uksg\\_link\\_resolvers\\_final\\_report.pdf](http://www.uksg.org/sites/uksg.org/files/uksg_link_resolvers_final_report.pdf).

HangingTogether Blog. 2009. Herbert's Adventures in Linking." Posted February 5, 2009. <http://hangingtogether.org/?p=616>.

**Hughes, Baden**. 2004. Metadata Quality Evaluation: Experience from the Open Language Archives Community. In *Digital Libraries: International Collaboration and*

*Cross-Fertilization*. Ed. **Zhaoneng Chen** et al. Berlin: Springer-Verlag, 2004, pp. 320-329. <http://books.google.com/books?id=ixyyvwu-1ZIC&pg=PA320&ots=Wm8h8ikxZH&dq=Hughes%2C%20Baden.%202004.%20Metadata%20Quality%20Evaluation&pg=PA320#v=onepage&q=Hughes%2C%20Baden.%202004.%20Metadata%20Quality%20Evaluation&f=false>.

**Jones, Ryan**, and **Ian Connor**. Telephone conversation, December 7, 2010.

**Lynch, Clifford A.** 1997. Building the Infrastructure of Resource Sharing: Union Catalogs, Distributed Search, and Cross-Database Linkage. *Library Trends* 45(3), pp. 448-461.

**National Information Standards Organization**. 2004. ANSI / NISO Z39.88: The OpenURL Framework for Context-Sensitive Services. [http://www.niso.org/kst/reports/standards?step=2&project\\_key=d5320409c5160be4697dc046613f71b9a773cd9e](http://www.niso.org/kst/reports/standards?step=2&project_key=d5320409c5160be4697dc046613f71b9a773cd9e).

**Trainor, Cindi and Jason Price**. 2010. Digging into the Data: Exposing the Causes of Resolver Failure. *Library Technology Reports* 46(7), pp. 15-26.

**Van de Sompel, Herbert and Hochstenbach, Patrick**. 1999a. Reference Linking in a Hybrid Library Environment. Part 1: Frameworks for Linking. *D-Lib Magazine*. 5(4). [http://www.dlib.org/dlib/april99/van\\_de\\_sompel/04van\\_de\\_sompel-pt1.html](http://www.dlib.org/dlib/april99/van_de_sompel/04van_de_sompel-pt1.html).

**Van de Sompel, Herbert and Hochstenbach, Patrick**. 1999b. Reference Linking in a Hybrid Library Environment. Part 2: SFX, A Generic Linking Solution. *D-Lib Magazine*. 5(4). [http://www.dlib.org/dlib/april99/van\\_de\\_sompel/04van\\_de\\_sompel-pt2.html](http://www.dlib.org/dlib/april99/van_de_sompel/04van_de_sompel-pt2.html).

**Van de Sompel, Herbert and Beit-Arie, Oren**. 2001. Open Linking in the Scholarly Information Environment Using the OpenURL Framework. *D-Lib Magazine*. 7(3). <http://www.dlib.org/dlib/march01/vandesompel/03vandesompel.html>.

### Rumors

from page 28

unbelievable video. Apparently **Andrew and Kenny** are old friends. I tell you what you don't learn when you stop, look, and listen. [http://www.belaey-trials.be/index.php?module=belaey\\_trials&tid=1&title=news](http://www.belaey-trials.be/index.php?module=belaey_trials&tid=1&title=news)

Since I edit *Against the Grain*, I was interested in two recent articles in the *Chronicle of Higher Education* ("Journal Editor Wins Libel Case Over Negative Book Review," March 3; "French Court Finds in Favor of Journal Editor Sued for Libel Over Book Review," March 2 by **Jennifer Howard**). The journal editor **Joseph Weiler** a professor at **NYU's School of Law** was sued in France for criminal libel and has been awarded about \$11,000 (8,000 Euros). **Mr. Weiler** is the editor in chief of the *European Journal of International Law*.

<http://chronicle.com/article/French-Court-Finds-in-Favor-of/126599/>  
<http://chronicle.com/blogs/ticker/journal-editor-wins-libel-case-over-negative-book-review/31009>

Of relevance here is a recent announcement by **Sage** (Feb. 10, 2011) of a "global reviewer rewards program" to provide those who review papers for **Sage** journals with free 30-day electronic access to the entire list of **Sage** journals (630+). The program was trialed in 2010 with a small number of journals and is now being expanded. Worth noting that there has been much discussion of peer review and this approach on **Ann Okerson's liblicense** recently.

<http://www.library.yale.edu/~llicense/ListArchives/1102/threads.html>  
<http://www.against-the-grain.com/2011/02/sage-rolls-out-rewards-program-for-all-journal-reviewers/>

Was talking to the fantabulous **Ann** (above)

who is planning a redux of her "lawyers show" about library issues and cases for the **2011 Conference**. The 2010 panel, dubbed "The Long Arm of the Law," (and kicked off by the **Kenny Rogers** song) was very well-received. Stay tuned! [http://www.katina.info/conference/video\\_2010\\_longarm.php](http://www.katina.info/conference/video_2010_longarm.php)

Staying with the law and all that, wanted to call your attention to a recent post on **Kevin Smith's Scholarly Communications @ Duke**, "Precedent and procedure in Georgia." The 11th Circuit Court of Appeals has barred a pharmacy association from suing the **University of Georgia** for copyright infringement because of sovereign immunity. This seemed to have potential relevance in the copyright infringement case against **Georgia State University**. But **Kevin** says that "even though this appellate decision is a binding precedent in Georgia, it is not, in my opinion, determinative of the issues before the **GSU** court." **Kevin's**

continued on page 37

**Production of Strategic Objectives**

Next, a Service/Market Matrix was composed, which allowed the committee to assess the risks inherent in moving in new directions and to set priorities which would ensure that core activities were maintained whilst diversifying into new areas in a sustainable manner (See Fig. 1 below).

**Fig. 1. Service/Market Matrix**

	<b>Current Services/Products</b>	<b>New Services/Products</b>
<b>Current Markets</b>	<p><i>Low Risk Market Penetration</i> More of the same services to more of the same sort of people</p> <p><b>Example:</b> Suggest further events to delegates after attendance at a UKSG event.</p>	<p><i>Medium Risk Service Development</i> Different services to the same people</p> <p><b>Example:</b> Move into further topic areas such as financial management and cataloguing</p>
<b>New Markets</b>	<p><i>Medium Risk Market Development</i> Same services to different people</p> <p><b>Example:</b> Arrange "managing e-resources events" aimed at librarians in Further Education.</p>	<p><i>High Risk Diversification</i> New services to new people</p> <p><b>Example:</b> Run courses for end-users (e.g., awareness of open access)</p>

Finally, taking all of the work above into account, a set of strategic objectives was produced by the sub-committee, discussed and refined in subsequent meetings, and then agreed by the UKSG Main Committee. The sub-committee is now working towards these objectives and in the last year has made considerable progress, including:

**Using New Technologies** — The "UKSG Introduction to Serials and E-Resources Today" seminar was re-purposed as a series of three Webinars. These were held over successive weeks and attracted over 40 delegates.

**Reaching Out To New Colleagues** — The Webinar attracted attendees from a total of seven different countries, whilst the introduction of the UKSG/NASIG **John Merriman Award** facilitated a conference exchange between UK and USA librarians. A new event "UKSG E-Resources for Further Education"

successfully attracted many delegates from the tertiary education sector, who had never attended UKSG events before.

**Introducing New Topics** — Three new seminars have been added to the portfolio of events: UKSG Licensing & Negotiation Skills, UKSG Money Matters, and UKSG Usage Statistics for Decision Making.

**Raising the Awareness of Future Professionals** — The UKSG Student Roadshows have been re-branded as "Journals and E-Re-

work activities had to come first. Now, in an environment when re-structuring is common and posts are left unfilled in order to save money with the gaps being covered by those who remain, the time available for professional and developmental activities is under further strain. When family and personal pressures (also known as real life) are added to the mix, it can be tempting to leave the "luxury" of professional development to one side.

However, UKSG firmly believes that continuing professional development is an essential rather than a luxury. Individuals need to build up networks of contacts and support, as well as enhance their skills and make others aware of them, against the day when they may need to change direction very fast indeed. And the moral support and informal information sharing that goes on, whether through attending a workshop, or being a part of the committee that organises it, is truly invaluable!

**Conclusion**

Over the last eighteen months, the UKSG Education Sub-committee has undergone a process of reviewing its activities and putting in place new strategic objectives. These developments will allow UKSG training events to evolve alongside the profound changes occurring in the scholarly information community, and indeed the wider world. Whilst acknowledging that we are living through difficult times right now, having the opportunity to consider in some depth the ways in which we can help fellow professionals to gain and maintain an edge through professional development has invigorated the work of the sub-committee and allowed us to face the future with enthusiasm and energy.

---

**Biographical Note:** *Kate Price has been Head of E-Strategy & Resources in the Library & Learning Support Services Department of the University of Surrey in Guildford since 2003. She is responsible for the team that acquires and catalogues information resources in electronic, print, and audio-visual formats, as well as for managing the strategic shift from print to online information resources. Kate has been Chair of the Education Sub-committee of UKSG since April 2009.*

sources at Work," and efforts are underway to promote these valuable free events further and to make them attractive to the new generation of information professionals currently studying at university.

**Maintaining Excellent Quality and Value for Money** — UKSG training events were awarded the CILIP (Chartered Institute of Library and Information Professionals) Seal of Recognition, which provides an independent indicator of quality assurance.

**Opportunities and Challenges**

The principal challenge that faces those who seek the relevant skills and knowledge required to remain up-to-date in the fast-paced world of scholarly communication, as well as those who seek to provide those skills and knowledge, is one of time.

Even with the full support of employers during times of relative prosperity, important

blog post is lengthy with a lot of legalise so I will not even attempt to summarize the issues. But you know where to go if you want to know even more! <kevin.l.smith@duke.edu>  
<http://library.duke.edu/blogs/scholcomm/2011/02/25/precedent-and-procedure-in-georgia/>  
<http://library.duke.edu/blogs/scholcomm>

Speaking of which, did you see Kevin when he spoke at the **Charleston Conference** in 2009 at a Saturday morning plenary session re-

garding the changing system of scholarly communications? The emphasis throughout was on the challenges of planning in an environment in which little is genuinely predictable. Ain't that the truth? We are inviting him back for the **2011 Conference!**

And just got off of email with the indescribably brainy **Michael Keller** who will be our main keynoter at the **2011 Charleston Conference!** **Michael** says he'll have a slide set and some print outs of the current discovery & aggregation environment — the main issues, the main opportunities, and the main challenges. See you here!

As y'all might have guessed, the **Charleston Conference** directors have been hard at work to find a **theme** and to make suggestions of **new speakers**. And we always pay lots of attention to the evaluations. Did you fill one out? **Albert Joy** (who vacationed recently in Florida with his lovely daughter) has joined our group. And I was so glad to hear **Adam Chesler's** voice on our conference call. **Adam**, who is contacting speakers for a **DRM panel for Charleston**, is now **Director of Library Relations for Business Expert Press**, and will be at **ACRL** (booth #243).

*continued on page 68*

# Building Library Collections in the 21st Century — It's 1066 All Over Again; The eBook Invaders Have Won.

Column Editor: **Arlene Moore Sievers-Hill** <axs23@case.edu> <arlenesievers7@hotmail.com>

I know what you are thinking — another article about eBooks. However, the change is cataclysmic and the virtual end is in sight. Yes, there are still a lot of print books and my library will still purchase them. There are still disciplines which rely on print books and they may never entirely change, however I can see the time when they will be a small minority, like books of poetry have become.

There still remains the issue of reading an entire book cover to cover as an eBook. However, as we now see, people will read an entire book online. The rapid success of **Kindles** and **Nooks** prove that.

However, at my university, History, Art History, and English need print editions of most of their books. History books are not read and studied a chapter here and a chapter there. Fiction isn't. Books of criticism, however, are used a great deal by individual chapters, by many students. Art History books have a special problem. They are often read cover to cover, but the big problem are art reproductions, which are limited to the capacity of a computer which simply isn't as exacting or large as the print format can be.

Books still have a lot of other positive value, for scholars especially. Notes are hard to use with the text. I have a feeling that advances will address a lot of these issues. Some have already. Cooperative collection development can really make a dent here with print not being on the shelf of every library of a consortium. Reading a book cover to cover will still be important to many, but print-on-demand will probably be another solution to the diminishing need for printed books. Those books may be quite expensive and may price themselves out of the library market.

There was the recent news of university presses banding together to offer eBooks of their titles. **JSTOR**, which is the mother lode resource for humanists, will publish eBooks. The heavy hitters of the humanities, **Cambridge** and **Oxford University** press are offered as eBooks. There are a plethora of other

university press individual eBook platforms. The university press publishers are scrambling to stay afloat and are grabbing at eBooks, which they see as cost-efficient as well as the only way to survive, and they are what people want to buy. These publishers have been on their deathbed but may arise again. Metaphorically, they are jumping on the refrigerator bandwagon, instead of becoming like the horse-driven ice wagons of yore.

The sad development I see is still the burgeoning individual university press eBook platforms. Maybe many of their eBooks, which are available through a number of aggregators, now will go to their individual platforms, which will be a nightmare for acquisitions librarians. Hopefully they will take the path of the eJournals, which are mostly available through vendors. With acquisitions departments shrinking and the trend of the field to doing less with less, dealing with individual publishers is not the way to go. I would think libraries make up the biggest share of the profit of university presses and if libraries are going increasingly to some degree to patron-driven acquisitions, individual suppliers just won't work.

Interestingly this turning the corner in the change in primary format is coming at the same time as the lack of shelf space in libraries and the trend to use what space there is for other functions. There is a great trend towards creating student collaborative research space, with students and faculty to use in more innovative ways. The library space is changing to being an attractive place and a magnet for students instead of just lots of shelves. Libraries just have

so much in their budgets to house or store large collections of books, a lot of which are not used. Interestingly, there is a sustainability issue here as well. Fewer print books mean fewer trees taken from the ecosystem.

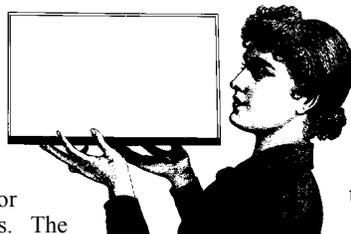
The new developments in eBooks, particularly the embracing of them by all segments of society, will drive lightning speed adoption of them in

libraries, fund allocations for them outstripping print funding. An article on February 4th in the *New York Times* by **Julie Bosman** is about the number of teens and young adults who received eBook readers as Christmas gifts. They have already been using them tremendously, downloading library eBooks, buying eBooks, and even using eBooks of older works in the public domain. They have driven up the use of eBooks by this segment of eBook purchasers from 6 percent to 20 percent. Low and behold, by anecdotal evidence, they watch less TV and read more. This is a very positive outcome for those who already embrace the value of books, we librarians. These teens and young adults will very soon enter our universities and will bring their **Kindles**, **Nooks**, and **Sonys** with them. It is heartening to see that libraries should be ready for them with the burgeoning of materials becoming available for use by these eBook readers, and hand-held devices.

It is hard for the older group of librarians and established faculty to ride the wave of this development, being ahead of the curve rather than following it. We still have those big collections of books, which are still growing. Our resources and attention, however, are shifting rapidly to eBooks away from book books, or should be. One of the prime reasons librarians throughout history, and even today, go into librarianship is to encourage reading. If an electronic device becomes the primary delivery tool for this it is in our interest to be early adopters.

We, who have been in the field for a while, a great while in my case, have seen many sacred cows become gored oxen. The biggest changes have been the demise of the card catalog, the springing up of all the digital content there is, and remote access taking over from face-to-face librarian and student interaction. We have seen microfiche come and go, CD-ROMs rise and diminish, and bigger and bigger libraries not built to house bigger and bigger collections. Now we are seeing the heart of the library, its books, become spirits with no physical form. This is a change in libraries on the level of the invention of movable type by **Gutenberg**.

If I remember my library history right, there was a quite a hue and cry back in the 15th century when movable type printed books were replacing hand-written manuscripts as the predominant format for a book. The moan was about the unique qualities of individually written texts and their richness, as well as illustrations and distinctive handwriting of the copiers becoming a thing of the past. What happened, of course, was the opening up of reading and writing, and the dissemination of knowledge and ideas to the world beyond the monasteries and the nobility. It was as big a revolution in that time as computers are in ours and the inevitable growth of eBooks as the predominant format for books. 🌿



## Rumors

from page 37

Oh! And I forgot the delightful **Joyce Dixon-Fyle** who is joining the **Charleston Conference** planning directors. Her profile and interview are in this issue, p.45 and p.46, and also on the **ATG News Channel!** <http://www.against-the-grain.com/>

And we have a great profile and picture of the handsome **Matt Hancox** (Gale Digital) in this issue, p.47, as well as on the **ATG News Channel**.

Speaking of which, have you visited the **ATG News Channel** recently? We have been trying out some new things like book of the week, article of the week, star of the week, topic of the week, etc., etc. If you have any suggestions or want to join the **News Channel working group**, please let me know!! <kstrauch@comcast.net> <http://www.against-the-grain.com/>

Guess who I heard from recently? **Jim Morrison** one of my favorite people in the whole world! Once with **University Microfilms** (remember them?) and

*continued on page 76*

**Biz of Acq**  
from page 75

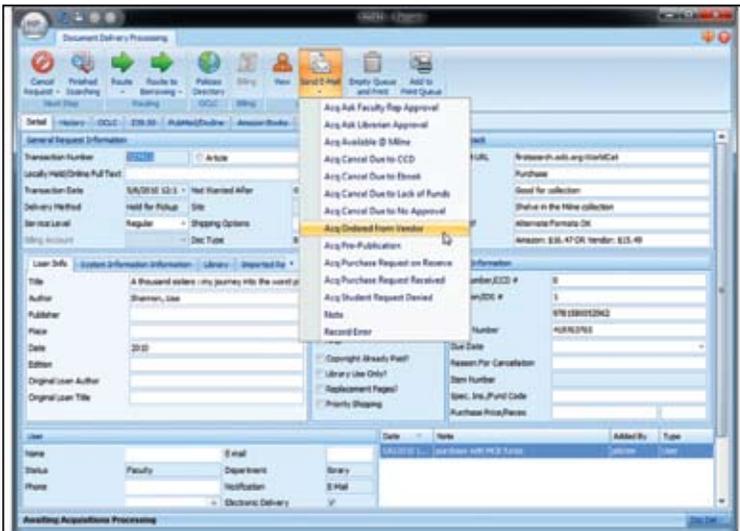


Figure 8. Email routing allows acquisitions staff to have customized emails for different requests



Figure 9. A screenshot of the ILLiad addon for Amazon.com

Here is the breakdown of student requested items which were cataloged in 2009 and 2010:

2009 (October – December) Student requests purchased (119 total items cataloged)		
22	19%	Never circulated
65	55%	Circulated 1-2 times
32	27%	Circulated 3 or more times

Table 1. GIST Student purchase requests, 2009

2010 (January - November) Student requests purchased (83 total items cataloged)		
14	17%	Never circulated
59	71%	Circulated 1-2 times
10	12%	Circulated 3 or more times

Table 2. GIST Student purchase requests, 2010

Since October of 2009, we have been tracking GIST interlibrary loan and purchase requests. On the whole, 80% of requests initially processed by Acquisitions were eventually purchased (data collected from October 2009 to December 2010). 9% of requests were routed to IDS for borrowing from other institutions, and 11% of purchase requests were cancelled. The most frequent reasons for cancelling a request included textbook requests or items already owned by SUNY Geneseo. Items routed to ILL generally included holdings readily available within our consortia, thus easily obtained with a 2-3 day delivery window. The turnaround time for purchase requests averages out to 14 days.

**Conclusion**

GIST is a flexible system designed to leverage existing systems and improve workflows in acquisitions, as well as enable more cost-effective decisionmaking in ILL. Making use of the request management software ILLiad, GIST is designed to transform current purchasing workflow and help staff make better use of data and time. This year has seen the release of GIST's Gift and Deselection Manager, which streamlines gift processing and weeding analysis. Next year, we are releasing

*continued on page 77*

**Rumors**  
from page 68

now happily retired **Jim** says that about the only thing he misses about working, besides a paycheck, is seeing "old friends," "long time" friends" (we aren't getting older, as the commercial says, we're getting better!). Anyway, **Jim** has two grandchildren and another set of twins is coming along. He is going to be busy! Speaking of which, my granddaughter's first birthday is March 7! How time flies!

Did you read the article in the last *ATG* by the bam-zowie **Sara Killingworth** ("The Future of the Textbook," p.45-48, v.22#6)? This is definitely a fluid and evolving market. There was an article in the *Wall Street Journal* as well, "Publishers expand e-Textbook offerings for Classroom," (*WSJ*, Feb. 25, 2011) which talks about a deal between **McGraw-Hill** and the textbook start-up **Inking**.

*continued on page 81*

**And They Were There**  
from page 64

praised ways technology has allowed more accessible collaboration. But the goal, **Waltner** offered, was getting at the root cause of issues in order to truly take collaborative action.

**Arthur** and **Waltner** can both be praised in their efforts paring down this session, originally billed as an all-day preconference, to a mere hour and fifteen minutes. Anticipating audience reluctance to provide ideas in this short timeframe, the presenters outlined their perspective of key ideas. General agreement settled upon the idea presented by **Waltner**, that **the Scholarly Publishing Model is Broken (and has been for years)**. A loosely facilitated discussion followed, touching on myriad perspectives, obstacles, and some causes.

The concepts behind this type of session format — releasing the wisdom of the crowd, expanding the Unconference approach — were described, but not fully-employed. Unfortunately, due to time limitation, the session ended with a rush to exchange contact information and without clear objectives for exactly what to do next.

*That's all the reports we have room for in this issue. Watch for the more reports from the 2010 Charleston Conference in upcoming issues of Against the Grain. Presentation material (PowerPoint slides, handouts) and taped session links from many of the 2010 sessions are available online. Visit the Conference Website at [www.katina.info/conference](http://www.katina.info/conference). — KS*

## International Dateline from page 80

times... and a rise of £60 was not to be winked at! Then too, when the fellows return from the army, they may regard me as having climbed into power and position over their backs. These and a hundred and one other considerations kept my mind in a perpetual ferment. At last, through the good offices of **Mr. Hanks**, I obtained a talk with **Mr. Blackwell**, who with characteristic tact and kindness brushed away the baseless fabric of my fears."

**Rex** did remain at **Blackwell's** for the rest of his life, and his love and respect for both **Benjamin Henry** and then his son, **Sir Basil** as he became, did not diminish. At his death, in October 1950, **Basil** wrote the following note for his staff: "Early in the year it was manifest that **Will King's** health (always frail) was failing fast. We did all we could to lighten his duties at Broad Street, leaving him free to come and go as he pleased, and later giving him the status of consultant; but we were not able to aid him in the inexorable routine of his home. As his strength waned, his wife's illness made increasing claims upon it; nevertheless, he spared himself no part of his duty, as he understood it (for loyalty was of the essence of his nature), and, sustained by some power which he could only ascribe to 'a miracle of the Grace of God,' ran his straight race to its merciless end. From time to time he honoured me with his confidence, and during his last weeks at home I had several talks with him on terms of simple friendship, though most, I think, was said, as formerly, in the clasping of hands. Anyone who knew of or worked with him must be aware that we have lost something irreplaceable in his mastery of his calling, and the knowledge and judgment which he drew from the store of his vast reading. But this is not all. As I reflect upon the witness of his life and conversation, and upon the meditations recorded in his journals, a question insistently presents itself to me (I write with no sense of exaggeration): have we at **Blackwell's** these thirty-four years entertained at unawares one who may deserve the tremendous title of Saint?"<sup>5</sup> And **Rex's** famous writings, that "showed the whole working world was a great university," were, by his own admission, used by **Basil** to write his many notes and speeches.

The next installment compliments **Rex's** stories with those of other **Blackwell** apprentices, notably **Fred Hanks** whose long service at **Blackwell's** was rewarded with an Honorary Degree of MA from **Oxford University**. 🐾

### Endnotes

1. This work will form part of a contribution to *An Oxford Education: Blackwell's* "alternative seat of learning," which celebrates the life and work of the **Blackwell** family and their associates from many walks of life, their contributions to publishing, bookselling, to the 'commonwealth' of writers and readers both near and far, and to many and varied aspects of life in the City of Oxford. It will be published by the **Bodleian** in 2013-14 to commemorate the opening of the **Blackwell Hall** in the **Weston Library**, and in recognition of the gift by **Julian Blackwell** of the **Basil Blackwell** working library and the **Blackwell** publishing and bookselling archives to the **Bodleian** (Modern Papers and Printed Books and Ephemera) and **Merton College** (The Merton Blackwell Collection College). The editor and principal author is **Rita Ricketts**. It was also the subject of a paper to be given by **Rita Ricketts** at **Merton College**, 25 November 2010 as part of the Study of the History of the Book series: A Moral Witness.
2. **Basil Blackwell's** papers, Merton Blackwell Collection (MBC).
3. **H. V. D. Dyson** to **Basil Blackwell** 27.12.65, **Merton Blackwell Collection** (MBC).
4. **Thomas Carlyle's** major work, *Sartor Resartus* (meaning "The tailor re-tailored"), first published as a serial in 1833-34).
5. Broad Sheet, **Blackwell's** house journal, **MBC**.

## Rumors from page 76

Libraries have traditionally shunned textbooks but wonder what the future holds? [www.onle.wsj.com/](http://www.onle.wsj.com/) (need UN and PW)

*Against the Grain* / February 2011

# BOSS puts YOU in charge

## of your electronic and print subscriptions!

- Account Information
- Subscriber Address Management
- Title Database
- Holdings List
- Desktop Ordering
- Missing Issue Claims
- Invoice Details
- Publisher Payment Details
- Custom E-Portal
- E-Journal Access
- Consolidation Shipment Tracking
- Automatic Renewal Notification
- Real Time Reporting
- Online Renewals



**BASCH**  
Subscriptions, Inc.

10 Ferry Street, Suite 429  
Concord New Hampshire, 03301  
Phone (603) 229-0662, Fax (603) 226-9443  
A Prenax Company

## Back Talk from page 86

play in preserving the scholarly record by giving away single terabytes of memory to departments across campus. This isn't heavy-handed control, just helpful. Such a policy is helped by the University being against the creation of new departmental server rooms.

**10. Mobile devices are becoming very big** but small treatments of serious topics are being sought. Having just got off a plane and having read the airline magazine in which there were advertisements for summarized books for the busy executive (it is amazing what one is willing to read when they have to turn their **Kindles** and **iPads** off), I thought maybe libraries should consider buying summarized books like the **Elements** and **Shorts** provided by **FT (Financial Times) Press** <http://www.ftpress.com/promotions/promotion.aspx?promo=137607>, books like the old tried and true, *Cliffs Notes* or even electronic versions of *Readers Digest Select Books*. Amazing how some old ideas in new clothes can be popular again.

I have to admit that I probably wouldn't take such good notes on these ideas except **Katina** makes me give the summary talk at the end of the conference. Having said that, I still maintain that the **Charleston Conference** is the best value for dollar when it comes to getting educated while having fun. 🐾

And in this issue, **Mark Herring** (p.65) talks about **Borders** and contrasts this with changes that **Barnes & Noble** has made to their operation. He suggests that libraries should do likewise. And, on the **ATG News Channel**, **Dennis Brunning** mourns **Borders'** demise. <http://www.against-the-grain.com/2011/03/atg-hot-topic-of-the-week-borders-bankrupt-some-borders-closing/>

continued on page 83

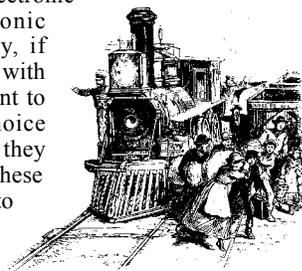
<<http://www.against-the-grain.com>> 81

**I Hear the Train A Comin'**  
from page 82

**MRM:** Libraries have been asking about current content on **JSTOR** for some time, and it was, in part, in response to this demand that we decided to launch CSP. What we've heard from librarians thus far has been that they appreciate the simplified licensing, and that they anticipate that having this current content accessible from a highly-used platform will help drive its discoverability and usage.

**If a library is a JSTOR subscriber, how are they affected by the Current Scholarship Program?**

**MRM:** The great news for libraries and users is that current content for a growing list of titles is now available on the same platform where users already heavily use the back issues. If a library is participating in **JSTOR** for backfiles and had been subscribing to current issues from one of the CSP publishers, they'll now have seamless access to that content on **JSTOR**. **JSTOR** is accepting all orders for electronic-only or print-plus-electronic subscriptions. (Print-only, if available, is ordered directly with the publisher.) And we want to give libraries as much choice as possible, including how they order the current issues of these titles. If the libraries want to order this content directly from **JSTOR**, just as they have ordered archival collections for the past 15 years, they have that option. If libraries want to use their subscription agent(s) to order current issues, we have business arrangements in place with agents to facilitate those choices.



We've also streamlined the licensing process for these titles. Rather than signing 19 licenses with the CSP publishers, with potentially varying terms and conditions, CSP title licensing is handled by a simple rider to a library's **JSTOR** license agreement. Librarians have told us how much they appreciate this clear and easy approach to licensing.

**Are journals available on a single title basis?**

**MRM:** Yes, all CSP titles can be purchased as single titles, and as single titles bundled with their backfile component for a full run. Also, because libraries told us they like the option to license titles in ways that mirror their **JSTOR** backfiles, we've created collections of current titles that match our archival collections.

**Does the Current Scholarship Program put JSTOR in direct competition with HighWire, Atypon, and others as an electronic publishing platform? If so, what is JSTOR's marketing pitch?**

**MRM:** It's true that we are now offering services that others also offer; however,

CSP differs from most of the other alternatives available to publishers. First, I want to make it clear that **Atypon** is our technology partner. CSP, as part of **JSTOR**, is built on **Literatum**, **Atypon's** premiere publishing technology, and they have supported our expansion into the current issues space. Second, we bring some additional things to the table compared with other solutions. In addition to robust technology, CSP publishers benefit from the knowledge and experience of the **JSTOR** Outreach team, working on their behalf to promote and sell titles to our over 6500 participants. Sales to libraries have become increasingly complex, and **JSTOR** has strong relationships with institutions worldwide. Given our deep participant base, we can expose publisher content to market segments that can be difficult to reach, including community colleges, government and nonprofit agencies, museums, secondary schools, and international audiences. Publishers retain control of their pricing and their brand, and can take advantage of tools that enable them to post journal information, marketing

content, news, and announcements on **JSTOR**. Perhaps most important, what sets CSP apart is the **JSTOR** partnership itself. All CSP content benefits from the increased discovery possible on a platform already used as a starting point for research. At many institutions, **JSTOR** is among the most heavily used online resources, and current content will both benefit from and expand on that use. Everyone at **JSTOR** sees the relationships with CSP publishers as true partnerships. We learn from each other and in the end, we're all better for it.

**What's next for JSTOR?**

**MRM:** We hope many *Against the Grain* readers saw our announcement of Books at **JSTOR**, our upcoming expansion into eBooks. This is part of our ongoing work to transform **JSTOR** into a platform for research and teaching. We're continuing to grow the platform in terms of content — beyond eBooks, we're expanding the breadth and depth of journal content and primary source materials — and we continue to strive to improve the platform via new features and new partnerships, such as our pilot project with **Serial Solutions** to help make library holdings easier to discover and access from within **JSTOR**. 🐘

**Rumors**  
from page 81

And I had to identify with this quirky article. Actually it's not quirky so much as it points out what I consider a real problem with the online world. Here I am on my soapbox. This article

# BUSCA

Now with over 160,000 ebooks from ebrary available for individual purchase and instant download



## BOOKS

Search our five million item database for any book in print then view book reviews and multiple formats for each title. If your book is out of print the **BUSCA** team can automatically search multiple sites for a copy at the best price and condition within your profile parameters.



## MEDIA

Full service for all types of media: DVD's, CD's, and VHS whether educational or popular. **BUSCA** also provides a superior service for foreign media.



## FOREIGN

Prompt quotes and delivery for most countries with a specialization in Spanish, Portuguese and Latin American titles.

**BUSCA** supports EDI ordering and invoicing on all systems. Binding, pre-processing, and full WorldCat Partners services are available on all orders.

[www.buscainc.com](http://www.buscainc.com)

("All Hail ... Analog) by Francis Fukuyama (*Wall Street Journal*, February 25, 2011) talks about the contrast in quality between digital and analog music reproduction as well as photo reproduction.  
<http://online.wsj.com/article/SB10001424052748703529004576160300649048270.html>

Visit the **ATG News Channel** for more news! And see y'all soon, at **ACRL**! Happy spring! Love, Yr. Ed. 🐘