Look How Far We’ve Come: Changing Technical Services Workflows
Guest Editor, Kristen DeVoe

Look How Far We’ve Come: Changing Technical Services Workflows
1
by Kristen DeVoe — The first issue of Against the Grain was published in March, 1989. Kristen looks at how technical services workflows have developed since that time.

Use of Technology in Managing Electronic Resource Workflows
18
by Nathan Rupp and Lisa Mobley — Requests for electronic resources are not as straightforward as those for print resources. This means additional steps and new workflows.

The Future of the Academic Library Serials Collection
22
by Barbara M. Pope — Predicting the future of serials collection development is difficult. Doubtless we will have both electronic and print titles for years to come.

Moving beyond MARC: Initiating and Embracing Change in a Traditional Technical Services Department
28
by Melanie Feltner-Reichert and Marielle Veve — This article discusses integrating non-MARC metadata into technical services.

Technical Services Workflows:
A Comparison of Two Academic Libraries
36
by Susan Mueller — How do Library A and Library B approach processing of monographs and serials and is one better than the other?

Catalog Information and User Expectations in an Amazoogle World: Too Much? Too Little?
40
by Martin L. Knott, Doreen R. Bradley, Deborah S. DeGeorge, and Jim Ottaviani — A comprehensive, multi-phase assessment of a library’s selection, acquisition, and cataloging workflow with the opportunity of making operations in these areas more cohesive and efficient.

It Never Ends: Technical Services and Planning in a Changing Environment
46
by Hope Barton, Michael Wright, and Randy Roeder — This represents one library’s approach to reviewing and assessing traditional functions in light of changing user needs.

Old Wine in New Bottles: Repurposing MARC Records for Electronic Databases
52
by Carol Ou and Gwen Gregory — Tutt Library at Colorado College has not been the only library to consider the problem of efficiently and effectively maintaining database links on the Web.

Technical Services Departments in the Digital Age: The Four R’s of Adapting Old Technology
58
by Leslie Burke and Stephanie McConell — What is a library manager to do with an employee who no longer fits the job function?

Op Ed — Little Red Herrings
72
by Mark Herring — If you want e-Books, there’s no lack of looking. Have they really been around for 20 years?

Back Talk
94
by John Riley (Eastern Book Company)

Freedom to Read, Speak, and Listen
106
by Tony Ferguson — The visit of President Mahmoud Ahmadinejad to Columbia University (Tony’s old employer) got him to thinking about freedom to read sort of.

ATG INTERVIEWS
Laura Dawson

Consultant to the Book and Library Industries, Founder of Bloggapedia

PROFILES ENCOURAGED
Barbara Pope
Hope Barton
Marielle Veve
Michael Wright
Susan Meuller
Randy Roeder

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

PROFILES (continued)
Carol Ou ................................. 54
Gwen Gregory .......................... 56
Leslie Burke ............................. 60
Stephanie McConnell ............... 62
Laura Dawson ......................... 78

REVIEWS
From the Reference Desk ............. 64
Reviews of Reference Titles by Tom Gilson
— This month one of Tom's selections is the Encyclopedia of American Indian History.

Book Reviews .......................... 66
Monographic Musings by Debbie Vaughn — This month, read about sources aimed at Net Gen researchers and the library needs of those researchers.

LEGAL ISSUES
Edited by Bryan Carson, Bruce Strauch, and Jack Montgomery
Legally Speaking ...................... 80
Virtual Copyright: The Applicability and Ownership of Copyright in Second Life by Bryan Carson

Questions and Answers ............... 85
Copyright Column by Laura Gasaway — Questions and Answers galore! Here's a sample: May an academic library place on reserve a copy of a journal that belongs to a faculty member? If so, may it remain on reserve for multiple semesters?

PUBLISHING
Biz of Acq ............................... 86
Credit Card 101: Policies and Practices by Joe Badics — This article describes the benefits of using a credit card for library acquisitions and some of the challenges involved.

From the University Presses .......... 87
Anachronisms or Innovators? Reflections on University Presses As Portrayed in the Ithaka Report by Sanford G. Thatcher — Are university presses anachronisms?

BOOKSELLING AND VENDING
Bet You Missed It ..................... 14
Press Clippings — In the News by Bruce Strauch — What do James Frey and Oprah Winfrey have in common?

Group Therapy .......................... 76
Managing OA Journals by Christine Fischer — How do you handle Open Access journals?

“What Do You Do With Them?” ....... 68
by Matthew Brucoli — This article is revised from a paper read at the 2007 Chawton House Conference on books and book collectors.

Issues in Vendor/Library Relations ... 90
eBooks by Bob Nardini — Bob says that the biggest success story of the past ten years in academic libraries has been eBooks. When seen in the right light, Bob says, it's no contest.

INTERNATIONAL
International Dateline .................. 92
Usage Statistics for Online Books: What Counts? by Dr. Peter T. Shepherd — The COUNTER Code of Practice provides a set of six basic usage reports that cover full-text requests for a whole title, as well as for sections within a title.

TECHNOLOGY AND STANDARDS
I Hear the 'Train A Comin' .......... 8
The Charleston Conference at 27 by Greg Tananbaum — Greg says we have solved many issues as we approach the 27th Charleston Conference.

IMHBCO ................................. 16
Reference Services, Scalability, and the Starfish Problem by Rick Anderson — One of the dangerous things about being a librar-

ian, Rick says, is the opportunity it gives us to help people.

Innovations Affecting Us .......... 77
Browser Add-Ons, Extensions, and Plug-Ins: How they Can Help Leverage the Use of Library Resources — A discussion of some Web browser extensions that can be used to bring the library resources to where the users are.

ETC.
2008 Charleston Conference ........ 10
Call for Papers, Ideas, Panels, Diatribes, Themes, Speakers, Preconferences, etc.

Adventures in Librarianship .......... 73
Survey Results by Ned Kraft — Did you participate in Ned's Acquisitions Trends Survey? The results are in!