NASIG NEWSLETTER

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PRESIDENT'S CORNER

Dan Tonkery, NASIG President

After working with NASIG for the past ten years in a number of volunteer roles, first as an at-large member of the Board and then having served two terms as Treasurer, I now have an opportunity to write to you as President. In some organizations after working for several years, one would have an opportunity to serve as President and the job would be more of a reward for past service with all the real work done by the organizations office staff of talented employees. Well, I can forget that model! In NASIG, the day-to-day work of the President is far more than one might expect. Being an all-volunteer organization, everyone has a chance or opportunity to contribute based on your time and talents; the office of the President is no different. So for now I can forget the State dinners, the exciting trips to foreign countries as your good will ambassador, and get down to work as your President.

Of course, this is not a job for one person on their own, as the work is shared with a wonderful and talented Board who are in communication often multiple times a day. Each member of the Board has an area of responsibility or liaison, but you would be amazed to know that each Board members' contribution is far more than their one area. The Board is involved in the day-to-day activities and provides guidance and insight into the growth and development of NASIG. Each Board member gives hours each week to making the NASIG organization one of the best library organizations in the world.

Part of what makes NASIG a great organization is the depth and diversity of the membership. During this spring, when I was making the committee appointments for the coming year, I could not help but be impressed with the remarkable level of talent in our organization. Going through the volunteer forms was a real eye opener for me. NASIG is made up of far broader membership than the traditional academic serialist from the large research libraries.

We have an increasing number of members, who come from other organizations including library systems offices, serve as the electronic resources coordinators, work in collection development, or come out of public services. The number of members who have major Web experience either as Web masters or working in other technical areas of the Internet is equally impressive. The technical skill level of our membership is a factor that contributes to the quality of our services and drives the Conference Program Committee to seek speakers from outside of the traditional library marketplace.

In addition to the level of talent in our group is the opportunity that all members have to serve. I have

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1 November 1999
NO LATE SUBMISSIONS WILL BE ACCEPTED

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2103 North Decatur Road
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URL: http://www.nasig.org

overheard conversations from new members on how open and friendly NASIG is and how exciting it is to be able to serve on a committee or take part in the annual meeting without having to spend years "learning the ropes" as one

So What's Coming this Year!!!!

One of the big projects underway is the redesign of the NASIG Web site. The ECC Committee is fast at work on the design plans for improving the look and feel as well as the functionality of this very popular site. NASIG was one of the first organizations to utilize the Web, and we have a site rich in content that is now ready for a more modern look and feel. The plans for the new look will be presented at the fall Board meeting in San Diego.

Our long-range *Strategic Plan* will be reviewed and updated this year. NASIG is a forward-looking organization and we use the *Strategic Plan* as our guide for the future. This important document was developed a number of years ago; now it is time to take a fresh look and see what changes we need to make as we march into the new millennium.

Of course, the Board will be meeting in the fall to work on the budget for next year and to receive the report on the annual meeting as well as hear from each of the committees. Our two-day meeting is always held on the campus of the next year's meeting, so this year we will be meeting at UCSD. At this meeting we will get an update on the plans for the conference in June at UCSD from the various committees working on the next meeting.

I hope that everyone has had a great summer and survived the hot weather if you are from the East Coast and are looking forward to the fall and the coming of the year 2000. We are all waiting to see if all the work in preparation for the Y2K has indeed worked.

I look forward to serving you this year as your President, and do not be afraid to contact me directly if you have any questions at any time.

NASIG EXECUTIVE BOARD MINUTES

Meg Mering, NASIG Secretary

Dates, Time: June 9, 1999 (8:35 am-5:15 pm)
Place: Carnegie Mellon University, Pittsburgh, Pennsylvania

Attending:

Steve Oberg, President	Eleanor Cook
Dan Tonkery, Vice President/President Elect	Carol Pitts Diedrichs
Susan Davis, Past President	Ann Ercelawn
Meg Mering, Secretary	Maggie Rioux
Gerry Williams, Treasurer	Fran Wilkinson

Guests:

Connie Foster, Incoming Vice President/President Elect
Don Jaeger, Incoming Board Member-At-Large
Pat Wallace, Incoming Board Member-At-Large
Denise Novak, Chair, 1999 Conference Planning Committee
Karen Cargille, Chair, 2000 Conference Planning Committee
Step Schmitt, Co-Chair, Electronic Communications Committee

1.0 WELCOME AND APPROVAL OF MINUTES FROM JANUARY 29 MEETING

S. Oberg called the meeting to order at 8:35 am. The minutes from the January 29, 1999, meeting were approved. He welcomed incoming board members Connie Foster, Don Jaeger, and Pat Wallace.

The Board discussed whether the minutes need to be officially approved at Board meetings since the Board reviews and approves minutes via the Board discussion list.

ACTION: In the future, the Secretary will report approval of the previous Board minutes as an action item.

2.0 TREASURER'S REPORT

2.1 Mailbox Address Change

NASIG's permanent address in Decatur, Georgia, has been revised to conform with new postal regulations. The new address below should be used effective immediately.

NASIG, Inc.
PMB 214
2103 North Decatur Road
Decatur, GA (USA) 30033-5305

2.2 Financial Report and Membership Update

G. Williams reported that NASIG is in good financial shape. Costs for credit card transactions and enhanced NASIGNet services expenses represent major increases in the budget. Due to lower interest rates and receiving conference income at later dates this year, interest income has decreased by approximately $300 for the first four months of 1999. Membership income has remained relatively the stable through the years. As of June 1,1999, NASIG has 1,210 members.

NASIG's accountant has completed an official audit of NASIG's finances for 1998.

ACTION: G. Willams will send a copy of the audit to M. Fletcher, the archivist. The archivist will supply a copy of the official audit to any NASIG member upon request.
DATE: ASAP

2.3 Conference finances to date

At this point, it is too early to tell if NASIG will have a surplus from the Carnegie Mellon conference. Conference income to date is $203, 428. However, a majority of conference expenses have yet to be paid.

2.4 Credit card transaction issues

At least a third of conference attendees paid for their registration by credit card. As a result, G. Williams' workload as treasurer almost doubled around conference time. She encountered inaccurate and incomplete credit card numbers and many other problems with credit card companies.

ACTION: The Board approved funding for student help to assist G. Williams with credit card transactions.

2.5 Dues Increase Scenarios

G. Williams presented various dues increase scenarios. NASIG has not had a dues increase in ten years. Members receive many more services for their money than in the late 1980s. Some services, which were formerly donated by volunteer efforts, such as the mailing of the *Newsletter*, are now contracted out and incur expenses. Credit card transactions, *Newsletter* and *Membership Directory*, expanded CE programs, and enhanced NASIGNet services have increased the organization's overall expenses.

Motion: G. Williams proposed the following tiered dues structure:

US members	$25
Students	$5
Canadian	$35CD
Mexican	$25USD
Foreign	$35USD

M. Mering seconded the motion. The Board unanimously passed the motion.

ACTION: S. Oberg, D. Tonkery, and G. Williams will write a justification for the proposed dues increase. The justification will be sent to NASIG-L for comments and discussion by the entire membership.
DATE: ASAP

ACTION: G. Williams will announce the proposed dues increase at the conference's business meeting.
DATE: June 12, 1999

ACTION: The Bylaws Committee will send ballots to the entire membership to vote on the proposed dues increase. According to Article 3, Section 2 of the bylaws, the Board must first approve a proposed dues increase and changes must go to the entire membership for a vote. In order for the proposed increase to pass, 2/3 of the members voting must agree to the change.
DATE: Before the 2000 membership renewals are sent

3.0 SECRETARY'S REPORT

3. 1 Board roster

M. Mering distributed copies of the 1999/2000 Board roster.

3.2 Board decisions since ALA MidWinter meeting

M. Mering compiled the following Board decisions since the January meeting for inclusion in the minutes:

1. **Declined** to provide monetary support for the ACRL President's program on leadership development to be held at this summer's ALA annual conference in New Orleans.
2. **Approved** making a donation in memory of former Board member Elaine Rast to a charity of her family's choice.
3. **Agreed** to discontinue the "Address Change" column in the *Newsletter*. Most current address information will continue to be maintained in the online *Membership Dir*ectory.
4. **Approved** sending a flowering plant to archivist Marilyn Fletcher during her medical recovery.
5. **Agreed** that the liaison from NASIG to ALCTS's Serials Section could be any member of NASIG who was a member of both organizations.
6. **Reconfirmed** procedure of having Haworth Press send the Secretary copies of *Proceedings* reviews for distribution to the Board, *Proceedings* Editors, and the Publications Committee.
7. **Agreed** to pay $500 to the University of North Carolina at Chapel Hill's School of Information and Library Science for the three months plus of extended service as NASIG's Internet host site.
8. **Reconfirmed** NASIG's policy that all conference attendees must register and pay registration subject to existing policies related to speakers. A special conference rate will not be given to members of the press.
9. **Declined** to establish an award sponsored by the United States Book Exchange.
10. **Agreed** to allow Haworth Press to include NASIG conference *Proceedings* in its electronic version of *Serials Librarian*, which is to be part of OCLC's Electronic Collections Online. [Haworth later decided against having *Serials Librarian* be part of OCLC's Electronic Collections Online.]
11. **Agreed** to dedicate the 13th conference *Proceedings* to the memory of Elaine Rast.
12. **Agreed** to have S. Davis serve as the official photographer for the conference at Carnegie Mellon University. S. Oberg will incorporate taking photographs into his role as publicist once this summer's conference is over.
13. **Sent** flowers to D. Tonkery and his family in memory of Doris Tonkery, Dan's mother.
14. **Authorized** the purchase of 12 tape recorders for recording plenary and concurrent sessions at conferences. The cost of purchasing the tape recorders was more cost effective than continuing to rent them for each conference.
15. **Approved** the 2000 conference theme and call for papers: "Making Waves: New Serials Landscape in a Sea of Change."
16. **Approved** making a donation to Kansas State University's Foundation for the Center for Basic Cancer Research in memory of Geraldine Macy, P. Wallace's mother.
17. **Decided** not to sell conference *Proceedings* at NASIG conferences and to only have one sample copy of the *Proceedings* at conferences. Haworth order forms for the *Proceedings* will be made available at conferences.

3.3 Professional Liaisons group: future directions?

M. Mering asked for suggestions on possible future directions she might take with the Professional Liaisons.

ACTION: M. Mering will send an e-mail message to the group asking them to provide dates of conferences, updates for the *Newsletter* and other items outlined in their charge.
ACTION: The Continuing Education Committee will be asked to explore with the Professional Liaisons group the possibility of sponsoring joint events.

3.4 Stationery and envelopes

M. Mering brought letterhead with the new URL and envelopes to the conference. She will bring the stationery and envelopes to the committee chair orientation on June 12.

4.0 NASIG 2000 COMMITTEE APPOINTMENTS

The Board reviewed committee assignments for 1999/2000. D. Tonkery noted that some changes to committee assignments had occurred since the distribution of the 1999 directories. A few assignments have yet to be made.

ACTION: The Board agreed to put the updated list in the *Newsletter* pending final corrections and additions.
DATE: By the August 1, the deadline for the September issue of the *Newsletter*.

ACTION: The Board approved 1999/2000 committee assignments.

5.0 NASIG PHOTOGRAPHER

Since there was no response to a call for candidates for the position of official NASIG photographer, S. Oberg volunteered to incorporate this duty into his role as publicist for the next year. Following on the Board's prior expression of support for purchasing a digital camera, S. Oberg examined various cameras to purchase for the organization. Many photo developers now routinely offer provision of digital versions of regular print photographs as an optional service at a low cost. S. Oberg recommended that this service be investigated and used in lieu of purchasing a digital camera.

ACTION: S. Oberg will issue a call for conference photographs on NASIG-L.
DATE: July 1999

ACTION: In coordination with ECC, the Board agreed to start including more digital images within NASIGWeb. Examples include more conference photos as well as images for candidates for office in future elections.
ACTION: The Board decided to defer purchase of a digital camera.

6.0 COMMITTEE REPORTS

6. 1 Archives

M. Fletcher has completed a preliminary inventory of materials in the archive. The Board discussed what items should be sent to the Archivist.

ACTION: The Board agreed that the following items should be sent to the Archivist: Board rosters, EEC's 1998 RFP for a new Internet Service Provider, contracts, *Conference Proceedings*, membership brochures, the President's manual, and committee annual reports.
ACTION: M. Mering will verify that M. Fletcher is getting copies of the *Conference Proceedings*. The Archivist's name will be included on the distribution list mailed to Haworth Press.
ACTION: The Board agreed that committee annual reports should be sent to the Archivist in paper form rather than in electronic form. Reports can continue to be sent to the Board list and the *Newsletter* in electronic form.

6.2 Awards & Recognition

F. Wilkinson reported that due to the overall smaller number of applications received during the 1998/99 award cycle, the Committee acted as a whole in ranking applications. The Committee was very pleased that although there were fewer than usual applicants, the applications received were of uniformly high quality. One of the other distinguishing characteristics of this year's applications was that they covered a wider geographic distribution than in previous years. The Committee received its usual mix of applications from Canada and the United States, but it also received Horizon applications from Mexico and Hungary.

Karen Darling is the first recipient of the Marcia Tuttle International Grant. She will be recognized at the conference opening session, which will help generate more interest in the Award.

ACTION: RC&M will be asked to assist A&R to improve publicity for the awards.
ACTION: Pictures of Fritz Schwartz and Marcia Tuttle will be included with the electronic version of the award announcements on NASIGWeb.
ACTION: A&R will work with ECC to create a list of past award winners for posting on NASIGWeb.

6.3 Bylaws

E. Cook reported that in February, the Committee was asked to research the reason for Article X. Article X states:

> In the event of the dissolution of NASIG, all assets and property remaining after meeting necessary expenses shall be distributed to such organizations as shall under Section 501 (c) (3) of the Internal Revenue Code, subject to an order of the Justice of the Supreme Court of the State of New York.

The Committee determined that this clause is a standard clause of dissolution for nonprofit corporations. At the time of dissolution, NASIG's Board would decide how to distribute remaining assets. Other library associations have fairly similar dissolution clauses.

Article X was not included in the original NASIG bylaws. It was added in the first bylaws revision which was adopted August 1, 1989.

ACTION: The Board thanked the Committee for clarifying this issue.

6.4 Continuing Education

E. Cook reported that CEC had a busy spring. On March 4, NASIG sponsored speakers S. Oberg and M. Rioux attended IX Foro Transfronterizo de Bibliotecas in Mexico and presented a program entitled "Intellectual Access Issues for the Digital Library." On March 5, S. Schmitt gave a Web/HTML presentation at the 8th North

Carolina Serials Conference. On March 16, NASIG and the Louisiana Library Association's Serials Section co-sponsored a pre-conference to the annual LLA conference. Julia Gammon gave an afternoon workshop on electronic license agreements.

CEC is working very hard on additional programs for the remainder of 1999. Programs are in the planning stages for California, New England, Florida, Atlanta, Ohio, and Mexico. S. Oberg and Beverley Geer will be presenting a paper on integrating digital and traditional resources in academic libraries at En Linea 99, to be held October 13-15 in Monterrey, Mexico.

6.5 Database & *Directory*

E. Cook reported that the Committee mounted the *Directory* and the D&D Web pages to the new server via Microsoft FrontPage.

ACTION: D&D was asked to investigate the possibility of an interactive Web accessible database.
ACTION: D&D will coordinate with ECC and update the committee rosters to include Board liaisons.

NASIG members have been very good about sending address changes to the Committee. This year's mailings each resulted in approximately 4 pieces of returned mail.

Membership renewal rate was 86% this year.

6.6 Evaluation & Assessment

E. Cook reported that the conference and preconference evaluation forms were created for the Carnegie Mellon conference using the Survey-Pro software. This summer Committee members will complete data entry from evaluation forms. Using the Survey-Pro software, reports will be generated for the NASIG Board and specified committee chairs by the fall Board meeting.

6.7 Nominations & Elections

S. Davis reported that the return rate for this year's election was almost 49%.

The Board discussed ways of promoting leadership in the organization and how to spot talent. The Board would like to see more members willing to run for Vice-President/President-Elect.

7.0 SUPPORT FOR INITIATIVES

7.1 Guidelines? Internal (within NASIG) vs. External? Funding?

This spring, the Board declined to provide monetary support for the ACRL President's program to be held at the ALA annual conference. It also decided not to establish an award sponsored by the USBE. NASIG will receive similar requests for funding in the future. The Board discussed whether NASIG wants to consider such requests and what criteria should be used to decide whether or not to support initiatives. All agreed that seeking committees' input on possible initiatives is very useful. A&R provided excellent comments on whether to support an award sponsored by USBE.

ACTION: Creating guidelines for internal and external funding will be included as part of updating the *Strategic Plan*.

7.2 Further requests

7.2.1 Serials Cataloging Cooperative Training Program (SCCTP) preconference for NASIG 2000

A two day train-the-trainer SCCTP workshop is being held at Carnegie Mellon on June 9-10. Jean Hirons and others handled the logistics for the workshop. SCCTP would like to have a basic serials cataloging preconference at the 2000 conference. The Board discussed whether or not CEC and PPC could handle the logistics next year. The preconference could be seen as a continuing education event.

The Board discussed in general the idea of having two-day preconferences.

ACTION: CEC and PPC will be asked to discuss handling the logistics for next year's SCCTP preconference. PPC will also be asked to discuss in general the idea of having two day preconferences.
DATE: At June 10 committee meetings

7.2.2 Support for Spanish language translation of CONSER Cataloging Manual

A. Ercelawn reported that Lisa Furubotten would like to create a Spanish language translation of the CONSER Cataloging Manual. J. Hirons asked if NASIG would be willing to provide support for this project. The Board thought it was an interesting proposal but wondered about the need for a translation of the manual.

ACTION: The Publications Committee will investigate what the demand is for a Spanish translation of the CONSER Cataloging Manual. If there is indeed a market for this translation, an estimated budget proposal will be prepared for the proposal.

7.2.3 SPARC

SPARC, the Scholarly Publishing & Academic Resources Coalition, is an alliance of libraries which works with publishers who are developing high quality, economical alternatives to existing high-priced publications. The coalition is supported by the membership of ARL. The Board discussed whether NASIG should become a member of SPARC.

ACTION: The Board decided that membership in SPARC was not in NASIG's best interest. However, the Board recognized that the membership would be interested in keeping abreast of SPARC's activities and encouraged PPC to incorporate program sessions about SPARC into the 2000 conference.

8.0 PROGRAM PLANNING

C. Foster reviewed final program plans for the 1999 conference. She noted that there is still a need to fine tune communication between the registrar and PPC so that PPC can receive a current list of participants assigned to all sessions by the date noted in the master calendar (early May). This deadline is usually before the deadline for conference registration. This list is essential for assigning conveners and introducers.

8.1.1 Alternatives to future programming

The Board and C. Foster, co-chair of PPC, continued their midwinter board meeting discussion on alternatives to future programming. The Board supports the idea of having sessions in future programs that provide more opportunities for audience participation. These sessions could be similar to the current nodes or have a more definite structure. It was noted that some workshops are becoming more like concurrents than workshops. Poster sessions would offer a good opportunity to experiment with programming options.

The Board and C. Foster discussed some of the complex issues surrounding the conference schedule in seeking ways to introduce flexibility in programming and adequate down time for registrants.

ACTION: PPC and CPC will investigate having poster sessions and other programming alternatives for next summer's conference. The Board is in favor of having poster sessions, while cautioning that PPC should consider what could be dropped for this new type of programming.

8.1.2 Commercialism in programming

The Board discussed how to avoid having sessions which were basically sales pitches for products or services. Pairing a vendor and a non-vendor can help. The call for papers should also more clearly state NASIG's position on non-commercialism.

9.0 TASK FORCES

9.1 NASIG *2000 Strategic Plan* Update

S. Oberg will write the charge for this task force shortly. The *Strategic Plan* has been instrumental in guiding the Board over the past four years. S. Oberg has depended heavily on the plan during his presidency.

9.2 Electronic Archiving

After the annual conference, S. Oberg will draft a charge for this task force to share with the Board.

9.3 PPC manual

Although the PPC manual is still a work-in-progress, it is now a very useful document. S. Davis expressed the Board's appreciation to Sandy Gurshman, Cindy Hepfer, and Judy Luther for the many hours of work devoted to improving the manual. Copies of the manual as it currently stands will be distributed at the PPC committee meeting.

ACTION: S. Davis will work with ECC to mount a version of the PPC manual on NASIGWeb.
DATE: By Fall Board Meeting

10.0 SITE SELECTION UPDATE

F. Wilkinson, the Site Selection Coordinator, hopes to receive a proposal from the University of Ottawa to host the 2002 conference, as well as a proposal from the Salt Lake City, Utah, area for 2003.

ACTION: F. Wilkinson will follow up on the status of these proposals.
DATE: Fall Board Meeting

The NASIG Conference for 2001 will be held at Trinity University in San Antonio from May 23-26. The co-chairs for CPC have yet to be selected for the conference. The Board's January 2000 meeting will be held in connection with ALA midwinter conference which will be held in San Antonio. The Board discussed the possibility of having its January Board meeting at Trinity University.

ACTION: The Board will investigate having its January 2000 Board meeting at Trinity University in San Antonio.

10.1 NASIG 2000

The NASIG Conference for 2000 will be held at the University of California, San Diego from June 22-25, 2000. K. Cargille, Chair of the 2000 Conference Planning Committee, discussed the status of the conference planning and presented a preliminary budget for the conference. She expects that 700 people will attend the conference. She will be working with G. Williams to take care of prepaying some conference expenses.

11.0 WRAP-UP OF CONFERENCE PLANNING COMMITTEE ISSUES

D. Novak, Chair of the 1999 Conference Planning Committee, discussed final arrangements for this year's conference. She estimated that 630 people had registered for the conference.

12.0 COMMITTEE CHAIR ORIENTATION

S. Oberg report that the second annual Committee Chair Orientation will be held on June 12 during the lunch hour. Last year's meeting was very well received. Board members will attend this year's meeting.

13.0 COMMITTEE REPORTS (continued)

13.1 Electronic Communications

The move to Bee.Net as NASIG's new Internet services provider has been completed. On April 5, NASIGNet, using the new service provider, became available to the public. Continuing projects include completing the conversion of the gopher text files.

A critical need exists to implement searchable archiving capabilities for NASIG-L and the other discussion lists. This project could possibly be contracted out to a service provider other than Bee.Net.

13.1.1 Overall NASIGWeb priorities

The Board and S. Schmitt, Co-Chair of ECC, developed the following priorities for NASIGWeb.

1. NASIG's public presence on the Web could benefit from enhancements.
2. More graphics and photos would improve NASIGWeb's appearance.
3. The Board unanimously agreed to issue a directive that all committee documentation must be put online on NASIGWeb.

ACTION: S. Oberg will share this direction with committee chairs at the Committee Chair Orientation.
DATE: June 12, 1999

13.1.2 Implementation of NASIGWeb enhancements

The Board and S. Schmitt discussed the implementation of NASIGWeb enhancements. ECC will be responsible for the redesign. The Board will review all proposed enhancements and provide guidance for organizational issues. Some issues will need to become Board issues. For example, implementing online credit card transactions would be a Board issue. Through messages on NASIG-L, the membership will be kept informed of all changes to NASIGWeb.

ACTION: ECC will investigate with Bee.Net the price for ongoing NASIGWeb maintenance.
ACTION: ECC will send announcements of NASIGWeb changes to NASIG-L.
ACTION: ECC will provide the Board with a status report on the redesign and the restructuring of NASIGWeb.
DATE: Fall Board meeting

13.1.3. Affinity discussion lists

The Board and S. Schmitt discussed whether or not nodes could have discussion lists. The Public Libraries Node recently started a discussion list. They believe the list will be helpful in keeping communication going among members throughout the year. They hope that the list will encourage other serial public librarians to join the node.

ACTION: The Board affirmed that nodes can have discussion lists, if requested.

13.1.4 Ramping up Web liaison program with committees

The Board and S. Schmitt discussed the importance of having Web coding expertise on each of the committees. ECC is willing to assist committees in getting started with the encoding of documents. For most committees encoding can be done easily with the aid of a HTML editor.

13.2 *Newsletter*

13.2.1 Application for bulk mailing permit

Most of the paperwork for the bulk mailing permit application has been completed and is ready to be submitted. In order to have a permit, the *Newsletter*'s masthead had to be revised and moved to within the first five pages of the *Newsletter*. The April issue of the *Newsletter* reflects these changes.

13.2.2 Conversion of gopher issues

Converting a single gopher *Newsletter* issue takes ten to fifteen hours. While most of the *Newsletter* staff has volunteered to work on the conversion, Steve Savage, *Newsletter* Editor, is concerned about juggling this project along with producing current *Newsletter* issues. He would like to propose contracting out the conversion of the gopher Newsletter issues.

ACTION: The Board will ask S. Savage to submit a proposal to contract out the conversion of gopher *Newsletter* issues.
DATE: Fall Board Meeting

13.2.3 Dynamic calendar

Recently the *Newsletter* calendar has included a lot of non-NASIG and non-serial related events, such as state conferences. S. Savage recommends that the calendar be limited to NASIG and serial-related events. He would prefer that the *Newsletter* did not duplicate the ALA's online calendar or significant portions of it.

ACTION: The *Newsletter*'s calendar will be limited to NASIG and serial-related events. The online version of the calendar will provide links to the ALA's online calendar.

13.2.4 Profiles

Starting with the June 1999 issue, the *Newsletter* will include profiles of committees and Board members and long term members of NASIG. Naomi Young and S. Savage will develop guidelines for content and a cycle for committee profiles.

13.2.5 Frequency of Issues

At the Fall Board meeting, S. Savage would like to explore with the Board the possibility of changing the frequency of the *Newsletter* from five to four issues yearly.

ACTION: The Board will ask S. Savage to write a proposal identifying the pros and cons for changing the frequency of the *Newsletter*.
DATE: Fall Board Meeting

13.3 *Proceedings*

A. Ercelawn reported that Haworth will be provided with a copy the *Proceeding*s Editor's manual. The 1999 *Proceedings* Editors hope to create an online version of the manual.

ACTION: The Board thanks the 1998 *Proceedings* Editors, Jeff Bullington, Bea Caraway, and Beverley Geer, for their work.

13.4 Publications

13.4.1 Survey Results

The Publications Committee conducted the first membership survey of their publication needs. The Committee also surveyed the current committee chairs on how the Publications Committee might be of benefit to them. The results of the survey were shared with the Board. The Committee has yet to make any specific recommendations. They will be ranking and prioritizing the results of the two surveys.

13.4.2 Serial Publications Web Page

The Publications Committee has created a Web resource page for NASIG members who are looking for places to publish papers, articles, and book reviews. The resource page includes links to the Web sites of publications, brief descriptions of ideas and formats of content accepted by the publications, and links to editorial guidelines, calls for papers, and other useful information for potential authors.

ACTION: The Board approved having the Publications Committee make an announcement on NASIG-L about the new resource for potential authors.

13.5 Regional Councils & Membership

A. Ercelawn reported that adding the state representatives to the Regional Councils & Membership discussion list has proven helpful.

13.5.1 New members list on Web

The Board discussed having D&D introduce new NASIG members on NASIG-L.

ACTION: D&D will work with ECC to implement the introduction of new NASIG members on NASIG_L. These introductions will be made on a monthly basis.

14.0 MASTER CALENDAR

Any updates to the master calendar should be sent to S. Davis by July 9. She will send a revised master to S. Oberg for distribution to the appropriate people. ECC should particularly review the sections relating to the Internet service provider. Board liaisons should gather committee chair input, and chairs will be reminded to send in corrections at the committee chair orientation.

15.0 OTHER

The Board discussed key items for the Secretary's report at the business meeting. D. Tonkery announced that the Fall Board meeting will be held on October 22-23, 1999 at the University of California, San Diego. S. Oberg thanked the Board members for their service and support over the past year. The meeting adjourned at 5:15.

CALL FOR NASIG NOMINATIONS

Sharon Cline McKay, Chair, Nominations & Elections Committee

The NASIG Election Nominations form has been added to NASIGWeb (http://www.nasig.org). You can use the interactive form to propose members to run for the elected NASIG offices. The offices to be filled this year are Vice-President/President Elect, Secretary, and three Member-at-Large positions. The deadline for submitting nominations is **OCTOBER 15, 1999**. Thanks for your help in determining NASIG's future leadership.

TREASURER'S REPORT

Geraldine Williams, NASIG Treasurer

NASIG is still in a positive financial position. With the addition of additional services to members and additional costs our balance on hand has decreased.

NASIG ASSETS AS OF 7/26/99

ASSETS		
Cash and Bank Accounts		
Checking	$ 7,634.17	
Savings	$ 75,089.14	
TOTAL CASH AND BANK ACCOUNTS		$82,723.31
INVESTMENTS		
Municipal Bond$58,512.12		
TOTAL ASSETS		$141,235.43

To date, the income and expenses of the Pittsburgh are listed below. It is still early and there may be more expenses outstanding.

1999 PITTSBURGH CONFERENCE THROUGH 7/26/99

INCOME	
Conference Registration	$20,3429.50
Conference -Tours	$6,576.00
Conference - Souvenirs	$ 3,883.54
TOTAL INCOME	$213,889.04
EXPENSES	
Conference - AV Equipment	$4,335.40
Conference - Brochure	$4,866.11
Preconference Workshop	$1,835.24
Conference - Building Rent	$12,618.16
Conference - Entertainment	$ 946.55
Conference - Housing	$38,614.85
Conference - Meals	$91,496.42
Conference - Souvenirs	$5,305.72
Credit Card Charges	$1,969.18
Conference - Photocopying	$6,686.20
Conference - Postage	$2,048.70
Conference - Registration Packet	$2,391.00
Conference - Supplies	$ 197.27
Conference - Speakers	$7,865.86
Conference - Staff	$ 833.09
Conference - Tours	$ 4,417.00
Conference - Transportation	$12,677.00
Conference - Parking	$ 2,440.10
Conference - Other	$ 956.13
Conference - Refund	$ 9,576.00
Conference - Prepayment	$ 500.00
TOTAL INCOME - EXPENSES	$1,313.06

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NASIG COMMITTEE ANNUAL REPORTS

ARCHIVIST

Marilyn P. Fletcher, Archivist

The Archives were received at the University of New Mexico General Library in August 1998. Four boxes were sent from the former Archivist, Teresa Mullins. During the fall of 1998, the boxes were inventoried by folder (not specific item) and the inventory was placed on Microsoft Word. Other packages have come in regularly to be interfiled. Some artifacts were received from the 1998 conference, but I was unable to locate other artifacts such as t-shirts, etc. Early this spring I ordered 25 additional storage boxes and 1 box suitable for artifacts. These were ordered through Metal Edge West. I have responded to two questions from members.

The Board may want to consider a permanent location for the NASIG Archives. The boxes are not easily shipped and suffer each time they are moved from place to place.

BYLAWS COMMITTEE

Donna Yanney, Chair
Members: Robert Cleary, Karen Morgenroth, Julie Su, James Stickman, Mitch Turitz (Web Liaison), Donna Sue Yanney (Chair). Board Liaison: Jim Mouw.

It is my pleasure to submit the annual report of the Bylaws Committee for 1998/1999.

There were no proposed bylaws changes this past year.

In December, the Chair of the Bylaws Committee supplied official copies of the Bylaws to the *NASIG Newsletter* Editor-in-Chief and the NASIG Treasurer.

In February, the Committee was asked to research the reason for Article X in the NASIG Bylaws. Article X states "In the event of the dissolution of NASIG, all assets and property remaining after meeting necessary expenses shall be distributed to such organizations as shall qualify under Section 501 (c) (3) of the Internal Revenue Code, subject to an order of the Justice of the Supreme Court of the State of New York."

It was determined that this clause is a standard clause of dissolution for nonprofit corporations.

The Committee will meet at the annual conference in Pittsburgh on Thursday, June 10, 1999 at 2 p.m.

Julie Su's term on the committee will end at the finish of the 1999 annual conference. Both Mitch Turitz and Donna Yanney have been reappointed for the 1999/2001 term. I would like to thank each and every member of the committee as well as our Board Liaison for their participation and contributions this past year.

FINANCE COMMITTEE

Gerry Williams, Chair
Members: Sandy Barstow, Tim McCabe, Susan O'Leary, Marjorie Wilhite, Geraldine Williams (Chair).

The Finance Committee evaluated the current financial situation and examined several possible options on membership dues. It was discussed whether to leave the dues as they were or to have a dues increase. It was felt that a dues increase was appropriate, as the current dues were not covering the everyday operating expenses of NASIG. This resulted in an action by the Board to recommend the current dues increase under consideration.

A discussion was held on the possibility of offering the ability to accept credit cards. The Board deemed the additional cost worth it and established the ability to accept credit cards the last conference registration procedure.

The Finance Committee is currently looking at the investments that NASIG has to determine if NASIG could keep the conservatism in its investments but receive a little higher return.

SITE COMMITTEE

Fran Wilkinson, Chair

The Site Committee enjoyed a very productive year. The NASIG conference site for 2000 was selected and approved. The conference will be held at the University of California, San Diego (UCSD) campus from June 22-25, 2000. Fran Wilkinson and Dan Tonkery visited Karen Cargille at the UCSD campus in December 1998. They presented an extensive report to the NASIG Board regarding the site. Based on the visit, this site is sure to become one of NASIG's most popular conference sites! The many strengths of UCSD include the attractive, accessible campus; centrally located meeting rooms; apartment-style dormitories with baths and kitchens; options for exciting evening events; and an excellent facility for the late night socials.

The NASIG conference site for 2001 was also selected and approved. It will be held at the Trinity University campus in San Antonio, TX from May 23-26, 2000. Note that this conference is being held on Wednesday through Saturday, a departure from the usual NASIG conference schedule of Thursday-Sunday. Also, this will be the first time that NASIG has returned to a site -- the NASIG Conference in 1991 was held at Trinity. So, after ten years, it's back to the future! A site visit to Trinity will be conducted in Fall 1999. The NASIG Web site contains the locations and dates of both the 2000 and 2001 conferences. Locations under consideration for future NASIG Conferences will be added to the Web site at a later date.

Sites for 2002 and 2003 are under consideration. The Site Committee hopes to receive a proposal to host the 2002 conference at the University of Ottawa, Canada. A proposal to host a conference at Brigham Young University was not selected; however, the Site Committee hopes to receive a proposal to host the conference at another Utah site in 2003.

NASIG 14th ANNUAL CONFERENCE (1999)

PRECONFERENCES

METADATA

Reported by Kay G. Johnson

Metadata for Resource Discovery: The Dublin Core Metadata Initiative
Stuart Weibel, Senior Research Scientist, OCLC Office of Research and Director, Dublin Core Metadata Initiative

Stuart Weibel began with an overview of the Worldwide Web, which is a phenomenal information system in terms of size, ease of access, rapid dissemination of information, and relatively few barriers to publication. Unfortunately, the Web is difficult to manage, resource discovery is chaotic, organization is haphazard, and preservation is almost non-existent. Consumers' high expectations conflict with the primitive tools and mechanisms available for resource discovery. Quality, integrity, trust and business models are uncertain on the Web. That's where metadata comes in. Metadata enables a higher quality of information services on the Web by providing structured data about data, helping impose order on chaos, and enabling automated discovery and manipulation.

Metadata has its challenges. There are multiple varieties of metadata to be accommodated. Metadata must be functional and simple, yet there’s a need for extensibility and interoperability. It must be functional for a specific resource description community. Weibel described a resource description community as characterized by common semantic, structural, and syntactic conventions for exchange of resource description information. Conventions allow interoperability. Many resource description communities combine to form the Internet Commons. Dublin Core is a resource description community that has elements of semantics and structure. HTML & RDF (SML) have elements of structure and syntax.

The objectives of Dublin Core Metadata are to improve resource discovery on the Web by providing simple resource description semantics and to build an interdisciplinary consensus about a core element set for resource discovery. The core element set is characterized by being simple and intuitive, cross-disciplinary, international, and flexible. Dublin Core (DC) has achieved most of the objectives, but the element set is not yet simple and intuitive. Dublin Core is a descriptive metadata for resource discovery that has 15 elements. It is extensible and interdis-ciplinary, and all elements are optional and repeatable. DC was based on a consensus of practitioners, not ontological theory, and is currently used in more than 21 countries on 4 continents.

Extensibility is a refined semantics that Weibel called the Ukrainian Doll model, i.e. an object is made up of increasingly smaller parts. Description precision is improved with a sub-structure and should degrade gracefully to preserve interoperability. Weibel gave the example of metadata for the element: creator. The creator has the sub-elements of given name, surname, affiliation, and contact information. Modular extensibility allows additional elements to support local or discipline specific requirements. Weibel called this the Lego Model. Complementary packages of metadata are semantically interoperable (like combining sea & space Legos).

Qualifiers support increased semantic specificity, specification of encoding rules, definition of substructure and authority control. Semantic specificity is increased with controlled vocabularies, additional detail and enumerated lists from which to choose formats/types and dates. Specified encoding rules can define specific formats for dates and other values. Authority records assure a unique identity of people, places and corporate entities. While qualifiers offer flexibility and query precision, the tradeoff is a loss of simplicity.

Dublin Core has relationships to other metadata standards. The relationship with MARC/AACR2 is strong, but has library legacy issues. Some think there's too close a relationship, but others think the relationship is a good thing. Reasons to consider using Dublin Core include the need or desire for a simple standard; to reveal data to other communities via the Web using commonly understood semantics; and to provide unified access to databases with different underlying schemas. The simplest reason is that DC offers description semantics without having to invent them anew.

Weibel wrapped up his talk by touching on metadata tools, commercial products that are appearing, the future of metadata creation tools, CORC (OCLC's Cooperative Online Resource Cataloging research project), and metadata resources. The future of creation tools includes tighter coupling with other software applications such as word processors and browsers, automated creation and classification of metadata, and configurable by language, output, etc. CORC is exploring the issues and practice of cooperative cataloging of electronic resources using a variety of metadata standards, including DC and MARC. Metadata resources include MetaGuide, the IFLA Metadata Resources page, Metadata Matters and the DC Home Page (http://purl.org/dc). URLs for the metadata tools, metadata resources and CORC are available in the online version of Stuart Weibel's presentation:

http://www.nasig.org/ecc/metadata/index.htm

Metadata Elements and Search Engines

Jane Greenberg, Assistant Professor, School of Library and Information Science, University of North Carolina, Chapel Hill

Jane Greenberg explored the question, "Are search engines exploiting metadata?" The WWW is not like a library nor organized like a library. The functions of a library and the Web are different. Metadata supports resource discovery and use. The Web is a place of chaos, but search engines are insufficient to locate all of the good stuff. Metadata can be used to make searching efficient, find the good stuff, and collocate it.

Greenberg described the search engine landscape as having three aspects: WWW, Intranet, and project-oriented. The WWW is the whole Web, though the reality is that search engines search their own database, not the entire Web. Intranets are organization specific resources, typically university or corporate Web sites. Projects are information specific projects, for example, a digital library or digital archive.

Who has access? Everyone with Web access has access to the WWW. Intranets are limited to organization members and visitors, though visitors may be limited. Projects are limited to subscribers and visitors with permission; they attract researchers with a narrow focus.

Web search engines include Altavista, Excite, Lycos, etc. Intranet search engines include Blue Angel, I-Search, Verity and engines that are designed in-house. Some engines, such as Altavista & InfoSeek, can be used as both WWW & Intranet search engines. Project-oriented search engines are the same as Intranet search engines.

The interests or motives vary from search engine to search engine. The purpose of WWW search engines is to make money. Intranet search engines facilitate organization productivity and publicity. A project's search engine facilitates resource discovery and use. WWW search engines are proprietary. Intranet and project search engines can be proprietary or open source.

WWW search engines generally don't search metadata, with the exceptions of title tags and directory registration. HotBot (by Inktomi) and InfoSeek use meta tags with name attributes: description and keywords. WWW search engines do not support DC or other metadata schemes. Some search engines search for specific categories of information. Examples of specialty search engines include Northern Light, Deja News, and Shop Find. Depending on the configuration and available metadata, Intranet search engines can be configured to search DC or other standards. Some search engines are good, others not as good. Project specific search engines are like Intranet search engines, but are easier to configure. The database is more homogenous and a template with elements can be used to assist with searching.

So, is there metadata? Is it searched? Greenberg replied, "Yes and no:" there is an increasing amount of metadata and metadata-based retrieval from the WWW to projects. The future of metadata will be one of continuing development on all fronts. When there's enough demand and profit, WWW search engines will incorporate metadata such as DC. As metadata becomes trusted, it will increase productivity and information access, and there will be cooperation between profit and non-profit communities.

Resources Revealed: Metadata in the Library
Robin Wendler, Metadata Analyst, Office of Information Systems, Harvard University

Robin Wendler's talk was in three parts: 1) metadata in the abstract; 2) forces on libraries; and 3) Harvard metadata. Harvard defines metadata broadly as the information that makes it possible to find, access, use and manage information resources. Metadata includes, but is not limited to, cataloging. It is applied equally to all formats of resources and is frequently, but not always, structured.

Wendler described the three aspects of metadata as semantics, content standards, and syntax. What she referred to as "content standards," Weibel referred to as "structure." Wendler stressed that syntax, or how the information is encoded, is often but *not always* for computer processing. Consistency is important in form of content, but not everyone realizes this. Wendler offered examples of the many ways dates and names can be written to show inconsistency in content.

Descriptive metadata supports discovery, identification, location, and access. Administrative metadata supports access management/security, financial management/ billing, migration, and preservation. It is a very broad category that tends to be of local use; therefore, there is less emphasis on developing standards. Structural metadata puts the object together from its logical components and provides navigation. A computer program to manipulate data may use it.

The benefit of the current infrastructure in libraries is a sharing of metadata across functions within an institution. Metadata is expanded as materials pass through processing stages from acquisitions to cataloging to shelf and there's easy access to all metadata (holdings, claims, payment history, etc.) about a title. Metadata is shared across institutions for efficient metadata creation and maintenance; easy access to related titles; and consistent, predictable access and navigation. Unfortunately, some information is put aside, or "ghettoized," including slides, geospatial data, etc.

New metadata in the library includes old (i.e. printed) "metadata" in machine-readable form for the first time. New kinds of metadata manage library-created content, such as digital reformatting. Commercial metadata accompanies newly purchased or licensed material.

The Web is a source of new content, but is also a mechanism for metadata delivery. Momentum toward cooperation comes from the benefits of remote access and cross-collection searching, and the democratization of software. The effect on libraries has been one of a changing environment. New kinds of library metadata are going online. Multiple catalogs have overlapping scopes, overlapping contents, and different capabilities. Barriers between libraries, archives, museums, and data centers are breaking down. Intra-institutional coordination is in its infancy and a cross-institutional infrastructure (for copy cataloging, ILL, cooperative preservation, reference, etc.) is barely conceived. Conflict with others is inevitable as different communities adopt, develop, and support metadata standards.

Harvard is supporting different metadata projects. The Digital Contents Project was conceived to give users better information about journals in storage. To learn more about the project, see:
    http://hul.harvard.edu/ldi/html/dcpp.html

The challenges of the Digital Contents Project included the problems one expects when working with serials: irregular publishing patterns; lack of correspondence between cataloged titles, logical serial components, and the physical pieces; and creative binding practices (e.g. monographs bound with serials, etc.).

Visual Information Access (VIA) is a project to provide a catalog to visual resources. The scope was limited to material culture and social history, because it was assumed collections such as medical X-rays, etc. would need other tools. The project included art & architecture and archaeology collections, many of which were study collections that contained slides. The challenge was to make disparate metadata from a variety of systems and contexts semantically and syntactically compatible. The URL for the VIA Catalog is:
    http://via.harvard.edu:748/html/VIA.html
For more about the project, see:
    http://www.peabody.harvard.edu/VRTG/report.html
and:
    http://hul.harvard.edu/ldi/html/via.html

OASIS provides a public union catalog to archival collections at Harvard as described in finding aids in the Encoded Archival Description (EAD) format. EAD covers both structural and descriptive markup, and is designed to accommodate widely diverse local practices. Unfortunately, there is no community-wide agreement or common content standards for EAD. Plus, there is disagreement in the archival community about the use of finding aids as fixed documents versus their use as adaptable metadata. Treating printed finding aids as artifacts prevents enhancing the information for machineuse. The URL for the OASIS catalog is http://oasis.harvard.edu. To learn more about the project, see both:

http://hul.harvard.edu/hul/dfap/dfapinfo.html
http://hul.harvard.edu/hul/dfap/dfaphist.html

In closing, Wendler said, "Ultimately, we need technology, standards, *and* organizational change to capitalize on the promise of Web-delivered metadata."

SCENARIO BUILDING: CREATING YOUR LIBRARY'S FUTURE

Nancy Rea, Staff Development Coordinator, Anne Arundel County Public Library; Stacey Aldrich, Public Library Consultant, Maryland State Department of Education/Division of Library Development and Services
Reported by Jeff Bullington

Scenarios are, in essence, stories about possible futures. Scenario building is a planning and management tool that can help an organization (or an individual) clarify goals and priorities and then identify strategies that will help keep the organization on track towards its goals. The Scenario Building preconference started with the two presenters, **Nancy Rea** and **Stacey Aldrich** introducing themselves to the participants and providing a brief overview of scenario planning and of the day's planned activities. The preconference had approximately 20 participants in four groups, each group sitting around a table equipped with supplies including paper, pens, and an "activity basket." Both Rea and Aldrich related their own introductions to and experiences with scenario building. They both have employed scenario building in their own worksites and were very enthusiastic about it as a planning technique. Our session was modeled on that from the Maryland State Library with which both Rea and Aldrich were familiar.

For the first activity, each group attempted to project into the future (to June 10, 2020) and to answer the questions "What are the top 3 stories of the day?" and "Who's on the cover of *Time*?" Then, each group reported out their answers to the entire room. Although I can't remember each different group's answers, I can remember my own group's responses: 1) Episode 9 of *Star Wars* premiered; 2) the first manned mission to Mars just landed on that planet; 3) the Human Genome Project completed its gene-mapping; and 4) the *Time* cover featured the first valid Artificial Intelligence.

The exercise was our warm-up and opener to the scenario building process. As Rea and Aldrich noted, scenario building is a process of creating stories about what the future might be. It is a proactive, creative, and visionary process of devising potential futures. The process allows for (if not demands) creativity and brainstorming (the blue-sky process) but at the same time channels and focuses those activities in order to maximize productivity. So, the warm-up exercise got us into being creative; now we also needed to learn to be focused while being creative.

Using the big question 'What will the state of serials librarianship be in 25 years?' we worked through the scenario building process from beginning to end. To start, we worked individually to identify the three most important trends or developments that we believed would shape the future of serials librarianship over the next 25 years. Trends were defined as being patterns of change over time in something of significance to the observer. Developments were defined as significant events or consequences that may influence how the future would unfold. Once we identified our three, we reported them out to our table and assembled them into a common pool, eliminating duplicates. Then, each table reported out to the room, eliminating duplicates again. Through this part of the process, the entire group worked down from many different ideas and decided, in a fairly democratic fashion, on two in order to progress to the next stage. The two ideas that we selected and moved forward with were: 1) who controls publication (authors or publishers)? and 2) the electronic delivery of information (mediated or unmediated)?

These two ideas were used to create a 2 x 2 matrix for scenario building. The control of publication served as one axis and the electronic delivery of information was the other axis. We now had four distinct scenarios to build or work with: 1) mediated delivery of electronic information which authors control; 2) mediated delivery of electronic information which publishers control; 3) unmediated delivery of electronic information which publishers control; 4) mediated delivery of electronic information which authors control. Once we picked our two axes and defined our four scenarios, Rea and Aldrich congratulated us and informed us that we had just gone through the toughest part of the entire process. This is the part that is most likely to test the interpersonal dynamics and productivity of any group and bog the group down.

For the next stage, each table worked on one of the scenarios (axis quadrants). My own group worked on quadrant 3: the unmediated delivery of electronic information that is controlled by publishers. We created a name for our scenario; defined the three important trigger events (with dates) that might have created the scenario;

created strategies for thriving in our scenario; winnowed our list down to the most robust strategies; and shared our scenario with the other groups. Here is what we came up with:

Stand and Deliver: The Development of the Information Hub

Three trigger events: 1) The tenure process in academics requires publication in 'Top-Tier', brand name journals (2002); 2) Publishers cut deals with campuses or schools for exclusive rights to all scholarly output of that faculty (2005); 3) centralized libraries deemed redundant (2010).

The most robust strategies for surviving in this scenario: 1) prove our worth through marketing, outreach, and by showing our positive impact on the bottom line; 2) educate our communities on the economics of information production and dissemination; and 3) transform the library into an information hub; seek out new ways to control, manage, and deliver information for the campus community; perhaps become the unit on campus that handles the financial and logistical transfer of campus information to interested external bodies, and educate the consumer on how to find information.

All of the groups created very fascinating and interesting responses to their assigned scenarios. Once we had presented our scenarios, we saw many similarities in scenarios: something one group devised for one scenario could be applied to other scenarios. We, as a group, created four different stories about the future as it related to serials librarianship. We explored these visions, devised strategies and responses to them, and discovered many new and innovative ideas. In the end, Rea and Aldrich reminded us that this is a process. Whether or not we actually do something with the particular scenarios we create in the process, by going through the process we are much more practiced at devising strategies and responses to any situations. By incorporating scenario planning into our respective work environments we can employ the skills and talents of many people to create scenarios and help make decisions on future actions.

I must say that this was an incredibly productive and enjoyable experience. I knew about scenario planning and what it was supposed to achieve, but before this preconference, I did not have any idea how the process actually worked. At the end of the day I walked away feeling much more knowledgeable about the process and even more convinced that it could be a viable planning technique. Oh, and remember the activity basket I mentioned was on each table? The baskets were stocked with things like cutout puzzles, soap bubbles, small hand toys, and scented markers for us to play with as we were working. Aldrich mentioned that studies have shown that tactile activities with hands and fingers stimulate the mind and make for more productive and creative thinking. Our table made a great 3-D butterfly, blew soap bubbles, and in general, had a great time!

PLENARY SESSIONS

I. Moving the Network Revolution in Knowledge Management beyond Random Acts of Progress
William Graves, President, COLLEGIS Research Institute
Reported by Valerie Bross

William Graves followed a long-standing NASIG tradition, opening with a thought-provoking exposition whose points were echoed in various sessions throughout the conference. The Internet revolution is a revolution in terms of both human communication and resource sharing. Universities and other educational institutions have generally responded to this radical change without completely understanding the implications of the new environment and how to use it effectively to sustain learning communities. "Global learning infrastructure" is a term which is key to the understanding of this new environment. Graves examined each term, relating it to classroom experience and to the Internet.

First, Graves discussed "learning," using the metaphor of learning as an expedition with the instructor as guide. Many instructors claim to have Internet components to their courses, when they have actually only mounted their syllabi on the Web. In fact, the instructor/guide has three primary functions: (1) to organize course resources (through texts, library resources, lectures, and course packs); (2) to guide shared discovery (through team projects, field trips, etc.); and (3) to guide solitary discovery (through office hours, papers, tests, labs, and theses). Portions of all three of these functions may involve the Internet. Graves demonstrated several Internet resources that typify "learning ware." For example, one instructor has developed a multi-media introduction to Vivaldi's Four Seasons. Another instructor has developed a discussion course for English literature, where each student must moderate a threaded discussion of an author and summarize that discussion.

Additional materials may be viewed at:
http://www.eduprise.com.

Next, Graves took up the concept of "global." There is no doubt that distance learning has gained momentum. Over 700 institutions offer distance learning; 40 states have a "virtual university" strategy. But many institutions are still grappling with the issue of "global" access and the problem that institutions may no longer have a "lock" on their courses—others may reach their materials.

Third, Graves discussed "infrastructure," contrasting the limitations of Internet 1 with the promise of Internet 2. Graves noted four problems with Internet 1: first, it depends on "best effort" for distribution of all packets; second, it has a "one size fits all" approach to packet creation; third, it provides strong internal links/weaker external links; and fourth, it follows the "library" model of providing apparently free information. In contrast, Internet 2 will provide differential service, dependent on packet type. For example, text will be handled differently from media. Rather than "one size fits all," Internet 2 will provide a range in quality. Outside links will be strengthened through end-to-end service. And finally, what will happen to the "library" model? It remains to be seen.

The other aspect of "infrastructure" is the learning environment itself. As previously mentioned, distance education is expanding. However, Graves suggested that rather than *distance education*, institutions should focus on *distributed instruction*. Whereas distance education often disintegrates into something resembling correspondence courses, distributed education recognizes the social dimension to education. Institutions need to concentrate on increased convenience, higher quality outcomes, and increased return-on-investment in instruction.

So, where are we now? Most campuses have had experiences of progress. But they have been "random acts of progress" rather than systematic "enterprise progress." Institutions need to provide a common look and feel to online courses; provide universal access to resources for students, faculty, and staff; adopt life cycle funding; develop academic Intranets; and generally learn to manage change.

In the words of Will Rogers, "You can be on the right track and still be run over."

In the end, institutional success will depend on finding the "appropriate expression of your academic institution on the Internet"—of striking the right balance between distributed education and traditional education.

II. Information Ecologies
Vicki O'Day, co-author of *Information Ecologies: Using Technology with Heart*; Doctoral student in anthropology, University of California, Santa Cruz and industrial researcher
Reported by Cheryl Riley

Vicki O'Day believes in looking at change ecologically and that information ecology applies to digital libraries more as the boundaries between sites, tools, and collections continue to blur. As information becomes ubiquitous and portable we need to evaluate, design, and integrate that information to do what we want with it: some tools we leave alone while others we pick-up, use, and adapt to our needs.

O'Day outlined several critical sensibilities to technological change. Her first point she called the rhetoric of inevitability. She outlined two ends of a continuum, uncritical acceptance and total condemnation. She challenged us to think reflectively about technology illustrating her point with several recent book jackets. Her first book jacket was *The Road Ahead* by Bill Gates. Analysis of the title indicates that technology is a journey and that a destination is planned. Her second example, *What Will Be: How the New World of Information Will Change Our Lives* by Michael L. Dertouzos implies that the future is already known *Beyond Calculation: The Next Fifty Years of Computing* by Peter J. Denning proposes that the future is so complex it is beyond our comprehension. O'Day recognizes that all of the books are enthusiastic in their endorsements of the future but that all are written by people who are not designers and have no role in shaping our future. O'Day believes that one might conclude from these book covers that the future, regardless of a techno-phyllic or techno-phobic outlook, is not something for non-technologists to shape and influence. However, O'Day urged the audience to notice the rhetorical moves and disarm the rhetoric of inevitability. Individual perceptions of a situation are related to position and others work can sometimes be invisible. It is imperative we share perspectives across the boundaries of vocations. Social practices grow from, across, and around technology.

O'Day then presented and discussed several current metaphors for technology. Some of the metaphors we use when discussing technology are tool, assistant, system, and ecology. Each metaphor has a unique use: she advised us to be aware of language. When technology is viewed as a tool, spreadsheets and word processors come to mind. The focus is on accomplishing tasks and affordability. Key concerns are productivity and usability, since little is under our control. This approach ignores the social, organizational, and political context. If technology is viewed as an assistant, the implication is that the technology acts on our behalf, is a servant, is faithful. The focus is on the individual thereby excluding others in the local environment. When viewing technology as a system, pervasiveness is implied and autonomy, neutrality, and comprehensibility are valued. Questions about technology systems include social implications: who is responsible, how to control, and how to change. The system metaphor encourages large scale and interconnected thinking and matches people to technology. In her opinion, the system metaphor misses a sense of the local and particular. Technology as an ecology is used, not as a new methodology, but as a way to think about the topic. An ecology implies a system of people, technologies, practices, and values in a local setting. An ecology is concerned with interdependencies and the influences of local variations. Examples of ecologies are libraries, offices and schools. An ecology includes values. If values are not included in discussions, it is important to ask "why," since knowing why is as important as knowing how.

O'Day identified five characteristics of an ecology: diversity, locality, keystone species, co-evolution and boundary crossing. Viewing a topic from an ecological perspective is a process similar to brainstorming. The first characteristic of an ecology is diversity. In an ecology the focus is on many people and many tools, not "the user." Any technology may be used in different ways. An information ecologist might ask who makes digital libraries work and who shapes the content and access? O'Day contends that expert mediation is not rooted in a physical location and consulting is an extension of a digital collection. There are three questions to ask regarding the digital library: what are the paths to a digital library collection; what are the complementary low-tech tools; and what are the bridges between the physical and digital worlds?

The second element of an ecology is locality. In order to study an information ecology, there must be boundaries and emphasis on local adaptation. A question an ecologist might ask is, "How could a digital library be tailored for different applications?" O'Day used *Medline* as an example and challenged the audience to think of different applications that might be found in a senior center, a school, a doctor's office, or a lawyer's office. *Medline* is now configured for "the public." What would happen if localized framing of content were undertaken? Could digital collections be taken apart and re-combined to support specialized uses and activities? As we integrate content and access can we also de-couple content and access?

The keystone species in an information ecology are the mediators, translators, localizers, or fillers-in of gaps. This species may be invisible at first glance. Examples are librarians, teachers who bridge technology and teaching, and people who can cross boundaries. O'Day challenged the audience to consider the role librarians play. Where do users go who are stuck or want to refine their searching? What needs are there for mediators of different kinds?

The co-evolution element of an ecology realizes mutual adaptations of tools and practices and of tools and other tools. What happens to the reference interview in an information ecology? The reference interview is used to refine searches, but how do you teach the online person to narrow searches? O'Day believes designers need to account for vague needs and to provide methods to migrate the reference interview to an online tool. How does the interaction change when people have already done some searching? What would it take to support this migration and how will digital library services adapt to the common pattern of extended, inter-connected searches? What happens to paper in a digital environment? How do new tools inter-operate with old ones? O'Day reminded librarians that many users prefer to printout, mark-up, and insert into other tools the information found at the library. She asks how digital libraries co-exist with physical libraries and how resources of a physical and digital collection can point to one another and be up-to-date.

To summarize, O'Day championed using the ecology metaphor by stressing four points. The ecology metaphor is a way of paying attention that allows for the subject to be integrated into different conversations. It provides a type of intervention against the rhetoric of inevitability. Finally, the ecology metaphor points to social and technical interconnections that shape successful practice.

III. Shift Happens
Stephen Abram, Senior Director, Product Management, IHS Micromedia
Reported by Sandy Folsom

Stephen Abram began his presentation by discussing ten major trends that are affecting information services. He stated that education is out and learning is in. He described the next generation as "Next Heads" and the current generation as "Text Heads" with the implication that text is on its way out. He noted that the older generation has a tendency to develop a culture of doom regarding the future and that the next generation will be what it needs to be and nothing less.

Several of the trends Abram outlined were related to various aspects of change. He stated that the current pace of change is too slow and tentative and that change cannot happen generationally anymore. He described new cycles of change lasting as long as a mouse's life span and noted that we cannot expect the educational system to prepare students for the future when the pace of change is this rapid. He also noted that at present, the millennium is stifling change in that changes are being postponed as efforts are devoted to addressing Y2K related issues.

Some other trends affecting information services that Abram discussed included the fact that communities of interest are no longer bound by geography. He described the concept of "virtual" as a place rather than a format: perception is reality. According to this idea, if one believes in something, it exists. The final trend that Abram discussed is that every information professions' relevance is in question.

Abram continued by presenting several principles for success in the new knowledge ecology. The first principle that he outlined was the need for a new metaphor. He described the information era as a failure and the "information highway" as overloaded, more like an information ocean. He stated the belief that we are entering a knowledge era where content and communication of information will exceed technical knowledge in importance.

Most of Abram's principles for success centered on ideas related to delivering information services that are appropriate for people. A fundamental one was to spend more time on people issues than on technology issues. He also noted that diversity is the norm with people and that differences in intelligence and learning styles need to be taken into account. Along with this, he stated that there is no one right interface and that "intuitive" is a word for fools. There should be continuous adaptations to address the various needs of the human users.

Among the other principles for success that Abram delineated was understanding the dynamics of the knowledge era ecology and the whole knowledge environment. He advocated applying the 15% rule: humans can only see change when it is visible and exceeds 12-15%. He also suggested being realistic about the process of adaptation to change and acknowledging the stages that such adaptations must go through. He indicated that rapid adaptation could be induced through strategies that recognize and incorporate these stages.

Abram concluded his presentation by discussing a final principle for success in the new knowledge ecology—that of truly knowing that people do not want or need information. They want to *find* rather than to search. They want useable answers, confidence, and success.

ISSUES

1.1.Academic Librarianship and the Redefining Scholarship Project
Gloriana St. Clair, University Librarian, Carnegie Mellon University; Rush Miller, Director, University Libraries, University of Pittsburgh
Reported by Sandy River

This session brought together two members of the ACRL Task Force on Institutional Priorities and Faculty Rewards. The March 1998 report of the Task Force described the kinds of scholarship performed by academic librarians using the four categories suggested by Eugene Rice and Ernest Boyer: inquiry, integration, teaching, and application. The ACRL Redefining Scholarship Project was part of a larger effort to categorize the activities of all the disciplines in order to bring to light scholarship beyond traditional research and publishing. Gloriana St. Clair discussed the nature of librarians' publishing in light of the Rice/Boyer framework, and Rush Miller placed that publishing in the context of librarian status on college and university campuses.

Gloriana St. Clair opened with a brief discussion of the ACRL Redefining Scholarship Project. Its aim was to make clear that librarian's activities could be categorized into the same general scheme as various faculty activities. Commenting on academic realities, she said that because faculty rewards and reputation are determined primarily by their research, faculty often have more allegiance to their disciplines than to their institutions. This is rarely the case for librarians. St. Clair noted that librarians have long expressed concern that they are not respected on their campuses. She suggested that the proven method for gaining faculty respect is by talking with them about their research and about our own. To reassure us that our scholarly publishing fits the same framework as that of the faculty, St. Clair shared the results of Miller's challenge to take a year's articles from *Journal of*

Academic Librarianship and try to categorize them using the Rice/Boyer framework.

The *JAL* articles published in 1998 easily fit the framework. Twelve articles fell into the inquiry category. For librarians, inquiry includes research into the organization of information, user needs, preservation and access, and the library's contribution to learning. There were seven articles in the integration category. Integration involves applying the knowledge of other fields to our own; examples include applying learning theory to instruction, communication theory to reference, and management techniques to library services. Teaching involves developing, using, and improving techniques to teach library patrons to be independent scholars. Four 1998 *JAL* articles fit that category. There were four as well in the application category. Application involves applying the results of the other three categories to improve the practice of librarianship.

Rush Miller continued the program with a review of academic librarians' status as a context for librarians' publishing. While there are at least four types of status, most academic librarians have either faculty or academic status. Under the faculty status model, librarians have faculty rank, sabbatical leaves, either a nine or twelve-month contract, and a research requirement for tenure and promotion. Academic status also involves ranks, though often not the same as for faculty, continuing appointment similar to tenure, development leaves, 12 month contracts, and generally no determining role for research in the promotion or continuing appointment decision.

The majority of academic libraries grant faculty status to librarians with the highest percentage in comprehensive (77%) and two-year (69%) institutions. Only 53% of research/doctoral institutions and 57% of liberal arts colleges grant faculty status. Academic status is found most frequently (25%) in research libraries. Only 45 % of ARL libraries grant faculty status, and only 37% of the ARL librarians have faculty status, since larger institutions tend not to use that model.

While 60% of librarians with faculty status have some publication requirement for tenure, 95% of all librarians are judged primarily on the basis of job performance. Also significant is that 80-90% of all librarians reviewed for tenure receive it. This may suggest that publishing is not as critical for promotion or tenure of librarians as it is for faculty, although it is unclear how many librarians may opt to leave a tenure track position before being considered.

Miller briefly listed reasons in favor of and opposed to librarians doing research. Among the reasons to have a research and publishing program are: better understanding of the research process, better relations with teaching faculty, contributing to the field, rewards under the faculty status model, prestige for the library, and individual status in the field. Among the reasons why librarians might not do research are: often it is not required and not rewarded, lack of research skills, lack of emphasis on research in MLS programs, library publications often contribute little new knowledge, most librarians do not have time for research, and research takes time away from other critical tasks.

Librarians do not publish to the same extent as faculty, yet receive tenure at the same rate. This suggests that stated criteria diverge from the actual expectations for tenure or promotion. The significance of the Redefining Scholarship Project is that it redefines much of the work of academic librarians as scholarship, thus allowing librarians to focus on practice while building a scholarly record for tenure and promotion. The Rice/Boyer framework lets library activities be placed in common categories with those of faculty but does not require that the same criteria be used as in other disciplines. Unlike faculty, librarians do not have a single status found across the profession, but the Redefining Scholarship Project allows recognition of our activities regardless of status.

Miller closed by suggesting that the Academic Librarianship and Redefining Scholarship Project be used to establish how scholarship in libraries should be used and recognized. We should objectively determine whether faculty status and research have a positive impact on service and the profession. We need to decide the role of research in professional development. And, if we decide that research is important, then library schools must do a better job of preparing researches and library administrations must provide support to encourage research.

1.2. Elements of Style for Next Generation Serials EDI
Bob Boissy, Manager, Standards and Interface Services, The Faxon Company, Inc.; Jane Grawemeyer, Academic Product Manager, SIRSI; Bonnie Postlethwaite, Director, University Library Technology Services, Tufts University
Reported by David Burke

The three presenters gave an overview of EDI (Electronic Data Interchange), particularly its past development, its current status, and its protocols. **Bonnie Postlethwaite** described the genesis of EDI during the 1980's. As manual processing became too labor intensive, experimentation began with data interfaces. These were faster, but software changes demanded constant updating. The earliest data interchanges were assembled in 1980-1981, and libraries first used them in 1984. However, these were not true EDI systems, but merely pre-existing local techniques adapted for the electronic environment. As time passed, errors generated from these systems spawned solutions and forced developers to think more universally.

In the 1990's, true EDI was developed and implemented through the hard work of companies, individuals, and standards committees. **Jane Grawemeyer** explained how SIRSI incorporated EDI into their automated system. SIRSI's decision to develop an EDI interface was determined by the need expressed by customers, the requirements of existing standards and implementation guidelines, and the actions of SIRSI's competition. They chose to base their system on the X12 standard and designed an interface for all their customers and their business partners. Working with many subscription agents, SIRSI determined what data would be exchanged, and together they planned for the system's development and testing. Finally, SIRSI tested their EDI system with subscription agents and customers and then implemented the system. They constantly communicate with their customers and re-evaluate their system for future implementations.

Bob Boissy ended the program with a general overview of EDI protocols, presented similarly to *The Elements of Style* by Strunk and White. EDI is not a programming language, but a language allowing different computers to communicate with each other. Information sent through EDI should follow standards, be ample enough to allow troubleshooting, and closely mirror a comparable paper transaction. For the data transfer mechanism, academe usually prefers the Internet; businesses prefer value-added networks. However, the transfer method is actually the least important decision. Common sources of errors include the lack of a shared terminology between potential partners, development time and resource constraints, and shifting, competing, or unratified standards. Barriers to the further expansion of EDI include companies' need to brand and distinguish themselves, differences between independently developed systems, and the lack of neutral arbitrators (leading to the intervention of contracts and lawyers instead). Boissy presented his own "Elements of Style" handout and concluded by explaining EDI should ideally limit the use of third party translation software, emphasize the Internet but not security, and emphasize modernization but not transformation.

1.3. Initial Articles (PEAK Project)
Maria Bonn, Library Program Development Librarian, University of Michigan Library; Joan Haar, Assistant University Librarian for Collection Development, Vanderbilt University; Sharon Cline McKay, Director, Academic Sales, Western Region, The Faxon Company
Reported by Leslie Horner Button

Maria Bonn opened this workshop with an explanation of Pricing Electronic Access to Knowledge (PEAK), which is a collaborative effort between the University of Michigan's School of Economics and the University of Michigan Library on electronic journal delivery and experimental pricing research. Aware that we are in a transition in the way information is disseminated, researchers wanted to see if present models for structuring, delivering and pricing journals make sense in an electronic environment. They were also interested in learning whether new value could be created through innovative electronic product offerings. PEAK provides electronic journal delivery to over 1,100 journals published by Elsevier Science. Twelve institutions (ten academic and two corporate libraries) agreed to participate in PEAK. Researchers developed three article bundling types to gather enough data across a variety of pricing models. The first option, termed traditional, is very similar to the existing print model where the publisher decides what content will be delivered. It is the least expensive, at $4.00 per article. The generalized option allows institutions to purchases bundles of articles. In this model, the user chooses the content and the cost per article is approximately $4.50. The third is the per article option, where the individual selects what they want. This is the most expensive, at $7.00 per article. The per article costs are in addition to other costs member institutions must pay. After nearly three years of operation, the PEAK project is nearing completion. Preliminary analysis of data indicates that users selected more generalized materials and that many institutions initially over-estimated demand for the service. The University of Michigan Library for its part has learned what it means to be an information provider to other institutions and is not certain they can afford to continue this type of service. More information on the PEAK project is available at the following two websites:

http://www.lib.umich.edu/libhome/DLI/
http://www.lib.umich.edu/libhome/peak

John Haar spoke about Vanderbilt University's participation in PEAK. Serial selection is an attempt to project which journals users will want to read. Every journal is a package deal, and librarians spend a tremendous amount of time preserving information that someone might want to read. We are now at a point where most libraries can afford to purchase fewer and fewer titles. Further, the ways libraries acquire journals is fundamentally flawed: people do not read journals, they read articles. Our present system is wasteful and inefficient; pricing for print subscriptions are for the entire issue, not articles contained therein. Vanderbilt chose the generalized subscription option available through PEAK and initially opened access only to faculty and graduate students. This was later extended to undergraduates when Vanderbilt realized the faculty and graduate students would not overspend monies allocated for article delivery. PEAK promises greater ability to capture use data than any method used previously. For example, PEAK data revealed which articles patrons at Vanderbilt used the most and to what extent. Of the 30 most heavily used journals, 15 were not held in print. PEAK has given Vanderbilt powerful empirical data to support budget requests. Another positive outcome was the consolation that Vanderbilt was spending money more effectively on items users were reading, rather than on what users might want to read.

Sharon Cline McKay presented the vendor's perspective on pay-per-view (PPV) article delivery. The same players—libraries, publishers, subscription agents, and users—are involved in this form of e-commerce. Elsevier is not alone in offering electronic journal delivery. PPV is an alternative service that goes an extra step from managing subscriptions to delivering information directly to users and could be interpreted as an enhancement of present product offerings. There have been obstacles to overcome -- among them the use of IP verification rather than password administration. However, there are significant advantages in this platform, including the ability to provide information for disciplines not included in a library's collection, current awareness services, and article delivery directly to a user's desktop. Long term issues that players continue to grapple with in the PPV model include whether there are cost savings, implications for collection development, implications of shifting institutional resources, and the effect on publisher revenues.

1.4. TORPEDO Ultra: Unified Searching of Locally Mounted and Web-based Journals
Laurie E. Stackpole, Chief Librarian, Naval Research Laboratory; Robert A. Kelly, Director, Journal Information Systems, American Physical Society
Reported by Anne Frohlich

Laurie Stackpole described TORPEDO Ultra, a system of unified searching for journal articles, used by the Naval Research Library. The TORPEDO Digital Library Initiative seeks to provide desktop access to full document content that appears in many sources, is published by a variety of publishers, is available from distributed Web sites, and is searchable using different protocols. It is Web-based. The user needs only a network connection and a graphical Web browser.

In 1995 the library started providing access to American Physical Society journals and NRL reports through TORPEDO. At that time the publisher sent unbound paper copies to the Library to be scanned and OCRed. The journals were available to NRL users at their desktops within 24 hours.

The upgrade to TORPEDO Ultra is in process. To enable NRL researchers to search across the electronic journals of many publishers, TORPEDO Ultra provides local access to 200+ Elsevier journals, 6 American Physical Society journals, and thousands of NRL research reports, articles and press releases. Journals can be browsed or searched. TORPEDO Ultra delivers text and page images. Because not all journals can be mounted locally, the NRL is testing a hybrid approach. NRL would index journal contents locally for searching, but link to the article on the publisher Web site for display. The result would be integrated access to both local and remote electronic journals. As of yet, there are no links to remote journals because of uncertainty about the nature of "free" access, instability of access even with a signed license agreement, and the inability to link directly to the specific journal.

Stackpole discussed the advantages and challenges of local mounting of articles in TORPEDO Ultra. NRL researchers benefit through local access and high speed connectivity, a single search interface for all materials, integrated information from all sources, ensured access in perpetuity to a locally mounted archive, links from other library databases and services, and local control and customization to meet specialized requirements.

However there are challenges. Getting publishers to agree to local mounting can be time consuming and may cost more. Implementing access through a local system requires customized programming, may require data conversion, and requires ongoing and increasing storage. Although many major publishers allow local mounting, others prohibit it. Publishers fear loss of control over copyrighted content and see their database enhancements as integral to the digital product. So, what's a library to do? The NRL hopes to make remote journals browsable and searchable along with locally mounted databases. The Library is working with the American Physical Society to index its remote journals. The APS delivers SGML data for indexing.

The "Web of Science" *Science Citation Index Expanded* database is mounted locally at NRL. Back files to 1972 are being loaded for selective access at NRL. The NRL and the Institute for Scientific Information are working on a joint project to enhance the capabilities of both *Science Citation Index* and TORPEDO Ultra. In Phase I links have been added from the *Citation Index* to articles in TORPEDO Ultra so that users can go from a citation to the full text article. Phases II and III are for the future. In Phase II links would be added from TORPEDO Ultra to the article summary in *Science Citation Index* and expanded for access to references. In Phase III links would be added from *Science Citation Index* to journals residing on publisher Web sites.

Because less than half of the Library's 1000 journals are digital, the NRL also has an automated e-mail TOC (table of contents) alerting service called Contents-to-Go. The vendor e-mails data to the Library's mail server, and the data is automatically redistributed to requesters. For Web journals on publisher Web sites the TOC header supplies the URL link to the site. For journals in TORPEDO Ultra the TOC header supplies the URL link to the journal. Future tables of contents will be generated by TORPEDO Ultra and will link each title to the article.

Bob Kelly discussed the American Physical Society's Link Manager, which provides one persistent URL for delivering full text back to 1893. It opens up the early journals to all searchers, including high school students who may understand early physics articles more than current ones. APS provides a wrapper, including bibliographic information, links and citations. APS is working on two-way linking with the Institute for Scientific Information for references that show articles that cite an article. APS is also working with Ohiolink, NRL and the Digital Library Initiative.

1.5. Evolution of Distance Learning Environments

Jean S. Caspars, Distance Education Librarian, The Valley Library, Oregon State University; Lawrence C. Ragan, Director, Instructional Design & Development, Distance Education/World Campus, Penn State University

Reported by Sarah Tusa

The presenters began by describing the distance learning environments of their respective institutions. Penn State has offered a form of distance learning since 1892, with correspondence courses. Two years ago they launched the World Campus by means of a grant from the Alfred P. Sloan. **Lawrence Ragan** described the World Campus as being “technology dependent.” The program consists mostly of graduate certificate programs and masters-level courses and includes some twenty courses. Approximately six hundred students have enrolled in this program as of spring 1999. Ragan clarified that Penn State does not have permission to grant a master’s degree online because of residency requirements.

Jean Caspars explained that there are different models of distance learning. One such model offered at Oregon State is “cohort-based.” In this scenario, the instructor meets off campus with the students. The students in this program live over twenty miles from campus. This model is not technology based, but it does entail joint programs with other institutions. Caspars also provided a working definition of “distance learning” as: an instructional model whereby space and/or time separate the learner and the learning environment. This can be either an individual or a group activity. Caspars pointed out that in the early days, distance education did not have the credentials of residence-based higher education, but today technology begins to blur the lines between the two. The “new” distance education calls for a renewed consideration of what it means to teach and learn and also requires the capability of technologies to overcome the barriers of isolation and time.

Both speakers then touched upon some of the implications for distance learner support. Such concerns include: orientation materials, reference and research consultation, and delivery services. Assistance in addressing some of these issues can be found in the *ACRL Guidelines for Distance Learning Library Services*. These guidelines were introduced in 1981 and were revised in 1990 and 1998. The document includes recommendations for management, finances, personnel, facilities, etc. It contains the charge that the distant learner must have access to library services and resources equivalent to those for on-campus students.

An important question for the distance education instructor is: "When I send my students to the library, where do they go?" In addressing this question, it is essential for the library staff involved to work with faculty. One possibility that was suggested is to develop a Web resource page for particular courses or assignments. The library or librarian also needs to address the following concerns:

- Where are the students?
- How do we best accommodate remote users in negotiating license agreements with serials vendors?
- How do we provide delivery services for physical items from the library?
- How do we arrange access to other libraries for distance education students?

The presenters also pointed out that distance education compels libraries to teach beyond information literacy and move onto information fluency. Furthermore, instructional and reference librarians must match delivery modes with those used by course instructors. This mandate requires learning new skills and increasing collaboration with course instructors.

1.6. Looking Back
Donna K. Cohen, Associate Professor and Head of Acquisitions, Rollins College; Karen A. Schmidt, Director of Collections and Assessment, University of Illinois at Urbana-Champaign
Reported by Jennifer L. Edwards

Donna Cohen looked back at Andrew Carnegie and his role in providing thousands of libraries to communities and educational institutions. Over his lifetime, Carnegie gave away almost $400 million, over 90% of his wealth, including $48 million toward the establishment of free public libraries and 108 academic libraries. Cohen provided a brief biography of Carnegie and focused her presentation on these academic libraries. Her interest in these particular libraries began with her awareness of such a library on her campus.

Andrew Carnegie came from Scotland as a child and settled in Allegheny, Pennsylvania, now a part of Pittsburgh. By his late 20s, Carnegie was working in the steel industry and amassing his wealth. As a child working in the mills, he was one of many poor boys invited to use Colonel Anderson's private library of 400 books. This led to his lifelong interest in libraries. In 1889, Carnegie wrote his famous treatise *The Gospel of Wealth* in which he outlined his philosophy of philanthropy and the administration of wealth. Carnegie felt that those who have wealth should give it away to benefit society. He listed the best fields of philanthropy, noting that the best public use of money is the establishment and development of libraries. As a condition of his donations, he demanded that funds be matched, his philosophy being that this would lead to a mass "leveling-up" of society. Carnegie was much criticized for his philanthropic work because his wealth was based on the work of the poor and he was giving away money just to increase his own fame.

In 1901, Carnegie retired to devote himself full-time to philanthropic efforts. Among his lesser well-known donations, Carnegie funded Melvil Dewey's efforts in developing a simplified spelling board. His money also developed a pension fund for academic faculty, which eventually became TIAA-CREF. Today, Carnegie is most recognized for his library gifts. The Carnegie Foundation stopped funding the building of libraries at the advent of World War I.

By the turn of the century, changes in education led from lecture and recitation to the university model, with more emphasis on libraries and collections. In 1905, a formal announcement was made that Carnegie would be funding libraries for academic institutions and outlined the procedures required for requesting a gift. The process involved very detailed forms and included letters from trustees, faculty, students, and college presidents. Carnegie's secretary, James Bertram, was the one who actually selected which institutions were to get a gift of a library. Most of these were small struggling colleges, including African-American institutions, but not well-known universities. Cohen noted that one bias Carnegie had was that no church-supported schools were to receive a gift. As with other gifts, institutions were required to raise matching funds, some requiring 3-4 years to raise the money. For some colleges, the library was the first permanent building on their campus and provided the opportunity to have their first full-time trained librarians. Some colleges who received a library gift include Earlham College, University of North Carolina, Converse College, Juniata College, Fisk University, and Syracuse University.

Beyond providing matching funds, there were no restrictions on the buildings themselves. The buildings didn't have to have the Carnegie name on them, nor did they have to remain as a library. In fact, only 2 libraries continue to serve in their original capacity today. The architecture of the buildings varied, depending of the location, style of other buildings on campus, and the architect. The buildings included large reading rooms, seminar rooms, rooms for instructional use, and the newest styles of library furniture. With the new emphasis on research and investigation, room for growth of book collections was included in the design of the buildings. An endowment was also established which ensured a planned development program for collections.

Karen Schmidt took a light-hearted look back at the development of serials librarianship over the years, with an emphasis on changing technologies for serials acquisitions work. Schmidt first gave a brief history of serials librarianship. The first recognized serials textbook, written by a secretary in 1930, surveyed academic libraries and established who was responsible for periodicals check-in, keeping ledgers, etc. The 1930s was the decade in which serials became an issue. A debate started at this time about how to organize serials in libraries. In 1935 an essay was published which said serials should be a separate department.

Schmidt then showed slides of changing technology, beginning in the 1890s with an adjustable book holder which provided a public display for people to find material on their own. She highlighted the changes in serials check-in starting with ledgers, then 3 x 5 cards, then the Kardex with its pocket cabinets, and now automated procedures. Other tools highlighted included the Bates date stamp, the catalogers camera (used to create records from the printed National Union Catalog), an electric eraser from 1949, a magazine drill, examples of different types of bindings, and periodical displays. She also showed a picture of an early bookmobile, a converted old truck, noting that ALA had guidelines for such conversions. To show that some things never change, Schmidt included a picture of a microfilm reader from the 1960s, which looks the same as the ones today.

2.1. 100% Communication
Mary Devlin, Principal, Mary Devlin Associates
Reported by Carol Green

Mary Devlin began with a discussion of verbal and non-verbal channels of communication, which can be broken down into percentages. Surprisingly only 7% of all communication is through words. Fifty-five percent of non-verbal communication is physiological such as gestures, facial expression, or movement, and 38% is vocal such as tone, vocal expression, or quality.

With verbal communication, we are consciously thinking about what we are saying. Non-verbal communication conveys a larger amount of meaning than verbal communication yet it is mostly unconscious. At this point Devlin moved on to the main objective of her presentation: how to consciously use forms of verbal and non-verbal communication to build rapport with other people. As stated in the handout, rapport is an unconscious part of communication but is much more than “body language.” It is the ability to see another’s point of view and is critical to communication and understanding. Rapport is the most important part of interaction.

Devlin said that “people like people who are similar to themselves.” Pulling a volunteer from the audience, she demonstrated how mirroring physiological traits like gestures, posture, or facial expressions during communication can build rapport. Vocal tonality, speed, quality, and volume can also be matched. For example, when communicating with a person who is upset or angry, if you can match their vocal quality (but lessen it slightly), then rapport will happen.

Rapport can also be reached through language. Individuals fall into one of three categories or “representation systems” according to their preferred modes of thinking and expression: visual, auditory or kinesthetic (feeling). Those in the visual category think in pictures and use visual words such as “look,” “see,” or “show.” Auditory individuals are more influenced by voices and sounds. They may talk to themselves internally and use auditory words like “hear,” “tell,” or “listen.” Kinesthetic individuals relate their internal emotions into external feelings. They use kinesthetic words like “feel,” “handle,” or “touch.” The types of predicates (verbs, adverbs, and adjectives) people use will give a clue to how they communicate. Rapport can be reached by matching the predicates and speech patterns of the person with whom you are talking.

How can you tell if you’ve reached rapport with another person? Indicators include a feeling of comfort and ease; color change (a slight blush) either in yourself or the other person; and being able to lead the person and have them follow what you’re doing.

During the presentation, Devlin had audience members pair off and conduct communication exercises. This was followed by an enthusiastic discussion of the results. Devlin concluded with a question and answer session.

2.2. ...And I'll Have That Order with a License on the Side, Please

John Blosser, Projects Librarian, Serials and Acquisitions Services, Northwestern University; Eileen Lawrence, Vice-President of Sales, Chadwyck-Healey, Inc.; Jan Peterson, Vice-President, Publisher Relations and Content Development, Dawson/Faxon Information Services Group

Reported by Jodith Janes

John Blosser set the scene for this workshop. He suggested that as subscription agents seek ideas for value added services one area of help to clients could be assistance with license agreements. Libraries send similar information to various publishers. Vendors could build on their traditional services and provide a central source for archiving and license information, a list of an institution's subscriber numbers, IP addresses, etc. With the coming of the information age and the possibility of the library being sued, there is a need to make sure licenses are not used in an irresponsible manner. It should be noted that there are great variations between institutions as to who works with and ultimately signs the license agreement. Some use legal counsel; in other cases, the serials librarian is the license signer either by delegation or default. Also the library department which oversees license agreements may be acquisitions, business, or collection development. Multiple formats of licenses, from very wordy to quite simple, make the process time-consuming. A standardization of format and terms is badly needed. Vendors could be helpful in negotiating changes, for example interlibrary loan rights or archival access. John Cox noted that he is working with library organizations to develop a "generic license agreement," and expects that a draft of this agreement will be ready in July.

Eileen Lawrence opened with the comment that license agreements are "fear-inducing" documents. Licensing is a complex issue with often-conflicting issues; libraries want to provide access to publications and publishers wish to protect their product. Because publishers are wary, they give permission for the use of a Web subscription at only one site. What publishers fear is that this one subscription might be shared with many others. License agreements are a means of ensuring that libraries take "reasonable" measures to protect abuse of data. Chadwyck-Healey tries to make agreements simple and reasonable with full disclosure. Only subscriptions to Chadwyck-Healey's full-text databases require signatures: for example, when a library is mounting full-text data behind the library page. Individual agreements are usually quicker to negotiate than consortia agreements. Once customers have signed an agreement, amendments can be added when new data is added. Chadwyck-Healey's agreements have been reworked many times: the basic document has changed and is continuing to change. Lawrence expressed a personal doubt that an all-purpose license agreement will be developed because there will always be particular considerations to take into account. A template could be a foundation, but individual agreements between publisher and library will always be necessary because of specifics in a contract.

Jan Peterson reminded the audience that print is non-negotiable, non-contractual (but with copy restrictions), does not require local registration, and the end user's identity is unknown. With e-journals there are negotiations, license agreements, usage restrictions, local registrations, end-users are targeted, and multiple pricing models (bundled, pay-per-view, etc.). We are in a transitional period with a movement to access not ownership, with differential pricing and services. Major concerns include a lack of standard definition of authorized users and terms within agreements, questions of enforcement obligations, archival rights, perpetual access, and privacy issues. It is unlikely that some of these concerns will be easily or quickly solved. Agents have in some cases been bypassed by consortia that deal with redistribution of information and so must seek ways to help clients. Involvement in licensing agreements is one way they can offer valve-added services. The generic Standard License Agreement initiative, speared by John Cox, with the involvement of the top five agents is one example of the type of service agents can and will offer. It is planned that this agreement will be a standard "boiler-plate" with options to fit the different requirements and demands of academic, corporate and special libraries. At present registration is still variable and quite a jumble, but it is better than last year. Faxon currently captures for its clients their IP addresses, contact people, consortia membership, and the number of workstations and users. They also offer "License Depot" that is organized by publisher and title with links to publishers' sites. The next step is to customize this interface for clients and to archive license agreements.

2.4. Developing a Web Collection: Selection and Evaluation

Rick Lawson, Vice President, Co-Founder, HealthGate Data Corp.; James Testa, Senior Manager, Editorial Development, Institute for Scientific Information; Hal P. Kirkwood, Jr., Assistant Management and Economics Librarian, Purdue University; Angela Hitti, Vice President, Editorial, Cambridge Scientific Abstracts
Reported by Virginia A. Rumph

Rick Lawson began by giving some background information on HealthGate Data Corp. Founded in 1994, it strives to be a leading health care destination on the Web. It focuses on aggregating high quality information that is reliable and objective and designed for a full range of users. It licenses content for healthy-living Webzines, over 200 journals, and content distributed through four product lines. In selecting and developing content for HealthGate various factors are considered: a needs assessment, finding an effective delivery channel, what competitors offer, unique information that provides an advantage, filling gaps in the collection, and whether to license, form a cooperative arrangement or create new content. Information also needs to be enhanced with technology. The editorial and review process consists of content and QA reviews (pre and post release), a Clinical Advisory Board, and Editorial Board review. The Editorial Board is currently considering what to do with older articles in the database -- keep them, update them, or delete them.

James Testa talked about a new project the Institute for Scientific Information began developing in 1997. They started with various questions. How can ISI evaluate and select the best scholarly Web sites from a seemingly formless mass of information? Who is going to build the ISI collection of Web sites? How is ISI going to evaluate the material? The Institute decided to use existing staff with varied expertise in the selection process. Peer review and citation analysis would be used to evaluate the material. The following criteria are used by the staff in making their decisions: authority, accuracy, currency, navigation and design, applicability and content, scope, audience level, and quality of writing.

Hal Kirkwood focused on the library point-of-view in the selection and evaluation of electronic journals. He mentioned examples of university collections that include either or both free and for-pay titles. He also mentioned the CIC Electronic Journal Collection, and the Colorado Alliance of Research Libraries as examples of consortia collections. Kirkwood listed four primary issues: selection (subscription and/or free Web publications), evaluation (relevancy, quality, accessibility, cost, language, consistency/stability), organization (access, searchability, marginalization), and usage (extent used/cited by faculty, software support, special features and tools). The challenges he highlighted were archiving/ownership, possible transition from the journal to the article (disappearance of the journal), and alternate publishing avenues.

Angela Hitti started with brief background information about Cambridge Scientific Abstracts. We are seeing the evolution of information sources from print-only to print-plus-electronic to electronic only. The rapid growth and perceived value of Internet resources offers a new role for secondary publishers. But the problem of too much irrelevant information on the Web creates the need for filtering. The role of CSA's Web Resources Database is to complement bibliographic services already offered by CSA. This database excludes e-journals, conference proceedings, conference calendars, and ephemera, protein sequence or gene sequence search results. Human evaluators are used to sift the source information using authorship of the Web site as the primary selection criterion. Typical Web site authors are government agencies, colleges and universities, organizations, associations, or companies—rarely individuals. Sites with an obvious political agenda are avoided. Also, Web sites that are simply lists of other Web sites are excluded. Links within a site are scrutinized: Are they up-to-date? What is their quality? Web Resources indexes relevant sub-pages of large sites, rarely the home page. The records include the URL, title of the site, information provider and address, text language(s), keywords, and subject codes. The database uses thesaurus terms plus common usage keywords to maximize retrieval. Geographic and taxonomic terms are included. Under the topic of maintenance, Hitti emphasized that frequent updating of the database is critical to avoid dead links and to meet its clients' timeliness expectations. Database creation requires an investment in editorial functions, software engineering, Web design, and customer support. She closed with the statement that the Web Resources Database strives to enrich mainline abstracting and indexing services with an orderly collection of selected Web resources.

2.5. Reducing Journal Costs through Advertising: Exploring the Possibilities

Casey Slott, Instructor of Communication, Duquesne University; John Tagler, Director, Corporate Communications, Elsevier Science, New York; Moderated by Brian Quinn, Social Sciences Librarian, Texas Tech University
Reported by Sandy River

This session explored yet another possible solution to the crisis caused by the rising cost of serial publications. moderator **Brian Quinn**, who worked in advertising for many years, established the context by wondering why mass media advertisers haven't entered the realm of scholarly publishing. His experience had been that advertisers were always eager to get their message before new audiences; the academic community seems to be a most desirable market. The session's two speakers considered advertising in the academic press from both theoretical and practical angles.

Casey Slott tried to find some middle ground between the extreme responses to advertising in academic serials, "yes" and "no." This third position he termed "additive change," but he merely hinted at how this might play out in the academic publishing arena. Slott opened by commenting that at century's close we are particularly aware of change: the shift to an information age with its dependence on new technologies and the shortage of resources that is found in academia and beyond. Librarians well know that serial costs are rising and that delivery methods are changing.

The suggestion that mass advertising be placed in academic publications faces the traditional tension between the marketplace and academia, which has seen itself as apart from commercial influences. There has been advertising in academic publications for some time, but the variations in the kinds of advertising highlights this tension. The true academic journals that publish primary research results have limited their advertising, for the most part, to scholarly presses and academic programs. These journals have been considered sacred space free from commercial influence; that image is part of the intellectual status that tenure-seekers want from their publishers. Advertising might bring into question the independence of their research. The situation for the academic trade journals, like the *Chronicle of Higher Education*, has been somewhat different as they have been more frequently associated with profit making. Advertising in these publications has tended toward tools for the profession (computers and software) and career concerns such as insurance company investments.

With that background, Slott considered the possible answers to the suggestion that mass media advertising extend into academic publishing. A “yes” response might come if academic journals saw economic or cultural benefits resulting from accepting such ads. Advertising, after all, can satisfy real needs of readers. And while mass media advertisers traditionally targeted magazines to take advantage of large circulation, the 1990s saw a move to niche marketing aimed at smaller groups and focusing on their needs. The question is which products would be most appropriate for the academic market. The reluctance to include more advertising in academic journals reflects a fear of pollution of scholarly efforts, again, the notion of the journal as sacred space. But the “no” response to mass media marketing might also stem from a fear that we, as a culture and including the academy, are becoming shallower -- that we are losing the values from our past. Of course, the response varies among the disciplines. Medical journals have long included advertising, and technical journals might be receptive. The humanities, on the other hand, have always been resistant to advertising.

Additive change, Slott's third alternative, accepts the positions of both the academic journal publishers and the marketplace and looks for a way to synthesize concerns. Additive change is a communication strategy in which competing narratives are respected. Instead of asking whether advertising can solve the serials crisis, Slott suggested reframing the questions as "what relationships must be formed to solve the serials crisis?" At this point, he could only suggest the direction that relationships between academic publishing and advertisers might go. Given the fears of academia, the aim might be for unobtrusive ads like the corporate sponsorships of PBS. Such intellectual sponsorships would provide revenue for the journals and give corporations a chance to be associated with the good deeds of the academy. Another possibility is related to the place-based advertising that allows demographics to control where ads are placed, much as campus kiosks now feature ads aimed at college students.

John Tagler explored the possibilities for advertising in academic journals by discussing the experience of Elsevier Science. He said that it is a myth that STM publishers aren't interested in attracting advertising money to their titles. If it were true that STM publishers, especially the commercial ones, are as greedy as librarians sometimes think, then they would exploit every revenue opportunity. In actuality, advertising can have a considerable effect on the subscription costs of a journal. Tagler demonstrated this with a presentation of two journal profiles.

The first profile was a composite of five scholarly society titles published by Elsevier Science, New York. Using 1988 data, the number of editorial pages was 2670, and the number of advertising pages was 498. There were 15,549 subscriptions, 2,662 of them to institutions. Subscription prices were: $340 institutions; $187 personal; $52 society, and $73 other. Institutional price per page was 12 cents. The very reasonable cost is the result of advertising.

The second profile was a composite of five scholarly journals that are not society titles, again, published by Elsevier. In this composite there were 1,124 editorial pages and no advertising pages. There were 828 subscriptions, 544 of them to institutions. The institutional subscription price was $1062, and Tagler admitted that the smaller, most expensive titles, have no personal subscriptions. Price per page for this composite was 94 cents.

Advertising does make a difference, and most Elsevier journals will accept advertising, although some of the societies will not. So why isn't there more advertising in the scholarly press? Tagler reminded us of what advertisers want. They want to see a relatively large circulation, and most academic publishers have too small an audience to be attractive. And advertisers want an identifiable audience. You can't really identify your readership with institutional subscribers, and among advertisers, pass-along readership, such as that in libraries, doesn't count. Because businesses want the most for their advertising dollars, they will go with known audiences rather than the unknown.

Tagler went on to describe the particular challenges to advertisers posed by STM journals. First, there is the way that scholarly journals are used. Users of these titles are more likely to read one article of interest than to skim as they do magazines or professional titles. Second, the scholarly journals have readers all over the world who don't share lifestyles or likes and dislikes. This is not the focused audience advertisers want. Finally, societies often place restrictions on the kinds of advertising they will accept, and 30% of Elsevier titles are society publications. The company recently experimented with offering advertising inserts in a package of medical specialty journals, but there was very little interest from advertisers.

Tagler concluded with some thoughts on advertising in the electronic environment. Electronic advertising need not be limited to one title, so a much larger audience can be guaranteed for an ad. On the other hand, the Web can offer more targeted audiences for advertisers, as ads can be tied to articles or keywords. Advertisers will still need to be convinced of this market, as there is not yet quantifiable data on Web users and use patterns. Elsevier has made its initial approaches to their current advertisers and hope to attract them to their package sites such as BioMedNet and ChemWeb.

Possible obstacles to the development of Web advertising aimed at the academic community are: user and librarian resistance, the investment cost for sophisticated Web software, privacy concerns that might make users more reticent about their profiles, and the possibility that declining print subscriptions will mean a loss in print advertising revenue before the electronic revenue stream begins. It is too soon to tell whether advertisers will find the Web a dependable way to reach an audience and whether that audience will buy. Tagler concluded by saying that advertising in some STM journals has been effective, and Elsevier would like to see it expanded in the electronic environment.

2.6. Redefining the Serial: Issues for the New Millennium
John E. Cox, Principal, John Cox Associates
Reported by Paula Sullenger

John Cox began by describing the traditional forms of scholarly communication and their evolution into today's new forms. Higher education has changed; college students behave like consumers. Universities now market themselves and compete for students. Faculty are expected to be much more entrepreneurial. And technological change has been injected into this heady mix. E-mail and the Internet offer almost instantaneous communication. The new model of scholarly publication is more complicated, and print journals just don't meet all the users' needs any longer. Researchers are demanding transparent access to information, but there is a huge gulf between their expectations and the actual ability to provide the sought-after services.

Publishers are exploring new means of communication but at the same time cannot afford to lose the subscription and ad revenues brought in by print. Universities want lower prices and an increased role in publishing. Consortia add a layer of pricing complexity for publishers. Electronic publishing initiatives require a huge investment. How do publishers recover that cost? Many people think that information on the Net should be free. This belief is partly based on the mistaken notion that the

Internet was developed for the academy. We don't know yet where to draw the line between academic-friendly abstracting and indexing and actual content that is not free.

We are right at the beginning of an electronic revolution and publishers have to adjust. For one hundred years after Gutenberg, printers replicated the layout of illuminated manuscripts. Publishers are again replicating the familiar into a new environment. They are also just absorbing the implications from this technology which introduces great speed, broader content, new buying points, more flexible business models, and the possibility of decreased costs.

Cox emphasized that technology is only important as a means to an end. Librarians and publishers have spent the last five years arguing PDF vs. HTML. This is a waste of time for both parties. The same thing is going on in licensing. We are spending lots of time on legal wording and lawyers rather than on negotiating the real business issues of price, content and flexibility of use.

Authors traditionally drove scholarly publishing. Librarians were not regarded as important to the process. Cox's impression as a publisher is that librarians sometimes operate to a different agenda from the customers they serve. Both professions, publishers and librarians, have to come to a better understanding of what authors and readers really want and need.

While archiving is an important issue for librarians, archiving and preservation have never been part of the publishers' culture. Cox feels that nobody is really clear about what constitutes the archive. We have to decide what we're going to archive. Archiving is a sound bite issue rather than a substantial one. Publishers do want to solve this problem to librarians' satisfaction, but librarians haven't told them what archiving really means. This is another issue where the two professions must come together.

In his concluding remarks, Cox reiterated what he felt to be the key issues that publishers and librarians must work on. We need to find how to give the widest access to information at affordable prices. He expects to see more pricing options in the future, more package options (including multi-publisher offerings), and more transactional, or pay-per-view, options. We have to talk about economic and cultural issues of archiving. Perhaps our future lies in alliances between former adversaries and competitors. The challenge for all is to maintain the integrity of the article and the revenue stream to produce it.

WORKSHOPS

[Editor's note: Not all workshops were covered; the following is a "sampler."]

1. The Impact of Bundled Databases on Serials Acquisitions in Academic Libraries

Konny Thompson, Chair, Materials Managements and Acquisitions Librarian; Rayette Wilder, Electronic Resources and Reference Librarian, both at Gonzaga University
Reported by Pat Loghry

Konny Thompson and **Rayette Wilder** began with the assumptions they used to formulate their survey: aggregated databases have dramatically impacted library services; they are similar to monographic blanket orders; there is value added to these services; and Serials/Acquisitions has born the brunt of this impact.

Thompson and Wilder defined bundled databases as collections that are licensed as one indivisible unit and may consist of bibliographic citations, full-text articles, or both. The product is distributed by a single agency or group, and is prepared and/or distributed as a collection where payment allows access to the entire aggregation.

Thompson and Wilder developed an informal survey that was distributed electronically to Serialst, Acqlist and Digref and also distributed to a variety of institutions. They received 32 responses were received, including responses from both librarians and administrators. Size of the institution was based on student FTE: there were 16 responses from schools with less than 5,000 FTEs, 5 with 5000-10000 FTEs, and 10 with over 10,000 FTEs. Budgets for the institutions ranged from just over 7 thousand to 4 million. Results showed that libraries surveyed subscribe to an average of 8.83 bundled databases and that 16 respondents received new money to support electronic resources. Eleven libraries paid for database licensing fees from their serials budget line; 15 had separate budget lines; and 2 had a combination of serials and separate. When asked who negotiates licenses, 17 had librarians negotiate and 14 had administrators. Some consortia were involved in negotiations. Thirty-one respondents participated in consortial licensing. Few libraries had collection development policies that discussed bundled databases: 23 had no policy, 6 used existing policies, and 3 had specific policies for electronic resources. All the libraries took technology into account when ordering bundled databases. Eleven do not plan to cancel print; 21 have canceled or plan to cancel print subscriptions. Reasons for canceling print subscriptions included usage, duplicates cancelled, couldn't afford both formats, bibliographers decision, timeliness, and electronic access was sufficient.

Thompson and Wilder concluded that there is no title by title review, so bundled products change the selection and review process. Libraries can end up paying for low use, previously canceled titles. Aggregates may add large numbers of titles but there is a loss of diversity within collections with the aggregated titles becoming the Library's "core" holdings. The use of bundled products may affect our catalogs, as many are uncataloged and are linked only from Web pages. Bundled databases have affected serials librarians as well. Since 1993/94 support staff decreased by a mean of .2% from 1993/94. Libraries are moving away from the ownership model; access requires different skills. There is an increased demand for electronically available titles, and there is a transformation from a journal model to an article model. Thompson and Wilder concluded with the idea that there is unlimited delivery for the life of the license with no library staff intervention; this is appealing to users.

2. The Pricing Implications of Site and consortia Licensing into the Next Millennium
Simon Inger, Managing Director, CatchWord; Taissa Kusma, Director, Electronic Product Development, Academic Press; Barbara McFadden Allen, Director, CIC Center for Library Initiatives and Assistant Director of the CIC Committee on Institutional Cooperation
Reported by Stephen D. Corrsin

This session served as a forum for discussion and debate on the pricing implications of site and consortia licensing. It began with a conceptual introduction and discussion by **Simon Inger**. He set the stage with comments on production costs: in the separate cases of print titles only, electronic titles only, and a title appearing in both forms. He proposed that a huge initial short-term increase should take place, which should subsequently decline, especially as subscriptions to paper titles decline.

Taissa Kusma's talk was entitled, "Licensing and Pricing Models: The Publisher Perspective." She stated that there is no single obvious pricing model; we are in an experimental and transitional phase, and more library input is needed. The publishers have these goals for electronic materials: expand readership and maintain revenue. They need to add value (searching, linking) and develop new services as part of the electronic transition.

There are new costs as well for publishers: development of online systems, user support, licensing, and higher marketing and exhibit costs. Meanwhile, for print versions, fixed costs remain until these versions cease. In her view costs for e-titles will drop in inverse proportion to the growing number of readers, up to a point at which you "hit a wall:" then the costs climb significantly because of the need to accommodate heavy use.

There are various pricing models: online included with print; online added to print; print added to online; pricing based on the size of the institution, print subscription levels, or the number of simultaneous users. Each model has specific pros and cons. There are also models for the distribution of the content: by title, by package, and by individual articles. Each, again, has specific pros and cons. She stated that packages are advantageous for users and publishers. Advantages of consortial licensing are less costs, and greater readership; but there is also less contact between the publisher and the library, and less opportunity to customize.

Barbara McFadden Allen provided, "A Personal View." She saw the following pricing models: one size fits all; by size of institution (FTE); print plus online combinations; and consortial (which is actually based on one of the above). These models must be seen against a funding background, which features stagnant or declining funds, confronted with increasing available resources and user demands.

Is consortial pricing different? She sees little difference between individual and consortial pricing. Many universities are themselves consortia in a sense, with multiple sites or professional schools. While publishers provide formulas for pricing, typically librarians are disturbed by the results. Why have consortial pricing? The benefits for libraries: safety, and influence, in numbers. The benefits for publishers: greater market penetration, more potential readers, and a single contract and billing.

The individual library should seek the greatest benefit, however defined. Are there drawbacks to licensing consortially rather than individually? Yes, sometimes. A majority of CIC licensing cases does not include all members. Drawbacks of consortial licensing include: slow decision-making; less customization; the package may not suit the individual institution; less input from individual departments or librarians within each institution; disruption of existing, positive vendor-library relationships. But she still feels that the benefits normally outweigh the drawbacks, especially financial ones.

What does the future hold? No one has the perfect model; we are still experimenting. Librarians are becoming more market savvy. The emergence of licensing agents is a possible role for vendors.

If a product isn't needed, then no pricing model will save a deal; content wins. Libraries have a responsibility to act rationally and invest wisely in the available resources. Publishers are responsible for setting and meeting their own revenue needs.

The ensuing question and discussion period featured sharp exchanges over pricing models and practices; it seemed clear that no consensus exists, nor is one approaching.

3. Managing Multiple Media and Extraordinary Expectations
Carolyn L. Helmetsie, Serials Librarian, NASA Langley Research Center; Randall M. Hopkins, Account Services Manager, EBSCO Information Services, Federal Government Division
Reported by Eileen Pritchard

Carolyn Helmetsie's presentation included a history of NACA that later became NASA. Beginning in the 1960's NASA began outsourcing for some of its library services. In the 1970's most of it technical services were also outsourced.

The early catalog was extremely complete with annotations of the history of aeronautics; these cards have not been automated. When Helmetsie came to the Langley Library the periodical holdings were not complete. Even today, not all the bound volumes are posted in the online catalog. Many of the older journals have been replaced by microfilm to save on space.

In 1995 the NASA GALAXIE became the shared catalog among all NASA libraries. Acquisitions, cataloging, and serials check-in became part of the GALAXIE. Other aspects were added such as electronic full-text of NACA and NASA [aerospace] technical reports. Each report contains metadata and is searchable by the GALAXIE search engine. The reports are in PDF and can be displayed by Adobe Acrobat.

In 1992 the new head of NASA said it should be run "better, faster, and cheaper." As a consequence Langley was reinvented. The agency was reorganized. The library was required to operate under this mandate with fewer staff, less money, and fewer materials. The subscriptions were cut in half to the present 800, including the fields of physics, aeronautics, chemistry, and computer science.

Among other effects of the "better, faster, and cheaper" mandate were establishment of consortia, specialization of individual libraries in their collection emphases, limitation of STM journal subscriptions, and purchase of online journal aggregates.

Randall M. Hopkins of EBSCO Information Services led a discussion on how services like EBSCO can bridge the gap between technical and public services in providing online journals and journal subscriptions. He discussed direct linking of the full-text URL to the cataloging record in the online catalog. Linking full-text to the article level, rather than merely journal level, is being done at Los Alamos.

Online journals do have advantages such as savings of vendor time, library staff time, and bindery issues. Also ILL does not have to order replacements for torn out pages. One user does not prevent another from using the journal when it is checked out or an article is missing. Users want the information now: libraries want archival copies. Counts can be made for usage. Tables of contents can lead to early access of articles.

6. The Elsevier-WebLUIS Connection: A Florida
7. Venture and Adventure
Michele Newberry, Assistant Director, Florida Center for Library Automation; Elaine Henjum, Associate University Librarian, Florida Center for Library Automation; Carol Drum, Chair, Marston Science Library, University of Florida Library
Reported by Jeff Bullington

Michele Newberry began with an overview of the role the Florida Center for Library Automation plays in the Florida State University System (SUS) and then talked about the consortia issues relating to the creation of the WebLUIS digital collection of full-text Elsevier journals content. The FCLA supports ten individual university library catalogs, an SUS union catalog, and numerous electronic abstracting and indexing products for the SUS libraries. There are many advantages to a consortia approach to creating a new full-text service, including local ownership and control of the data, a single license and contact with the vendor, and a single support system. Six of the ten SUS schools participate in the Elsevier-WebLUIS project. With the Elsevier service, users may access electronic equivalents to Elsevier print titles, search within journal contents, and print or download full-text. In addition, full-text may be used for course-packs and online reserves, but not for ILL purposes. Development of this service fits with the FCLA mandate to deliver full-text resources, preserve ownership of key materials (as opposed to just access), fully exploit information technology investments, and take advantage of the common search engine and user interface (WebLUIS).

Elaine Henjum discussed some technical issues of implementing the service, including access issues. Users may access content via the WebLUIS page, individual library homepages, and from individual journal title OPAC records. Access is limited to valid IP addresses and/or via valid patron ids. Elsevier data can be searched via a title list, by author-title-subject keyword searches, under major subject categories, or by browsing through issue table-of-contents. In addition, advanced search capabilities exist to search by language, publication date, system load date, discipline codes, ISSN/CODEN fields, and by browsing a keyword list.

To create the database, Elsevier sends data to the FCLA. FCLA must take this data and convert it into a MARC format. Data is mapped from Elsevier tags and then linked to full-text files. The records are then usable with the OPAC interface. When linking from a citation to full-text, the initial screen repeats the brief citation as well as provides a link to the full-text PDF file. Once into an article PDF, users can go up a level to issue table-of-contents, to all issues of a journal title, or to all journal-titles within the collection.

At first, page images were in TIFF format, which loaded slowly. Later on, TIFF files were wrapped (converted) to PDFs and eventually converted to distilled PDFs, which is the standard format for all subsequent production. Distilled PDFs provide better quality images, and documents can be keyword searched. Some continuing data management issues include handling missing titles, missing issues, and claiming processes for these. How to manage title changes, problem PDF files, and citation records with no article analytics or links to journals are some additional issues which need resolution.

Carol Drum discussed public service issues with the Elsevier WebLUIS service. User instruction relating to navigating and using the Elsevier database, user satisfaction measurements, use statistics, and plans for continued development/next steps were all important issues. The addition of the Elsevier service called for some additional efforts and attention towards user education. It was important to make patrons aware of the service as well as how to search and access Elsevier data and navigate from other A&I products and the OPAC into the Elsevier database.

The FCLA and participating libraries conducted a user survey to examine user satisfaction with the service and also to identify user problems with the database. Overall, the majority of patrons who used the Elsevier service were satisfied or very satisfied with the service. Graduate students were the primary user group satisfied with the service whereas dissatisfied patrons were fairly evenly distributed across undergraduate, graduate, and faculty groups. Comments were pretty similar across the satisfied and/or dissatisfied line. People liked the service, but expressed frustration with the time lag in accessing new publication content (often a several month lag between print publication date and availability in electronic form).

Other problems the survey identified included problems with the interface and with requisite 'helper' applications. People either did not have Adobe Acrobat Reader which was needed to access the PDFs or, if they had downloaded the Reader, they had not installed the program and linked it to their Web browser. An incompatibility between Internet Explorer 4.0 and the Acrobat Reader 3.0 was another problem. Some people were unwilling to download and install Netscape as a second browser on their machines in order to get around this problem. In addition, people used the browser navigation tools instead of the tools within the WebLUIS interface and could get "lost." Several use-statistic reports exist for analyzing Elsevier-WebLUIS use. These are available at the FCLA Web site (http://www.fcla.edu) under Technical Information.

Plans for the future include going through a new stage of license negotiation. Hoped-for enhancements include more direct linkages from other A&I products directly into Elsevier data. It is hoped that there might be opportunities to engage in more cooperative collection development and management across participating SUS institutions to fill in holdings gaps, eliminate redundancies, and provide more timely delivery of content. Finally, it is hoped that the model and the experience gained from this project can be applied to the acquisition of other publisher full-text content.

7. AACR2 and You: A Report on the Recommendations to the JSC
Jean Hirons, CONSER Coordinator, Library of Congress; Les Hawkins, Senior ISDS Cataloger, National Serials Data Program
Reported by Elna L. Saxton

Jean Hirons and **Les Hawkins** spoke to the converted as they summarized the Joint Steering Committee for the Revision of AACR (JSC) report of recommendations. New rules are needed for integrating resources, and seriality needs to be accommodated throughout the code. The JSC has been reviewing some of the basic principles underlying AACR2 and working to harmonize efforts with other international groups. The goals are to incorporate rules for resources not covered (e.g., looseleafs, databases), introduce seriality throughout the code, harmonize practices with ISBD(S) and ISSN, describe the whole work rather than a single issue, emphasize identification rather than transcription, focus on constants rather than variables, and provide rules that take advantage of the current environment of online catalogs and cooperative cataloging.

AACR2 defines two publication types, but many electronic resources do not fit into these categories. Web sites do not have a succession of parts, yet are not finite -- therefore are neither serial nor monograph. The categories used can be better defined as finite or continuing, and seriality can occur in either category. "Continuing" is an umbrella category that encompasses successive and most integrating resources. "Serial" includes all publications that have no predetermined conclusion, which removes the burden from the cataloger of determining the intent of the publisher to continue indefinitely.

The report to JSC would like to eliminate multiple records resulting from meaningless title changes, with an expansion of the definition of minor changes, and the use of latest entry cataloging when possible. Latest entry, despite its drawbacks, decreases the need for multiple records and confusing links, keeps all integrating entities cataloged similarly, and is already being applied by those who catalog many of the integrating publications. A sample of electronic journals was reviewed for impact of this medium on title changes. They found that publishers sometimes reformat the title in the electronic archives. A new approach to serial cataloging would handle this situation.

A holistic approach to description recognizes that there is useful information in both the earliest issue and the latest issue. The value of this information will be recognized when it is moved out of the notes and recorded more formally. The title proper field can hold the latest form of the title, and the uniform title field can hold the earliest form if a minor change occurs. The publishing statement would include both the earliest place and publisher and the latest. Maintaining description from the earliest issue provides stable information for record identification.

The report to JSC proposes that the code be reorganized according to ISBD areas of description. The code could also be contained in three parts, rather than two, with the third part covering how relationships to related works are handled. An introductory chapter would provide catalogers immediate information on how to use the rules. Comments on the JSC report can be made at the JSC Web site [http://www.nlc-bnc.ca/jsc].

8. Dear Abby/Dear Abbott Revisited "Let's Talk Electronics!"
Tina Feick, Vice-President, Blackwell's Information Services (Moderator); Keith Courtney, Director, Taylor and Francis Ltd.; Karen Cargille, Head, Acquisitions Department, University of California, San Diego; Mike Markwith, Chief Executive Officer, Swets & Zeitlinger
Reported by Jill Emery

This program began with a very witty and urbane introduction by Steve Corrsin, Columbia University**. Tina Feick** then established the ground rules: 1) before speaking, please state your name and where you are from; 2) no bashing of any kind; no naming any specific library, publisher or vendor; 3) Feick reserved the right to bleep anyone for disregarding the above rules. A survey of the room was then taken: more than half the room was librarians; the remaining few were a mix of vendors/publishers; and once again no ILS representatives were present. Due to the languid time slot after lunch and the fact that we were in a fresh air venue, the discussion tended to meander from one subject to the next with many meaningful and thoughtful moments being taken in between. Overall, the discussion focused on aggregated collections, e-journals and other technological issues we face daily.

One of the first questions posed: How are aggregator collections decided upon for purchase and at what level in the library? The general response was that committees usually decided, and decisions were made either along consortia lines or limited by what access was available to the aggregated collection. From this discussion the question of trial period lengths for electronic journals arose. It was determined that 4-6 months would be a better trial period than just 30 days. Aggregation reared it's ugly head again near the end of the workshop when it was stated that publishers will do one of two things with aggregated products: 1) aggregated collections will grow because publishers will recognize that aggregating allows them to reach markets that were not open to them before; or 2) publishers will find aggregators costing them market share because of the loss of print revenue and they will put a damper on their involvement with aggregation.

The labor intensity of providing electronic access to e-journals and aggregated collections came up with at least half the librarians agreeing that this is a major concern at their respective institutions. There is a lack of staff to process this material and make it more readily accessible. There is no such thing as free electronic access: either the cost is written into the print subscription, or else by the time a resource has been licensed, acquired, cataloged and made accessible the cost of processing had to be recognized. Only about 1/5 of the room had separated out staff to work solely with electronic resources; many wished that their institution would try this option.

This was followed by a concern over access via passwords instead of IP addresses. Some libraries refuse to purchase resources that have password access only; the advice was to work with the publisher in trying to establish IP access. This led a publisher to state that the lack of standards results in all sorts of problems and that libraries and librarians have more clout then they realize. The issue of archiving was raised, and it was stated that this appears to be getting better. Most librarians stated they were not replacing print subscriptions with electronic access but were attempting to maintain both formats. Aggregator services were like icing on the cake and much too volatile to replace print. However, most all the librarians had cut paper indexes in lieu of electronic access to indexes.

Licensing came up as a concern when each library brokers a license with each publisher. Could the role of vendor in this area be increased? It was stated hopefully that vendors could set up licensing agreements and help broker them in the future. The John Cox licensing project was mentioned. John Cox has been working with the major serial subscription vendors to write standard licenses for single site library or corporation use and multi-site libraries and multi-site corporation use. However, these licenses would not be applicable for aggregated collections.

Claiming and EDI issues were raised but only to the extent of saying we do not have integrated library systems (ILS) that provide us with the full functionality that is needed in these areas. Some things we all wish ILS could do are: re-set claiming with a trigger response for future claims; have claim responses automatically loaded into our systems; and design prediction patterns that fit real-life publication patterns. Publication patterns for some titles that cannot be predicted in any discernable way were also cited as a problem; **Markwith** quipped to cancel those titles (much to everyone's amusement). The workshop started to wind down at this point, and everyone wandered off in search of that ice-cold fizzy water and chocolate that appeared as if by magic every couple of hours.

10. Deacidification of Journals – Saving the Past and Present for the Future: You Mean Publishers Aren't Using Alkaline Paper?
Jeanne Drewes, Assistant Director for Access and Preservation, Michigan State University; Kristine Smets, Monograph Copy Cataloging Coordinator, The Johns Hopkins University
Reported by Mary Ellen Majors, with additional input from Cheryl Riley

Jeanne Drewes and **Kristine Swets** gave an overview of the history of paper production since 1840 when cotton rag gave way to wood pulp as a means to fulfill the demand for paper. Unknown at the time was the long-term effect of the residue acid chemicals from the paper production as well as the effects of air pollution and the natural aging process. The first survey to determine the extent of possible damage was conducted in 1987 by the NLM which concluded that over 50% of monographs housed in America's libraries were printed on acidic paper. The University of Michigan determined in 1993 that its general collection periodicals contained at least 20% acidic paper in spite of librarians' calls for alkaline paper. A further survey in 1996 at Johns Hopkins University indicated that 43% of humanities journals and 26% of scientific journals were being printed on acidic paper. This, the speakers concluded, was the result again of supply and demand; publishers must buy paper from whatever sources they can. And, in fact, many individual journals are found to contain a mixture of papers. The presenters continued by describing the various processes which have been used to deacidify paper, from aqueous solutions to treat one page at a time to mass production gaseous processes with varying levels of success: reaction to inks, impregnable paper stocks, loosening of spine labels, exploding chemical labs.

They described the workflow at the Milton S. Eisenhower Library at JHU where testing for paper damage is incorporated into the bindery process. The four basic steps are: identify, deacidify, record action, and mark volumes. Coated or calendered papers are not treated as the coatings provide a protective barrier to deterioration; materials not expected to remain in the library forever are also eliminated from the deacidifying process. They employ the Bookkeeper liquid gas process. The 583 field in the MARC record indicates date of preservation; each volume is marked afterwards to indicate whether or not item was selected for deacidification.

The presenters refer to this procedure as "proactive preservation" vs. "as needed" and believe it is more cost effective to treat rather than to reformat. Current costs run between $13-17 per unit, although they indicated that consortial contracts would lower the costs. They concluded that deacidifying is more cost effective than reformatting and that patrons still prefer a print version.

Additional information is available from the bibliography provided to each member of the audience and available at:
http://www.lib.msu.edu/drewes/Bibliography.htm

A second handout detailed the de-acidification program at the Library of Congress:
http://lcweb.loc.gov/preserv/

11. Organizing Web-based Resources
Linda Chase, Assistant University Librarian for Collections Services; Claire Dygert, Serials Department Head and Electronic Resources Librarian, both of American University Library
Reported by Virginia A. Rumph

Linda Chase and **Claire Dygert** began with an overview of how we got to where we are today. Just since 1997 the number of Web sites has exploded, aided by the accessibility of HTML. At the same time standards are lacking to guide their organization. We are clearly in a transitional period.

The current situation presents many challenges for libraries attempting to organize, describe, and make Web-based resources accessible to their users. First, how should holdings be defined in the digital environment? Who cares? Any accrediting body that judges library collection size cares. Accountability also needs to be considered; we are paying for access with no physical pieces to show for that expenditure. American University Library counts anything for which it has a contractual relationship, and anything with complete contents available. The second challenge is imbedded resources in such products as Gale Business Resources, Literature Online (LION), and Columbia International Affairs Online (CIAO). External links are another challenge in coping with Web resources. How should Web documents be defined? What is the relationship of linked resources? It seems if we take the expanding use of links to its logical conclusion, the entire Web will eventually be interconnected. The instability of Internet resources is a major challenge, and not limited to the URL, but including various other components (summary, scope, contents, title, publisher, coverage, access rights, etc.). We are also starting to see the fragmentation of access points between the OPAC, publisher or vendor Web sites, pathfinders, Internet search engines, faculty and department Web pages, and a library's Web site.

In trying to cope with these daunting challenges, the speakers suggested various options. First, create alphabetical and subject heading lists of resources on library Web pages. This approach has the advantage of not requiring cataloging expertise (inexpensive), as well as ease of updating. But the disadvantages include a lack of content searching capability, ignoring the value of librarians' expertise, quickly becoming unwieldy due to length, not integrating resources from the OPAC, and deflecting users from physical library resources. The second option is to provide OPAC access. Using the OPAC maintains the traditional gateway, provides a single entry point to the library's collections, represents a selection decision, utilizes the flexibility of the MARC standard, facilitates shared cataloging, and employs the knowledge and expertise of librarians. However, there are disadvantages. It disregards the historic function of a catalog, standards change slowly, it is costly to input the information, and it assumes a long-term commitment and maintenance of the Web resources. The third option is to create an access catalog. It costs less than entering the information in the OPAC; it protects the integrity of the holdings catalog; it allows timely access; it accepts different standards for organizing data (e.g., metadata); it provides mediated access to the Web; allows for experimentation in a rapidly changing environment; it combines traditional expertise with innovation; and it provides a potential "crosswalk" to the OPAC. But the riskiness of a new and untried approach must be considered, as well as the incomplete resolution of the fragmentation problem. Implementation requires staff time and training. The standards are still in the early developmental stages.

Chase and Dygert concluded with a proposal to build an access catalog to complement the OPAC and Web pages, and phase out the use of the library Web site as an organization method for resources. A possible approach to building an access catalog would involve convening a library-wide discussion, developing a project team, exploring external and internal funding, seeking partners, resolving technical questions, and developing policies for selection, organization, and maintenance of Web-based resources.

12. Serials Public Service is Changing in the Electronic Era
Robb Waltner, Periodicals Librarian, Auraria Library, University of Colorado - Denver
Reported by Janie Branham

Promoted as a workshop "designed for the practitioner whose serials work is primarily geared toward public service," this interactive session provided a venue for the discussion of current practices and future trends in all areas of serials public service work. Although audience demographics heavily favored academic libraries, public libraries, special libraries, and vendors were represented as well. **Robb Waltner**, opened the workshop by sharing with the group his own career path and how that path eventually led to his current position. He then invited audience members to share their own "professional biographies" and opened the floor for discussion of the similarities and differences among the positions described. The latter portion of the session was devoted to the discussion of current topics and concerns shared by those involved in serials public service activities. Issues such as the evolution of electronic databases and journals, the amount of time spent at the public service desk, the level of assistance offered to patrons, and the variety of responsibilities included in public service units generated much discussion. In the end, attendees agreed that future NASIG sessions devoted to public service activities and concerns would be extremely beneficial.

13. Toward Better Access to Full-Text
Yumin Jiang, Cataloging Librarian for Serials and Electronic Resources, Albert R. Mann Library, Cornell University; Jeanne A. Baker, Head, Serials Cataloging Unit, University of Maryland
Reported by Susan B. Markley

As the use of aggregator collections become more prevalent and costly, it behooves a library to provide the greatest access to this rich resource. One way to accomplish maximum access is to individually catalog each title in the database. Using ProQuest Direct as her example, **Yumin Jiang** detailed Cornell's experience. Decisions had to be made on what procedures to follow for such an undertaking, to provide the necessary training of appropriate staff, and to determine responsibility for record maintenance once the project was completed. Consideration was given to selecting the correct fields to update in the bibliographic record, available access options (such as using a single print record or setting up an electronic record for each title), and what holdings information to include in that record. Cornell opted to update their print record rather than setting up an electronic record for each title, but because they had NOTIS, which did not allow for direct links to resources, a gateway had to be used to get the patrons to the online titles. However, other libraries indicated they were able to link the OPAC record directly to their full-text holdings using ProQuest's Sitebuilder feature. While the time invested in this cataloging project was tremendous, the library considered it worthwhile as they saw a phenomenal growth in their use statistics. Whether this was a leading reason is unclear, but other libraries are also beginning to catalog these titles in the hopes of providing better access to their full-text collections.

Jeanne Baker provided an added dimension to this new concept of maximum access with a report on the latest activities of the PCC Task Force on Journals in Aggregator Databases. This group is "investigating and making recommendations for a useful, cost-effective and timely means for providing records to identify full-text electronic journals in aggregator databases." An earlier survey of CONSER libraries had indicated a desire for such records with the libraries using numerous methods to achieve this end. Their ultimate goal was to provide patrons with "one-stop" shopping by using the OPAC as a gateway to the electronic resource.

Following ALA Midwinter, a formal charge was given to the Committee to design a record that would provide the appropriate information. The charge also recommended the Committee work with a vendor to develop a "demonstration record-creation and loading project." A representative from EBSCO offered his organization's participation.

The Task Force set up some working guidelines, such as: "aggregator analytic records need to contain sufficient fields so they could stand alone in an OPAC as separate records" when no print counterpart is available in the collection; "records will need to include those fields necessary for de-duplication against existing hard-copy version records in an OPAC;" the ability to delete these records from the OPAC when a subscription is canceled;

and the ability of a single record to reflect coverage by multiple aggregators for the same title. There were also discussions on the desirability of a library that is creating their own records to include holdings information because of the need for constant updating. Ideally, vendors would supply the records, including updates and deletions, which libraries would load into their OPACs. Many attendees voiced skepticism that vendors would go through the trouble to supply this information.

Needless to say, the whole presentation generated some lively discussion as this is a relatively new development. The idea of greater accessibility to resources has been an ongoing concern for years, so it is comforting to know that a Task Force is actively tackling the problem and providing a workable solution.

15. Looking a Gift Horse in the Mouth: Collection Management Following a Statewide Purchase of Electronic Resources
Nancy Newsome, Serials Librarian; Jill Ellern, Systems Librarian, both of Western Carolina University
Reported by Elna L. Saxton

Western Carolina University (WCU) is one of sixteen campuses in the North Carolina system, with 6,500 students. Collection development at WCU is on a three-year review cycle. **Newsome** and **Ellern** planned a two-year usage study in order to provide the faculty with collection use data to assist in making decisions on cancellations. A team effort was needed, involving staff from cataloging, serials, circulation/re-shelving, library systems, and campus computing. A faculty member in the Math Department worked with Newsome and Ellern while they constructed the collection of data and the layout of data fields. Statistical support is extremely useful both before and after the data has been collected to make the reports more meaningful.

Innopac records can provide statistical information: of particular use for this project is the "count IN-LIBRARY use" function. To create a collection development database, the data is downloaded, manipulated, imported to a database management system, and distributed using reports. Using MS Access, Ellern created tables for title, use, price, department information, NCLive data, and subject. With these tables, a range of user-friendly reports can be generated.

Approximately one month after the use study began, NCLive was introduced to the state. NCLive is a statewide purchase of electronic resources, funded by the NC legislature. The use study then became a tool to study the impact of access to full-text indexes and databases on collection development decisions. Incorporating NCLive data into the reports, Newsome and Ellern linked electronic access data to hard-copy use, and generated new reports. Additional information that would make NCLive data more useful include: subject access, audience level, hit-count statistics, and OCLC number. The reports for WCU faculty now include: total use for calendar year, total cost, cost per use for all departments, paper use of titles available on NCLive, marginal use titles, and departmental information. The data could also be used for a printed list of periodicals by title or subject, and these lists could easily be posted to the Web.

16. Supporting E-Journal Integration through Standards: the OCLC Reference Services Experience and Experiences from the Field
Deborah L. Bendig, OCLC Electronic Collections Online, OCLC Online Computer Library Center; Marjorie Hlava, President & Chairman, Access Innovations, Inc.
Reported by Valerie Bross

This session provided a whirlwind tour of standards related to electronic publication.

Marjorie Hlava presented an overview and status report on standards. First, she reminded us of the goals of standards: to support platform-independent systems, to provide portable data formats, to enable seamless access, to reduce production costs and access costs, and to make more resources available. **Bendig** then took a deep breath and quickly whipped through markup standards (SGML, HTML, XML); metadata standards (Dublin Core, IFLA metadata, UNESCO metadata, European Union metadata, INDECS, EDItEUR, BASIC, W3C metadata, DOI); and identifiers (ISAN, ISWC).

Of particular interest to the group was the status of DOI, so Bendig spent some time explaining the current proposal for the Digital Object Identifier. A second draft of the DOI proposal has been issued and IDEAL/Elsevier is developing a prototype. However, the DOI has received considerable criticism from certain publishers who feel that the new structure requires more information than they want to deposit. Support has grown for an alternative—the ISWC, or International Standard Work Code. The ISWC would identify a work and allow one to track derivatives. For example, the ISWC for *Gone with the Wind* would allow one to relate that work to all derivative dolls, comic books, etc.

Deborah Bendig focused on existing and needed standards for managing e-journals. She emphasized that, at present, libraries are operating under a distributed information model. No one vendor satisfies all needs—and no one gateway limits entry to documents. Instead, library users follow paths through library catalogs, through Web pages, and through hypertext citation links between articles. As a result of the multiplicity of paths, libraries have seen an increased need for linking relationships at many levels.

First, within the online catalog, there is a need for expanded use of 856 fields, to identify which URLs (856 fields) relate to which name headings (7XX fields). At the title level, the proliferation of aggregator-served titles had led to a movement to have publishers supply records. From another perspective, since different ISSNs may be assigned to print and electronic journals, there is a need to link multiple records to a single URL. The question of how to derive catalog holdings statements from e-journals involves yet another standard (Z39.71).

Second, better document-to-document links and index-to-document links are needed. For example, one would like to provide access from indexes directly to articles. However, at present, there is no generally accepted method for this. Competing options include: native record numbers (such as are used in ABI/Inform); calculated identifiers (SICI); the DOI; and matching algorithms (using bibliographic elements).

Third, at a more general level, many additional standards are needed to support the document retrieval process. Bendig noted developments in Z39.50 to enhance access to electronic journals. And she pointed out that authentication questions abound, especially related to authentication for remote users when they are passed through indexes (such as FirstSearch) to articles (e.g., Project Muse titles).

Bendig emphasized the critical role of interoperability among systems in providing (apparently) seamless access from point of entry to document. She concluded by saying that interoperability depended on the creating and following standards.

17. Foraging the Future for Archival Concerns and Resource Sharing

Mary I. Wilke, Head of Acquisitions; Marjorie Bloss, Vice President of Operations, both from Center for Research Libraries

Reported by Eileen Pritchard

The thesis of this talk was that not everything could be put online: so some archive with print and microfilm must be maintained.

Mary Wilke and **Marjorie Bloss** discussed the history of the Center for Research Libraries (CRL, formerly Midwest Research Libraries). It began in 1949 as a Carnegie Corporation project to look for solutions to lack of shelf space, seek new library formats, house less-used library sources, and respond to questions that require older or expensive reference resources.

The CRL has several programs: grant funding; staff training sessions; providing ratings and guidelines for virtual libraries; and digitizing journals. Regional consortial arrangements are made to purchase journals and databases. The CRL member libraries share a list of serials to fill periodical gaps and fill in back orders from duplicates from other member libraries. The staff is also available to answer questions from older or expensive reference resources when other libraries cannot answer the question.

One hundred and twenty digital journals will be archived. An assembly line process takes place. First the consultation for copyright occurs, and then the Systems Department enters a URL. These journals will be archived with the same technology, and each journal will be selectively identified.

Member research libraries support the CRL through a membership fee. Member libraries may use the resource for free, while the U.S. non-members must pay a $25 fee per article and foreign non-members pay $30 per article. They may use Arial, fax, or photocopies. Selections for serials held by CRL are made on a title by title decision.

The general conclusion was that print copies need to be in at least two places in the nation to withstand any catastrophic event. In addition, digital formats could be used to deliver articles. These same formats could be placed in a digital archive. In these ways and others, a central library can free up space and offer services that a single library would not have the resources to do. This central library acts as a networked OPAC, a consortium, a storage unit, and a resource to solve the problems of the future of research libraries.

18. The Convergence of User Needs, Collection Building, and the Electronic Publishing Market Place
Jie Tian, Reference Librarian, California State University, Fullerton; Sharon Wiles-Young, Team Leader, Information Organization, Lehigh University
Reported by Elaine Heras

Jie Tian and **Sharon Wiles-Young** presented us with information on their libraries' experience with aggregated e-journals and full-text databases. Each first gave an overview of her institution, library, and networked environment. Tian reported on a user survey that she developed which showed which databases are being used, who the users are by school and course level, types and recency of the materials sought, and rate of satisfaction. She found that over half of the database usage was for Lexis/Nexis and Expanded Academic ASAP, that it was for humanities and social science users, and that the vast majority was satisfied with the service.

Wiles-Young explained that the electronic journal titles in Lehigh's full text databases and aggregates are all fully cataloged, many being Elsevier journals that were done for the PEAK project. She reported that usage of these titles has increased significantly over the past year or two and that there is high usage of titles the library already had in print.

Tian talked about the implications of her survey and changes occurring in her library because of the availability of full text electronic journals and databases, including professional staffing at end-user workstations, expanded user education, and evaluation of electronic resources. She pointed out some of the problems associated with collection building, including paying several times for a title that appears in numerous packages.

Wiles-Young discussed organizational and access issues for these resources. At Lehigh they chose both to catalog individual titles and to present lists of linked titles on their Web pages. They are using a proxy server, which facilitates use for their distance education students.

At the end of the afternoon session questions touched on issues related to cataloging and selection of resources, printing, and cancellation of print titles. The workshop overheads and the Fullerton survey can be found at:
http://users.library.fullerton.edu/jtian

19. Putting It All Together: The Involvement of Technical Services, Public Services and Systems to Create a Web-Based Resource Collection
Steven Shadle, Serials Cataloger; Alex Wade, Systems Librarian, both of the University of Washington Library
Reported by Leslie Horner Button

Steve Shadle and **Alex Wade** discussed the local environment that led to the creation of a digital registry at the University of Washington Libraries. Since the early 1990s, the library catalog and electronic resources were available through a locally developed user interface supported by BRS software. The library catalog itself was maintained using the Innovative Interfaces system, and records were exported weekly to the BRS database. Several factors caused BRS to break down as a viable delivery platform, including the fact that there was no connection between BRS and the Web. At the same time, different subject selectors began developing Web pages. Some of these pages were very sophisticated, and yet there were also a number of selectors who had no Web presence. Of those who had pages, there was neither cohesiveness nor a standard interface. Due to all of these conflicting needs, they thought about creating an e-journal Web page for the library that would include items selectors had on their own pages. They then realized they could apply a structure more broadly and build subject specific Web pages that could include various electronic resources in addition to e-journals. The concept for the digital registry was born.

At the time of the digital registry's inception (fall 1998), the library's WebPac, although planned, was not available, and there was no budget for additional data entry. These constraints forced the registry design to utilize existing workflow as much as possible. The library uses a single record approach to cataloging multiple formats; this affected some of the design decisions, including the development of new local fields. The registry design used assigned classification information as the basis for subject hierarchy and allowed for multiple subject access through repeatable 099 fields in the bibliographic record. Staff then created a Web-based form for selectors to fill out, where selectors choose subject and resource types. The form is emailed to Acquisitions staff who input a brief bibliographic resource within one day. Catalogers provide same day turn around. The library continues to use their Innovative Interfaces system as the source database, exporting MARC record data to Web pages using MS-SQL software nightly. The design also incorporated a feature for end-user customization for users at the University of Washington with valid barcodes. Although the pace for implementation of the registry was hectic initially (everyone had to drop everything to populate the registry), addition of items has dropped dramatically. Some benefits of the registry include dialogs fostered between the catalogers and selectors, as well as allowing the library to use an existing workflow for multiple purposes. There are also challenges that remain unresolved, for example, defining subject hierarchy where classification does not lend itself particularly well for this purpose and how to deal with overlapping resources, and de-selection of resources. Information about creation of the registry is available at:

http://www.lib.washington.edu/about/registry/nasig

20: From Catalog Card to MARC: USMARC Bibliographic Self Defense
Jo Calk, Systems Development Supervisor, Blackwell North America
Reported by Cecilia Sercan

Jo Calk designed this workshop to give an introduction to the development and structure of the MARC formats, using the USMARC Format for Bibliographic Data as its example.

Cataloging has always been an expensive activity, with the cost of original cataloging of a monograph averaging \$50. Beginning in the 19th century, the Library of Congress was in the business of supplying catalog cards, which were used by many other libraries in the United States. In the 1950s they began to think of how this might be done more efficiently using computer technology. It was accomplished between 1966 and 1968, with the creation of the USMARC Format for Bibliographic Data, an implementation of the American National Standard for Information Interchange on Magnetic Tape (ANSI Z39.2) and of Documentation – Format for Bibliographic Information Interchange on Magnetic Tape (ISO 2709). At the time the capacity that we currently find on our personal computers was only available on mainframes, which required an entire room to house, so there were many constraints on the creators of the format.

There are three elements in the MARC format: record structure, content designation, and data content of the record. The record structure is based on the two standard mentioned above; all information in a USMARC record is stored in character form, in extended ASCII. The content designation is the collection of codes and conventions established to identify and characterize the data elements within a record and to support the manipulation of data. The content of the data elements used in a traditional catalog record is defined by standards outside the USMARC formats, such as AACR2. The content of other data elements, such as the fixed field or coded data, is defined in the USMARC formats themselves.

There are three parts of a MARC record: the Leader, the Directory and the Variable Fields. The Leader is fixed in length at 24 characters and occurs at the beginning of each USMARC record. It consists of coded values that are identified by their relative character position. The Directory forms an index of the data. LC and the early MARC developers selected this method to handle the problem of a variable number of variable-length fields in a single record, as well as slow processing speed. Each Directory entry contains the field identifier (tag), the length of the field, and the field's starting location. The field ends with a field terminator character. The data content of a record is divided into Variable Fields. There are two types of variable fields: Variable Control Fields and Variable Data Fields. The Control Fields are sometimes referred to as "fixed fields." Each variable field ends with a "field terminator;' each record with a "record terminator."

Content designation is the term used for coding of the various parts of a catalog record. There are three levels of content designation for variable fields in ANSI Z39.2-1979: 1. A three-character tag, stored in the Directory entry; 2. Indicators, stored at the beginning of each variable data field, the number of indicators (2) recorded in Leader byte 10; 3. Subfield codes preceding each data element in each variable field, the length of the code (2) recorded in Leader byte 11.

Variable fields are grouped according to the first character of the tag, which identified the function of the data within a traditional catalog record. The type of information in the field is identified by the remaining two characters of the tag. Certain bibliographic tag blocks contain data that may be subject to authority control. In these tag blocks, certain parallels of content designation are preserved.

Indicators contain codes conveying information that interprets or supplements the data found in the field. The USMARC formats specify two indicator positions at the beginning of each variable data field. There is a parallel definition of the first indicator values among the heading fields. For example, in the “x00” group (personal names), first indicator value “1” is defined as “surname” in 100, 400, 600, 700, and 800 fields.

The definition of the second indicator values also varies with tag, but there is a parallel definition of the second indicator values among the heading fields: main entries, series statements, subject added entries, added entries, and series added entries.

A field is further divided into discrete parts called subfields. Each subfield is identified by a subfield code. Subfield codes in the USMARC formats consist of two characters—a delimiter, followed by a data element identifier.

Calk spoke about the elegant structure of USMARC, the original work with monographs, and the subsequent changes that had to be made to accommodate the special requirements of serialists vis-à-vis multiple titles for an item, and the need for special fields concerning frequencies, current and past.

The presentation was enhanced by an excellent 11-page handout, from which much of the above is taken.

21. Realistic Licensing or Licensing Realities: Practical Advice on License Agreements
Trisha Davis, Serials and Electronic Resources Department, The Ohio State University Libraries
Reported by Karen Matthews

Trisha Davis has presented several workshops for ARL on Licensing Electronic Information Resources and is knowledgeable about what librarians need to be aware of before signing these licenses. As licenses are providing access to as opposed to ownership of electronic resources, understanding these license agreements will influence the types of services libraries provide their users.

About two and a half years ago, a working group of librarians representing the American Association of Law Libraries, American Library Association, Association of Academic Health Sciences Libraries, Association of Research Libraries, Medical Library Association, and Special Libraries Association was formed to draft principles for licensing electronic resources. Over a period of four months the fifteen principles were written. These principles provide librarians with information on the concepts that are most important in negotiating licenses. These principles also provide vendors who write licenses an understanding of what libraries need in these contracts.

Among the issues the principles address are: Does the license allow permanent use of the content or access rights only for a defined period of time? Does the license address certain rights provided by copyright laws? Users must be allowed to print, download, or copy materials. The intellectual property rights of the original owner must be recognized.

A license agreement should not hold the library liable for unauthorized use by its users. However if it is brought to the attention of the library that a user may be violating the agreement, the library must carry out due process to protect the rights of the vendor. Many libraries limit access by IP address range that will provide the product to their user group. The vendor should not require the use of an authentication system that is a barrier to access by authorized users. Enforcement of this access must not violate the privacy and confidentiality of authorized users.

When a license allows permanent use of a resource, the library should be allowed to copy data for the creation of an archival copy. Sometimes the vendor will provide a copy on a disk, CD-ROM or a paper copy. However if a CD-ROM is provided, it may be the responsibility of the library to figure out how to use it.

The terms of the license should be considered fixed at the time the license is signed. However if the terms are subject to change, the other party should be notified so either party may terminate the agreement if the changes are not acceptable. Also there should be a time limit, such as sixty days, for the library to get its money back.

These licenses should include indemnifications that will protect both parties from lawsuits that claim the use of a resource in accordance with the license infringes any patent, copyright, trademark, or trade secret of any third party. These licenses also should not require the library to adhere to the terms of third party agreements that are not included in the current license.

Any routine collection of data should be reported to the other party and should protect the privacy and confidentiality of users. This information may be used to help improve search engines but may not be used to provide data on individual use.

License agreements need to define the following terms: archive, authorized use, authorized user, concurrent use, institution, local access, local area network, remote access, simultaneous use, site, and wide area network.

Libraries need to make sure they have the right license agreement—single use, consortial, Web access or simultaneous use. Libraries must also look at the business end—what rights does the institution need. This should not be done alone but with a group of stakeholders. Librarians may review the business clauses, but it is advisable for legal services to review the legal clauses. Also these license agreements fall under the uniform commercial code, not copyright law. The library will lose all fair use rights that are part of copyright law if these rights are not written into the license agreement. Librarians need to be aware of state laws as to who has the right to sign these agreements for the institution.

Librarians must be aware that the laws will be changing with the Digital Millennium Act. Librarians need to know what they want and what they can negotiate in these license agreements.

The recommendation is to read the license. Librarians need to decide what they understand and reread what they do not. It is recommended that librarians do not read these agreements alone but to get other perspectives. Also it is a good idea to store contracts which have good language that can be used in other contracts.

These principles may be found at www.arl.org.

22. Taming the Octopus: Coming to Grips with Electronic Resources
Nancy Markle Stanley, Head of Acquisitions Services;
Angelina F. Holden, Member of Acquisitions Services, Support Team, both of Penn State University Libraries
Reported by Carolyn Helmetsie

Nancy Markle began the session with an overview of ERLIC (Electronic Resources Licensing and Information Center), Penn State's impressive database designed using Microsoft ACCESS. This customized database incorporates the license, order, funding, supplier, content, and maintenance data through the use of inter-relational forms, reports and hyperlinks to local and Web-based information.

Markle talked about the many challenges with managing electronic resources such as tracking titles, invoices, licenses, budgetary issues and informing stakeholders. There are multiple stakeholders in the process including technical services; accounting; collection development and selectors; public services and system personnel. The need to know information required by staff is extensive including the status of requests and invoice payments; product content and coverage; who can access; schedule of product updates; funding; costs and usage data. ERLIC provides budgetary support; access and authentication; current and pending orders; license agreements; usage data; reports and statistics. Collection and budget tracking information is also provided and includes complete funding by product; shared purchases within consortia and program or discipline support. Access information provided includes product format; Web or telnet addresses; product/title accessibility; and number of simultaneous users. ERLIC includes authentication information such as IP range; user name and password and domain address. ERLIC provides hyperlinks to Penn State University license agreements; the bibliographic record; the product or title; and the suppliers usage data. Some examples of the pre-defined reports provided by ERLIC include current commitments, accessible via (list and summary); acquisitions follow-up needed; complimentary titles; full-text titles; indexes and abstracts; and on order report.

Angelina F. Holden completed the presentation by giving an online demonstration of ERLIC illustrating the features highlighted by Markle. Workshop participants were provided a handy brochure on ERLIC that outlined its main features along with sample screens. For more information about ERLIC, contact the Acquisitions Resources, Systems & Data Services Team at:
http://acq_rsds_team@psulias.psu.edu

NETWORKING NODES

CATALOGING
Allison M. Sleeman, convener

The Cataloging Networking Node consisted of two sessions. The first session was a report and discussion of CORC (OCLC's Cooperative Online Resource) project presented by Thomas E. Champagne from the University of Michigan. The second session was a presentation and discussion on cataloging of electronic journals led by Cecilia Leathem from the University of Miami.

Session 1: CORC (OCLC's Cooperative Online Resource Project).
Thomas E. Champagne, University of Michigan
Reported by Deborah Sanford

Thomas Champagne began the first session of the Cataloging Node with a brief discussion of the CORC

(OCLC's Cooperative Online Resource Cataloging) Project. He continued by detailing what he has gained while participating in this project as well as describing some of the pitfalls he encountered.

CORC is an OCLC research project with an intended one-year duration. There are presently 55 worldwide institutions participating in the experiment, with 33 of them being academic facilities. To be a participant an institution must commit .5 FTE effort over the course of the project. Thomas stressed that the CORC database is not a cataloging tool but more a tool to facilitate the creation of "portal pages" or "pathfinders."

The goal of CORC is to make the process of creating portal pages or pathfinders as automated as possible and to do so in a "cooperative setting." To this end the database is Web-based, has a harvester, auto classification, URL maintenance, and provides authority assistance. Pages can be cooperatively updated upon creation. In addition, the database supports multiple views of metadata, including MARC and Dublin Core, with the hope of adding XML in the future.

Essentially CORC creates Web pages for you so you don't have to do it yourself. The importance of involving the institutions' subject selectors was discussed, as well as the need to create dynamic queries so that the Internet can be searched often and updated as needed. Presently each institution is working in whatever subject area it may choose; there has been no effort to assign subjects at this time.

Champagne pointed out some of the problems with the project, such as: it is labor intensive; records are only established in the CORC database, not in WorldCat, so a duplication of effort is required; the database is "kind of clunky" and mouse intensive; records created are not exact. Also discussed was the fact that the Dublin Core does not accommodate seriality very well-this issue needs to be addressed if this database is to include serials.

Also adding to the discussion was **Chandra Prabha**, an OCLC representative for the CORC project. She added relevant information about the project, added clarity to some points, and spoke briefly about the future of the project. There were several other CORC participants in the audience and their input contributed to a lively conversation.

It is clear from this session that CORC is an evolving project with changes occurring at a rapid pace. Much is still unclear about this project, but it seems to be another wave of the future. To find out more about CORC, visit its Web site at:

http://www.oclc.org/research/projects/corc

Session 2: Cataloging Electronic Journals
Cecilia Leathem, University of Miami
Reported by Martha Kellogg

Cecilia Leathem began the second session by commenting that cataloging of electronic journals is no longer a new activity for catalog librarians. The prevalence of electronic journal collections in libraries has increased communication both within and among libraries and there is more information out there for catalogers working with this format. Cecilia presented some examples of how the University of Miami catalogs full-text electronic journals, both as single entities and as part of aggregator databases, using the Innovative Interfaces system. She displayed some sample records, showing patron display in the online catalog.

The University of Miami enters collection-level records for all the titles in the JSTOR database. When JSTOR titles are also available as current titles online, two 856 fields are included in the bib record, displaying as hot links to patrons: "Connect to: Internet version on SIAM;" and, "Connect to: Internet version on JSTOR v.1 (1959) [Latest 5 years not available online]"

For electronic journals handled as single entities, University of Miami catalogers enter check-in records and item records for each title. They assign call numbers and enter holdings data with the exact beginning date, if known.

Discussion following the presentation indicated that treatment of electronic journals in online catalogs is far from uniform. Some libraries do not enter check-in records at all for e-journals. Some do not enter specific holdings data. Some enter more or less information into the 856 field. It was agreed that standards are uncertain—but libraries are making full-text electronic journals available to their patrons now. Catalogers are developing local solutions, which may turn out to be temporary. The topic will clearly have to be revisited as more permanent standards are developed.

DOCUMENT DELIVERY SERVICES
Lauren Corbett, convener
Reported by Jean Caspers

Eight individuals attended this session: four were practicing librarians, and four represented vendors, three of whom deal with document delivery.

Lauren Corbett started the session with a question: are serials librarians typically involved in the day-to-day operation of document delivery services in a library, or is that generally handled by another unit in the library? The general consensus was that serials librarians are usually involved with the fiscal arrangements involving the contracts with vendors, but interlibrary loan units most frequently form the bridge between the vendors and the library's patrons if the services are mediated.

This led to a discussion of unmediated, library subsidized, services for faculty, researchers, and various student groups including distance learners. Some document delivery vendors are establishing patron Web gateways for unmediated ordering which can address details such as:

- blocking orders for articles from serials in the library's holdings;
- embedding an e-mail link to interlibrary loan so patrons in specified groups can forward citations for held items for delivery from the library
- capping the dollar amount patrons are allowed to expend within a given time period

Copyright issues were discussed, including the variations allowed by different publishers. It was emphasized that lawsuits can impact vendors and others who interpret copyright law differently than some publishers do was emphasized. Problems with electronic delivery of articles direct to patrons at desktops due to (a) copyright and/or (b) bandwidth limitations of patron connections were discussed, as was the need for robust technical assistance for end users.

Pursuing delivery methods, the group discussed the distance learner's need for an option other than receipt by fax. The cost of sending articles by U.S. Mail would be higher than fax delivery, which has kept some vendors from offering mail delivery. The point was raised that vendors may be able to handle mail delivery more cheaply than the library could and more expediently than when the library subsequently mails faxed articles to the patron.

MANAGING ELECTRONIC SERIALS
Susanna Powers, convener and reporter

After finding a larger, less hot classroom than the one originally assigned, we had a lively discussion of current practices regarding the management of electronic serials in libraries of various sizes and types. Admittedly we raised more questions than answers, having to do with purchasing, licensing agreements, cataloging, Web site access, and monitoring of connectivity. It was helpful to hear how other librarians were handling these various tasks, taking into consideration that additional staff hours and financial resources are rarely made available for these added responsibilities.

Of particular interest were the topics of workflow and increased interaction among the affected departments within the library, such as collection development, reference, cataloging, systems, accounting and serials acquisitions. We enjoyed a bit of good-natured complaining about some of the difficulties. In spite of the challenges, we came away with a feeling of optimism and support from our colleagues who are trying to do the same work we are.

PRESERVATION ISSUES
Fran Wilkinson and Jane Hedburg, co-conveners
Reported by Fran Wilkinson

The Preservation Issues Networking Node met with six participants in attendance, mostly serials librarians, some new to preservation responsibilities. Fran Wilkinson and Jane Hedburg (who filled in for Marilyn Fletcher who could not attend this year's conference) introduced themselves, shared a little about their backgrounds, and asked attendees to do the same and to identify their interests. Topics of interest included bindery interfacing with ILS's, commercial binders, disaster preparedness planning, book repair, brittle books, digitization, preservation photocopying, and getting support from the administration for preservation activities.

The small but enthusiastic group shared their concerns and knowledge on these issues and gave each other tips on where they have found helpful print and Web resources. Everyone is still anticipating the long-awaited *Library Binding Institute Standard for Library Binding*, 9th edition. How to select a commercial binder, whether or not to use the request for proposal process to select one, and the advantages of touring the binder's facility when possible were discussed. The importance of properly educating the library's administration, especially the development officer, regarding raising funds for preservation activities including the processing of special manuscript collections was stressed.

Once again this year, everyone enjoyed the Preservation Node and agreed that it should be repeated next year!

PRESERVING THE JOURNAL ARCHIVE: WHO'S JOB IS IT ANYWAY?
Don Jaeger, convener and reporter.

The session began with a brief overview by **Don Jaeger**, who then explained the various changes over the years with his back volume company, making the transition from antiquarian to collection development specialist. He illustrated how the company implemented strategic changes over the years to accommodate current client demands at the time, and how a back volume vendor might fill the role of archivist in the future. By implementing document delivery services and forming strategic alliances with publishers and other aggregators, Jaeger feels that back volume companies can provide a vital service. Also, tremendous developments of the World Wide Web have created a level playing field for all size companies.

The second presenter was **Christa Easton**, Head Serials Acquisitions Librarian at Stanford University. She spoke of the nature of their journal collection, which is mostly hard copy for retrospective citations. However, with the advent of electronic journals and the explosion of new electronic titles, there is a real concern about how the library will retain the journal archive. Especially, if the electronic journal is not renewed for subsequent years.

Finally, **Douglas LaFrenier**, Director of Marketing at the American Institute of Physics, which is a not-for-profit company, presented his views about the publishers role in archiving the periodical back volumes. He cited initiatives that both AIP and its sister organization, The American Physical Society, are doing in this area. Specifically, the APS digital initiative mandates certain titles to be digitized over the next few years.

Following the presentations, there were some informative statements made from the audience, especially Carol MacAdam from JSTOR who spoke of the second phase of its archiving project. A few subscription agents' representatives spoke of their concerns regarding the servicing of back volumes and articles to their clients. It was a very enlightening session **--** not that any solutions were found. However, suggestions were made from various members of the information chain, which, when addressed, could provide a future solution to the archiving problem.

REFERENCE AND PUBLIC SERVICES LIBRARIANS
Jeff Bullington, convener and reporter

The Reference and Public Services Librarians Networking Node met with 16 people attending. Most attendees were librarians, but two vendors were also present. As convener, I opened the session by introducing myself, and explained my interest in this topic. I then asked everyone to introduce themselves to the group and identify their job and particularly the reference/public services dimensions of their job. I have been learning, the further along I go with NASIG, just how many people have some reference and public services elements in their jobs, even if they primarily work in more traditional technical-services positions. When I first joined NASIG, I thought I was going to be one of only a few public services types. Now I realize that there are many people in NASIG who have public services dimensions to their jobs.

For the remainder of the time, we discussed in large part how we could help develop reference and public services dimensions of NASIG conference programming and activities. It seems that it would be very important to work at getting more vendors to attend NASIG, particularly vendors from the indexing and abstracting services. Possibly developing workshop, or concurrent session proposals which would include people from A & I services would be a workable method for getting them involved. Once they see a NASIG conference and what goes on there, they will realize that they should be attending regularly. We made a serious commitment to work on conference programming proposals.

I also mentioned that it might be possible to set up a NASIG sponsored list to correspond with the node and asked if people were interested in such a list. People thought that would be a great idea. I am happy to say that the list was approved and created as ref-pub-l@nasig.org. Additional information about the list and its focus can be found at the URL:

http://mail.bee.net:81/guest/RemoteListSummary/ref_pub_l

Or people may request a subscription by sending an e-mail to NASIG_REQUEST@NASIG.ORG with the command SUBSCRIBE ref_pub_l. I hope to see people join the list! That's all for now, but I look forward to the Reference/Public Services Node next June in San Diego!

STANDARDS
Betty Landesman, convener and reporter

Attendance at the second annual Standards Networking Node was a record high of 12. Attendees included librarians, systems vendors, subscription agents, and book jobbers. This was approximately triple last year's number, and given the fact that our room was about as far away from the University Center as you could go and still be on the campus [and well-hidden, too!], we think this demonstrates the importance of standards issues to NASIG members.

The discussion started with issues surrounding the ISSN. Journals may have no ISSN or an incorrect ISSN. Multiple ISSN's are found in MARC holdings. In the electronic environment, since the publication may be free, with no mailing or procurement charges, the publisher is not as inclined to wait 6 weeks for the assignment of an ISSN. However, the lack of an ISSN may not be as much of a problem as the intellectual issue of what is a serial. How can we make one standard meet all needs? We use the SICI, which is based on the ISSN, to identify an article—will it be the same for electronic and print? Could the ISSN have a qualifier that would allow for the identification of both a title and a version of that title?

Attendees shared ideas on the recording of holdings. It was suggested that Northwestern and LC have good information on MARC holdings on their Web sites. Level 4 was recommended over Level 3 recording of holdings, since it was not much harder to do and was simply a question of training. There was a brief discussion of the newly adopted Z39.71 standard for holdings statements for bibliographic items. It was felt that it solved a lot of problems, but it is not clear yet if it will work well for serials.

Some general questions and issues involving standards development include:

- A proliferation of standards to accomplish the same thing. There are many different identifiers being developed to link to an electronic journal article.
- How will XML affect electronic commerce? It might make it possible for libraries to use EDI with systems that don't do it now.
- Internationalization issues. Many standards are going directly to ISO instead of NISO. ISO does a great deal of face-to-face work; need to be more open, work more via E-mail. The EU does standardization work well.
- Transmission of bindery info: not really a candidate for EDI? Perhaps a simple ASCII file transfer would be a first step. A SISAC task group is meeting on the question.
- Automating the claims response process: the standard is in place from SISAC, but not agreement on how to implement it. We need to publicize what kinds of responses we could get from the standard. An "industry best practices" document was suggested, perhaps from SISAC.

It was a very interesting and lively discussion, enhanced by the mix of attendees from all areas of the serials field. It is evident that standards are a topic that affect the entire NASIG membership, and we hope that this networking node will continue as a regular NASIG feature. If you have standards-related questions and topics you would like to see discussed next year in San Diego, send me an e-mail at blandesman@aarp.org.

UNION LISTING
Cathy Kellum, convener and reporter

Once again, a small, dedicated group of folks interested in union listing issues met at NASIG during the networking node slot. The group began with introductions and a brief summary of union listing activity in their state or area. As in past years, the favorite topic of "multiple systems--duplicate work" was discussed. This problem will exist until simple cost-effective methodology and/or technology is developed for transferring serials holdings information between systems. The hold on OCLC's batch updating service is a problem, and attendees expressed a need for OCLC to develop a simpler LDR input interface and true implementation of the USMARC Format for Holdings.

OCLC staff had supplied some information concerning this issue to report at the session. OCLC is actively looking at alternatives to their LDR Updating Service because the service as it was initially released was too staff- and cost-intensive for both the libraries and OCLC to be feasible. OCLC is also working on new delivery mechanisms for Serials Union List Offline Products (SULOPs): 6450 bpi round reel tapes, IBM 3580 cartridges, and FTP. There is no firm date for delivery of these, but OCLC hopes to have them in place by the end of 1999. OCLC is also working on a revised SULOP order form.

The complex but key issue of workflow and staff responsibility for maintaining holdings date (e.g. technical services, the serials department, the ILL staff) was also debated, as were more basic issues of choice of format for attaching local record data. The topic of whether or not to union list titles from aggregator databases was also debated, along with the issue of how database licenses treat interlibrary loan.

MINUTES OF THE BUSINESS MEETING

Saturday, June 12, 1999
Meg Mering, NASIG Secretary

Call to Order, Welcome, and Introductions
President Steve Oberg convened the meeting at 8:15. He introduced the 1998/99 officers and Board members and Beverley Geer, who served as Parliamentarian.

Greetings from the United Kingdom Serials Group (UKSG)
Richard Hodson, in his third and final year as UKSG chair and attending his third NASIG, thanked NASIG for inviting him to the conference. He reported on UKSG's 22nd annual conference. It was held in conjunction with the 4th European Serials Conference in Manchester, England, April 12-14, 1999. It was a unique opportunity to discuss serials initiatives and developments in England and across Europe. 528 delegates, including S. Oberg, attended the conference.

Hodson reported that UKSG membership remains steady at around 620 members. The Group's journal cover has been redesigned. UKSG played a role in the forming of the German-speaking Serials Interest Group (GeSIG). The UK serial group continues to sponsor a number of educational events.

Hodson thanked NASIG for the opportunity to share information about the work of UKSG.

Secretary's Report
Meg Mering, Secretary, presented the following highlights from the June 9, 1999, Board meeting:

- The Electronic Communications Committee will be redesigning and restructuring the NASIG Web site. The Committee expects to complete implementation by the year's end. Announcements of changes to the Web site will be posted to NASIG-L.
- There will be an announcement on NASIG-L asking for photos and souvenirs from past conferences for NASIG's archives.
- NASIG's accountant has completed an official audit of NASIG's finances for 1998. This audit is available to the entire NASIG membership
- The *Strategic Plan* for NASIG will be updated for 2000 and beyond

Treasurer's Report
Treasurer Gerry Williams reported that NASIG is still in a very positive financial position. However, costs are increasing in areas of postage, printing, Web support, and continuing education. NASIG currently has assets totally approximately $300,000. Major conference expenses have yet to be paid.

The NASIG Board is recommending a dues increase from $20 to $25. Dues have not increased in ten years. This Fall, the membership will be asked to vote on this dues increase proposal.

Awards and Recognition
President Oberg presented glass paperweights to outgoing Board members Susan Davis, Eleanor Cook, and Jim Mouw (who was unable to attend the conference); to outgoing committee Chairs Bob Persing (Nominations & Elections), Marty Gordon (Continuing Education), Mike Randall (Electronic Communications), and Jennifer Marill (Evaluation & Assessment)

Additional awards went to members of the Conference Planning Committee: Denise Novak (Chair), Alice Bright, Alison Roth, Mary Glazier, Erika Linke, Mark Sachon, Becky Tisack, Paul Novak, Jerry Eonta, Carol MacAdam, and Kitsa Lipecky and to members of the Program Planning Committee: Co-Chairs Connie Foster, Jos Anemaet and Anne McKee; Judy Luther, Kathryn Ellis, Phillip Wallas, Susan Markley, Barbara Albee, Jill Emery, Cameron Campbell, and Hui-Yee Chang. Jeff Bullington, Beverley Geer, and Bea Caraway were honored as the 1998 *Proceedings* Rditors. B. Caraway was not present to receive her award. Awards were given to the ECC RFP Task Force Co-Chairs, Step Schmitt and Donnice Cochenour.

S. Oberg also recognized the rest of the Task Force members: Mike Randall, Beth Jane Toren, Amanda Xu, Dan Tonkery, Maggie Rioux (Board Liaison) and Robb Waltner.

Recognitions
President Oberg then recognized the *Newsletter* Editorial Board: Editor-in-Chief Steve Savage, Regina Beach, John Harrison, Maggie Horn, Carol MacAdam, and Naomi Kietzke Young. Continuing committee Chairs: Pat Frade (Awards & Recognition), Markel Tumlin (Awards & Recognition), Donna Sue Yanney (Bylaws), Judy Irvin (Continuing Education), Rose Robischon (Database & Directory), and Step Schmitt (Electronic Communications).

Old Business
There was no old business

New Business
Bob Persing, Chair of Nominations & Elections, introduced the new officers and Board members: Members-at-Large are Don Jaeger, and Pat Wallace and re-elected Fran Wilkinson, Treasurer is re-elected Gerry Williams, and Vice President/President Elect is Connie Foster.

Ann Ercelawn, Board Liaison to *Proceedings*, thanked the 1998 *Proceedings* Editors: Bea Caraway, Beverley Geer and Jeff Bullington, for a job well done. A. Ercelawn introduced the 1999 *Proceedings* Editors, Michelle Fiander, Jonathan Makepeace, and Joe Harmon.

S. Oberg announced that NASIG's new Internet service provider was Bee.Net, located just outside of Philadelphia. As a result, NASIGWeb has a new URL– www.nasig.org. Although Bee.Net is somewhat more expensive than NASIG's former provider, more services will be available to the membership. The Electronic Communications Committee will be revamping the structure of NASIGWeb.

S. Oberg reported that 40% of conference attendees paid by credit card, a service offered for the first time at this conference. While excepting credit cards did create more work for Treasurer G. Williams, the Board was very pleased with the number of people who chose to use credit cards. In the future, registration and membership renewal will be possible online.

Dan Tonkery, 1999/00 President of NASIG, announced that the 2000 conference would held at the University of California, San Diego, June 22-25. The theme of the conference will be "Making Waves: New Serials Landscapes in a Sea of Change." Karen Cargille, 2000 Conference Planning Committee Chair, gave a preview of the UCSD campus, which included a slide show, and presented the 2000 conference's logo. Susan Davis, Cindy Hepfer, and Mary Page, the 2000 Program Planning Committee Co-Chairs, were introduced. M. Page discussed the conference's theme and encouraged everyone to submitted program proposals.

Adjournment
The meeting was adjourned at 9:00 a.m.

REPORT FROM THE 1999 LIBRARY SCIENCE STUDENT GRANT RECIPIENTS
Elizabeth Parang, Chair, Awards & Recognition Committee

This past year NASIG had a large number of applicants and was fortunate to be able to award ten Library Science Student Grants. The grants covered the cost of room, board, transportation, registration, and $50 pocket money to the 1999 NASIG 14th Annual Conference held at Carnegie Mellon University in Pittsburgh. The award also includes membership dues for one year in NASIG. This year's Student Grant Winners were:

Jennifer Dekker, University of Toronto
Susie Husted, CUNY at Queens College
Kate M. Manuel, Catholic University of America
Konstantina Matsoukas, McGill University
Edward W. Murphy, University of South Florida
Marianne Orme, Pratt Institute
Michelle Pearse, Simmons College
Anne F. Rasmussen, Kent State University
Laurentiu Mircea Stefancu, University of Illinois at Urbana-Champaign

The Fritz Schwartz Serials Education Scholarship winner was:

Donna M. Viscuglia, Simmons College

Each of the winners completed a survey about their experience at this past year's NASIG Conference. The following is a sampling of their responses:

Why do you feel it is worthwhile for students to attend a NASIG Conference?

I feel it is extremely worthwhile for students to attend the NASIG conference because it allows them to really understand what NASIG is all about, in a way that could not be grasped from NASIG's Web site alone. It was only by being there and seeing first-hand the extent to which "informal communication" was actually taking place between the librarians, publishers, vendors, etc. that I could genuinely appreciate the important role of an organization like NASIG.

The Opening/Closing Remarks and Business Meeting, in particular, were worthwhile for me as a student because it was by attending those sessions that I realized just how much work was put into NASIG by its members. Actually seeing and hearing the NASIG members actively participating and discussing issues, at the workshops and network nodes, simply brought NASIG to life for me and made me very excited about it.

It was definitely a situation where the "atmosphere" of the conference was that which left the most positive impression on me. I doubt that the enthusiasm and dedication I sensed in the NASIG membership would have been as effectively communicated to me if I had not been in attendance at the conference.

Attending NASIG helped me understand how networking, brainstorming, and creating knowledge through shared (and sharing) experiences is achieved. I could not have learned what this is all about through classroom experiences or even in my part time job in a library. It is also motivating to attend a conference where so many people are dedicated to the field, motivated by their work, and excited to learn. To me, this atmosphere is contagious!

I think that students' attendance at a NASIG conference is a wonderful way for them to feel welcomed into the profession of librarianship, to learn more about the practical applications of many topics which they may have heard discussed "in theory" in library school, and to get a better sense of the careers possible for work in librarianship and with serials. NASIG was a very welcoming conference; the program itself, as well as individual attendees, went to great lengths to make all newcomers—especially students -- feel a part of events. Because I have been initiated into professional conferences in such a supportive forum, I will feel more confidence in my abilities to interact at larger, more "intimidating" conferences, like ALA. I also found it very helpful to be a witness to librarians' professional interactions with each other in a conference setting. Although I have worked in academic libraries for the past four years, I had not—until NASIG—really had the opportunity to see librarians interacting with each other as professionals. At work, I generally saw librarians interacting socially, or more commonly, librarians interacting, in managerial capacities, with paraprofessionals. It was good to get a sense of professional conventions for handling disagreements and the concerns common to professionals. I also really benefited from seeing the practical applications of things that I had heard discussed, in mostly theoretical terms, in library school. In library school, for example, metadata, such as the Dublin Core, was mentioned briefly, but its possible uses were not explored anywhere nearly as fully as in the Metadata Preconference, and no one ever mentioned in library school the fact that most search engines are not presently configured to search metadata. Fundamentally, it was really good to hear practicing librarians discuss their libraries' responses to current opportunities and problems. I found that many of the sessions actually served to bridge the "theoretical" type concerns, such as those discussed in library school, with "practical" applications in specific libraries, and I learned much from these sessions. Finally, it was fascinating to see the number of different career paths that people with library degrees have taken, especially in the field of serials. I certainly knew that many people with library degrees do not hold positions titled "librarian," but I generally think of variety in librarianship in terms of public, school, academic, or special, not in terms of working for a library or a vendor/publisher, etc. I was similarly struck by the number of careers possible in libraries which involve working with serials.

How did attending the conference benefit you personally?

I want to become a law librarian and the conference helped me in many ways. I met a couple of law librarians and became a member of a listserv for new law librarians. I was also able to meet students from other library science schools and compare programs, which has assisted me in deciding what courses to take during the remainder of my program. In general, I met a variety of information professionals and learned about various opportunities that exist within the profession. Most importantly, I learned a great deal about issues facing the profession in many of the workshops and presentations. For example, I am very interested in cataloging; attending the Cataloging Node allowed me to learn a lot about what it is like to be a cataloger and about actual issues that catalogers are facing.

Personally, I believe the conference benefited me most by really driving home the message that, as a librarian, I will have little choice but to approach my work in an entrepreneurial way. As I focused on sessions dealing with licensing, I was really awakened to the fact that a librarian dealing in that area must be 100% prepared to act more like a businessperson. I plan to use this insight in my career.

Many of the traditional stereotypes about librarians, which I may have had before, have forever been wiped out after the NASIG conference. I met nothing but confident, determined, and extremely forward-thinking people at NASIG who made me feel proud to be at the brink of entering their profession.

In Library School, students are made more or less aware of the problems faced by librarians, (particularly serials librarians). Hardly any time is spent, however, on the practice of coming up with solutions. It was really a good learning experience for me to see the information professionals at the NASIG conference brainstorming for answers together. (They brought to life for me the advice we received at school to "embrace change" and "thrive on ambiguity.")

It was useful for me as a student who is about to enter the library field to observe how the various types of professionals were interacting with each other. It was quite obvious that the members of NASIG believe that the best way to negotiate with one another in the workplace is to familiarize themselves with their "opponents" and to understand beforehand what their interests and issues of concern are.

The conference showed me some of the differences between the Canadian and American institutions. It was with some sadness that I realized over the course of the conference that there simply are not as many opportunities for me to work in my own country as there are in the U.S. I don't know how many times an American librarian asked me where I wanted to go with my career and offered employment information immediately in response. The Canadian librarians were in no position to be so optimistic. They offered me good wishes instead of opportunities. I also saw that the Americans have instituted programs and technology that we only talk about in Canada. I was astounded at the level of use of some of this technology.

How did having a mentor help you during the conference?

If I had attended the conference on my own, I probably would have interacted with my mentor much more often. Because our library sent a large contingent, I went to seminars and meals with my colleagues. Instead, I badgered my mentor during the preconference. Our e-mail exchange was very helpful and reassuring. It also paved the way for a comfortable face-to-face meeting at the conference.

I found the mentoring program to be a great help. The time spent matching mentors to students worked very well for me. My mentor was able to steer me to the right people or group whenever I had a question (work had sent me with a list), and introduced to what seemed an endless number of NASIG members. He has also remained in touch since the conference, making himself available if I needed someone to consult outside of the library.

Having a mentor helped me to know what to expect of the conference, in the broadest sense, before I even arrived. My mentor helpfully gave me pointers on the standard "dress code" so that I would not feel out of place; she also alerted me to the types of sessions on the conference program, the types of people I would meet, and the serials concerns I could expect to hear discussed. When I arrived at the conference, I felt as if I were arriving at something already vaguely known to me, familiar to me, because of my mentor's efforts to clue me in to the "nature" of the conference. Meeting my mentor early on also helped me to have the sense of knowing others -- other than the Student Grant winners -- at the conference. I was able to meet the people she knew, and I could always count on knowing at least one person in the room whenever she was there (not that meeting/getting to know people at NASIG was difficult!). My mentor also shared a lot of reassuring details about her own career path and how she ended up at her present job. Further, she translated many of the general issues/concerns of the conference into the particular behaviors/services at her library, so that these issues/concerns had a more concrete representation for me. I cannot imagine getting nearly as much out of this conference without a mentor to help me "make sense" of things that were said and that I thought. I think the mentor program is wonderful. It is also nice to realize that my mentor and I plan to stay in touch after the conference and that she has invited me to visit "her" library.

Did attending the conference influence your career plans? If so, how?

I can't say at this point whether the conference has altered my career plans. I never had any defined plans to begin with, and I have always tried to keep an open mind with respect to different types of opportunities. Perhaps the conference reinforced the need for this type of attitude more than it shaped my plans for the future. I know since the conference that there are many areas in librarianship in which I am interested, and exposure to people working in all of these areas increased my optimism and enthusiasm for the profession.

Attending the conference did not influence my immediate career plans (as they had been decided before the conference). However, meeting members of such diverse backgrounds yet all essentially interested in the same thing (serials) gave me some wonderful ideas about the great potential to break out from traditional librarian jobs. I was very much given the impression at the conference that the serials field (more so than any other area) allows for the most opportunities to expand what one does and to be exposed to a wide range of different work situations. It was inspiring (and comforting) to learn that the possibilities for change when working in serials are endless. I intend to use this new knowledge wisely in my future career-planning efforts.

I cannot say that my attendance at the conference led to any changes in my career plans, which have always been to become an instruction/reference librarian. I can say, though, that the conference left me more convinced than ever that having an active interest in serials is "o.k." for instruction and reference librarians, as well as cataloging, acquisitions, and collection development librarians. Before the conference, I had somehow felt there was something "freakish" about having an interest in serials-related issues and in wanting to be an instruction/reference librarian. At the conference, however, I found that one of the two presenters in the very first session I attended was herself a reference librarian. I also found lots of periodicals librarians, as well as cataloging, acquisitions, and collection development librarians who spent portions of their time working with the public and who were quite well versed in the concerns typical of the public service librarian. Indeed, concerns related to providing access to serials' contents, especially as electronic full-text, and for ensuring access to content via archiving are fundamentally common to public services and technical services librarians. I definitely plan to attend NASIG again and to pursue my interests in serials-related topics. The conference did help me to feel sure of this.

What suggestions do you have for the 1999 NASIG Conference Student Grant Program?

I thought the conference was great, I was fortunate enough to be included in a group of bright, enthusiastic student participants. I honestly don't know how you could have fit any more into such a limited amount of time. There was something scheduled, or interesting to do from the moment you woke up until late in the evening. I did especially enjoy breakfast with the Award Committee; perhaps it could be a formal dinner arrangement in the future?

Giving the students an option to audit a committee meeting.

One suggestion might be for the students to try come the night before the "official" start of the conference (if it is economically feasible). I would have liked to have had more of an opportunity to meet with the other grant winners and the people on the awards committee.

The Program proved to be so wonderful for me this year that I really cannot think of anything that I would want changed in it. I can, though, tell you what were real highlights of the Program for me -- things, which I think, definitely ought not to be changed. First off, the fact that the Student Grant winners had mentors to guide them through the conference experience, to help them meet people, and to help them make sense of their experiences is wonderful. In fact, the mentor "program" is something that the Student Grant Program planners might want to emphasize, along with the year's membership in NASIG and free attendance at the conference, as a benefit of being selected as a Student Grant winner. I would have been even more keenly interested in the Program had I known that having a mentor would be a feature of it.
Secondly, whether by chance or planning, it was good that the Student Grant winners stayed in different dorms and went, largely, to different sessions. This encouraged us, despite the fact that we met each other early on, to meet new people. Certainly all of the Student Grant winners were keen to meet new people and hear about new things; sometimes, though, it can be really tempting -- when you're tired or somewhat scared -- just to go with what already seems comfortable, to hang out with those you know, and not to seek out new people. In essence, arrangements helped us to be "virtuous" about meeting new people, even if we sometimes might not have wanted this. Finally, the Sunday morning breakfast with the people on the Awards Committee was also very rewarding. It was a great way to wrap-up events, and it allowed the Student Grant recipients to express their gratitude for the opportunities given to them at the conference.

Additional comments or suggestions:

I don't have much to add, except that out of all of the conferences I have attended this summer (3 others) NASIG was by far the most personable, friendly, gathering of library and information professionals that I have ever had the opportunity to be with. Perhaps it is because of its smaller size, or maybe it is a genuine interest in the future of the their profession, I found the NASIG members to be sincerely interested in who I was, and what my plans were for the future. NASIG members made me feel a part of the organization, something I will not forget when I am the older member, and I will notice the "newbie" name tag in the future.

Overall, the NASIG conference was for me a most valuable learning experience. It made me think much more seriously about the importance of involving myself in professional organizations once I enter the library field. Without a doubt, the amount of learning/training that can be done by attending such a conference is immeasurable. And the fact that the conference was so entertaining and enjoyable most definitely makes the idea of continuing education all the more appealing (this from someone who only within the last week handed in her final term paper to Library School!). Thank you very much for giving me the opportunity to attend. I am very grateful.

SOCIALS

Trip To Fallingwater
Reported by Mary Ellen Majors

Eighty-one of us traveled in two buses to Mill Run, PA, to visit Fallingwater, the famous Frank Lloyd Wright country home. Edgar Kaufmann, Jr., working as an intern for the architect, encouraged his parents to hire Wright in 1935 to replace the family's log cabin weekend retreat. They wanted something with indoor plumbing on land they owned with a waterfall on it. (Edgar Kaufmann, Sr.'s family had founded Kaufmann's Department Store in downtown Pittsburgh.)

We were given a guided tour of all three floors, inside and out. We all commented that the house looks bigger in pictures than in person, but then most things do. Although the bedrooms were small and the stairways very narrow, it was obvious that everything was in its place and all creature comforts were accommodated. Wright designed the fabric for the throw pillows, the built-in desks, most of the furniture, the framing for the floor-to-ceiling windows, and even the dishware so the twin themes of "sphere" and "cantilever" would be pervasive throughout the house. He also designed the house so that from every angle people had a clear view of the nature all around them. A story was told of how Mrs. Kaufmann replaced the dining room chairs Wright had designed with some rustic Italian hand carved ones They did stand out. We did not get to see the kitchen alas; it was described as being utilitarian and aluminum. The cost of building such a house today has been estimated as at $4.5 million.

The tour ended with a six-minute film on the Western Pennsylvania Conservancy which several of us skipped in favor of some time in the gift shop. Edgar Kaufmann, Jr. turned Fallingwater over to the Conservancy. This group is working to preserve the home; we were shown evidence of structural damage through a cut out on the living room floor.

The most dramatic part of the trip, however, was the return bus ride. All of us on the "early bus" had planes to catch that evening. It became evident that some of us were not going to make it in time. A special thanks must go out to Cathy Kellam of SOLINET who offered me a quick dash to airport in her car. I got there in plenty of time – to wait for my delayed flight back to Charlotte. We can all agree though that the trip to Fallingwater was worth the stress of missed connections!

15 Minutes of Fame, or, The Secret of the Tartan
Reported by Ladd Brown

Saturday night at Three Rivers Stadium: great company, great weather, great teams. Well, great weather and great company, anyway. I bumped into Favorite Son Mr. Fred Rogers on the way out and he asked me, "Can you say 'mediocre pitching?' I knew that you could." The actual contest, as they like to say along the Allegheny, wasn't exactly riveting. (Get it? Pittsburgh? "Riveting?")

All of us NASIG folk sure enjoyed ourselves, though, even if some of us didn't catch it when they welcomed us on the scoreboard with "NASIG: Greatest Library Association Ever" in flashing lights. We hollered for the Bucs, or we hollered for the Royals. We waved our beach towels and did The Wave. Yep, we all felt mighty glad to be there. All of us but one. For Steve "Lefty" Oberg the game was bittersweet.

Steve does not like to talk about it too much, but librarianship wasn't always in the cards for Steve, career-wise. There was slight detour on the vocational path -- it was baseball, the diamond sport, The National Pastime. Not too many years ago in Viking Loch, Illinois, a modest farming community settled by hardy Scots and Swedes, a skinny little kid put down his Junior Cataloger's Kit and picked up a baseball for the first time. At the time, he knew, he could tell (as Jim Bouton phrased it) that he wasn't gripping the ball, but that the ball was gripping him.

Day after day, the skinny little kid practiced. He pretended he was Fergie Jenkins, the skinny Cub pitching legend, and hurled mightily at a stack of hay bales piled up against the barn wall, striking out Met after Met. It was here that he developed his crafty style and secret pitch: yep, it was the "Swedish Meatball."

One fateful evening, the local high school baseball coach was driving his old Saab truck near the playing fields and took notice of the tall, skinny left handed pitcher. Old Angus “Beanball” Ingersoll knew talent when he saw it and asked the kid to try out for the team. For the next three glorious summers, the sports pages in newspapers across the heartland carried headlines like “Bespectacled Hurler Baffles Peoria Nine” or “Oberg Overpowers Opposition” or “Sly Southpaw Slings Sixth Shutout.”

It was Steve’s senior year and they were in the State Championship Tournament in Springfield. A scout from the Pittsburgh organization had been dogging the team for the past few weeks; he motioned Old Angus over, and they conferred in earnest. By the end of the week, Steve had shaken hands with destiny and had signed a minor league contract. Steve Oberg was scheduled to spend the next two months pitching for the Pirates rookie league team!

He was instructed to wait out by the county highway Saturday morning for the rookie team bus to pick him up. It was early and Steve was dozing on the shoulder beside his rope-bound suitcase. Old Angus came weaving down the road in his rickety truck. “Git out of der vay, Schteve, or you’ll be kilt!” yelled the coach as his truck roared past. “What? What?” “Kilt! Kilt!”

Obediently, Steve went back inside to change. Soon, the team bus came down the road. The driver saw Steve in a dress.

The bus didn’t stop. Steve watched the faint trail of dust raise up as the bus disappeared in the distance, along with his dreams of pitching for the Pirates.

For the longest time, Steve rebelled against the non-Swedish half of his heritage and couldn’t bear the sight of anything Scottish. (He even gave up haggis!) We are glad that he’s been able to overcome such a traumatic psychological setback and has the kilt back in his wardrobe. Nae baud, Steve, nae baud.

[Editor’s note: To see Steve Oberg in his Opening Session “dress” check out the online *Newsletter* in NASIGWeb.]

USER GROUPS

DRA
Reported by Deborah Lee, convener

Fourteen DRA users began discussion with speculations concerning the release of TAOS. Several new users discussed how they were preparing for TAOS implementation and interim database solutions. Various aspects of the serials acquisitions process were discussed, including using the claim report, and the binding module and the maintenance of external databases to supplement DRA. We also discussed several serials invoicing issues, including the use of EDI to electronically load invoices. Deborah Lee reported on MSU’s use of EDI to load Ebsco serial invoices and encouraged the attendees to contact her concerning questions regarding the use of EDI (dlee@nt.library.msstate.edu). Finally, several members expressed the wish that a DRA representative would attend and participate in the DRA Users Group at the next NASIG conference.

ENDEAVOR
Reported by Charlene Simser

Maggie Rioux from MBL/WHOI facilitated the meeting, which was attended by Mary Sue Iddings, Endeavor's Regional Accounts Manager in Pittsburgh, and twenty-six representatives from academic institutions. Several attendees reported they were first time customers expecting to be up and running by the end of 1999; two attendees were from libraries that plan to migrate in the next year or two and are "just looking" at Voyager.

The hot topic concerned the upgrade to 98.1. A couple of libraries went into production with 98.1 within the last few weeks; a number of others will upgrade in the coming months. Rioux reported that MBL/WHOI's upgrade went smoothly but took slightly longer than expected. New features of 98.1 were discussed: the ability to "un-receive" an issue, creating items, routing slips and collapsing holdings in serials check-in, and the link checker.

Other topics included: problems with mouse-clicking and macro software being utilized to help with repetitive movements, conversion from different systems, and using the MARC holdings record (including fixed field information). University of Pennsylvania and Kansas State reported using EDIFACT for invoicing; Kansas State is planning to test the EDIFACT claiming function with Ebsco by the end of the year.

Bob Persing, from Penn, described the Acquisitions Task Force, which is charged with the redesign of the Acquisitions Module. At a recent meeting, the Task Force saw a prototype for the new module and made recommendations to Endeavor. Comments from all Voyager libraries will be solicited over the Voyager-L listserv; the Task Force hopes that beta testing will begin early next year.

Rioux and Persing urged attendees to be proactive with enhancement requests. Requests can be submitted via SupportWeb. The requests are reviewed and prioritized by subcommittees of the Enhancement Committee. On a final note, the old-timers advocated querying the listserv about regional meetings, noting that numerous groups have sprung up and regularly gather in different areas of the U.S.

SIRSI
Reported by Carol Baker

Denise Novak convened a group of eleven SIRSI users and introduced Christa Easton from Stanford University who gave us a preview of the new Workflows for Serials. Last year at the SIRSI Users Group meeting in Boulder, Jane Grawemeyer from SIRSI announced that they had just begun working on Workflows for Serials. In the intervening year, Stanford University has been working closely with SIRSI to develop this software. Christa, who has been directly involved in this development, gave a demonstration and answered lots of questions. Much progress has been made and everyone was encouraged to see the elimination of many problems that have plagued serials control. Workflows Wizards will be available with Unicorn 99.2 which is due for release in late June

ABOUT NASIG MEMBERS

MARCIA TUTTLE INTERNATIONAL GRANT

WINNER ANNOUNCED

Markel Tumlin, NASIG A&R Committee Co-Chair

The NASIG Awards & Recognition Committee and NASIG Executive Board are pleased to announce that the first ever winner of the Marcia Tuttle International Grant is **Karen D. Darling** of the University of Oregon.

The Marcia Tuttle International Grant was established in 1998 to provide funding for a NASIG member working in serials to foster international communication and education through overseas activities such as but not limited to research, collaborative projects, job exchanges, and presentation of papers at conferences. Named in honor of Marcia Tuttle, whose many and varied accomplishments have had a dramatic impact on the serials profession, the grant provides $1000 to help defray the costs of international travel.

Karen will be using the award to help fund her participation in the International Federation of Library Associations and Institutions' Working Group on ISBD(S) revision. This group is working to revise and update the standard for the bibliographic description of serials. Since joining the group at its August 1998 meeting in Amsterdam, Karen has been involved with the review of suggested revisions to AACR2 and also with a proposal called "Uniform Title as Benchmark." The group is preparing to present preliminary revision proposals to the worldwide cataloging and serials communities for review. Meetings are planned in Bangkok, Thailand at the annual IFLA conference, and a final draft is to be submitted to the IFLA Committee on Cataloging at its August 2000 meeting in Jerusalem.

Please join the A&R Committee and the NASIG Executive Board in congratulating Karen and wishing her the best of good fortune on this project.

TITLE CHANGES

Carol MacAdam

[Note: Please report promotions, awards, new degrees, new positions and other significant professional milestones. You may submit items about yourself or other members to Carol MacAdam. Contributions on behalf of fellow members will be cleared with the person mentioned in the news item before they are printed. Please include your e-mail address or phone number.]

Rick Block started his new job as Head of Original and Special Materials Cataloging at Columbia University's Butler Library on December 28, 1998. He was previously Head of Technical Services at the Metropolitan Museum of Art in New York City. Rick's new addresses are:

Columbia University
102A Butler Library

535 W 114th St, MC 1111
New York, NY 10027
Phone: (212) 854-2237
Fax: (212) 855-167
E-mail: BLOCKR@COLUMBIA.EDU

Donna Cohen is now Library Director at Rollins College's Olin Library. Head of Acquisitions there since 1986, Donna assumed the directorship on June 1, 1999. Donna's addresses remain the same.

Julie Eng Dawson wrote to tell us of her promotion, which took place July 1, 1999. Julie has been Serials/Circulation Librarian at the Speer Library of Princeton Theological Seminary and was promoted to Systems/Technical Services Librarian. She served as the project manager for the Library's transition from NOTIS to Endeavor's Voyager system. They went live with Voyager on January 25, 1999. Julie loves her new position because she is able to incorporate her knowledge from all her previous positions here for a broad overview of the Seminary library. Julie's addresses remain the same.

Exciting news from **Katy Ginanni**: "I've recently accepted an invitation to serve in the Peace Corps. I'll continue at the Birmingham regional office of EBSCO Information Services through the end of September. I leave for Zimbabwe on October 15, 1999, where I'll be teaching English as a foreign language, and developing a library in the school I serve. I'll return to the U.S. in 12/2001. If anyone out there would like to send book donations to a new school library in Zimbabwe (the school is equivalent to our grades 8-11 but will also serve the community, to a limited degree), please contact me before 9/30/99 at: ginanni@ebsco.com. Once in Zimbabwe, I will have only occasional access to e-mail. Don't yet know my Peace Corps address, but I have a Hotmail account at: kginanni@hotmail.com" Katy's current addresses are:

Katy Ginanni
Account Services Manager
EBSCO Information Services
E-mail: GINANNI@EBSCO.COM
Phone: (800) 633-4604, ext.1167 or (205) 991-1211

From **Phil Greene** we hear that rumors of his retirement are much exaggerated: "My retirement was fairly short lived. Although Audrey and I have moved our 'official' residence to Juno Beach, FL, we will be at our home in NJ for the summer months, at least for this year. I continue to work for EBSCO. Reporting directly to Dixon Brooke, I will be working on special projects. This includes attending selected conferences such as NASIG. I am also working on a syllabus for a course on serials management. The package will cover a full semester course but will also be broken into specific segments that can be used for conference programs. I expect to have the package available for review by the end of August 1999. This is a wonderful relationship that allows me to maintain the many contacts that I have developed over the past 30 years! On a personal note, Audrey and I now have three grandchildren...our third, the first boy, was born in early July. We are delighted!" Phil can be reached at his EBSCO addresses in New Jersey.

Susan Kimball writes: "Earlier this spring I accepted a job as Science Librarian at Amherst College located in Western Massachusetts. I'm enjoying managing a small branch library at a wonderful liberal arts school back in New England. Being in the Science Library allows me to continue working with serials since they play such a significant role in the scientific disciplines." Susan's new addresses are:

Amherst College Library
Amherst, MA 01002
Phone: (413) 542-8112
Fax: (413) 542-2662
E-mail: SJKIMBALL@AMHERST.EDU

From **Selden Lamoureux** we have this news: "I recently received my MSLS from the School of Information and Library Science at UNC-CH, and am very happy to say that I'm also a new NASIG member. In July 1999, I began my first professional position as the Head of Serials Section in the Acquisitions Department, University of North Carolina at Chapel Hill. I had previously worked in technical services at the Environmental Protection Agency Library in Research Triangle Park, NC, and more recently as the Federal Documents intern in the Acquisitions Department at North Carolina State University in Raleigh, NC. A special focus of this new position will be on electronic journals, a challenge I'm especially looking forward to. It's all made easier, of course, by the resources that NASIG provides, and the friends I met at the 14th Annual NASIG Conference in Pittsburgh. I'm so pleased to be a member of UNC-CH and of NASIG." Selden's addresses are:

Serials Section, Acquisitions Department
CB#3902, Davis Library, University of North Carolina
Chapel Hill, NC 27514-8890
Phone: (919) 962-1120
Fax: (919) 962-4450
E-mail: SELDEN_LAMOUREUX@UNC.EDU

Betty Landesman writes: "After almost 11 years at George Washington University I left academe and am now a special librarian—and an administrator, to boot! As of May 3, my position is Manager, Document Delivery Team at the Research Information Center of the AARP. Yes, that AARP. Yes, there is a library – in fact, it's the largest and most prestigious collection specializing in social gerontology in the United States, containing 35,000 titles and 400 journals; the library also produces the *AgeLine* database. No, I have nothing to do with sending out those requests for membership to anyone approaching 50 (not that any of us NASIG spring chickens would know about that, of course!); I just work here. What I *do* do is lead the team (one of 3 teams) that handles collection development, acquisitions (for the library collection and for AARP staff -- the total acquisitions budget is $200,000), serials, collection processing, interlibrary loan, document delivery, circulation, and I expect the partridge in a pear tree to hit any time now. It's a definite change from university life, but it's a real professional growth opportunity and a very exciting challenge." Betty's new addresses are:

Research Information Center
AARP
601 E Street NW
Washington, DC 20049
Phone: (202) 434-6224
Fax: (202) 434-6408
E-mail: BLANDESMAN@AARP.ORG

Teresa Malinowski writes of her new responsibilities and the two hats she now wears: in addition to her long-held position as Head of Collection and Processing Services in the Library at California State University, Fullerton, Teresa is now also Coordinator of the Serial and Electronic Resources Section there. Teresa's addresses remain the same.

Paula Lynch Manzella sent this news: "Since the 1998 Boulder conference (where I was obviously pregnant), many things have changed for me. We had a little girl—Emily Margaret—on October 6, 1998. She is now 9 months old and growing like a weed. When Emily was born, I had to do some career analysis and decided to look for a part-time job that would allow me to stay in library work, but give me more time with the baby. I left Thomas Jefferson University (Collection Management Librarian) on June 18, 1999 and have taken a job at Burlington County Library, NJ, where I am Reference Librarian for Adult Services. The job has many advantages—part-time hours, good people to work with, strong community support for the Library System. I will miss serials, the NASIG conference (late-night socials!!) and being a part of the 'back room,' but the change has been beneficial for my family and me. When the time is right, I'll be back to the world of serials..." Until then, Paula can be reached at:

Burlington County Library
2 Pioneer Boulevard
Westampton, NJ 08060
Phone: (609) 267-9660
E-mail: PMANZELL@BURLCO.LIB.NJ.US

Lisa Rowlison has left Lewis & Clark College in Portland, Oregon where she was Catalog Librarian and on July 1, 1999, joined the faculty at California State University Monterey Bay where she is Coordinator of Bibliographic Services. Lisa's new addresses are:

Library Learning Complex
Coordinator of Bibliographic Services
California State University Monterey Bay
100 Campus Center, Building 12
Seaside, CA 93955-8001
Phone: (831) 582-4642
Fax: (831) 582-3875
E-mail:LISA_ROWLISON@MONTEREY.EDU

Steve Savage recently left his position as Head of Cataloging in the Wayne State University Library System to become Head of Monograph Acquisitions, Exchanges and Gifts in the University Library of the University of Michigan, in Ann Arbor. Steve continues as the Editor-in-Chief of the *NASIG Newsletter*. His new address information is:

Monograph Acquisitions
Room 1, Hatcher Graduate Library
University of Michigan
Ann Arbor, MI 48109-1205
Phone: (734) 936-2308
Fax: (734) 936-2304
E-mail: SSAVAGE@UMICH.EDU

Bob Schatz has recently been appointed Manager of North American Sales for Everetts, the London-based book and journal supplier. "After twenty years on the books side of things," says Bob, "I'm thrilled to be involved in the sale of journals, and to be getting involved with NASIG." Bob can be reached at:

3405 N.E. 47th Avenue
Portland, OR 97213
Phone: (503) 287- 4722 (direct)
Phone: (877) 459-2010 (toll-free)
Fax: (503) 282-7487
E-mail: EVERBOB@YAHOO.COM

Lisa Schulz is now officially a "government documents assistant" at Maryville University Library, formerly a "reserves assistant" there. More importantly, Lisa is a serials librarian "hopeful." She will graduate from the University of Missouri-Columbia School of Library and Information Science in May 2000. Lisa says she saw lots of action cataloging government document serials during her practicum this summer. Lisa's addresses are:

Maryville University Library
13550 Conway Road
St. Louis, MO 63141
Phone: (314) 529-9492
Fax: (314) 529-9941
E-mail: LSCHULZ@MARYVILLE.EDU

Mary Ann Sheble was previously Associate Dean for Technical Services and Systems at the University of Detroit, Mercy. Of her new job as Director of Library Systems at Oakland Community College, she writes: "I began my new position on April 26, 1999. Although my areas of responsibility are basically the same as in my previous position (systems and technical services), my new position definitely presents new challenges. I moved from a two-campus library system with an enrollment of about 7,000 students per semester to a five-campus library system with an average enrollment of 55,000 students per term. My new position also involves much more direct responsibility for budget for the five libraries (including competing College-wide for $$) and greater involvement with College-wide technology committees and task forces. A familiar component is bringing up another library on the Horizon system—OCC is scheduled to move from NOTIS to Horizon in October 1999 (UDM implemented Horizon in September 1998). My position at UDM was a good learning experience, and I was ready for a change. This is my first experience with a community college, but I'm finding it to be a very innovative, forward-thinking work environment. I'm pleased to have had the opportunity to move to OCC." Mary Ann's new addresses are:

Oakland Community College
1091 Centre Road, Suite #220
Auburn Hills, MI 48326-2671
Phone: (248) 340-6506
Fax: (248) 340-6900
E-mail: MASHEBLE@OCC.CC.MI.US

Priscilla Shontz has taken on new responsibilities as an ALA volunteer. She writes: "I've just begun my term as President of the ALA New Members Round Table and am looking forward to a busy and exciting year! NMRT is an organization for anyone who's been a member of ALA for less than 10 years. My theme for the 1999-2000 year is 'Jump Start Your Career with NMRT.' We hope to promote, expand and improve what NMRT does best—prepare members for success, satisfaction and leadership in their careers. NMRT programs, services, and committee involvement opportunities help members write resumes, plan their careers, find mentors, network, plan programs, speak in public, prepare and follow budgets, work with teams, and gain experience they wouldn't necessarily gain on the job. Some specific goals this year include expanding and improving services offered outside of conference, including our resume reviewing service, speakers' bureau, mentoring program, student outreach, website resources, improving internal communication to provide a better learning experience for new members and writing a 5-year strategic plan. Several NASIG members (Beverley Geer, Bob Schatz, Steve Oberg) will be speaking at various NMRT programs this year." Priscilla can be reached at her addresses at Driscoll Children's Hospital Medical Library where she is Librarian:

Driscoll Children's Hospital Medical Library
3533 South Alameda
Corpus Christi, TX 78411
Phone: (361) 694-5467
Fax: (361) 694-4249
E-mail: SHONTZP@DRISCOLLCHILDRENS.ORG

In January 1999 **Esther Simpson** began her new job as Librarian at the Maryland General Assembly where she is a Cataloger/Indexer. She was previously a Library Technician II at the University of Maryland College Park. Esther's new addresses are:

90 State Circle
Annapolis, MD 21401
Phone: 301) 970-5417
E-mail: ES107@UMAIL.UMD.EDU

Mitch Turitz writes of his promotion at the J. Paul Leonard Library of San Francisco State University: "I was recently (June '99) promoted to Librarian (from Associate Librarian) at San Francisco State University. My title is still Serials Librarian and I continue to catalog serials and electronic resources, do collection development and e-mail reference and attend numerous meetings." Mitch's addresses remain the same.

OTHER SERIAL NEWS

NASIG SPONSORS SPEAKERS AT FORO TRANSFRONTERIZO

by Maggie Rioux, with input from Steve Oberg

Last March, Steve Oberg and I were privileged to represent NASIG at the IX Transborder Library Forum (Foro Transfronterizo de Bibliotecas) in Mexicali, B.C., Mexico. Not only did we get to escape from our respective northern winters, but also we were able to meet many new friends and tell lots of new folk about NASIG. We had a table and a NASIG banner in the exhibit area and gave away NASIG membership brochures in both English and Spanish, the “Shaping a Serials Specialist” brochure, and lots of NASIG notepads.

The Transborder Library Forum is held every year on alternating sides of the US-Mexico border. This year it was in Mexico and in 2000 it will be in Albuquerque, New Mexico. A university sponsors the conference, but attendees stay in hotels. Also, this was the first year that most of the program was actually held on the campus of the sponsor. This year's sponsors were CETYS Universidad (CETYS originally stood for Centro de Enseñanza Técnica y Superior) in Mexicali and San Diego State University. Attendees included librarians and others from both Mexico and the border areas of the United States. Interestingly, there were several attendees from Canada.

Steve and I represented NASIG by giving a pre-conference seminar on "Intellectual Access Issues for the Digital Library: Models for Selecting, Acquiring and Organizing Web Resources" I went first and covered collection development aspects. Steve's presentation covered the cataloging and acquisitions angles (Steve's PowerPoint slides are on the Web at http://www.lib.uchicago.edu/~so67/foro/). We had about 35 people in our session, which went very well. It was nice to go first, because then we could relax and enjoy the other presentations, as well as the Mexican dinner with local folkdancers entertaining, and the formal banquet on Saturday night.

The most interesting aspect of the conference for me (aside from meeting people and learning lots) was the simultaneous translation of all presentations between Spanish and English. About half the speakers used Spanish and the other half English. A translation service was used to provide (via headphones) an immediate translation into the opposite language from the speaker. It was interesting to watch the translator in the back of the room doing my talk, although I couldn't really pay much attention. He was using his hands when he spoke just like I was, even though I was the only one who could see him! Also, the translation and switching of headphones got quite lively when presentations got into question and answer mode. The same translator would switch back and forth between languages in a flash, and those of us in the audience would be donning and doffing headphones just as fast.

This was NASIG's first foray into Mexico with a Continuing Education Committee-sponsored program. The CEC is not stopping with one, however, and later this year will be sponsoring two speakers (Steve Oberg and Beverley Geer) at En Linea 99:

http://enlinea.mty.itesm.mx/1_bot.htm

Also, NASIG will likely sponsor a speaker at FORO 2000. Steve and I both learned a lot from attending the FORO. We learned transborder issues in librarianship and international copyright. We also got some ideas we can use with NASIG, such as providing more information on NASIGWeb in Spanish and French and how to handle signage at our conference. And I don't know about Steve, but I was inspired learn Spanish. I'm attending a two weeks of short courses in the near future, and I plan to take a "Teach Yourself Spanish" book along to study early each morning.

Hasta luego, mis NASIG amigos!

CALENDAR

[Please submit announcements for upcoming meetings, conferences, workshops
and other events of interest to your NASIG colleagues to Carol MacAdam, clm@jstor.org]

September 16-17, 1999
Association of Research Libraries
Workshop on Licensing Electronic Information Resources
"License Review and Negotiation: Building a Team-Based Institutional Process"
Dallas, Texas
http://www.arl.org/scomm/licensing/lworkshop.html

September 26-28, 1999
New England Library Association
Annual Conference
Manchester, New Hampshire
http://www.nelib.org

Includes two sessions co-sponsored by the New England Technical Services Librarians, the NELA Academic Section and NASIG's Continuing Education Committee:

"Riding the Tsunami: Managing the Licensing of Electronic Resources"

"Am I My Electronic Resources' Keeper? Who's Responsible for the Preservation of Electronic Information?"

Both sessions will be held on Monday, September 27, 1999 from 12:00pm-1:30pm and 3:30-5:00pm, respectively.

October 12-14, 1999
Association of Research Libraries
Board and Membership Meeting
Washington, District of Columbia
[Open only to ARL library directors]
http://www.arl.org

October 13-15,1999
13th Australian National Cataloguing Conference
"Charting the Information Universe"
Brisbane, Australia
http://www/alia.org.au/sections/cat/conferences/13th

October 13-15, 1999
En Linea 99
"Digital vs. Traditional Resources in Academic Libraries: Strategies for Integration"
Monterrey, Mexico
http://enlinea.mty.itesm.mx/1_bot.htm

Presented by Steve Oberg and Beverley Geer. NASIG will also have a booth at this meeting.

October 18-19, 1999
Basic Serials Cataloguing Workshop
Vancouver Public Library
Vancouver, British Columbia
Contact Margaret Friesen
Phone: (604) 822-4430
Fax: (604) 822-3335
E-mail: mfriesen@interchange.ubc.ca

November 1-4, 1999
American Society for Information Science
Annual Conference
"Knowledge: Creation, Organization, Use."
Washington, District of Columbia
http://www.asis.org/Conferences/am99call.html

November 4-6, 1999
19th Annual Charleston Conference on Issues in Book and Serial Acquisitions
"And the Beat goes On"
Charleston, South Carolina
http://www.cofc.edu/library/conference

November 7-11, 1999
Internet Librarian '99
San Diego, California
http://www.infotoday.com/il99/il99htm

January 14-20, 2000
American Library Association
Midwinter Meeting
San Antonio, Texas
http://www.ala.org

March 15-17, 2000
Computers in Libraries
Washington, District of Columbia
http://www.infotoday.com

March 16–17, 2000
Ninth North Carolina Serials Conference
Chapel Hill, North Carolina

March 28-April 1, 2000
Public Library Association
Annual Conference
Charlotte, North Carolina

May 5-11, 2000
Medical Library Association
Annual Conference
Vancouver, British Columbia

June 22-25, 2000
NASIG
15th Annual Conference
"Making Waves: New Serials Landscapes in a Sea of Change"
University of California at San Diego
San Diego, California
http://www.nasig.org

July 6-13, 2000
American Library Association
Annual Conference
Chicago, Illinois

August 13-18, 2000
International Federation of Library Associations
66th Council and General Conference
Jerusalem, Israel