North American Serials Interest Group

NASIG Newsletter

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PRESIDENT'S CORNER

Denise Novak, NASIG President 2006/2007

"My Heart is in the Work." Andrew Carnegie, the founder of Carnegie Mellon University, spoke those words, and working here at Carnegie Mellon University I find those words very appropriate in relation to NASIG. While spending four years on the board as treasurer, two stints as chair/co-chair of the CPC, and another three years as a member of the Continuing Education Committee, NASIG has grown to be a large part of my life. I am thrilled to be your president for the next twelve months and I thank all of you for the opportunity.

Following Steve Savage, Anne McKee, Maggie Rioux and others as president, it's obvious I have large shoes to fill. I have learned so much from these people and I am confident that I can call on them for advice.

NASIG as an organization has been in a transition for the past five years and both the organization and the membership have retained the ability to be flexible. I'm pleased to be able to continue some of the work which was initiated during my tenure as treasurer, such as the financial plan. It is my expectation to work with the Financial Development Committee this year to begin an endowment for the purpose of creating more student grant awards and more continuing education opportunities. We also need to implement a more fully developed fundraising plan. All of you will have the opportunity to participate in these endeavors.

Although the annual conference has changed in some aspects, exciting new venues and fabulous programming have become hallmarks of the conference. The work of the Louisville CPC has been underway for several months. The theme for the 2007 annual conference is "Place Your Bet in Kentucky: the Serials Gamble." More information will follow in the coming months, including a report in this newsletter by CPC co-chairs Angel Clemons and Tyler Goldberg. Rachel Frick and her co-chair Sarah George have sent out the call for proposals which will generate tremendous participation from the membership. Right?

One more plug and then I'll step down off my soapbox. I cannot overstress how important the nomination process is to NASIG. We need enthusiastic, competent people to run for office. You *all* know how much this organization depends on the membership and it's because of you that NASIG is such a successful organization. NASIG is the premier serials organization in the United States. Let's keep it that way by nominating the very best people in our organization. This will make the Nominations & Elections Committee members' work easier in putting together the slate of candidates.

I am pleased to have a terrific board to work with me this year. We are looking forward to an action-packed year and having a lot of fun. Please keep in touch by contacting me at any time through my email address: dn22@andrew.emu.edu.

NASIG EXECUTIVE BOARD MINUTES

Elizabeth Parang, NASIG Secretary

Date: May 3, 2006, 8:00 a.m.-5:00 p.m.
Place: Comfort Inn, Tabor & Stratton Room, 321 17th Street, Denver, CO 80202

Attending:
Mary Page, President
Steve Savage, Past President
Denise Novak, Vice President/President-Elect
Rose Robischon, Treasurer
Elizabeth Parang, Secretary

Members-at-Large:
Adam Chesler
Jill Emery
Katy Ginanni
Kim Maxwell
Kevin Randall
Joyce Tenney

Ex-Officio member:
Char Simser, *NASIG Newsletter* Editor-in-Chief

Guests:
Alison Roth, incoming Member-at-Large
Bob Schatz, incoming Member-at-Large
Kathryn Wesley, incoming *Newsletter* Editor-in-Chief
June Garner, Co-Chair, 2006 Program Planning Committee
Tonia Graves, Co-Chair, 2006 Program Planning Committee
Paul Moeller, Co-Chair, 2006 Conference Planning Committee

1.0 Welcome (Page)

Page called the meeting to order at 8:35 a.m., welcoming Board members and guests. Page reminded those present that because Board members have read all reports before the start of the meeting, only those reports requiring action will be discussed in the meeting. Page noted that the Board meetings are public with published agenda and minutes. Page added an additional item to the agenda, the selection of a date for the fall Board meeting.

2.0 Secretary's report (Parang)

2.1 Actions taken since the Board meeting, Jan. 19, 2006

1/23/06 The Board endorsed adding a link from NASIG Web Publications page to the UKSG publication, *E-Resources Management Handbook*, once the actual content is ready.

1/25/06 The Board agreed that people should be allowed to join NASIG at the same time they register for the conference because this is now technologically feasible.

2/8/06 Maxwell moved (Randall seconded) and the Board approved that the 2005 *NASIG Conference Proceedings* be dedicated to the memory of Marla Schwartz, a long-time NASIG member who actively contributed to the organization.

2/10/06 The Board endorsed appointment of Carol Ann Borchert and Gary Ives as co-editors of the 2006 *NASIG Proceedings*.

2/21/06 Parang moved (Tenney seconded) and the Board approved the charge of the Publications/PR Committee as prepared by Emery.

3/5/06 The Board endorsed the slate of award winners selected by the Awards & Recognition Committee.

3/10/06 The Board agreed to make a donation to the Alzheimer's Association of Indiana in memory of Mary Alice (Sunny) Wilson McKee, mother of Anne McKee.

2.2 Board items status list

Parang reminded the group to keep the secretary informed when items are completed. Tenney stated she had been unable to find the guidelines for committee chairs anywhere on the Web site but that these had previously been compared to the chairs' manual that now contains this information.

3.0 Treasurer's report (Robischon)

3.1 Report from the treasurer

Robischon indicated that completing the guidelines for committee chairs' budget requests is high on the list of items to finish because it needs to be given to the chairs by August.

Savage commented that the current membership of 1,024 is about 21% less than last year at this time. However, the consultant who advised us on the dues increase said that membership could fall by one-third. The Board is very pleased with the renewal numbers, especially in light of the dues increase.

The Database & *Directory* Committee did place a note in individual records indicating a person did not renew due to the dues increase.

3.2 2006 Budget and expenditures to date

The organization has spent more than anticipated but is also taking in more money than expected on preconferences: about $14,000 has been received thus far in preconference registrations.

Budget reallocations reduced the publicist's budget to $100 and also reduced the D&*D* budget so that the contingency fund now contains $7500.

The Membership Development Committee's budget is part of the administrative costs this year. The PPC budget line pays for that committee's conference calls. Every committee who holds conference calls includes a line item for these calls. A new column is needed for the Financial Development Committee and also for management costs such as the investment advisor that will eventually go under the Treasurer's expenses.

NASIG's fiscal year is the calendar year. Scholarship monies will be tracked separately. The Financial Development Committee must make recommendations on handling these monies.

3.3 Conference report

3.4 Update on networking/conferencing software

This project is still pending; a committee needs to be assigned to test the Netspoke software.

The Board needs to plan an August/September conference call.

4.0 Program Planning (Frick, Garner, Graves, Novak)

4.1 Status report

Non-conflict scheduling has made the conference have fuller days and go longer on Sunday. Some speakers questioned why they got only two nights paid instead of three nights. However, many publisher and vendor speakers had declined payment for hotel reimbursement. The Board agreed to reconsider the two-night limitation for speakers.

Internet access is expensive but is expected by the speakers. The Site Selection Committee does try to negotiate, but virtually all sites we have visited will not reduce Internet access rates. The cost for Internet access would have been about $7000 for this conference. This amount needs to be included in the original budget for AV for future conferences. Peter Whiting of CPC solicited bids for AV for the conference and will be able to keep the costs of AV at or below the Minneapolis expenditure. AV is a big moneymaker for hotels.

Instead of providing handouts, we could ask speakers to post their handouts at least a week before the conference.

ACTION: Novak will see that the PPC handbook includes a recommendation to request that speakers post their handouts to the NASIGWeb before the conference.
DATE: Following the conference

4.2 Brainstorming session

Page reported a flyer about the Brainstorming Session had been posted on NASIG-L and was being handed out at the registration desk. She will announce it at the conference opening and expects a larger turnout than at past brainstorming sessions because of the no-conflict time and scheduling the event on Saturday morning. In the past attendees had complained about the difficulty of attending on Thursday morning. We want all constituencies of the membership engaged in a frank and open conversation about how the organization should evolve but find "the NASIG way" to do this.

5.0 Conference Planning Committee (Highby, Moeller, Tenney)

5.1 Schedule, events, venues

Nine buses have been scheduled for the Red Rocks event. Food will be available as attendees enter the visitor's center. All dietary issues were addressed. Videos will be playing. The outdoors is accessible. A band, Dr. Keith Waters & Friends, will play from 8 p.m. to 9p.m.

Friday night's Art Walk in the Golden Triangle Art District has a bus that cruises the area. A bus will be running from the hotel to the art district; NASIG will pay $250 and the Dazzle Jazz Club will pay $250 for that bus. The buses have hosts to advise where to get off and what to see. Staff from the Native American Trading Company helped with the organization of this event. Many restaurants are located nearby and will be on a list. A map will be available at the registration desk.

A handout on using the conference blog is in the conference packet. A free conference registration will be raffled, as will a glass candy bowl from next year's conference hotel in Louisville, along with other Louisville and Kentucky oriented items from next year's CPC.

5.2 Training sessions for NASIG members on committees (Page, Tenney)

Continuing/retiring committee chairs will train the incoming committee chairs during the scheduled training session. The early conference date caused problems with organizing a more structured training session. Next year's conference will start May 31, 2007, which will give more time to plan.

5.3 Conference budget

The conference budget has gone over planned amounts on a few items. More buses were added for Red Rocks and the venue cost was higher than expected. However, a conference surplus is anticipated.

6.0 New committees

6.1 Library School Outreach (Maxwell)

The goal of the Library School Outreach Committee is to develop membership among students and faculty of library schools, help them take part in continuing education, and promote the Awards & Recognition Committee's awards. The committee is putting together feedback from library school faculty. They recommend a new committee with eight members to oversee the ambassadors. Savage stated the Electronic Communications Committee could create a separate listserv for the ambassadors and eliminate the publicist's listserv that goes to library schools. Schatz suggested producing a video or CD and Chesler suggested podcasting.

Page wondered if it was necessary to start with all 54 library schools. She suggested beginning with a few targeted schools, developing a program, and then expanding. The Board accepted the committee's recommendations and noted that the logistics of working with 54 schools may not be possible.

ACTION: The Library School Outreach Committee will continue discussion and develop a plan for an Ambassadors Program to library schools.
DATE: Report by the first week of September

Schatz mentioned the committee could look at the people on the human resources list as possible ambassadors. Page and Maxwell will investigate further why the committee requested two people from CEC be members. Perhaps a second person from the MDC is also needed and Maxwell will seek a volunteer from that group. The publicist will be added to the group's list.

6.2 Membership Development Committee (Maxwell)

The committee's goal is to create a plan for membership development that will target levels of membership for different segments of the serials community.

The committee sent out renewal reminders; these were individual emails signed by committee members. The committee had four conference calls and created subgroups to work on assignments. The organization needs to emphasize NASIG is not just for people with "serials" jobs. New and cutting edge products and services often develop first in a serials setting. According to Schatz, this insight is especially important to vendors such as booksellers.

NASIG is a place to build relationships and NASIG should establish networking relationships with organizations such as SSP, ASA, and others. The Membership Development Committee could create a set of talking points to use in promoting NASIG to personal contacts. The committee could collect testimonials from satisfied members. They could use NASIG-L to promote membership development and wondered if the scope of NASIG-L should be expanded. It could include information about conferences of interest to serialists by associations with which NASIG has established relationships. This would not only expand the scope of NASIG-L but also expand services to members.

ACTION: The Publications/PR Committee should examine the charge of NASIG-L.
DATE: Report by fall meeting

The Board decided that educational and informational postings from other non-profit groups that could be of interest to members will be posted on NASIG-L.

Schatz suggested offering an organizational membership that could be assigned to an employee and reassigned if the person changed jobs. He also suggested a special first-timers registration rate but Page indicated that could cause budgetary problems. Savage noted that usually about one-third of attendees are regional and attend because the conference is nearby. Robischon reported that people did take advantage of the ability to join NASIG at the time of registration. She also reported that all first-timers got a flag to wear on their name tag. Chesler suggested working with some other groups to get reciprocity of conference discounts.

The Board endorsed the committee's recommendation that a personal email should be sent to all non-renewing members. The Database & *Directory* Committee should create this list; in the past D&*D* had sent out two paper reminders and an email.

Maxwell encouraged the Board to send ideas to the committee.

6.3 Financial Development Committee (Novak, Savage)

Savage reported that only three people volunteered for this committee, so it will be a small group. In the year ahead the committee will seek an investment advisor, develop the endowment plans, and develop the fund-raising plan.

6.4 Publications/Public Relations Committee (Savage)

The committee will change the publicist's role. Currently the Conference Planning Committee does send out information about the conference to regional lists. This part of the CPC job will be transferred to the Publications/PR committee.

7.0 Financial plan (Savage)

Savage and Robischon have created draft treasurer's reports for future Board meetings that follow the ideas in the financial plan. The Board needs to be more involved and so needs more information. A schedule will be set up of what reports will be available for which meetings; not all reports will be needed for all meetings. The reports will be adjusted for usefulness as needed. Savage asked the Board to provide feedback because the reports are a lot of work for the treasurer who shouldn't be asked to produce items that are not useful. Timing should be considered: when is a graph useful and what time frames should it cover? The Board was asked to suggest any other needed reports and possible better formatting. The reports need to be concise and functional.

Ultimately NASIG's finances will be split into four parts. A financial advisor is needed to determine how the organization's banking should be set up. The Financial Development Committee will begin work after this conference with a target of finding a financial advisor by the middle of summer. We want someone with experience with nonprofits. NASIG is incorporated in New York and so the advisor should probably be familiar with the state laws of New York.

A major change for NASIG is to develop a fund-raising component to fund scholarships and possibly continuing education opportunities. Ginanni suggested looking at the Portland NASIG town hall meeting minutes for fund-raising suggestions. The Board may wish to pursue grants as a funding option.

Page stated the operating budget has been around $92,000, mostly from conference revenue, and NASIG needs a more stable source of revenue. Chesler noted the brainstorming session must emphasize the need for stable income to continue NASIG's operations.

8.0 Technology plan (Page)

A task force will be appointed to create an RFP for technology outsourcing. A key issue for online voting is authentication; the membership number should be used. We would like to be able to conduct polls of members or just of the Board. The task force should have something ready for a fall conference call.

9.0 Committee reports

The Board thanked all committee chairs and members for their hard work on the part of NASIG.

9.1 Archivist (Parang)

The Archivist report reveals that not much is being sent. Each committee template should include a place for listing what was sent to the Archivist as a reminder that items should be sent.

ACTION: Ginanni will adjust the committee report template to include an area for listing items to be sent to Archivist.
DATE: ASAP

9.2 Awards & Recognition (Ginanni)

The committee is still working on the Champion Award, which needs to emphasize the importance of a significant contribution to the serials community by a NASIG member.

9.3 Bylaws (Maxwell)

The committee is reviewing the language of the bylaws for outdated references.

9.4 Continuing Education (Emery)

Some planned programs were cancelled and the funding is available for reallocation.

9.5 Database & *Directory* (Page)

The committee had problems with the legacy Access database. The committee suggested that the policy of submitting the list of new members or changes to the *Newsletter* columns editor for the "Title Changes" column should be re-evaluated. Simser reported the list of title changes is the most read section of the *Newsletter*.

Money is available for temporary clerical staff during times of heavy workload. D&*D* should have a line item for temporary staff in their budget. All committees should include temporary staff in their budgets if a need is anticipated.

ACTION: Tenney will check the chairs' manual to make sure it includes information on budgeting for temporary clerical help.
DATE: ASAP

ACTION: Robischon and Savage will make sure the option of hiring temporary clerical help is explicitly stated in the "Chairs' Manual for Annual Budget Requests" that they are creating.
DATE: ASAP

Two Welcome messages are sent out: D&*D* sends a welcome to NASIG and ECC sends a separate welcome to NASIG-L. The Membership Development Committee will work with the new co-chairs to see how this all works, especially the Welcome messages.

The *Membership Directory* needs some annual maintenance and NASIG-L needs an annual purge.

NASIG will go to an online only renewal with PDF available and paper renewal mailed only on request. The renewal form should add three checkboxes for next year's renewal cycle:

> 1) Do you need a printed receipt? (if yes, an email goes directly to the Treasurer)
>
> 2) Would you like to make a donation to NASIG? (if yes, an email goes to the Financial Development Committee.)
>
> > 2a) Is your donation for a specific purpose, e.g., in memory of someone, for NASIG scholarships, etc. ______________________________ ________________ (also email to FDC)
>
> 3) Would you like acknowledgement for your donation published in the *Newsletter*? (email to *Newsletter* editor)

The Financial Development Committee should consider named levels of donations, similar to NPR.

9.6 Electronic Communications (Page)

Savage noted that the publicist should vet items posted to RSS feed accessible pages.

Because NASIG-L is a moderated list, there may be delays in posting messages. Certain addresses, currently the President of NASIG, can send items directly to the list. The Board should consider giving the *Newsletter* editor the same capability.

ECC worked with Robischon and updated the *Membership Directory*. All non-renewing members have been deactivated, and the *Directory* now lists current members only.

The technology plan will deal with several of the actions requested by the committee. The Membership Development Committee will rewrite the membership brochure. There is no set time for the conference; it depends on hotel availability. Therefore the annual calendar should not be changed from a June to a May conference; instead the technology plan should suggest a way to make the calendar more interactive.

9.7 Evaluation & Assessment (Page)

Online evaluation is available this year.

9.8 *Newsletter* (Simser)

Should the *Newsletter* go blog-style? Wesley has discussed this question with Creech and will try Blogger software. Advantages to a blog-style *Newsletter* include doing away with HTML layout, making RSS feed possible, and a *Newsletter* issue doesn't all have to be ready at one time.

The Board discussed whether comments should be allowed. Comments can be reviewed before they are available to the public; the conference blog is doing this. Parang moved and Emery seconded that the *Newsletter* begin with a blog with no comments and later allow moderated comments. The motion passed.

Each entry on a blog has a category assigned and a reader can call up all entries on a topic. The blog can be formatted to print for the Archives.
Wesley plans to publish the special summer issue as a blog. Page, as outgoing president, will write a summary article for this issue. Simser noted that on occasion the timing of the conference might preclude having the special summer issue.

9.9 Nominations & Elections (Savage)

Due to unforeseen circumstances, the committee's work was compressed and the Board extended a special thanks to this year's N&E Committee for a job well done. Chair Anne McKee deserves special recognition. The new Board will be the most diverse in years, with representation from libraries, publishers, and vendors.

The N&E Committee needs to remind people who agree to run for office about meetings that they will need to attend should they win and ask them to delay making travel arrangements until after the election; this information is in the guidelines on the Web. The technology plan will include online balloting.

9.10 *Proceedings* (Randall)

The *Proceedings* editors emphasized the need to get the new editors selected earlier. Preferably one editor should continue a second year in order to create continuity.

ACTION: Secretary should change the working calendar to issue the call for *Proceedings* editors in October
DATE*:* ASAP

Haworth had indicted a willingness to renew the contract if NASIG wishes. Haworth is proposing a new contract with a $500 increase each year. The *Serials Librarian* will be changing format to 8-1/2x11 inches but it is unknown if this will affect the book publication of the *Proceedings*. The Board went into executive session to discuss the future of the *Proceedings.*

9.11 Professional Liaisons (Chesler)

Chesler reported no action from the Professional Liaisons. Some outreach to this group could be part of the activities of the Membership Development Committee. Information could come from the various groups' publications offices.

Savage moved and Robischon seconded the elimination of the Professional Liaisons Committee. The motion passed unanimously.

9.12 Publicist (Savage)

Savage stated the amount of publicity for NASIG needs to increase. We should use an RSS feed in addition to sending information to other lists.

9.13 Site Selection 2007 (Novak, Page, Tenney)

The Site Selection Committee is looking at early June dates for 2008. The group expects to receive bids by middle to late May and hope to do site visits to three locations. They are also considering sites for 2009 allowing 7% inflation on the bids. Attendance figures show that people want to go to destination locations. Bids from Canada will be considered.

Unfinished business

Novak will attempt to schedule the October Board meeting for the weekend of Oct. 12-15.

A conference call in August or September before Labor Day is better for people in the book business. The third week in August will be the target. The subject of the call will be the Technology RFP and an update with committee chairs budgeting. The Board would like to experiment with the Board space on NetSpoke for posting documents. Robischon will get the information from NetSpoke and she, Novak and Maxwell will test the procedure in early August. The target date is Wednesday, Aug. 22 at 10 a.m. Eastern (7 a.m. Pacific).

The Board agreed that the Mentoring Group should be affiliated with the Membership Development Committee. It should consider expanding mentoring to include people right out of library schools and new serialists.

The UKSG charges for its *e-News* because it manipulates the NASIG edition of the UKSG. Ginanni moved and Novak seconded continuing the contract for the UKSG *e-News* as a benefit of NASIG membership. The motion passed unanimously.

The meeting adjourned at 3:55 p.m.

TREASURER'S REPORT

Rose Robischon, NASIG Treasurer

NASIG's finances continue to remain stable. The balance sheet below reflects our income and assets as of July 31, 2006. Current assets are $292,229.49. This includes $261,392.74 in bank balances and $62,812.16 in the investment accounts.

Balance Sheet 7/31/2006
(Includes unrealized gains)
As of 7/31/06

ASSETS	
Cash and Bank Accounts	
Charles Schwab-Cash	$ 31,975.41
CHECKING-264	145,109.46
SAVINGS-267	84,307.87
TOTAL Cash & Bank Accounts	$261,392.74
Investments	
Charles Schwab	$ 30,836.75
TOTAL Investments	$ 30,836.75
TOTAL ASSETS	$292,229.49
LIABILITIES & EQUITY	
LIABILITIES	$ 0.00
EQUITY	$292,229.49
TOTAL LIABILITIES & EQUITY	$277,328.38

The 2006 budget is on track.

NASIG Budget Expenditures
1/1/05 Through 12/31/05

Admin Board Expenses	$-18,268.62
Awards & Recognition	-7,095.88
By-Laws	-0
Continuing Education	-998.40
Conference Planning	-1,122.04
Conference Site	-0
Database & *Directory*	-0
Electronic Communications	-4,200.00
Evaluation	-0
Membership Development	-36.90
Nominations & Elections	-2,783.84
Proceedings	-94.35
Program Planning Committee	-0
Publicist	-0
Treasurer	-5,229.17
OVERALL TOTAL	$-39,829.20

NASIG is, for the most part, financially stable. As has been stated before, the organization needs to keep an operating reserve in the event of an emergency.

22ND ANNUAL CONFERENCE (2007)

PLACE YOUR BET IN KENTUCKY: THE SERIALS GAMBLE
NASIG 2007, LOUISVILLE, KENTUCKY, MAY 31-JUNE 3, 2007

CPC UPDATE

Angel Clemons and Tyler Goldberg, Co-Chairs

Preparations have begun for the 2007 NASIG conference. The Thursday evening opening event will be in the Frazier International History Museum (http://www.frazierarmsmuseum.org/). In addition to exhibits, there are live performances by interpreters, as well as beautiful views of the Ohio River and the city from the roof garden. Our conference hotel will be the Galt House (http://www.galthouse.com/), Louisville's only downtown waterfront hotel. It is an easy walk from the Galt House to other downtown entertainment, including the Slugger Museum, the Muhammad Ali Center, the Kentucky Center for the Arts, and lots of restaurants at Louisville's 4th Street Live! The Conference Planning Committee looks forward to seeing you from May 31-June 3, 2007 at NASIG's 22nd annual conference.

21ST ANNUAL CONFERENCE (2006)

REPORT FROM THE 2006 AWARD WINNERS

Sarah Sutton, Awards & Recognition Committee

For the 2006 NASIG awards, grants, and scholarships, the Awards & Recognition Committee received numerous applications from worthy candidates. The review process was again blind for all awards. The identities of the winners were not revealed to the committee members until the scores were tallied and the winners were selected according to established criteria. For 2006, the committee awarded one Fritz Schwartz Serials Education Scholarship, four Student Grants, one Mexico Student Grant, one Horizon Award, and the first ever NASIG Serials Specialist Award. The awards covered the cost of travel; room, board, and registration fees for the 21st NASIG Conference held in Denver, CO; and a one-year NASIG membership. In addition, the Fritz Schwartz Scholarship winner received $3,000 to help defray the costs of library school tuition. The 2006 award winners are as follows:

NASIG CONFERENCE STUDENT GRANT AWARD RECIPIENTS
Gregory Schmidt, University of Alabama
Sarah Morris, University of Illinois at Urbana-Champaign
Lisa Harrington, Simmons College
Laura Baker, Simmons College

MEXICO STUDENT GRANT AWARD RECIPIENT
Martha Alejandra Alatorre Betancourt, Universidad Autonoma De San Luis Potosi Escuela De Bibliotecologia E Informacion

FRITZ SCHWARTZ SERIALS EDUCATION SCHOLARSHIP RECIPIENT
Claire Rasmussen, University of Wisconsin at Madison

HORIZON AWARD RECIPIENT
Jennifer Arnold, Central Piedmont Community College

SERIALS SPECIALIST AWARD RECIPIENT
Wendy Lichte, Arizona State University

The Awards & Recognition Committee traditionally asks all of our award recipients to provide feedback about their conference experience. Below are their responses to the committee's questionnaire.

Why do you feel it is worthwhile for students and newcomers to attend a NASIG conference?

NASIG is an informative, as well as fun, opportunity for students to explore the evolving world of serials. Students are introduced to the major currents of discussion pursued by serials librarians, vendors and publishers. The formal information sessions and informal conversations among colleagues provide extremely current and practical insights into the challenges and rewards of working with serials in today's electronic world.

Learn about topical issues affecting serials. Networking with people that have similar jobs from all over North America.

Networking, exposure to practices and an introduction to what's going on in the world of serials.

On the surface, the NASIG conference serves as an introduction to the wide range of topics that fall under the subject of scholarly communications. The sessions themselves were informative and challenging, and even the act of registration for the NASIG conference could be considered educational for a library student. The sessions sometimes felt overwhelming, but I came away from the conference with a desire to incorporate some of the topics into future research papers. This way, I will be able to build upon the foundation of knowledge I received at the NASIG conference. Beyond the valuable content of the sessions, the act of participation in a NASIG conference is valuable for networking among leaders in the field of scholarly communication. The diversity of career paths available to librarians as seen at NASIG was encouraging. The conference was large enough to give a wide view of the serials landscape, but small enough that I felt I was able to make some personal connections that will last my whole career. On a lighter note, the conference was great fun. The opportunities for going out and enjoying a spectacular locale were plenty. At a conference of this size, there was never a dull moment.

The NASIG conference is a great opportunity to meet serials librarians who are already working in the field and who therefore have a lot of practical knowledge and advice to share. The conference sessions are also very informative and give students a real-world perspective on serials work

Because Mexican students have an opportunity to introduce themselves into a larger world of information, people working in the same line, and also get more horizons and chances to work.

It is definitely worthwhile for newcomers to the field of serials to attend a NASIG conference! Not only do the conference sessions provide a wonderful opportunity to learn about all the elements of serials - publishing, cataloging, providing access, etc. - but the casual and friendly environment is perfect in helping newcomers become active in the field and hopefully in the organization.

Having the opportunity to hear professionals in the serials industry, including librarians and vendors and publishers, is invaluable to a prospective librarian. Nothing replaces having the experience of speaking with others about what they do and learning from both the sessions as well as the informal conversations you have at NASIG.

How did attending the conference benefit you personally?

NASIG was truly a wonderful and rewarding experience both personally and professionally. I approached the conference with some trepidation as a first time professional conference attendee. My NASIG welcome left no room for further anxiety; my first evening I shared dinner with a group of women who come to NASIG every year not only for professional development, but to see long-standing friends. I found myself imagining my own future returns to NASIG to share learning and laughter with a group of friends. Indeed, I am still in contact with several NASIG attendees and I look forward to NASIG reunions in the years to come.

The topics discussed were interesting and I met a variety of people interested in and working on the same serial issues I work with. I also have some new friends.

Having a chance to hear from vendors and publishers what they do and the constraints they operate under was invaluable. My previous encounters with them were limited to ALA booths (yuck) and customer-type issues (also not fun). This added a much needed counterweight to my academic library perspective (one not expressed during school).

While the content of the sessions served to enlighten me as to the current research and activities in the field of scholarly communications, I feel that as a student, the most valuable aspect of the conference was getting to know the people involved with and careers available in the field. I feel that I made not only friends, but also colleagues at the NASIG conference. As a library student, developing an understanding of the profession and a feeling that I am a part of the profession has been invaluable.

I gained a lot of knowledge at the conference, especially about the particular aspect of serials in which I'm most interested: cataloging. But, more importantly, I met so many great librarians! My supervisor had told me before I left for Denver that the NASIG conference is the best library conference for a newcomer to attend because of the friendly atmosphere, and she was definitely right. Everyone I met in Denver was welcoming and outgoing, which made for a very fun experience. Overall, the NASIG conference gave me great new contacts, useful knowledge, and fun memories.

It benefits me a lot, because I think it's very important to meet librarians from other countries and learn about how they are doing their jobs.

The conference was a great benefit to me personally. I came back to my library energized, with new ideas on how to improve serials management and access for the students, faculty, and staff my library serves.

Connecting with other attendees, the networking and hearing their experiences as well as talking about various topics with others, was incredibly valuable. I felt that I made a lot of good connections professionally, but the whole experience was just a lot of fun.

Did attending the conference influence your career plans? If so, how, and if not, why not?

Having attended NASIG, I am more aware of the breadth of professional opportunities in the serials world; this knowledge will help me to make more informed decisions about my career. As one example, prior to the conference, I had not considered the opportunities to be found in working for library vendors or publishers. The conference affirmed my interest in serials, while also leading me to understand that I have many skills to develop before the realization of that goal becomes realistic.

No. I am a paraprofessional and have no interest in obtaining my MLS. I don't plan to ever leave serials, though. I love the work.

More than anything, attending the conference confirmed my career choice and left me psyched to jump in and get started. Made me want to make sure that NASIG is incorporated into that career!

As I am relatively green in terms of my academic work, NASIG has served to expand my notions of what is possible for a librarian career. Does that mean that I have now chosen to work toward a career path that will be solely in the realm of scholarly communications? Probably not. There is still a big draw for me toward reference and preservation careers in academic libraries. I do, however, feel that I will always seek avenues for staying involved with and assisting developments in scholarly communications. I'd like to someday be a presenter at NASIG.

The conference would have made me more likely to apply for serials positions if I had not just recently accepted a job offer as a cataloger. But I have already impressed my new supervisor with the things that I learned at the conference, and I feel more comfortable now with requesting to work with serials more often in my current job.

Sure it does!!! Now I know I have to continue studying for a master's degree, a doctoral degree, and it gave me the opportunity to feel how important is to be a librarian. Also, I am thinking that it must be possible to work in another country.

Attending the conference solidified my plans to continue focusing my career development in serials and technical services as a whole.

I was already really interested in working with serials but I would say it certainly strengthened my desire to be a serials librarian.

What can NASIG and/or the Awards & Recognition Committee do to improve the awards programs?

I am very happy with my experience.

Can't think of any improvements at this time.

Nothing; the committee members were wonderful and every NASIG member I met was nice, friendly, and helpful! So much better than ALA!

Publicize! I heard about the NASIG awards at the last moment. Making sure to send out announcements to LIS listservs would increase student awareness and participation. I felt that the award was comprehensive and fully met my conference needs. No improvements necessary!

Everything went smoothly for me, so I can't imagine anything else that the committee could do for the student winners.

I think it can be interesting to help Mexican students with a kind of translator at the conferences, especially with library science terms. When I arrived at SLP, I told my dean that it's very important to prepare librarians in Mexico, especially with automation, attitude and English specialized language.

I had such a great experience that it is hard to think how to improve the program! One thing that might be helpful is a more formal meeting of the award winners and their mentors...meeting at the reception was a bit of a whirlwind since there was only a half-hour before the opening session.

It's hard to say, since it went pretty smoothly I felt. Perhaps marketing more toward library schools so more people know about it.

What could NASIG and/or the Awards & Recognition Committee do to improve your conference experience?

I think the experience was great. The topics for the lectures were interesting and there were many avenues for socializing. My only suggestion might be to have the lectures start a bit later in the morning, around 9:00a.m.

Nothing; it was great! I had a blast!

Try not to schedule it so close to finals week. That was the only obstacle to greater participation I faced. Having final exams and big papers due the days right after the conference forced me to occasionally hole up in my hotel room when I could/should have been socializing.

My conference experience was really great. The only thing that could have made the experience better would have been if the NASIG website had listed the cost of a cab ride from the airport to the hotel. I ended up sharing a cab with some other librarians, and it was not very much more expensive than the Super Shuttle, and *definitely* a much shorter wait at the airport for transportation.

Give a written recognition, as a Mexican winner award, signed by the president of NASIG. Also write a similar letter to our school and/or dean.

Again, my conference experiences were great, so this is a tough question. One suggestion would be to create listserv or blog that the award winners could use to communicate with each other before and after the conference.

It's hard to say because they honestly did such a fantastic job. Susan, Jeff, Sarah, Jessica, etc., really made us feel welcome from the time we arrived. Plans seemed to go smoothly from start to finish.

Do you have any other suggestions or comments? Please tell us about them here.

Denver was a fantastic location. The speakers and sessions I attended were very informative and encouraged some interesting and important discussion. I will definitely be going to NASIG next year!

I would just like to thank the committee for the opportunity to attend this conference and to become involved in NASIG.

It will be interesting to [hold] future NASIG Conference and/or the Award Recognition Committee at Mexico (Specially San Luis Potosi). I believe it could be great!!

Thank you so much for the opportunity to attend a conference free of cost. Now that I know what conferences are like, I'll be much more excited about attending them in the future.

I recommend using a conference/hotel that gives free internet access to attendees.

Considering the logistics of running such a large convention, the committees did very well.

2006 HORIZON AWARD RECIPIENT ESSAY
JENNIFER ARNOLD

Mile High Views: Surveying the Serials Vista
The 2006 NASIG Conference Theme

What does it mean to survey the serials vista? From my perspective, the 2006 NASIG conference theme, “Mile High Views: Surveying the Serials Vista,” serves as a reminder of the value of pausing to consider the big picture. In my own role as Technical Services and Serials/Electronic Database Management Librarian at Central Piedmont Community College, I often find myself caught up in the day-to-day chaos of serials (prediction patterns, title changes, lions, tigers, faculty, and bears…you get the picture). The conference and its theme provide us the opportunity to reflect on the issues that define our work and our roles in the serials information chain. After all, a vista is more than just a broad, pleasant view – it’s an understanding of a range of time, events and subjects – a broad, deep, thoughtful picture of the place of serials in the 21st Century.

In Denver, the mile high views will allow conference attendees to look towards the future of serials management to see what opportunities and developments are upon the horizon. While it is a somewhat daunting challenge to consider just what the primary points on the serials horizon might be, here are the most intriguing issues I believe that the information community, serials librarians, and I will be facing in the future.

ACCESS MODELS: INNOVATIONS IN CONTENT DELIVERY

Serials librarians have already begun to see the proliferation of new and different types of access models, as well as innovation and change in the arena of scholarly publishing. For instance, the recent explosion of various open access journal and institutional repository initiatives represent a new wave of models for accessing serial content electronically. Clearly, it remains to be seen if such initiatives are sustainable in the long term, but it still behooves us to consider how we will incorporate open access journals into our libraries' current slate of electronic journal offerings. We should also consider how the growth of open access initiatives will impact licensing agreements.

Speaking of electronic journals, the seemingly age-old tension between print and electronic journal holdings will continue to challenge both libraries' budgets and services to their patrons. Central Piedmont Community College offers classes on six campuses and, with limited space at each campus library, we rely heavily on electronic access to journals to meet student needs. At the same time, students need access to print journals, particularly for programs accredited by national agencies. In short, then, we will be continuing to strive for a balance between the competing demands of print and electronic journals. We will have to find innovative ways to continue to deliver content to our users in formats that address competing requirements.

INTEGRATION: FINDING MADE EASIER

In many ways, too, electronic journals are a beast that has yet to be tamed, though, admittedly, we have come a long way in simplifying access to electronic journal collections. The advent of "A-Z" services and openURL link resolvers has made our content much more accessible to our patrons, and has begun to break down the barriers between print and electronic journals. For example, the A-Z product we use at CPCC allows users to simultaneously see both the print and electronic journal holdings, and link directly to both the databases and the library catalog.

I think, however, that the future holds greater opportunities for deeper integration of serials into library services. Federated search engines, for example, offer great promise for providing patrons with a single, integrated search interface through which to access a wide variety of library resources. Such search engines and interfaces take content out the information silos of individual databases/collections, and give users a bird's eye view of the richness of the library's collection. I believe that federated searching has the ability to further break down the barriers between serials and other types of library resources, regardless of format. Providing our patrons with successful search experiences will, I think, only increase the usage of valuable journal content in both print and electronic forms.

CHANGE: THE ONLY SURE THING

They say that death and taxes are the only certainties, but I would add a third item to the list: change. As we survey the serials vista, perhaps the one thing we can be sure to see on the horizon is change. The ability to manage change effectively, then, becomes a critical skill for serials librarians. Just thinking about all the elements of the serials information chain and how they are likely to evolve in the future is enough to make one's head spin. I would argue, however, that while the rate of change seems to be increasing, the possibilities and opportunities to deliver needed information in new and user-friendly ways represent a remarkable opportunity to make a difference in the lives of library patrons. Imagine a world where patrons seamlessly authenticate and move from resource to resource, finding and using information in all its formats. In Denver, the views won't be just mile-high, they'll be breathtaking!

THE SERIALS VISTA: A PERSONAL VIEW

The issues I have described are certain to provide both challenges and opportunities to the larger information community and to individual serials librarians. As a new serials librarian, I look forward to building a long-term career finding innovative methods for managing the change that is sure to come. I believe that this is an exciting time to be in the serials field, full of opportunities to connect patrons with journal content. As I take a moment to survey the vista of my own serials career, I will also remember to look back, both to remember those whose work has come before me and to bring forward the new serials librarians who come after me. Participation in NASIG and the conference will be a welcome opportunity to work towards both of those goals. Not only is it an exciting time for NASIG in Denver, then, it's an exciting time to define our roles in the changing world of the serials information chain.

PRECONFERENCES

Basic Serials Cataloging

Joe Hinger, Associate Director of Library Technical Services, St. John's University
Reported by Victoria Stanton

Joe Hinger presented the Basic Serials Cataloging Workshop. He is the Associate Director for Technical Services at Rittenbery Law Library of St. John's University. The workshop was developed by the Serials Cataloging Cooperative Training Program, under the auspices of CONSER. The twenty participants represented a cross section of libraries, from academic, public, and special libraries to the U.S. Postal Library and the Supreme Court Library. The participants were catalogers, reference librarians, electronic resource librarians, and acquisitions staff. The mélange of positions and experience offered good practical discussions as the class worked through practice cataloging.

Hinger explained that the course covered serials, but not integrating resources, and took great pains to explain the difference. He recommended the *CONSER Editing Guide* and the *CONSER Cataloging Manual* as basic tools to use in conjunction with AACRII (2002 revision) and the MARC21 manual. The participants each received a copy of the *Basic Serials Cataloging Workshop Trainee Manual*. This is a well organized resource divided into nine sections, with practice exercises and helpful appendices including a summary of MARC tags, a glossary, and acronyms relating to serials.

The instructor presented an explanation of the fixed fields, and emphasized the need to keep frequency, language, and place of publication fields up to date. He discussed choosing the chief source of information, and gave many examples. The class discussed choice of main entry, and Hinger gave examples and rational for the major/minor title change rules of 2002. The participants had enthusiastic discussions on the use of 246 added titles, enlivened with the practical examples from patron questions and frustrations. The presenter defined the need for a uniform title to differentiate the same titles, and explained that the uniform title was used to separate serial titles rather than to collocate.

Hinger introduced the need for description and notes fields. Notes fields are essential in documenting the many variations in publisher and publication history of a serial. They may describe where title information was found, and the latest issue consulted. Notes will also describe change of publisher, issuing body, and irregularities in publication.

Much attention was given to title changes and use of 780, 785, and 580 fields. Hinger gave excellent explanations and examples of major title changes, including mergers and splits. He made great use of personification in describing family relationships that also apply to journals. The instructor provided a good overview of successive vs. latest entry cataloging, and described the basic rational of the pre-AACR rules, including choice of entry and punctuation.

The final session covered electronic titles. Hinger discussed direct access serials, such as titles on CD-ROM, and remote access serials, which are often accessed via the Internet or email. There are special requirements for the 006, 007, and 008 fields, and specific notes for system requirements and type of file. He described the aggregator neutral record, and provided background on the international discussions about multiple versions.

The presenter made the two day workshop lively and fun with his personal anecdotes and practical advice. He went out of his way to make complicated concepts clear. The participants applied the rules through the many practical examples, and Hinger was patient and logical as he offered suggestions. The course presented concepts in a clear fashion, and the many examples provided plenty of hands-on practice. The workshop was an excellent introduction to the ever changing world of serials cataloging.

Mapping License Language for Electronic Resource Management

Tim Jewell, Directory of Information Resources, Collections and Scholarly Communication, University of Washington, Seattle;
Trisha Davis, Associate Professor and Head Serials and Electronic Resources Department, The Ohio State University Libraries;
Diane Grover, Electronic Resources Coordinator, University of Washington Libraries
Reported by Allyson Ard

This was an informative, hands-on session that is the second of its kind; the first was presented at ALA in 2005. **Tim Jewell**, who works with the DLF Electronic Resource Management Initiative (ERMI), began with an introduction to ERMs and recent developments. When considering the entire e-resource lifecycle it is clear that there are many components to consider with any electronic resource and therefore many issues that must be addressed with ERMs. License considerations are but one piece of this cycle. Two of ERMI's many goals are to "establish lists of elements and definitions" as well as to "promote best practices and standards for data interchange." In its efforts to meet these goals, ERMI has produced a data dictionary which contains many license terms and will be revised in Phase II of the DLF ERMI. They have also created the ERMI subset that contains categorized license terms with definitions and examples from existing contracts. Tim noted a few license data scenarios that ERMs must handle, including the need to convey license restrictions, to control display of content depending on these restrictions, and to prompt staff to take action. **Diane Grover** polled the attendees to gage how many in the room were currently working with an ERM system and how many had responsibilities for mapping license information into it. Over half of the attendees of this sold out preconference currently have an ERM system and around one third are responsible for mapping license terms. The ERMI subset is a guide developed for librarians with these responsibilities. It contains 30 key license issues for librarians with an ERM so they can clearly and consistently map license details. It does not include all potential licensing issues but is meant to be flexible as each library will, of course, have specific items they will need to address that are unique to their institution.

In order to demonstrate the process of mapping license details, the presenters distributed the ERMI subset, a sample license agreement and an ERMI License Elements Worksheet to which they had already mapped the details of the sample license. Participants saw that some elements are explicitly defined, others must be interpreted, and still others are sometimes not present at all within a license. After a complete review of each element already mapped to the worksheet, the presenters asked attendees to form groups to perform the same process themselves with a sample license provided by Project MUSE®. Even within each small group of five or six there was still disagreement on how to note the license terms. For instance, is there a right to perpetual access when the license reads that one "may perpetually use the LOCKSS system to archive and restore Journal content"? What if one does not use LOCKSS? The use of the License Elements Worksheet and the ERMI subset to define terms was very helpful in identifying the elements that need consideration. However, it is clear that there are still many details left to interpretation. When an institution has multiple people working to map license details or has undergoes staff changes, the details in the ERM could easily become inconsistent. Mapping license terms into ERM/ILS systems is an important and necessary process. This session clarified many key issues and identified several tools like the ERMI subset to assist in the process.

How to Implement an Institutional Repository

Carol Hixson, Head, Metadata & Digital Library Services, University of Oregon Libraries
Reported by Valerie Bross

Drawing on her extensive experience as a digital repository coordinator, **Carol Hixson** outlined issues involved in planning, implementing, and sustaining an institutional repository.

What is an institutional repository? According to Clifford Lynch, an institutional repository consists of digital collections and a set of services for the management and dissemination of these collections. Services as well as content form the basis of a repository.

Key to establishing a repository is a long-term institutional/administrative commitment, a coordinator with vision and energy, and a dedicated staff. Other core elements are: planning, flexibility, and perseverance. If you do not have a clear initial idea of why you are implementing it and are not willing to be involved for the long haul, Hixson emphasized, you might as well not begin.

Staffing issues are a fundamental concern. Hixson recommended: a coordinator, a web designer, a policy group, staff to handle/review submissions, groups to market the repository, and staff for subsidiary services (e.g., copyright clearance & PR). The University of Oregon's repository effort began with a task group in the library consisting of the repository coordinator (Hixson), the head of reference, a technical staff member, and the cartographic librarian. Later, the head of serials was added; as well as another reference librarian and another technical staff member. The entire core group at the University of Oregon worked in the library, but other institutions have included faculty members.

Hardware and software decisions will shape the repository, sometimes in unexpected ways. For example, D-Space's "world-view" of a repository as a hierarchical system of communities—sub-communities—collections—titles—files has obvious but also subtle effects on customizability, navigation, and storage. For example, to provide a view of a digitized journal with issues in chronological order, the University of Oregon had to find a workaround for title entries.

Rights management is another issue that will affect the repository at many levels. Four players must be considered: the content owner, the submitter, the institution, and the users. As a recent article in the *Chronicle of Higher Education* (Monaghan, Peter, "Digital Dissertation Dust-Up," 28 Apr. 2006: p. A41) demonstrated, the issues are complex.

Metadata is another core issue, and one which needs to be approached with flexibility. To be blunt, it is not cataloging. Nevertheless, repository planners should take care in following metadata standards. Be aware that repository software may not support the full range of cataloging services (e.g., authority control). Also, in addition to cataloging at the work level, one must consider whether metadata is needed at other levels of granularity (e.g., article level).

Marketing, of increasing importance to all library units, is especially important to the success of an institutional repository. The appeal of open access to information is not always shared by faculty; the repository must prove itself to the community it wishes to reach. After two years of relentless marketing, the University of Oregon Scholars' Bank has finally reached a critical mass—where departments are approaching the library (rather than vice versa) and where the size of the collection is drawing in new contributions.

Powerpoint presentation:
https://scholarsbank.uoregon.edu/dspace/handle/1794/2484.

VISION SESSIONS

(Ed. note: Not all conference sessions were covered for the *Newsletter*.)

Things Fall Apart

Robin Sloan, Online Studio Futurist, Current TV
Reported by Ellen Barrow

Robin Sloan, formerly of the Poynter Institute and News University and now of the website Current TV, presented a brilliant program entitled "Things Fall Apart." Sloan can best be described as an "online studio futurist." His program featured the film presentation *2014*, about the demise of print journalism and the rise of information conglomerates such as "Googlezon," a possible combination of Amazon.com and Google. The film paints a stark vision of change that radically alters how we should think of information in its present forms: print, electronic, blogs, wikis, and podcasts.

All of these entities present to librarians a challenge to wake up to the new possibilities of information controlled by ordinary people, not only editors, journalists, or educators. Everyone will have a stake in how information is gathered, edited, sold, exchanged, and categorized. Sloan predicted that by the years 2009-2011, libraries would be popular again with people checking out books that they could scan, an activity which will be encouraged by a fictional "Access Army," organized on the precept of "no price, no password!" This trend will continue, according to Sloan, until 2016, at which time the Internet will eat through everything and the "Access Alliance" ("A" for access) will be formed. Information as we now know it will cease to exist in its present form. People will be able to edit, create, and categorize information without "Googlezon" companies, journalists, editors, scholars, publishers, and so on. People will count on each other and their social groups to obtain information. There will be open access to everything.

Robin Sloan predicts that an entity called "EPIC" will develop where computers will "understand" books and people will be able to produce, change and restructure the flow of information. Some of these events are happening now, or are close to happening with technologies like ipods, wikis, and blogs, but we are just scratching the surface. People will be the producers of information based on their communities' needs and their own desires. Information will be fluid and flexible, not unlike a biological cell, evolving and duplicating like the other cells surrounding it. Biology will have an impact on this revolution of access to information--people not PCs will make the difference.

We have to be open to these changes and participate actively in the exchange of emerging technologies and ideas. As librarians we must continue to encourage access as much as possible and ensure that everyone who needs information gets it. We must expect and welcome the fact that how we use information in the current situation will have a direct effect on the future. Access for all starts now! All of these issues reduce down to one biological element—people are the key to access and the control of information. Whether the future is holistic, human and growing when it comes to information or stark, sellable and closed is up to all of us.

All the News That's Fit to Digitize: Creating Colorado's Historic Newspaper Collection

Brenda Bailey-Hainer, Director of Networking & Resource Sharing, Colorado State Library
Reported by Gaele Gillespie

Brenda Bailey-Hainer gave an eye-opening presentation about Colorado's Historic Newspaper Collection (CHNC). In less than one hour, Ms. Bailey-Hainer not only clearly explained the process behind the creation of Colorado's Historic Newspaper Collection and emphasized its underlying value, but she did it in a way that would inspire almost any listener to champion similar projects in their own state.

The project has been a partnership between the non-profit Collaborative Digitization Program (CDP), the Colorado Sate Library (CSL), and the Colorado Historical Society (CHS). The initial grants that funded the project, awarded by the Collaborative Digitization Program, are now over. The Colorado Sate Library will assume long-term management for the project, and the Colorado Historical Society permits use of the microfilm collection. Ms. Bailey-Hainer's discussion was organized in four parts: (1) overview of the project, (2) database accessibility & user reactions, (3) funding model and (4) future plans.

OVERVIEW OF THE PROJECT

By Fall 2006, Colorado's Historic Newspaper Collection (CHNC) will contain more than 110 statewide newspapers dating between 1859 and 1923, representing four languages: English, German, Spanish, and Swedish; cover 65 counties; and have more than 500,000 digitized pages. As of April/May 2006, there are 91 newspapers dating between 1859 and 1923, representing 49 cities, 36 counties, and 315,000 digitized pages. Although the long-term goal is to be as comprehensive as possible between the years 1859 and 1928, the decision was made to begin with the earliest newspapers first, since those published prior to 1923 are in the public domain, and then pursue those published after 1923 once they have copyright clearance. The decision was made to use Olive software with a robust search engine.

Getting the newspapers' content into Colorado's Historic Newspaper Collection, hereafter referred to as The Collection, includes the following process: Once the microfilm is available from the Colorado State Historical Society or other state historical societies, the master negative is pulled from the archives, a duplicate is made, and it is shipped to Israel, the location of the Olive software provider, where the processing takes place. The Olive software scans the film at 300 dip and performs a "distillation" on images to obtain the best possible image. The image is put into an XML format and burned on CDs instead of using FTP. The Olive software is also used to provide the searching interface and database structure.

DATABASE ACCESSIBILITY & USER REACTIONS

The project staff wanted to provide users with very precise search results, and there were several challenges to make the collection accessible to the public. Formatting used for older newspapers was non-standard, so it was difficult for the Olive software to find matches on search terms. In addition, there were numerous title changes for each newspaper and over time, the names of cities changed or ceased to exist, and county boundaries changed. Archaic or historic language that was used at the time a newspaper was published may be unknown or unrecognizable to modern readers. The solution was to implement keyword only, with no subject headings added at the present time. The sheer size of the database added to the challenges, as some words are not searchable at all or result in too many hits, for example, Kit Carson.

Colorado institutions provide access to The Collection in several ways. The Collection is cataloged and displayed in the OPAC. There is a link to The Collection on the library web site as well as a link from the "Databases by Subject" list. The project staff would also like to provide a link up front on the web page for each participating library, but this has not happened yet. The Collection is included in the list of regional history magazines and newspapers. There are two links that project staff would like to provide but have not been able to yet: an up-front link to The Collection on the web page for each participating library and a way to link directly to the newspapers themselves. The problem of how to get to individual newspapers is particularly thorny, so until that can be provided, the link currently defaults to the regional map as described below.

Ms. Bailey-Hainer conducted several searches to demonstrate access and use of the database. At the point of log-in, the system automatically asks the user what type of computer access they are using. In case they are not using a high-resolution type of access, the system offers a different interface if a lower-speed interface is necessary. Cookies are enabled to retain settings. Users can access newspapers by region, which creates and displays a map. Choosing the map and clicking on a region within it results in a list of newspapers for that region. From a selected list of titles, the user can search a single newspaper, a group of newspapers, or search all 91 newspapers. A searcher can look at an individual article or look at the article in context as part of the full page. When looking at an article in context, it shows any hand-written notes, etc., that were part of the printed newspaper, a feature that researchers and historians really appreciate. A keyword search, for example, the town of Wray, results in a list of four newspapers and cites the beginning and ending date range for each newspaper. Clicking on any of the four newspapers displays Date / Name of Paper / Headline / Number of Words in Heading. Clicking on "Headline" brings up the article with "Wray" highlighted. Clicking on the "Reader" icon pulls up a full page in context with the article highlighted. A search by word combination for example, "Wray + Sewer," results in a 1921 article with tabs across the top. Choosing the "Browse All" tab displays all 91 newspapers with Title / Town / County information. Select "Title" and a drop-down calendar displays. Choose "Date" and an entire newspaper displays. The user can then jump from page to page or several pages within that newspaper. A "Feature Topics" tab was created by hand to include Colorado-specific topics, for example, Sand Creek Massacre.

The Collection has been well received, and use is steadily increasing. The first year The Collection went public, there were 1.3 million views. For the current year through April 2006, there have been 1.1 billion views. It is a "sticky" site, which means a viewer stays for 35-40 minutes per use. A user survey, co-created by Utah and Virginia, was mounted at The Collection, and the results show most users are doing family history or are history researchers. Fifty-two percent of those taking the survey are over 60 years of age; the next-highest age range is 40-60 years old. Most users live in Colorado, but many are out-of-state users.

FUNDING MODEL & FUTURE PLANS

Originally, the project was funded by two grants awarded to the project partners, the Colorado Digital Program (CDP), the Colorado State Library (CSL), and the Colorado Historical Society (CHS): a Library Services & Technology Act (LSTA, the only federal legislation that funds libraries exclusively) grant in the amount of $120,000 and an Institute of Museum & Library Services (IMLS, an independent federal grant-making agency) grant of $249,232. This start-up money paid for "basics" such as the Olive software, the hardware and server, and one terabyte of storage. Currently the project is funded primarily by donors and contributors. The project has received more than $325,000 from libraries, museums, friends' groups, city governments, and foundations. There are still 22 million pages available for future digitization.

There are several collection development policies that have grown out of the project and will shape its future. As mentioned, the original grant money is gone and the project is currently driven by donations. Fundraising efforts will target counties with no newspapers online. Project staff are still hunting for the earliest available published issue for some historical newspapers published in Colorado which may be held in some other state's collection. A continuing focus will be to obtain and process issues of newspapers published prior to1923. Issues published after 1923 are no longer in the public domain and pose copyright concerns, which will make getting access to them more time consuming and labor intensive. The copyright concerns are many. Digital processing of the newspapers is done from microfilm and project staff need to work from the negatives. The Colorado Historical Society paid for some of the original microfilming, but to process the earliest reels is very complicated. They must identify and work with format owners, i.e., the owner of the microfilm negative of the newspaper, and the content owners. After 1923, that is the newspaper owner and/or their heirs, writers, photographers, and newswire services.

The Colorado Historic Newspaper Collection project has several long-term goals:

- Add more newspapers monthly.
- Add more featured groups of articles.
- Add a history of each newspaper.
- Add a Colorado timeline.
- Research access feasibility of adding keywords and/or subject headings to newspaper articles. Adding these access points would be very time consuming and needs to be carefully researched and weighed against the other goals.
- Upgrade to OAI harvestable version of the Olive software.
- Make the collection Z39.50 compatible.

In closing, Brenda Bailey-Hainer said the Colorado Historic Newspaper Collection is a great public relations project for a campus or company. Such a successful and valuable project, especially one that is also popular with users, is an incentive to those who work with historic newspapers to obtain a grant and do a similar project. Please visit the site and search The Collection at www.ColoradoHistoricNewspapers.org.

What's a Serial When You're Running on Internet Time?

T. Scott Plutchak, Director, Lister Hill Library of the Health Sciences, University of Alabama-Birmingham

Reported by Gaele Gillespie

From his perspective as a health science library director, a journal editor, and a member of a scholarly communications committee that is charting the future of the Medical Library Association, **Scott Plutchak** thinks the choices librarians make now for the utility and viability of serials will have as great an impact as when the first serial, *The Philosophical Transactions*, was published in London in 1665. The current times, he feels, are equally as momentous for serials due to changing formats, open access, institutional repositories, and preservation.

ARL's definition of a serial is "a publication issued in successive parts, usually at regular intervals, and as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annual reports, yearbooks, etc., memoirs, proceedings, and transactions of societies." It's a definition which is rooted in the physicality of its design and defined as something that can be counted. How will that survive in the future of such fuzzy boundaries, where we have to differentiate between an e-journal, an e-book, a database? Definitions are useful, but they can also hold us back and keep us from thinking creatively. The functions of a serial will still need to happen, and our job is to figure out how to implement those functions in our libraries.

Any new technology has a definite life cycle. Many older ones do not disappear; they find a new niche. The newest technology builds on the older one; there is an innovative stage, then it stabilizes, and things can be done with it that were not possible with the old technology. This is what will happen with e-journal technology. Print, the older technology, is not going away. E-journal technology is currently in its early stages.

Even though researchers want to read journal articles, not whole journals, e-journal literature has lots of competition: other e-resources, such as rich databanks, grey literature, blogs, wikis, social networks, etc. As librarians, we must keep our focus wide and be aware of these new resources and how one is replacing another. Who is going to organize all these sources of information and get users to them?

In this electronic environment, the journal article is more participatory, interactive, there's more linked data, and it is less central to its journal as a whole. However, it is also easier to change data in the e-journal articles and never track the change in the print version. What happens to the scientific record when it's so easy to change? When there are two articles, both with the same title, the same author, and both are indexed, which one is the "real" one? There is a NISO Working Group wrestling with identifying and defining versions of journal articles.

From his perspective as a small society publisher of an open access journal, Mr. Plutchak says he often wonders what "open access" will mean in the future. Most publishers and authors want to get information out as widely and as quickly as possible. Librarians want this, too, because our users demand increased access at greater speed. Therefore, the current adversarial position of librarians and publishers is unfortunate. We used to talk to each other about our shared interests. By definition, open access eliminates subscription barriers as much as possible. Revenue based on a distribution stream made sense in the print world, but not in the electronic world. From the publisher's perspective, it is still all about the money. It still costs to produce an e-journal, and there is not much new revenue to count on, plus library budgets are not increasing. Librarians are continually weighing what things need to continue to be done and what things do not. From his perspective, money should be taken from library budgets to do the following:

1. Market institutional repositories. Get the faculty to submit articles to the repository rather than to publishers who keep the copyright and

sell the scholarship back to libraries through subscriptions for which libraries pay quite a lot of money. Then librarians need to gather and organize knowledge within their institutions and make it available to the rest of the world. This would move scholarship forward.

2. Preservation. In the print model, publishers published journals and assumed libraries would store all the journals they subscribed to and the publishers would not need to do anything more after selling and shipping the journals to libraries. In the electronic model, the scale and complexity of the infrastructure and operation necessary to preserve core journals in electronic format is far beyond what any one library can support. So librarians think publishers should maintain the electronic archive and provide for perpetual access as part of licensing terms. We are in danger of losing a generation of scholarly literature, so how is the record going to be reconstructed? How will librarians ensure that journal articles remain stable and can be found and used by future scholars? Two initiatives arising out of partnerships between academic institutions and not-for-profit entities that offer permanent archiving of electronic journals are: 1) LOCKSS, Lots of Copies Keep Stuff Safe (www.lockss.org), initiated by Stanford University Libraries, is open source software that provides librarians with an easy and inexpensive way to collect, store, preserve, and provide access to their own local copy of authorized content they purchase; 2) PORTICO (www.portico.org), a collaborative initiative based on successful aspects of programs like JSTOR and Project Muse, is a new engagement between publishers and libraries that balances their needs and establishes the necessary funding to provide a permanent archive of electronic scholarly journals.

The job of librarians is not to build better libraries. It is about cultivating particular skills and talents to help our communities manage knowledge. How are we going to do this? The only way we can do this is to stop doing the things that are no longer relevant so that we can concentrate on the more relevant things, such as:

1. Relationships between librarians and publishers are the key. We need to find new ways to assess needs and new ways to fund them. We need to get out of our libraries and meet with faculty in their world and find out how they are doing research and what they are using to do that research. These should be informal, one-on-one meetings. It is not just public service librarians who need to get out and do this, but all librarians.
2. We need to be able to understand the economics of scholarly communication and publishing. Publishers must get a better understanding of universities and how different they are.
3. We need to give more attention to cataloging electronic resources, and that cataloging should not be done for our benefit as catalogers or librarians, but to benefit our users. We need to be part of developing better tools to make electronic resources available to our users.
4. We must give up trying to be perfect about everything we do.
5. We must be bold and experiment. The world of electronic technology is ambiguous and imprecise, so we cannot try to make it be precise. We need to be clear about our objectives and be willing to evaluate and try new or different approaches. If something we try does not work, so what? We should just intelligently reconsider it and try a new tack. We need to cultivate smart, creative people who are willing to take risks and create the future.
6. Journal articles will become shorter, more like an abstract, and will link to the actual data, rather than being "the end" in themselves. There needs to be improved or reformed, simplified peer review that is separate from the journal article. For example, in the American Philosophical Society peer review process, the article is written, the society reviews it, approves it, gives it the stamp of a professional society, then sends the article back to the author. The author puts it in a repository and makes it available worldwide.

We are working in a time full of challenges and opportunities, and what a fabulous time it is! The authors and scientists of 1665 would envy us!

STRATEGY SESSIONS

Small and Medium Publishers in an E-World: Thinking Out of the Box

Zachary Rolnik, President and Publisher, now publishers;
Sean O'Doherty, Vice-President of Sales, BE Press;
Ezra Ernst, CEO, Swets Information Services
Reported by Allyson Ard

This session focused on the current role of smaller publishers since the development of and transition to electronic resources. **Ezra Ernst** of SWETS began the panel discussion by noting the changes that both libraries and agents have seen since publishers have been evolving along with electronic resources. E-resources have brought an increase in complexity both for libraries and the market in general with new pricing models, packages, license agreements, and more. The impact of this changing market has produced a need for greater efficiency and transparency. With local offices for libraries and relationships with thousands of these diverse publishers, agents are in a unique position to provide for these needs. Lastly, Ezra noted that an essential role of agents is to create standards across publishers, libraries and other vendors. These standards would facilitate better electronic data interchange (EDI), collection evaluation and usage statistics, among other things.

Zac Rolnik of now publishers and **Sean O'Doherty** of The Berkeley Electronic Press (BE Press) followed with a focus on the state of small to medium publishers, noting some of the innovations that have been developed. Zac first recapped the current state of publishing. He noted that the private, smaller publishers are normally niche players with strength in a specific market. With technical costs declining, they can offer services similar to those of the big publishers, for example, user-friendly interfaces. He also explained that smaller publishers are often responsible for much of the innovation in the market since they are free to "think outside of the box" and try new technology, sales features, price schemes, etc. For instance, now publishers has a product which answers clinical questions, is constantly updated and is available on a PDA. Another resource allows the readers to update the content, pending author approval.

Speaking for another small publisher, Sean said they began BE Press to try to address the crisis in scholarly communication. They developed institutional repository software and streamlined peer review by creating an efficient editorial management system. They also implemented a quasi open-access model whereby a customer can view articles at no cost but each time is asked to complete an access form. BE Press then contacts the readers and asks them if they want a subscription. He noted that this has been a successful model thus far.

Ezra closed the session with a brief look at standards development and usage statistics developments. Overall, the session did shed light on the challenges these publishers face and how this impacts both libraries and vendors. It is clear they have found innovative methods to carve a unique position for themselves to answer market demands.

The Changing Landscape of Serials: Open Access Journals in the Public Catalog

Nancy Newsome, Head of Collection Development & Serials; and Krista Schmidt, Reference Librarian, both from Western Carolina University
Reported by Paula Webb

Nancy Newsome began the discussion by explaining the possibility of alleviating the budget crunch by using the components of open access. "The serials crisis has been going on for thirty years or more. Libraries have a difficult time managing the serials budget without compromising other collections they have. In the year 2000, Hunter Library [at Western Carolina University] cut over 20% of their print titles."

"What we do or [do] not do in the future will depend on the direction of scholarly communication. When the embargoed journals become open access, there will still not be any relief. It is hard to say how this will affect our budgets. Currently, the existence of open access has not affected our budget, but it has made our holdings more robust."

Krista Schmidt then talked about making serials holdings more robust. "When it comes to adding open access journals to the catalog, we thought about how it could include classes that we might find more important to spend the money on. We can pick and choose the most relevant titles needed."

"How many of us are taking advantage of tracking open access journals? As for our library, we include individual recommendations, but we are not as proactive as we should be. There is a lack of communication between the librarian and the vendor. This makes it harder for librarians to find the free open access journals. We have to become more proactive in what our vendors are providing us."

Schmidt pointed out that another problem for many people is quality. "One way to verify a quality online journal is creating screening criteria. As for Hunter Library, they already have selection criteria that all open access journals have to meet. The selection criteria are based only on the journals they add individually."

Krista Schmidt and Nancy Newsome advised the use of LC subject headings when adding open access journals in the catalog. "Serials have always been problematic for LC in that the serial's title should be as specific as possible. Perhaps a 690 field can be used or a genre field."

Newsome then discussed maintaining open access serials, "The problem is that you do not have a relationship with the vendor and there is less incentive for them to tell us about changes. For assistance in keeping track of open access journals, librarians could use link checkers or you could use a service such as Serial Solutions or EBSCO's A-Z list. However, they are always going to require some maintenance."

In conclusion, Nancy Newsome and Krista Schmidt successfully examined both collection development and technical issues related to open access journals.

The UC/JSTOR Paper Repository: Progress Thus Far

John Kiplinger, Director of Production, JSTOR;
Nancy Kushigian, Director of Shared Print Collections, University of California;
Colleen Carlton, Director of the Southern Regional Library Facility, University of California;
Jeff Sundquist, UC Shared Print Librarian / JSTOR Repository Manager, Southern Regional Library Facility, University of California
Reported by Mavis Molto

The first of the four presenters was **John Kiplinger.** He provided some context for the Paper Repository, recently developed by the University of California and JSTOR. A JSTOR Paper Repository Advisory Group met in September 2002 to discuss the needed characteristics for the repository, and in late 2004, JSTOR signed agreements with both Harvard University and the University of California/California Digital Library to archive all JSTOR titles publicly released through October 2003 (353 titles). It was agreed that Harvard would maintain a dark archive (belonging to JSTOR) and the UC Libraries would maintain a dim archive (belonging to UCL).

The next presenter, **Nancy Kushigian**, talked about the shared print projects at the UC Libraries. Several shared print pilot projects were begun in 2005-06, along with the JSTOR/UC cooperative project in 2005. Some of the challenges include: 1) management and administration; 2) systems for collaborative operation; 3) re-engineering the service model and systems, including user studies; 4) maintaining collaboration and funding; and 5) getting unanimous agreement among the ten campuses.

Colleen Carlton followed with an overview of the Southern Regional Library Facility (SRLF), where the JSTOR volumes are stored, and a description of the OPAC displays for the SRLF items. Holdings can be viewed in Melvyl, the UC OPAC, which provides a public note showing where the volumes came from. Additional item-specific information is available to UC library staff via the SRLF website.

Jeff Sundquist, the last presenter, was hired as manager of the UC/JSTOR Repository in January 2005, with the charge of developing, implementing and managing an operational plan for the project. The original timeline was May 1, 2005 to Dec. 31, 2006, with the goal of recording and processing 13 million pages at the rate of 650,000 pages per month. Fifteen students were hired for the project, with another six added later when a higher page count was determined (14.25 million).

Validation, a major part of the processing, consists of physically scanning each volume, page by page, to make sure the volume is complete and in perfect condition. However, as work began, numerous marks were found on the pages, which had to be fixed or the volume would be rejected. Because of the high rejection rate (60%), the project became a 23 million-page project, because of the additional validation required for the replacement volumes. More students were hired, for a total of thirty-three, so as to complete the project on time.

Three mid-project dilemmas developed, including: 1) student turnover; 2) the need to fill a second library assistant position under restricted FTE conditions and 3) a continuing high rejection rate. To deal with the rejection rate, standards were modified so more volumes would pass validation. Also, the UCLA Conservation Laboratory was used to train students on intermediate-level repairs. Another tactic was to begin using volumes from schools having potentially better copy than the volumes at the SRLF. After these changes, the rejection rate was reduced from 60% to 10%.

Topics that came up for discussion included: 1) cost concerns; 2) ergonomics; 3) binding potential repository volumes incomplete or with reproduced pages; 4) discarding duplicate or damaged volumes; and 5) quality control.

Envisioning the Future of ERM

Tim Jewell, University of Washington;
Ted Fons, Innovative Interfaces, Inc.
Reported by Chris Brady

Tim Jewell and **Ted Fons** presented this session covering emerging developments in electronic resource management (ERM). First covered in the session was ERMI (Electronic Resource Management Initiative), a program under the auspices of the Digital Library Foundation (DLF). ERMI's goals are to describe the data architecture needed to support ERM systems, to establish lists of elements and definitions, to create XML schema and DTDs, and to promote best practices and standards for data exchange, resulting in improved data and functionality of ERM systems in general.

ERM systems are relatively new and most systems are in the first phases of implementation. At this stage, libraries' main concerns for ERM are tracking costs and tracking acquisitions/purchases. Serials and acquisitions systems have done these functions well for a long time. Many of these systems' abilities should be transferable to ERM.

ERM is now going through design revisions and bug fixes that have been discovered in the first round of system implementations and use. Consolidation of the market is already happening. Fortunately, this activity is leading to a new round of improvisation and re-development of ERM systems.

Currently in ERMI, the data dictionary and data structure are complete; the focus now for ERMI2 is on creating data standards. This involves revising the data dictionary and standardizing license expression terms. ERMI2 is also developing professional training in license term mapping in conjunction with the Association of Research Libraries (ARL) and DLF. Finally, a common protocol for statistics collection and use is being developed.

Usage statistics are driving the need to standardize collection and use of data, the proliferation of which has proved challenging. The lack of standard "containers" of data leads to time-consuming tasks of gathering, assembling, and reporting the data on a piecemeal basis. Standardizing the reporting and analysis of data through the use of an XML format will result in consistency and a more efficient process. NISO has set up the SUSHI Work Group with contributing partners EBSCO, ExLibris, and others; information available at http://www.niso.org/committees/SUSHI/ SUSHI_comm.html.

SUSHI, the Standardized Usage Statistics Harvesting Initiative, aims to create a machine protocol to manage usage statistics using an XML structure. A practical example is calculating cost-per-use. The acquisitions' side of ERM is fairly well-developed. With developments coming out of SUSHI, cost data are starting to be gathered at a very granular level, thus blending acquisitions and usage data together. SUSHI also can help with automating administrative tasks. Examples include IP registration, trial administration, account activations and renewals, incident reporting, sample license review, and license exchange. Automation requires standards and cooperation between system developers and content providers. Next for SUSHI is to seek endorsement by the library community. We need to inform content providers of the advantages of adopting SUSHI standards and lobby them to do so.

The COUNTER project (Counting Online Usage of NeTworked Electronic Resources) aims to standardize reported data. For example, the first standardized report created under COUNTER (Journal Report 1) will enable data providers and users to directly compare usage data from vendor to vendor and from library to library. The next standard report format is due to be completed in June 2007 and will focus on the auditing process.

Regarding coverage data and standards for ERM, three areas to look at are an exchange standard for transmitting data, services to do this, and what data need to be exchanged. An example of a standard is ONIX which, among other things, is used for exchanging online holdings data. Some ILS vendors offer aggregator services which facilitate spreadsheet exchange. In terms of what data need to be exchanged, enumeration is as important as chronological data.

Link resolvers are another area of concern. Library users access data from multiple sources; thus, we must account for license terms, scope notes, and announcements affecting access. Such information is essential and helps sell what the library does, especially when many users do not equate accessing fee-based databases as "the library." Librarians must promote their role as access provider and counteract the common attitude reflected in this scary quote from a library user, "I don't need the library; I get everything I need from EBSCO."

The remaining part of this session dealt with audience questions. Concerns expressed from attendees included what kind of usage statistics would be gathered and how to ascertain the true meaning of "cost-per-use." Also, while usage statistics are often used in determining which expensive subscriptions to cut, they might also be used to increase usage and expenditures in some cases. Data can be compared to assist in collection development, especially in comparing the cost of a subscription versus a "pay-per-use" model.

Journal Pricing 10 Years Later

Tina Feick, Vice President for Customer Relations, Swets Information Services Inc.;
Bob Boissy, Manager of Agent Relations, Springer;
Leslie Knapp, Director of Client Relations, EBSCO Information Services
Reported by Michael Twigg

Tina Feick, **Bob Boissy**, and **Leslie Knapp** presented an entertaining and informative review of the current journal pricing cycle and a discussion of the impact that electronic titles are having on publishers, agents, and libraries. The presentation was an update of a similar session presented at the 1994 NASIG conference in Vancouver.

In the traditional publisher model, journal costs were largely determined by paper, postage, binding, and other production costs. Pricing was relatively straightforward with little negotiation required between publisher and library. Steady increases in prices were mainly due to increased numbers of pages or changes in frequency. Publishers primarily kept their focus on the publishing side of the business with an emphasis placed on the quality of the journal and with relatively little invested in the marketing and sales side.

The presentation made clear what a large volume of information subscription agents deal with, as many as 100,000-300,000 records from 20,000-78,000 publishers. The core of most agents' work revolves around approximately 75,000 journal subscriptions and the 50-60 largest publishers.

The basic timeline for journal pricing has not changed since Vancouver. Quality and completeness of information received by agents from publishers remains varied and somewhat inconsistent. Electronic standards and transmission of information have yet to produce the improvements desired by publishers, agents, and libraries.

Pricing by agents is still largely a manual process involving printing, stamping, and scanning publisher price lists. Pricing for a single journal may also need to be broken down by other factors including geographical region pricing, institutional vs. individual rates, or special charges for shipping.

Agents currently rely on publisher discounts and library service charges to arrive at their 5-10% profit window. Library service charges are principally determined by the difference between the publisher commission and the 5-10% profit goal for the agent.

Publishers are currently in a state of flux as the numbers of electronic titles increase. It is now widely accepted by publishers that electronic will not necessarily reduce costs. Publishers are hiring more technical personnel as well as more marketing and sales staff to deal directly with institutional customers. Publishers continue to experiment with new licensing models to meet the demands of end users.

Pricing models for electronic items are just as complicated from the agents' perspective. Agents must now deal with individualized pricing models for electronic titles. The complex pricing structure can often lead to mistakes or misunderstandings. Agents are discovering that some publishers are beginning to turn to the agent to handle the complexities of negotiating electronic deals with libraries.

The audience and panel discussion at the end of the session revolved largely around continued price increases, the potential impact of open access titles, and communication problems between publishers and agents.

Getting from Here to There, Safely

Roger C. Schonfeld, Manager of Research, ITHAKA
Reported by Rosella Thomas

Presented by **Roger C. Schonfeld**, this session was a multi-faceted look at the status of electronic publishing and its implications for libraries and publishers featured in his presentation titled *"The Transition to Electronic-Only Format: Costs and Considerations."*

Many large publishers have already made the transition toward primarily electronic formats with print as the add-on, and many libraries having already completed the process of moving to e-only for a large number of their subscriptions for both cost savings and to meet library user needs. However, there are still many university presses and scholarly societies that do not have electronic format available.

This session presented an opportunity for dialogue between the presenter and the attendees – resulting in more questions than answers because both libraries and publishers are decidedly in a state of flux. While libraries may be looking for cost savings and may make the move to e-only for the majority of their subscriptions, will they be truly inclined to get rid of their print subscriptions altogether? Dramatic cost savings are evident, but many libraries may not yet be ready to rule out the print format. How will the smaller publishers make the transition to the electronic if not by collaborating with large information providers such as BioOne, HighWire and Project Muse for their electronic content? We have already seen the benefits of the electronic content that these providers have made available. How will electronic archiving initiatives such as LOCCKS and Portico establish continuous and stable content? Understandably, all libraries may not have the resources to play a role in these processes. Could libraries be persuaded to direct their cost savings from canceling print toward one of these electronic archives initiatives? Admittedly, cost savings from print cancellations may ultimately have to be directed toward a library's budget shortfall or to purchase new resources. Can institutional repositories, repositories formatted by discipline, and informal blogs be used as a solution for the smaller publishers to get their information out electronically? We are already seeing evidence that these methods are useful for making information available for research needs.

This presentation ended with Roger's three takeaways for the audience:

- That libraries need to consider with greater care how publishers will make the transition to an electronic-only environment.
- That a strategic format review, by an individual library or by groups of libraries, has significant advantages over a chaotic transition.
- That archiving must not be forgotten, for both electronic and legacy print collections.

It is still too soon to know where the world of scholarly publication and information access is heading. There are many unanswered questions, but libraries will definitely need to take the lead through their strategic planning and leadership to assure that information and access are provided to meet their users' needs.

The State of Scholarly Communications: Emerging Issues, Pitfalls, & Opportunities

Lee C. Van Orsdel, Dean of University Libraries, Grand Valley State University

Reported by Kathy Carter

Using a sophisticated PowerPoint presentation, **Lee Van Orsdel** described recent developments that led to the current tension-filled state of scholarly communication and identified emerging trends that will shape its future. She set the stage by reminding the audience of some paradoxes. As the Web removed barriers to access, new barriers appeared such as license restrictions and loss of fair use copyright protection. While scholars give as many as ¾ million free articles per year to publishers, their institutions cannot afford to buy them all back. The cost of Internet distribution is low and libraries have moved to cut print subscriptions, yet online-only prices have remained high.

Van Orsdel enumerated changes in the market, in the academy, and more broadly, in public policy. These include increased market elasticity achieved partly by library-led developments such as SPARC and cancellation of "big deals." Additional changes include the growing awareness among scholars of copyright and publishing issues, the upsurge in Open Access (OA) and self-archiving, and worldwide political pressures to make publicly funded research freely available to all. Publishers have pushed back on many of these shifts through bundling and multi-year contracts, content embargos, introducing hybrid OA practices while retaining control of content, and active lobbying at the political level to prevent or delay public policy change.

Van Orsdel identified certain trends that will continue to force changes to scholarly communication, backing them up with statistics and examples. The "desire for intelligent simplicity" is driven by Google and user perceptions that content is (or should be) free and easily accessible on the Web. Public policy is playing an increasing role, taking different and often conflicting directions in different countries or within the same country. For example, the U.S. Congress is currently debating both the Federal Research Public Access Act (FRPAA) and "net neutrality." FRPAA would require most taxpayer-funded research to be made freely available, while threats to net neutrality could introduce new barriers to universal access. These trends, together with the increasing viability and credibility of OA and the growth of subject, institutional and national repositories, make it certain that the transformation of scholarly communication will continue.

During the short discussion portion of the session, Van Orsdel was challenged to give a more balanced portrayal of publishers' views and actions. She emphasized that all assertions in her presentation were based on factual evidence. A comment was made that OA does not serve humanities scholars well because most humanities research is not grant funded.

How Did We Ever Manage Without the OpenURL?

Nettie Lagace, SFX Product Manager, Ex Libris;
Janet Chisman, Head of Serials and Electronic Resources, Washington State University
Reported by Gail Julian

Nettie Lagace began the discussion with a brief history of the beginnings of OpenURL and link resolvers. Linking research began at Ghent University in 1997/1998 and was acquired by Ex Libris in 2000. In that same year, the SFX URL was submitted to NISO and is now referred to as the OpenURL. The idea was to put linking research into the hands of librarians who are most familiar with users and their needs. Lagace emphasized that linking is ubiquitous on the Web and users have come to expect it, making the use of a link server in libraries essential. According to Lagace, "introducing a link server allows more comprehensive linking that is easier to manage," thus allowing libraries to connect users with the appropriate resources. The OpenURL allows the transfer of metadata in a standard way. Over the past six years, a number of link servers in addition to SFX have been developed and marketed. Lagace provided a list of those currently available.

Lagace went further to discuss the OpenURL standard (NISO Z39.88-2004). The original version 0.1 had some limitations, specifically the inability to accommodate patents and dissertations. The newer version 1.0 will be able to accommodate patents and dissertations and will be able to transmit in XML in addition to HTML. The new version 1.0 also defines a citation metadata package called ContextObject. See http://www.niso.org/committees/committee_ax.html for additional information. Lagace provided screen shots detailing how a link server works and how various libraries have customized them for their local needs. Libraries can make screens simple or complex, can provide an intermediate page or a direct link to a target, and can be innovative in determining uses. Lagace completed her presentation with a brief introduction to COinS (ContextObjects in Spans). COinS provides an avenue for using OpenURL to embed citation metadata into HTML pages. Lagace provided some COinS references for additional information, including the official COinS website at http://www.ocoins.info/.

Janet Chisman discussed four applications used at her institution to move the library into the world of the user. The first application discussed was Open WorldCat. Open WorldCat allows a user to search for a title using Google or Yahoo and receive a results set prefaced by "find in a library." From there, a user may enter local information which results in a list of libraries in their area that own the title, with links to the library webpages and catalogs. The second application discussed was the OCLC eSerials holdings pilot. This service will become fully available on June 30, 2006. This is a no charge service that allows holdings symbols to be added to ejournal records in OCLC by batch load from link resolvers and A-Z list providers such as Serials Solutions, TDNet, and EBSCO. This project is designed to increase the visibility of full-text electronic journals available in libraries by allowing users to more easily locate them through Open WorldCat.

The third application Chisman referred to is the Google Scholar Library Links Program. Both the institution's link resolver and holdings must be provided. A user may be presented with full-text or with an intermediate screen providing other options such as interlibrary loan. Google Scholar also directs users to library holdings through Open WorldCat. See http://scholar.google.com. The fourth and last application mentioned was Windows Live Academic, a Microsoft product. With Windows Live Academic, holdings are not provided but the institution's link resolver must be registered. See http://academic.live.com/librarians for additional information.

Following the presentations, several questions were asked, particularly about the OCLC eSerials holdings pilot. Audience participants were curious as to how lending restrictions on e-resources could be handled. An OCLC representative in the audience contributed information concerning the OCLC policies directory and local holdings records. Additional questions concerned titles available through multiple sources. Some questions remain unanswered at this time.

Mountains, Valleys and Pathways: Serials Users Needs

Lynn Silipigni Connaway, Ph.D., Consulting Research Scientist, OCLC Office of Research;
Regina Romano Reynolds, Head of the National Serials Data Program at LC
Reported by Janet Arcand

Lynn Silipigni Connaway gave a presentation on the outcomes of a project, "Sense-Making the Information Confluence: The Whys and Hows of College and University User Satisficing of Information Needs", which was funded by the Institute of Museum and Library Services, Ohio State University, and OCLC. The term "satisficing" comes from the writings of Herbert Alexander Simon on human behavior. The project was designed to gain insight into the research-gathering activities of three groups of researchers: undergraduate students, graduate students, and faculty. Once the information is assessed, there will be a need to develop catalogs that meet user needs more closely. Ms. Connaway's presentation focused upon the project's focus group interviews and semi-structured discussions. The library was not the first resource that came to mind of any of the researchers, who tended to use human resources (their parents, roommates, professors, colleagues), their personal library, or to search on the Internet. When questioned about use of library services, undergraduates indicated the library homepage was difficult to use, but graduate students and faculty did utilize the library's homepage and electronic resources. However, this was often after familiarizing themselves with the topic first on Google. Patrons wanted fast, full-text results and indicated the library catalog could use a recommender service like Amazon to enhance the discovery service.

Ms. Reynolds gave the second presentation, on the user-focused nature of both the Access Level Record for Serials and the revised ISSN standard. Both projects deal with conflicting needs: in the case of the access level record, it was serials catalogers versus patrons, and in the case of the ISSN standard it was subscription agents versus OpenURL needs.

The Access Level Record is sponsored by the Program for Cooperative Cataloging and CONSER. The objectives are to develop a single CONSER standard record, to favor access over description, to have it applicable to all serials in all formats, and to have it function in current and future environments. It should cost less to train catalogers for this work and to create and maintain records based on this standard. Core FRBR elements were identified by their ability to meet needs (find, identify, select, obtain), and a mandatory element set was created. All access point fields but few descriptive fields were designated as mandatory. The resulting cataloging guidelines are intended to be a floor, not a ceiling, for descriptive work, and judgment is left to individual catalogers to decide what is important. The hidden issue is that users want the displayed information to be clearer and understandable. The next step is to obtain approval from CONSER and the PCC.

ISO 3297 Revision Working Group worked on the ISSN standard. The primary conflict is between identification at product level versus manifestation and title level. Since the suffix solution is incompatible with EAN 13 and would be hard to implement, the Working Group decided to mimic Coca Cola and return to the Classic ISSN but to add the linking ISSN (ISSN-L). The ISSN-L is the ISSN that enables collocation for linking among different media versions of a continuing serial. It is a function or mechanism, not a new identifier. The first assigned media-specific ISSN will also be designated as the ISSN-L. It will retain its separate role as the ISSN for its manifestation, but add the role as the linking ISSN for all manifestations of a title. All versions will have both an ISSN and an ISSN-L (it will be one and the same for one version of the title). ISSN International Center will retrospectively designate the ISSN-L for existing serials. Future designation of the new ISSN-Ls for new titles is to be determined, as is the MARC field. If this proposal receives a positive vote, it should be published in the first half of 2007.

TACTICS SESSIONS

E-Resources = E-Opportunity: Connecting Systems, Technical Services and Patrons

Betty Landesman, Head, Collection Management Team, NIH Library;
Sharon Wiles-Young, Director, Library Access Services, Lehigh University
Reported by Xan Arch

The two presenters discussed the growing number of electronic resources in their libraries and the different solutions employed to manage the resulting changes in staffing and workflow. **Betty Landesman** began the presentation by explaining that the National Institutes of Health Library provides electronic access to 91% of the journals in their catalog and 50% of the visits to their website are to e-resources. To manage this large collection of electronic resources, the library at first created an electronic resources' team that included staff from reference, acquisitions, and serials. This team was responsible for selection, acquisition, and maintenance of e-resources in the online catalog. Meanwhile the public services department maintained an alpha list of e-resources in an SQL database. However, this duplication led to many inconsistencies between the catalog and the database.

In 2004, the NIH Library launched a new Website and decided to move all electronic management responsibilities to the Collection Management Team in order to minimize inconsistency and streamline practices. Other changes to accommodate e-resources included an email list to report access problems, the use of approval plan classifications to assign consistent subject headings to e-resources, and the implementation of such new technologies as online approval slips to streamline processes.

There is still work to be done at the NIH Library, including the implementation of an ERM module in 2006 and easing staff adjustment to the decrease in print resources. The most important goal for the Collection Management Team is the development of a way to output data from the library's ILS (or possibly the ERM) into the SQL database, in order to eliminate duplicate keying.

Sharon Wiles-Young, the second presenter, works at Lehigh University. The university has faced many of the same issues with electronic resources workflow and staffing as NIH, but has found different solutions due to the different needs of their patrons.

Like NIH, Lehigh provides access to e-resources through the catalog but was able to use Microsoft Access and the OPAC to dynamically create an alpha list for the library's webpage. The academic environment meant that patrons were very interested in subject- and major-specific lists of electronic resources and initially the subject librarians were responsible for creating and maintaining web pages for these lists. However, this resulted in pages of varying quality. An opportunity arose when Lehigh implemented a portal solution for the campus; the library was able to implement MyLibrary, a library-specific portal that appeared as a tab in the main campus web environment. Using this software, patrons have quick access to subject-specific electronic resources on an editable page that is customized for each major, including undeclared.

Ongoing concerns for Lehigh's library include training staff in SFX and the future implementation of an ERM, as well as keeping current with new technology that will further aid patrons' searching and discovery of electronic resources.

Crawling Out of the Web: Alternative Citation Source

Deborah Lee, Coordinator of the Library Instructional Services Department, Mississippi State University
Reported by Ellen Barrow

Citation searching, analysis and sources are of crucial importance to faculty seeking promotion and students conducting research. The focus of **Dr. Deborah Lee's** presentation was exploring the unique nature of citation analysis, various resources used and the pitfalls of citation analysis. This session was born out of Dr. Lee's workshops for faculty at Mississippi State

University Library. The faculty was using traditional approaches for citation searching and analysis such as Google Scholar and traditional sources such as the *Web of Science*. Dr. Lee stated that citation analysis was a "hot topic" in academia. Scholars are looking at how ideas are transferred and need to know how to look at citation sources. Dr. Lee explained the different electronic sources and their value in citation analysis for students and faculty.

She talked about the *Web of Science* and how one can examine citation patterns of different fields. Citation alerts can be created and are quite prevalent in citation analysis. There are other options for citation searches, such as EBSCO and Google Scholar. EBSCO offers a more esoteric approach to citation analysis rather than a pragmatic one but it is an option. Google Scholar, on the other hand, offers hefty, but not comprehensive coverage of citations. Dr. Lee recommended "playing" with advanced search to see what can be accomplished in citation searching. However, Google Scholar offers no name authority and no cataloging.

In conclusion, "Crawling Out of the Web: Alternative Citation Sources" was an excellent overview of the why and how of citation analysis and its importance to faculty seeking promotion. Faculty need to collect and analyze their contributions to the knowledge base and research faculty need to seek citations according to their preferences and usage. Citation analysis is just one facet of serials management that is making a strong emergence in the field of academic promotion and research. Citations are the backbone of what makes serials management and access so important.

Blogs, Wikis, and Podcasts: Social Software in the Library

Abigail Bordeaux, Binghamton University Libraries

Reported by Danielle Williams

Abigail Bordeaux began her session with a brief overview of social software, using the *Wikipedia* definition: "Social software enables people to rendezvous, connect or collaborate through computer-mediated communication to form online communities." While libraries have embraced nearly every form of technology for library service, only a handful of libraries have added blogs, wikis and podcasts to their offered services.

Short for weblog, blogs have become a very popular form of communication for anyone comfortable with the Internet. They are incredibly easy to use, and yet are under utilized in the library community. Whether they are limited to updates by library staff or allow for comments from the public, blogs are an excellent way to promote library services, relate library news to patrons, or to share information with other libraries. RSS feeds allow interested parties to subscribe to blogs and receive updates whenever the blog is updated. RSS feeds are very easy to set up, can help provide a ready reference to the number of people interested in information about the library, and allow patrons to get automatic updates whenever the blog is updated.

Wikis also provide numerous opportunities for use in libraries. As of May 2, 2006, the *Wikipedia* definition of a wiki stated that it is "…a type of website that allows users to easily add, remove, or otherwise edit all content, very quickly and easily, sometimes without the need for registration." A wiki can be edited numerous times and content can be added without the need to email the document or to meet and discuss possible changes to the document, making it a perfect venue for librarians to share information with each other about a variety of topics, including reference information.

As with most software, there is no need for experience using HTML code. Blogs and wikis are very easy to use and both contain features that allow easy editing and replying to posts. Ms. Bordeaux ran out of time before she could discuss podcasts, but her presentation is available online at http://library.lib.binghamton.edu/presentations/.

In addition to information about blogs, wikis and podcasts, Ms. Bordeaux also provides several links to examples of several libraries that have set up and are using social software.

Climbing Peaks and Navigating Valleys: Managing Personnel from High Altitude

Jeff Slagell, Interim Director of Library Services, Delta State University

Reported by Peter Fletcher

Jeff Slagell, Director of Library Services at Delta State University, warned managers to expect the unexpected, never underestimate people, and be able to adapt. He continued by emphasizing that in managing people one needs varied abilities and to create a positive environment. In addition, managers should be aware of their management style, of which there are various types. For example, management styles include: indecisive, no rush to judgment; micromanager; taskmaster, a sense of urgency and deadlines; abrasive, bad temper and a tendency to belittle; political, self-promotion; and participative, sharing. Slagell indicated the importance of knowing your good and bad traits and of being aware of your environment. He also pointed out that job descriptions must be kept up to date, expectations of employees should be established and that one must set the tone for new employees. Mentoring employees is important, he continued, especially new folks, either formal or informal, via professional development, release time, and so on. A good manager should also establish a flexible policy that will not affect work negatively. Slagell pointed out that, in his opinion, communication is the single biggest problem seen in libraries, both between administration and departments and between departments. It is important to try to be transparent in management, have meetings to share information, and use email for brief FYI notes.

In discussing the assessment of employees, he stressed that evaluations can be both formal and informal; performance should be frequently indicated to avoid surprises and there should be a structure that allows feedback. Furthermore, standards must be known, agreed upon, and consistent across departments—the absence of consistency is demoralizing to employees. In continuing, Slagell also emphasized that documentation is important in disciplinary actions: verbal warnings are followed by written warnings—with a witness present—and the written warning must clearly indicate how to improve, must be legally defendable, and consistent with campus/University policy.

In conclusion, Slagell had several survival techniques he wanted to impart to the audience. He suggested using various survival techniques such as having a sense of humor; do not over extend yourself, be able to say no; do not over-schedule yourself, do not schedule meetings back to back; be honest about your lack of knowledge; be in control of meetings, time limit, agenda; know your strengths and weaknesses; and delegate and get help as necessary. Finally, he could not overestimate the importance of being nice to secretaries.

Old Is New Again: Using Established Workflows to Handle Electronic Resources

Amanda Yesilbas, Assistant Serials Librarian, Florida Atlantic University

Reported by Janet Aracand

Amanda Yesilbas, Field Specialist at Florida Center for Library Automation, was formerly Serials Librarian at Florida Atlantic University. She gave a presentation on how the staff at FAU proactively handle electronic journal subscription problems by modifying the check-in workflow for print serials issues and applying it to create a check-in process for electronic journals.

This new workflow was designed after FAU staff realized they were not receiving all of the journals to which their library had subscribed in a large publisher journal package. A systematic process was created to handle check-in for approximately 1600 paid online subscriptions. The number of titles and their expected issues for the year were calculated and split up according to the number of workdays in the year. Only 25 to 30 titles need to be checked for receipt in the course of a workday. Issues are checked-in on statements in the NOTIS OPR record. The check-in activity enables staff to find problems in terms of access, renewals, license terms, and URL or publisher changes.

The log of the check-in statements is useful for problem-solving, since it indicates the last time access had been successfully ascertained by FAU staff. Since the number of print subscriptions had declined, there was sufficient staff time to accomplish this new activity. This task was implemented in February 2005. It is notable that the statistics of reported access problems was significantly lower in February 2006 than it had been in the two previous years. February had traditionally been the month in which problems with electronic renewals manifested themselves, but it is possible that this calendar trend is shifting later due to publishers extending grace periods. FAU is in the process of converting to a new LMS, and will be making decisions on how to handle this workflow in the ALEPH system.

The Shape of Things to Come: Resource Description and Access (RDA)

Ed Jones, National University

Reported by Mavis Molto

Ed Jones began the session with an overview of the history of recent catalog codes and events that have laid the groundwork for current code development. Key events have been the development of AACR2 in 1978 and FRBR, *Functional Requirements for Bibliographic Records*, in 1997, along with the meeting of the International Conference on the Future of AACR2 in Toronto in 1997, and more recently, the International Meetings of Experts for an International Cataloguing Code. As work began on AACR3, the cataloging community said it did not go far enough in incorporating FRBR principles, providing for digital materials, and solving GMD problems. Work has thus begun on a totally new code, *Resource Description and Access* (RDA).

RDA has a structure more aligned with FRBR and a more "user friendly" layout and formatting of instructions. The code will incorporate the FRBR objectives of allowing users to find, identify, select, and obtain resources. The relationship to access is perhaps one of the biggest changes from AACR2. RDA deals only with elements; ISBD punctuation guidelines have been moved to an appendix. Other features are: AACR2 compatibility, consistency, compatibility with international principles, and usability outside the library community.

The structure of RDA will differ from AACR2, with the rules presented in three parts (as of May 5, 2006). Part I, on resource description, will be organized by user tasks; Part II will cover relationships, and Part III will cover access point control, including a chapter on names of families taken from the archives community. For the first time, drafts of the new code are being posted to the web for comment. The goal is to publish RDA in 2008. The code will be optimized for online use, using English-language conventions.

A description of RDA's relationship with other standards, including FRBR, ISBD and MARC21, was provided. FRBR, an entity-relationship model, is part of RDA's "conceptual foundation," with relationships in the code based on the FRBR Group 1 entities: work, expression, manifestation, and item. RDA and MARC will be compatible, but not tied specifically to one another. RDA will also be compatible with the draft "Statement of International Cataloguing Principles" (SICP), which states that bibliographic records should typically reflect manifestations and that the description should be based on international standards, currently the *International Standard Bibliographic Descriptions*.

Some of the new features of RDA include:

1. ISBD punctuation in the examples.
2. Different meanings for some terms (e.g., mode of issuance, and intended termination).
3. Minimal level of detail, equating with Level 1 in AACR2 plus series title/numbering.
4. Statement of responsibility as a transcription or, optionally, a controlled access point.
5. The "rule of 3" made optional for the statement of responsibility.
6. Inaccuracies transcribed as is, with corrections given in notes.
7. Additional publishers displayed as a second 260 field and/or a note.
8. Use of the English phrases "place of publication unknown" and "publisher unknown," instead of the Latin abbreviations "S.l." and "s.n."

Topics that came up for discussion included: sources for serials description in RDA; implementation schedule for RDA; the concepts of "integrating resources" and "continuing resources" in RDA; and provisions for RDA use in non-English languages.

To Train or Not to Train

Rick Anderson, University of Nevada-Reno;
Kittie Henderson, EBSCO Information Services
Reported by Danielle Williams

Training is an integral part of purchasing any new library technology. However, vendors solicit meetings with librarians for other reasons aside from simply training personnel on new systems. **Rick Anderson** presented several useful tips regarding what should be taken into account when a sales representative wishes to hold a meeting. First and foremost, who would gain the most from attending the meeting? In addition, it is important to consider whether the lost staff time would be worth the time spent in the meeting. Is it necessary for all staff to attend the session? Are the tasks that are not being done more important than the knowledge acquired at the meeting?

It is also important to prioritize the types of meetings that are being held. Ranking meetings with vendors can lend assistance to choosing who attends meetings. The most important type of meeting is obviously a straightforward training session. Any staff that will be using the new interface will need to attend the meeting. Second in importance is end-user training, although Anderson was quick to point out that library personnel receiving the training are not always the end-user and if the end-user needs training to use the system, there is something wrong with the product. The least important meeting is the sales pitch. While sales pitches can be interesting and necessary, it is never necessary for the entire library staff to attend the meeting. On the other hand, a good representation of the library personnel is essential.

Kittie Henderson presented the vendor's point of view. Just as it is important for librarians to consider whether a meeting with a vendor representative is necessary for all staff personnel to attend, it is also essential for the vendor to be clear about the type of meeting they are offering and to let the library know what type of audience they would like to address. The vendor should not force themselves on their clients and should listen to their clients' needs. Any meeting between librarians and vendors is a meeting between professionals and should be treated as such. Meetings are just as expensive, if not more so, for the vendor as for the library. While the vendor's job may be more of a numbers game, it is also important to remember that they deserve the respect of any professional for a job well done.

Electronic Resource Management

Janet Chisman, Serials and Electronic Resources Librarian; and Greg Matthews, Catalog Librarian, both from Washington State University
Reported by Virginia A. Rumph

Janet Chisman and **Greg Matthews** shared what they had learned in implementing an Electronic Resource Management system at Washington State University. Rather than analyze a specific system, they examined what worked and what did not work for them. Chisman said before they implemented their ERM they relied on many different data sources. Their goal was the ERM resource information contained in Resource Records and License Records with fields that could be modified by the library staff. That information is then readily available to the public and the staff. The system should have the flexibility to meet each library's needs.

The data sources used to load electronic journal information included publisher lists, the SFX KnowledgeBase, a home-grown ejournals list, and Serials Solutions for dynamic resources such as DOAJ and Lexis-Nexis titles. This process gave the staff an opportunity to clean up records for a more accurate result. Since the ERM implementation, only the home-grown ejournals list has been dropped in favor of a list generated from the SFX KnowledgeBase.

Cooperation, communication, and collaboration proved vital to the success of the project, both within each unit and between units. They found that there was a need for continual interaction, whether in formal meetings or informal discussions. A shared virtual space was the result. A workflow database was also created using MSAccess to track initial loads for the Serials Unit and for the project manager's use. It was most useful in balancing workloads and checking individual staff progress. However, it proved very time consuming, as much of the data could have been transferred directly into the ERM system. The ERM helps achieve the Serials Unit's goal of getting holdings dates into the catalog without delays.

Greg Matthews next described the impact the ERM implementation had on the Cataloging Department. They began by identifying cataloging issues such as changing workflows and the need to change or create new policies. Staff also needed to be assigned for the project and they discovered that experience in cataloging did not necessarily equal ability in the ERM environment, so training was needed. A major cataloging issue was the use of a single or a multiple record approach. The single record allows for multiple access options, and also achieves the goal of vendor neutrality. Another question was whether call numbers should be assigned, and if so, to all e-resources or only subscribed ones. They decided to do so to maintain consistency, and for quality control.

Matthews found that the ERM project brings a library face to face with the history of its catalog. Past cataloging practices are preserved. An ERM system challenges traditional cataloging decisions. As a result, there were several staffing outcomes. The breadth of duties had to be examined; what determines the boundaries? Cataloging started with few people involved and needed to expand their involvement. However, Serials started with lots of people, then contracted and reorganized. Chisman and Matthews concluded that the ERM project involved an enormous amount of work, but the end result was worth all the effort.

Linking the Library and Course Management System

Claire Dygert, Electronic Resources Unit Coordinator, American University Library

Reported by Valerie Bross

With increasing pressure to "be where our users are," this session could not have come at a better time. **Claire Dygert** is responsible for both the institutional repository and the integration of the library into the campus management system (CMS); she was the ideal person to present this topic.

The specific CMS at American University is Blackboard; but many of the strategies and services that Dygert developed have broad applications.

Key factors that affected Dygert's approach were: (1) the organizational structure and personalities at AUL; (2) faculty/instructor familiarity with the library and with Blackboard; and (3) the strengths of the library staff.

At AUL, Blackboard is administered by the campus Center for Teaching Excellence (CTE), a group with little knowledge of library services and resources. The first step in integrating the library into Blackboard was remedying this gap. Dygert has worked vigorously to overcome some of the barriers with CTE. She educated the CTE staff about the numerous virtual services available through the library: e-reserves, virtual reference, online pathfinders, information literacy support, streaming audio/video, and copyright information.

The next step was the creation of a library site within Blackboard which allowed faculty access to services which they could embed in their course pages. One of the most important of these services is LinkMaker, an open source program that creates proxied, persistent links to library content (except, for now, LexisNexis). Faculty can use an input form to create links that are stripped of session-specific information or other data that might result in invalid links. Resources linked by LinkMaker include: licensed e-resources; e-reserves chapters; and streaming audio or video files in the library's e-collections.

Another service is a page that instructors can copy into their assignments to link students to the "Contact a Librarian" service. Similarly, the Blackboard library site has instructions to assist faculty in linking from assignments to the Library Information Literacy modules. Yet another service is a segment of copyright resources, both FAQs developed by the campus and links to other resources.

Finally, to demonstrate to the faculty how to use these library services, the library developed a sample course page with links to various types of resources from the “Contact a Librarian” service to the Information Literacy modules.

Having a useful service is never enough; marketing the service is essential. Dygert recommended targeting specific faculty to help integrate resources into their courses, for example, through Content Clinics, sending messages to adjunct faculty and graduate assistants through their email lists, partnering with the group that administers CMS to provide workshops, sending out postcards, working with library liaisons to promote the service and partnering with distance learning programs on campus.

Those interested in learning more about how American University Library integrated services into Blackboard are invited to visit the AUL site at: http://blackboard.american.edu (username: libguest; password: libguest).

Tackling the Reorganization Chart

Ramona Metcalf, Electronic Acquisitions Librarian; and Serenity King, Reserves Coordinator, both from University of Texas at Dallas

Reported by Xan Arch

Ramona Metcalf and **Serenity King** described the reorganization recently undertaken by the technical services units of the University of Texas at Dallas. Going through the process step by step, they detailed ways in which the reorganization succeeded and aspects that could have been done better.

The UTD library had Acquisitions and Cataloging Departments separated by a physical wall and suffering from a lack of clear communication. The reorganization removed this wall and merged these two departments into a single more efficient Technical Services Department.

The first step in this process was telling the two departments about the change. The presenters suggested that this be done on the same day, so as to eliminate rumors and confusion. The next steps concentrated on streamlining practices. First, staff members explained their job duties to the group. A consideration at this stage should be who performs each task, not just what tasks are performed. After the move, staff will benefit from knowing who of their co-workers can be resources for which type of questions. Next, staff ranked the job duties according to importance, and the list was compared to the reference staff’s list of importance. This helped the units gain perspective on how much time and staffing should be allotted to each task.

The next set of steps focused on the physical moving process. Staff members were asked to develop a desired floor plan for the new merged department. The presenters stressed that this brainstorming should be understood as a wish list, rather than a final blueprint, since some ideas may not be feasible. Next the departments worked on morale-boosting. Staff members were encouraged to graffiti the dividing wall while music played. Finally the demolition took place. At this stage, the presenters suggested managers watch for the health of the employees, because the demolition process can involve dust, debris, and loud noises.

After the reorganization, the final step was to ask the library staff for feedback. A suggestion at this point is to offer the option for anonymous feedback, to encourage honesty. Some of the negative feedback came from the reference staff, who mentioned that they had a hard time finding out peoples’ new locations and duties. The presenters suggested that managers communicate effectively with other parts of the library while going through this type of change. The major successes of the reorganization were more streamlined practices, more efficient service, and the staff’s feeling that they had been included in the whole process.

Overall, the presenters suggested that any department contemplating reorganization understand their staff and their environment, stay flexible, be prepared for complications throughout the process, and take time to listen to the needs of the people involved.

Mile High to Ground Level: Getting Projects Organized and Complete

Jennifer Marill, Office of Strategic Initiatives, Library of Congress

Reported by Rosella Thomas

This presentation by **Jennifer L. Marill,** from the Office of Strategic Initiatives at the Library of Congress, focused on the process of organizing and completing a project through good project management techniques. By illustrating those established project management techniques, this session showed the multiple steps in the process of organizing and completing a project from beginning to end: how to initiate, plan, execute, monitor, complete and close the project out.

A good project manager must be a mentor, taskmaster, cheerleader and disciplinarian to have the project done well. Defining a project requires careful planning and a clearly identified and documented objective, together with enough training and support by the project members who provide their individualized expertise and creative energy to work collaboratively toward the finished goal.

Using project management methods and resources such as Gantt charts, responsibility assignment matrixes (RAM), and the PMBOK® Guide, and drawing on resources from the Project Management Institute, the outcome from this session was a carefully planned series of steps to execute a project, including:

- Planning a project and putting a team together
- Project requirements
- Work breakdown structure (WBS)
- Budget and scheduling
- Risk planning
- Executing and monitoring
- Keeping people informed and managing change
- Why projects fail
- Proper closeout of a project

Although she stated at the beginning of her presentation that her projects were not necessarily serials-related, good practical advice was offered and the audience garnered a better understanding of how to organize and execute projects they may have to initiate for their respective libraries.

Generating E-Collections Lists for Dummies: Creating a Better Electronic Reference Collection

Char Simser, Head of Cataloging and Serials Department; Mohan Ramaswamy, Science Librarian; and Tara Baillargeon, Social Sciences Librarian, all from Kansas State University

Reported by Kathryn Johns-Masten

This interesting presentation was given by **Char Simser**, Head of Cataloging and Serials, **Mohan Ramaswamy**, Science Librarian, and **Tara Baillargeon**, Social Sciences Librarian, all from Kansas State University.

Providing access to electronic reference collections is an important issue for libraries. Like many libraries, Kansas State had new resources such as netLibrary, Gale reference materials and the ABC-CLIO database, which were listed individually in their OPAC, and subject guides with links to databases on their homepage. Users were not finding these hidden gems and the public reference librarians wanted to streamline and simplify the process of retrieval for users.

Char Simser heard a talk given at a NASIG Annual Conference by Steve Shadle from the University of Washington which sparked an idea. They had used codes and canned searches to dynamically generate lists of materials on the fly, thereby getting users to sources they usually did not find. Why not do the same thing at Kansas State?

A team was formed, including subject librarians, reference generalists, a Web team member and the collection development librarian. The goal was to link free and fee resources together to increase their visibility and get users to these hidden resources. The CatNet page was the end result with four sections: eReference tools, Quick eReference, K-State eReference and Subject Guides. Canned searches in Voyager provided access to e-reference books and could be searched by titles, type or subject. Creating this “electronic reference collection” would take a great deal of time and cooperation between multiple departments in the library. The decision about what resources to include and exclude went well. The next step was to create the code. While this sounds easy, it took quite a lot of checking to find a code that was not already being used and to choose subject headings and department codes. The MARC 710 field was used for type of material and subject codes and the 730 for department codes and format of the material. By including this code it not only enabled users to locate information quickly, it created easier maintenance of e-journal packages, group subscriptions and memberships, and lists of current subscriptions by department. Completion of a serials cancellation project and the ability to do canned searches also benefited from the new codes. Lists could easily be pulled from the OPAC using the code in each record and the canned searches provided users with the most up-to-date information in a format they understood.

In conclusion, the group stated that the project is a growing organism. Decisions need to be made about continuing maintenance, selection and evaluation of the page. A new system will be implemented to obtain usage statistics. Next steps involve more publicity of CatNet, a more prominent placement on the homepage and continued evaluation to meet the needs of users. To view the CatNet page go to: http://www.lib.ksu.edu/reference/index.html.

Open Access and Conscious Selection

Kitti Canepi, Head of Information Resources Management; and Andrea Imre, Electronic Resources Librarian; both from Southern Illinois University Carbondale; Harold Way, Account Services Manager, EBSCO

Reported by Wendy C. Robertson

Kitti Canepi, **Andrea Imre**, and **Harold Way** believe open access is an experiment and it has yet to be determined if it will be sustainable in the long run. They began by explaining open access (OA) and referred the audience to the website http://www.soros.org/openaccess/read.shtml for a complete explanation.

There are two ways to achieve open access: self archiving and publishing in OA journals. Self-archiving is the author's responsibility, using an institutional repository, a personal web site or an institutional website. Open access journals can include titles with all content freely available, for example, DOAJ; partial OA content, for example, BMJ and BioMedCentral; or delayed OA, for example, many Highwire titles.

Open access benefits authors through a wider dissemination of their work, giving it a greater impact, and through faster publication. Readers benefit from barrier free access. For libraries, OA solves, or at least eases, the "pricing and permission crisis" (defined by Peter Suber in a 2003 *C&RL* article).

Way gave some specific data based on EBSCO subscription services and databases because of his familiarity with these products, but believes they represent the industry as a whole. He indicated that while only 10% of all the titles available to purchase through EBSCO are electronic, scholarly publishing is 40% electronic titles.

Database providers need to consider content, not specific journals. They try to create a database appropriate for the market and this may include OA titles. However, providers then ask for permission to include the OA titles and some OA titles are not clear about whom to contact so this can take some time. Including OA titles in databases has the advantage of further distribution of the content but the disadvantage that libraries may be paying for free content.

Libraries have been including OA titles in journal lists, adding to the OPAC, A-Z database lists and subject pathfinders, essentially treating them like other titles. However, OA titles can be difficult to find if you don't have a link resolver with a collection of free titles. Despite the costs of maintaining links, the presenters believe that libraries should make OA titles available because libraries support the open access publishing model. Libraries want users to come to them and authors want their articles widely available. Librarians can provide value added service by making users aware of journals, mediating between users and materials and monitoring the quality of journals. This requires diligently selecting journals before directing people to them.

The presenters also referred to a recent *C&RL* article for additional information. Furthermore, they suggested a variety of selection criteria for OA journals: content, publisher/reputation, availability of indexing, format and accessibility, longevity and currency, license restrictions, and considerations due to your consortia.

OA titles, like gift books, have a cost because they require all the regular maintenance of a serials title and an electronic resource. The presenters encouraged librarians to take the time needed to select OA titles and to add them to their collections to help make people aware of them.

The presentation concluded with a discussion with the audience about how librarians should treat OA titles.

Climbing the Mountain: Choosing the Best Path for Serials Record Management

Jennifer Edwards, Serials Cataloger Librarian, MIT Libraries;
Betsy Friesen, University of Minnesota
Reported by Peter Fletcher

Jennifer Edwards' individual presentation title was: "Piggybacking En Masse." At MIT, Edwards stated that the single record approach of cataloging electronic resources has been used since 1998. Furthermore she reported, as in most libraries, there is an increasing number of e-resources and less staff time to devote to the required, frequent maintenance of the cataloging records.

In order to improve timely access to and maintenance of e-resources, a method that would partly automate the maintenance of the records and add a significant number of online titles to the catalog was devised. Specifically, the method involves using the MARCit service to batch load records for electronic resources from specific packages held by MIT. The records would match on OCLC number, ISSN, and ISN. Records for which print titles are held would import only 856 fields and holdings. Records not matching would be loaded as separate records. Successful test loads were then accomplished. MARCit will send regular bibliographic and URL updates.

In addition, Edwards indicated that holdings are maintained by SFX at MIT, and the catalog will be implemented as an SFX source. Benefits to be derived from these developments are that thousands of records for presently un-cataloged serials from aggregator databases will be added to the catalog, titles added to existing packages will be added to the catalog without manual intervention, and manual maintenance of URLs will be reduced. In conclusion, Edwards noted that while some tight control of the catalog will be lost, the catalog will become a more comprehensive record of MIT holdings, and the catalog, as an SFX source, will offer more comprehensive access to electronic resources.

Betsy Friesen's presentation, "Using Separate Records for Print and Electronic Titles," followed. A separate record approach is being implemented at the University of Minnesota Libraries as the most efficient and timely way of indicating changes and additions to electronic resources in the catalog. The decision was made to switch from a cataloging policy of single record approach for electronic resources after evaluating the advantages and disadvantages. Friesen and her team came to the conclusion that the advantages: allowing automated/batch loading; including a complete description of e-resources; facilitating compiling statistics; standardizing cataloging practices; and easier catalog maintenance outweighed the disadvantages: preference of some users for a single record approach; potential cataloger workload increase; and vendor record costs. Thus, the policy change would be implemented, which would include splitting and de-duping records as necessary, while creating new electronic version records.

Furthermore she reported that a vendor provided records that were "fixed" via scripts at load to credibly represent online resources. After the load, record clean-up commenced. Serial records in need of review were identified and added to a spreadsheet, which catalogers worked with in order to remove online access elements from single record approach titles:

bibliographic, holdings, item, open orders, and so on. Friesen concluded by noting that problematic titles were set aside for serials catalogers to resolve, the systems office deleted duplicate records, and the catalog would be implemented as an SFX source.

Today's Journal Cost: Print vs. Online

Richard Fidczuk, Production Director, Sage Publications Ltd.;
Linda Beebe, Senior Director, PsycINFO, American Psychological Association
Reported by Virginia A. Rumph

Richard Fidczuk has twenty years experience in the production of both books and periodicals. He has seen the shift from print-only to the volatile environment of today. Fidczuk began by listing three costs of journal production: costs that don't depend on format, costs for print only, and costs for online only. Costs can also be divided into fixed costs, and variable costs. The fixed costs incurred regardless of delivery mechanism include pre-acceptance costs, and post-acceptance costs.

Fidczuk next examined printing costs. Sage still prints all its journals and anticipates continuing that policy for some time. The make-ready costs are high, but decrease as more copies are printed. As print runs decrease, manufacturing costs increase. Very low print runs would allow for digital printing which has a stable cost, but that cost is higher than litho printing. Distribution costs continue to rise as mailing costs increase. The set-up cost to print the first copy is fixed, but after that the printing costs are variable. Consequently, so long as any copies are printed, costs remain. Online-only costs were then examined. These include coding, hosting, website and feature development costs, archiving costs, and more. For those publishers with a large title list, these fees mount up to a substantial sum of money.

Linda Beebe shared her perspective on what is happening to journal costs. The scholarly community expected electronic publishing would be cheaper since printing and postage would be eliminated. However, the reality is that electronic publishing costs more than anyone dreamed it would. Beebe presented a series of charts with a cost breakdown for a hypothetical journal in print only, print + electronic, and electronic only. The print-only costs $104 per article, print + electronic $185, and electronic-only $166.

Beebe listed many extras that are expected with electronic publishing such as pre-print servers, linking, TOC alerts, personalization, legacy data, and supplemental material. There are also development and infrastructure costs. So far, some items it was hoped would save money have not worked out. Unfortunately, the many benefits of electronic publishing have not produced dollar savings. The bottom line is that electronic publishing is more expensive than print and will stay that way for the foreseeable future. However, the tools are getting better, which may eventually lower costs, and technology does get cheaper.

From the library point of view, there was also hope that cost savings would be realized with the elimination of check-in, shelving, binding, and storage. However, the acquisitions process is more costly, collection development is more complicated, more skilled staff are required, and more training is needed. New issues and equipment must also be considered.

Beebe did find some good news for us to ponder. Journals now reach more people, are used more often and longer, and the cost per user and per use will go down for both publisher and librarian. Also, electronic publishing improves science. To continue along the path of electronic publishing is our only option. Authors, readers, and librarians demand nothing less.

BRAINSTORMING SESSION

Notes compiled by Elizabeth Parang, NASIG Secretary

The 2006 brainstorming session was held in the dining area and included an active discussion for the entire hour.

The announced topic was, "Should NASIG solicit corporate support for some programs?" Would this make NASIG a more valuable conference to our vendor/publisher constituents (and possibly attract new members as well)? There are two distinct aspects to consider in this discussion: 1) How to increase publisher/vendor membership and involvement in the organization; and 2) How to generate revenue for NASIG.

The session was moderated by Marilyn Geller who opened the session by indicating three questions for discussion: What are the best ways to involve our members from the commercial sector of the serials community? What's missing? Why do publishers come?

An attendee affiliated with a publisher commented that exhibits would spoil the atmosphere. At an exhibit, a person is tied down; at this conference there is a more relaxed, informal conversation.

Geller inquired if there were ways to encourage this informal conversation. Another publisher-affiliated person replied he had attended last year and came back because of last year's preconference. He felt the conference was very constructive because it included all three parts of the serials community. The main programs are relevant to publishers. NASIG could promote the structure of the conference as seminars to publishers. More advertising is needed.

A new attendee (library-based) suggested holding breakout sessions billed as "Meet a publisher," "Meet a vendor," or organizing a breakfast/lunch where library-based attendees could share a table with a publisher or vendor. He would like to see some structure but still keep it very informal.

A vendor representative commented that he listens to NPR and doesn't find the sponsor's blurbs at the end of programs offensive. NASIG could consider something similar. He felt one reason publishers don't come is because NASIG has been a bit draconian with them, telling them what not to say, having a whole bunch of rules that treat them like second-class citizens. He hates the idea of exhibits; feels like a colleague without them; the exhibit table is a barrier. He would prefer the opportunity to sponsor a speaker, AV costs, or a breakfast with a sign stating who sponsored the event/service. Another possibility would be to create a producers and providers subdivision with its own guidance and give them a block of time to program as they wished. Publishers and vendors need to be valued as more than a source of money.

Geller summed this up as two ideas: an informal network and special produce/provider-created programming.

Another publisher representative stated he had noticed the difference between the Charleston Conference and NASIG was that selectors attended the Charleston conference. NASIG should reach out to collection development folks because their attendance would attract publishers. Personal phone calls from publisher attendees to other publishers could help. He had presented twice at NASIG and feels publishers can learn from library-based attendees.

A community college librarian commented publishers should be aware that some librarians who do not have the title "acquisitions librarians" still do purchasing.

A library-based attendee stated that a NASIG goal is to involve more paraprofessionals and people starting out who have problems with costs. If companies sponsored meals and cut the cost of the conference, more people would come.

An ARL librarian stated she didn't like the idea of publishers 'co-opting' part of the program. A lunchtime user group could be organized by a publisher.

A vendor representative stated she loved the NPR analogy and sponsor statement idea. She wondered why publishers/vendors are forbidden to state the name of their company but a library-based presenter can get away with mentioning the name of a vendor multiple times in a presentation.

A paraprofessional attendee commented that she does professional work at an institution and thought NASIG could encourage more paraprofessionals to come by getting librarians to urge their institutions to share travel monies with paraprofessionals. She loved the statement that the publishers/vendors are colleagues and don't want to be on the other side of the table.

Geller noted that NASIG needs to stretch in all directions.

A senior editor reported he was told that NASIG is not like normal conferences. He did find opportunities to talk with many people and felt that publishers and vendors do have a role in NASIG. He feels the sessions currently offered are of interest to all.

Another attendee stated his first involvement with NASIG was at the suggestion of a vendor who enjoyed the collegial nature of NASIG. He likes the idea of 'in-kind' sponsorship and feels that publisher interaction is very instructional. His institution feels it's important to have someone attend NASIG.

It was suggested that the publishers that do attend NASIG might invite one publishing colleague to increase attendance from the publishing sector.

Another library-based attendee noted the Program Planning Committee should include publishers and vendors. She disliked the idea of a separate group and felt all should be involved in the solicitation of ideas.

Geller noted that NASIG does try to have publishers and vendors on all committees but gets few volunteers. Although there are always vendors on PPC, the group doesn't always get proposals from vendors and publishers.

Another attendee stated she realized it's hard to recruit people but PPC needs to call publishers and ask them to submit proposals, engage in proactive campaigning. She thought there should be some more formal way to ensure the NASIG Board always includes a publisher and a vendor.

A library-based worker noted she enjoyed eating with publishers at Dine-Arounds. In addition to program involvement, the Membership Development Committee needs to examine the idea that publishers are treated as second-class citizens.

Geller noted that there was good representation at the conference among subscription vendors but few ILS vendors were present. Why aren't those people coming?

An attendee commented that she does everything at her library. She has attended five NASIG conferences and would like to meet some publishers she sees on the list of attendees. However, she often never actually sees them at any presentations she attends. She would like a better opportunity to meet them because she values personal relationships but finds it hard to establish them with some large publishers.

A subscription vendor representative noted that when NASIG was founded, it didn't have exhibits in order for everyone to be equal. At that time major publishers sent out flyers and librarians visited publishers at ALA. Everyone needs to talk to publishers and vendors.

A publisher wanted to say thank you for the forum. She supports the idea of sponsorship similar to NPR. She likes the fact-to-face contact at NASIG. She is here to learn and engage and avoids sales talk. She likes to share meals and participate in events. She would like to see a tasteful way to support the conference such as providing pens or lanyards. She agrees that the potential for disaster canceling a conference is a problem for NASIG.

Geller asked for a show of hands on the questions "Should NASIG have exhibits?", and those attending were overwhelmingly against it.

Someone suggested sponsorship of the late night social as an opportunity.

An attendee indicated she was on the board of several non-profits that have newsletter sponsors and felt that not having sponsorships was unusual.

Another noted that if you accept we are colleagues, he had difficulty in accepting that vendors and publishers are "commercial." He didn't realize how many publishers were attending the conference and found it hard to meet them.

Geller commented that diversity is about acknowledging our differences and accepting them. We accept them but need to acknowledge them.

A vendor representative stated that on paper NASIG is a serials organization but in reality it is a library organization where publishers and vendors are welcome guests. If it's a library organization where outsiders are welcome to take part, that's one thing. A natural tension exists between profit and non-profit. If NASIG is embracing all serials people, it must accept all.

Someone else stated he had never viewed vendors and publishers as guest but as colleagues. We need to describe who we are in a different way. He's always seen NASIG as a group of people working in serials.

Someone remembered attending a program at the San Antonio conference where a librarian and a vendor both talked about a problem. She would like to see more of that type of programming.

UKSG has a better inclusion of vendors and NASIG could learn from them. Ask publishers who attend UKSG why they attend UKSG and not NASIG.

Provide more opportunities for publisher/vendors to be visible during the conference.

It was suggested that NASIG might need designated slots on the Executive Board for publishers/vendors.

A librarian who has been to every NASIG felt she heard there is a real comfort level with some sponsorship but we need to also be comfortable with giving publishers and vendors more control.

Geller wrapped up by stating a community is measured by how the majority treats its minority. Today's session provided ideas for informal networking plus more formal and structured ideas. No doubt we will have something new in next year's conference.

POSTER SESSIONS

Reported by Maggie Wineburgh-Freed

The ten posters on display at this year's meeting covered a wide variety of topics: usage statistics for collection development, economics in various situations, archival preservation of state-issued electronic serials, and integrated management were just some of the issues presented.

Continuing Use of Print-Only Information by Researchers: A Study of Impact Factor as One Measure

Steven A. Knowlton, Proquest

"Analysis shows that there is no relationship between a journal's impact factor and its online status; impact factors did not rise for journals going online, nor did they remain stagnant or decrease for journals remaining available only in print."

This poster described a research study examining the change in impact factor before and after selected journals became available online. I felt the tables were rather complex to be effective in a poster format, but it was an interesting study, with negative results.

The complete study can be viewed at http://www.freewebs.com/stevenknowlton/access.pdf.

What's It Worth? Coursepack Permissions in E-journal Licenses

Athena Hoeppner, University of Central Florida

"To estimate the monetary value of the permissions, the author surveyed coursepack article content, estimated copyright charges, determined the overlap between coursepacks and e-journal articles, and calculated the potential copyright savings."

This poster was a comparison of potential savings due to licenses permitting coursepack use. Larger schools might realize more substantial savings. In a survey and analysis of the 669 items in 236 coursepacks, it was interesting that only 22% of the material came from journal articles.

Connecting Your ILS with an Outside Accounting System

JoAnne Deeken, University of Tennessee

"Who is involved in making the connection? How do you get the attention of those who run the wider accounting system? Which staff are involved? How do you analyze the change in workload? What kinds of information have to agree between the two systems? Who does the work? When is it done?"

This was a visually excellent poster, discussing the myriad issues that need to be analyzed in making such a change. It presented the process as "a modified form of chutes and ladders" making it clear that the process involves "a considerable amount of back and forth."

A to Z List vs. Catalogue Access to E-serials Titles at the University of Windsor

Jonathan David Makepeace, University of Windsor

This poster described the factors considered in making the decision about whether to devote staff resources to the cataloging process or maintenance of the SFX knowledgebase for electronic journals. Many factors, both pro and con, were considered for each decision. One interesting factor was the discovery that "users access online journal titles via the A-Z list 85% of the time vs. 15% for the catalogue." The poster is available on the web at: http://makepeace.ca/nasig.

To Renew or Not to Renew Databases - That is the Question: A Practical Approach to Collecting and Disseminating Electronic Usage Statistics as a Tool for Collection Development

Susanne Clement, University of Kansas

The poster described the processes and levels of staff (from librarians to paraprofessionals to students) used at the University of Kansas for collecting electronic resource usage statistics and disseminating them to bibliographers.

"Ensuring that bibliographers have turn-key access to comparative electronic usage statistics can be accomplished at a fairly low expense. However, it requires that a detailed methodology be developed for the whole process, from collecting the data from vendors' websites, to developing an internal website that provides easy access to the data, to the monthly updating of all material and links."

Indexing Lag Time Between *Current Contents* and *Web of Science*

Gary Ives, Texas A&M University Libraries

This poster reported on a research project to compare the currency of the two products. One group of titles consisted of 25 randomly-selected titles from each of the seven *Current Contents* sections, and another group consisted of the titles ranked with the highest impact factor in each *Journal Citation Reports* subject area.

"Over 75% of the updates made to *Web of Science* are within 7 days of *Current Contents*; over 99% are within 14 days… A continuing subscription to *Current Contents* is more important for the features of the platform than for the content, which is quickly duplicated in *Web of Science*."

Through the Looking Glass: Content, Integration and Access - Staff Workflows and Client Pathways

Dianne Gordon Conyers, Memorial Sloan-Kettering Cancer Center Medical Library

This poster presented an outline of the transformation of content management processes in the library, focusing on integration of electronic and print materials, as well as integration of staff procedures and practices. A clear and simple presentation showed examples of improvements that were made which have impacted both clients and staff.

Rising Journal Costs: Comparing Local Collections to the National Average

Sarah Sutton, Texas A&M University-Corpus Christi;
Christine Freeman, Texas A&M University-Kingsville

This poster compared cost increase data for full collections and for relevant subject areas at each of the institutions to national average cost increases. "It is our hope that others will be able to replicate our comparison and use their results as a tool for raising awareness among their constituents of both the crisis in serial costs and of alternative means of scholarly communication like open access publishing."

You Can See Forever: Archiving New Mexico Digital Serials for the Future

Timothy Skeers, New Mexico State Library

This poster was a visually pleasing outline describing staff workflow and the process that is being used in archiving material that was issued electronically, primarily by New Mexico state government agencies. It is an attempt to rescue some electronic-only government publications from becoming extinct. "Our workflow uses both reference and technical services staff to select, catalog and harvest these materials. To date we have archived over 1500 issues of digital serial publications."

Adding Vendor Subscription Format Data to Library Systems to Aid in Finding Subscription Format Discrepancies

Michaelyn Haslam and Xiaoyin Zhang, University of Nevada, Las Vegas

This poster described a method to incorporate format information from vendor records into ILS records. The authors are using this project to clean up title records in the ILS, correcting title ID numbers and adding the format information. Data from the vendor and from the ILS are imported into a spreadsheet and filtered to identify discrepancies. Utility of the procedure would depend on whether information can be exported from the vendor in a usable format, and whether information can be added to the ILS records.

USER GROUPS

SirsiDynix

Facilitators: Sharon Dyas-Correia, University of Toronto; Matt Hensler and Ed Riding, SirsiDynix
Reported by Sharon Dyas-Correia

Almost forty SirsiDynix customers attended the first NASIG joint Unicorn, Corinthian and Horizon User Group lunchtime gathering. **Sharon Dyas-Correia** began the session by welcoming everyone and introducing herself and the representatives from SirsiDynix.

Dyas-Correia presented the agenda and reminded everyone of the enhancement process for SirsiDynix products. She encouraged users to actively participate on SirsiDynix lists and enhancement forums since these are the vehicles by which users influence product evolution.

Matt Hensler, SirsiDynix Serials Technical Product Manager, began the presentations with an informative summary of new enhancements scheduled for Unicorn GL3.2 and Corinthian and Horizon 8.0 Serials. Announced Unicorn enrichments included improvements to sorting options for received issues and prediction as late reports, a serials controls not linked to vendors' report, enhancements to MARC holdings report selection criteria, as well as improvements to MARC holding' report output, MARC holdings export and CONSER pattern loading support. Corinthian and Horizon enhancements included 72 customer requested improvements related to streamlining serials check-in, publication pattern groups, prediction domains, routing lists, printing issue labels, batch production of issue labels, review and dispatch of claims and the addition of a graphical calendar for pattern work and testing.

Ed Riding, SirsiDynix ERM Technical Product Manager, spoke next and delivered an informative presentation on the SirsiDynix forthcoming ERM interface with Serials Solutions. The planned system will use Serials Solutions' KnowledgeBase and be integrated with both Horizon and Unicorn products.

There was a question and answer period after each presentation and when the speakers were finished, Sharon Dyas-Correia asked if there were any final questions as the session time was almost up. When no more questions were raised, Sharon adjourned the session.

PROFILES

DENISE NOVAK, NASIG PRESIDENT

Maggie Rioux, Profiles Editor

I first met Denise Novak, NASIG's current president, in 1998 at that year's fall meeting of the Executive Board. She was the CPC chair for the 1999 conference, to be held at Carnegie Mellon University the next June, and I was a brand new member of the Board. It was then that I first realized that she was highly competent and could easily handle six things at once. This was a good thing given her (then) current and future responsibilities.

First came the trial-by-(not quite literal)-fire that was the 1999 Pittsburgh conference. Those of you who were there will mostly remember the record heat wave that hit Pittsburgh that week along with the 700-odd serialists. Others will remember a few dorms (which were foisted on Denise by CMU at the last minute) with non-functioning air conditioning. (One suffering group took to calling itself the Donner Party after their dorm name and a previous group in California. Luckily there was no cannibalism involved this time.) Since I had an air-conditioned dorm room, I remember some great programs, interesting campus architecture and, especially, a wonderful evening dinner cruise on the Monongahela and Ohio rivers which ended with fireworks (courtesy of the Pittsburgh Pirates who were playing at home that night).

In 2001, when I became President, Denise was elected NASIG Treasurer (for her sins?), in which post she served faithfully and excellently for four years. In 2005, she was elected Vice-President/President-Elect and finally got to relax a little. Yes, I do mean relax – she does indeed tell me that being NASIG Veep and Pres is a lot less work than being Treasurer was. She has learned again what a weekend is, and if there's something heavy to be done, she can ask the Treasurer to do it. Rank's got to have a couple of privileges, after all.[1]

But how, I hear you ask, did our Denise get from her humble Midwest beginnings to the exalted rank of famous NASIG person? Same as the rest of us – a little bit of intentional planning and a whole lot of stumbling around and sheer dumb luck. Let's start the story in the traditional way - Once upon a time…

Denise practices looking presidential at Edinburgh Castle in 2004

Like many a librarian, Denise started off as an English major, getting her degree from Augustana in Rock Island, Illinois. She didn't want to teach and her grandmother was a children's librarian in Peoria, Ill., so she decided to try librarianship as a profession. Looking for a library school in a dry climate, she happened upon Texas Women's University. Her focus was in rare books, but there didn't seem to be much future in that when she graduated, so she took a job as a children's librarian back home in Louisville, Ky. (like grandmother, like granddaughter). Although living within driving distance of home had its benefits (like you can always drop by for dinner and laundry), she missed Texas and when an opportunity presented itself, she returned to Fort Worth, again as a children's librarian.

Yes, but how did she get into acquisitions and academic libraries and Pittsburgh, you ask – please tell us more. OK, I will. Seems the little kiddies eventually drove her nuts and she thought that dealing with vendors, purchase orders and other stuff like that would be less stressful. An opening turned up as Acquisitions Manager (still at Fort Worth Public) and she grabbed it. All was cool except that her ***boss*** was now driving her nuts so she started looking for another library to roost in back in the Midwest. She found a lovely spot at the University of Evansville in southern Indiana and moved back north. Our Denise had now found a happy home in an academic setting.

OK, we've got her in the right field and the right kind of library, but we're still not to Pittsburgh. Enter romance. It was while working at the U of Evansville that Denise met Paul, her future spousal unit. And it was because of him that she moved to Pittsburgh, where, in 1992, she became Head of Acquisitions at Carnegie Mellon University. Ah, young love – ain't it great? Shortly thereafter she was turned on to NASIG by the Serials Cataloger and the next thing anyone knew she was CPC chair for the 1999 Conference, then Treasurer, then Veep and Pres. Oh, and she was also on the Continuing Education Committee from 1993-1999 (excellent training for all that other stuff).

But there's a side of Our Denise that we in NASIG haven't had a chance to see. Did you know that she's a talented musician? From 1995 to 2004 she played bass clarinet in the Pittsburgh North Suburban Symphonic Band. She's also in her church's Bell Choir, an alto in the church choir and sings in a trio called the "Anonymous Three." She's played clarinet since the fifth grade and actually chose her undergraduate college because her former high school band director was teaching there. You'll have noticed that her local band career mentioned above terminated in 2004. I asked her if that was because of added NASIG Board responsibilities and she assured me it wasn't. Actually, she was asked to be on a church committee and the meetings were the same night as band practice. If Denise is like most of us, playing in the band probably helped preserve any remaining dregs of her sanity during most of her NASIG Treasurer years. What I'm wondering now though is if next year in Louisville the informal recorder-playing group that used to get together at NASIG (led by Betty Landesman of ancient music fame) will be revived, but this time with clarinets added.

And speaking of conferences, Denise has served as CPC chair (or co-chair) twice. The first time was Carnegie Mellon in 1999 and the second time was Milwaukee in 2005. She says that being President is going to be a lot easier than being a totally naive CPC chair with wonky dorms and air-conditioning, but it won't necessarily be easier than working with the lovely, sainted Pam Cipkowski as co-chair for Milwaukee. While there are things she misses about NASIG conferences having moved to hotels, it does make conference planning a lot easier – no having to check on the air-conditioning in the hotel and it also opens up a lot more options for locations and timing.

Denise says she is totally looking forward to the Louisville conference next May. It's kind of her home territory and should be a highlight of her NASIG career. To quote her statement to me in full:

> NASIG has been a large part of my life for the past six years. I'm extremely grateful for the opportunities the organization has afforded me and I hope I've been able to give back to the group. I've made some wonderful friends and worked with some truly dedicated people. We know how to work hard and play hard. Life is good.

You can say that again, Denise. See you in Louisville!

[1] Actually, being President isn't just telling other people what to do – there's a lot of work involved and the buck still stops at the desk marked DN – but it sounds better in the profile so let's just pretend.

OTHER NASIG NEWS

COMMITTEE UPDATES

DATABASE & *DIRECTORY* COMMITTEE

Buddy Pennington, Chair

While the NASIG Database & *Directory* Committee works to maintain the details of NASIG's membership, it has undergone some changes to its membership as well. Smita Joshipura took time off to visit family and friends in her homeland of India in July and August. The committee was glad to see her back safe and sound (and refreshed for the upcoming NASIG renewal season!).

Janet Chisman resigned from the committee earlier this summer. Her valuable participation has been greatly appreciated and she will be missed. Janet's colleague at Washington State University, Greg Matthews, has volunteered to plug the gap. Greg, a NASIG member since 2005, joined the committee with the blessing of the NASIG Board and we are happy to have him aboard.

And last but not least, there is a new addition to the family of D&*D* chair Buddy Pennington. A healthy Luke Ryan was born on July 20th at 10:24 p.m. Buddy and his wife, Nicole, are spending several weeks at home with the new arrival, Luke, and Luke's big brother Aidan. Buddy is planning to go back to work, more tired than ever, at the end of August.

In the meantime, the co-chair of the committee, Lisa Blackwell, will be leading the way for the committee work. Plans are underway to make NASIG renewals a completely electronic process.

MENTORING TASK FORCE UPDATE

The Mentoring Task Force's liaison to the Executive Board is member-at-large Kim Maxwell. Member-at-large Rick Anderson was listed as MTF's board liaison in the summer business supplement of the *Newsletter*.

CONFERENCE REGISTRATION WINNER

Vickie Stanton of the University of North Florida was the winner of this year's drawing for a free full conference registration. The fundraiser took place during the 2006 Denver conference. The free registration can be used for either the 2007 or the 2008 conference. Congratulations, Vickie!

OTHER SERIALS NEWS

HEAD 'EM UP, MOVE 'EM OUT! CORRALLING THE E-JOURNAL STAMPEDE

Reported by Patrick L. Carr

For a sixth year, NASIG's Continuing Education Committee joined with Mississippi State University Libraries and EBSCO Subscription Services to cosponsor an e-journal workshop for information professionals in the Deep South region. Held at Mississippi State University (MSU) on July 14, 2006, this year's workshop, titled "Head 'em Up, Move 'em Out! Corralling the E-Journal Stampede," explored issues related to the role and management of e-resources in libraries. In attendance were over ninety information professionals from states across the southeast. Keynote speaker T. Scott Plutchak, Director of the University of Alabama at Birmingham's Lister Hill Library of the Health Sciences, got the workshop off to a thought-provoking start with his presentation "After the E-Journal: Now It *Really* Gets Interesting." Arguing that now is the greatest time in the last five hundred years to be a librarian, Plutchak's presentation explored the trends that are currently reshaping the distribution of information and the role of libraries. From the Open Access movement to libraries' imperative to preserve information regardless of its format, Plutchak summarized the myriad of challenges facing information professionals today. His ultimate message was that, although the challenges of managing and providing access to e-resources can seem overwhelming, they present outstanding opportunities for innovation and enhanced services to information seekers.

The workshop's second speaker, Michael Stephens, Instructor at Dominican University's Graduate School of Library and Information Science, discussed emerging technologies that are revolutionizing the means by which libraries meet their users' information needs. Placing special emphasis on accessing e-journal content, Stephens advocated that information professionals employ proactive strategies for utilizing the technologies that users are embracing. From blogs to instant messaging and from wikis to iPods, Stephens charted out the technologies that are shaping users' lives and discussed ways that libraries can use these technologies to reshape their services to users.

The workshop's third presentation, titled "Evolving Concepts and Business Models for Acquiring Electronic Resources: An Agent and Publisher's Perspectives," was co-presented by Andrea Cernichiari, Manager of Journal Business Development at Cambridge University Press, and Rebecca Day, Manager of E-Resource Services Development at EBSCO Subscription Services. Cernichiari and Day's presentation described the forces that are transforming models for acquiring e-journal content from subscriptions to individual titles to "big deal" packages and consortia partnerships. Using a presentation format that allowed the attendees to readily contribute their views and questions about e-resource acquisition, Cernichiari and Day shared their perspectives on how libraries can partner with publishers and subscription agents in order to thrive in this evolving landscape.

The workshop concluded with two presentations which were held concurrently. In her presentation "The FRBR Frontier: Applying a New Bibliographic Model to E-Resources," Kristen Antelman, Associate Director for the Digital Library at North Carolina State University, provided an overview of how the principles of the FRBR model have the potential to enhance the means through which users search a library's information retrieval system in order to locate and access e-resources. Antelman discussed current perspectives on the applicability of FRBR to continuing resources and explored some of the concepts associated with seriality in FRBR, including aggregates and the "superwork."

Held concurrently with Antelman's presentation was "Happy Trails: Building a User-Centered Online Library," which was presented by Eric Novotny, Humanities Librarian at Pennsylvania State University. Drawing upon the results of usability studies conducted with students at Penn State, Novotny's presentation examined how users navigate library websites and search for journals using the online catalog. Novotny incorporated audio clips of students as they describe their (frequently unsuccessful) attempts to search the online catalog in order to locate records for major scholarly journals. Through his analysis of these clips, Novotny enabled the attendees to envision ways in which libraries can offer online resources that match users' expectations and searching strategies.

Based on the positive evaluations submitted by the attendees, this year's e-journal workshop can be deemed a success. While Plutchak's presentation inspired the attendees to contemplate the larger philosophical questions related to the management of e-resources, the presentations of Stephens, Cernichiari and Day, Antelman, and Novotny all brought to light specific tools and trends that promise to shape the future of e-resources. Although only one attendee was lucky enough to bring home as a door prize an autographed copy of a bestseller by MSU alumnus John Grisham, all of the attendees left the workshop with increased enthusiasm and valuable insights that may allow them to solve the many mysteries that continue to surround the role and management of e-resources in libraries.

TITLE CHANGES

[Note: Please report promotions, awards, new degrees, new positions, and other significant professional milestones. You may submit items about yourself or other members to Susan Andrews (Susan_Andrews@tamu-commerce.edu). 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.]

MICHAEL ARTHUR, the former Acquisitions and Serials Services Librarian at Old Dominion University, has moved up to the position of Head of Acquisitions and Collections Services at the University of Central Florida Libraries. He phoned to say that his new position is at a much bigger, yet a more familiar type, of institution. He is now a full department head and will be, for the first time, supervising other librarians. Michael is looking forward to this because he attributes a great deal of his past career growth to his mentors, and he is pleased to become a mentor as well. Among Michael's new job duties, he is in charge of collection development, which is a new and exciting area for him. He also said that he was interested in career growth and this new job is giving him an opportunity to grow. His new contact information is:

University of Central Florida Libraries
PO Box 162666
Orlando, Florida 32816-2666
Phone: (407) 882-0143
Fax: (407) 823-6289
E-mail: marthur@mail.ucf.edu

Formerly the Technical Services Coordinator at the Marine Biological Laboratory's MBL/WHOI Library, **JOSEPH DEVEER** is now Head of Technical Services at the Harvard University Museum of Comparative Zoology's Ernst Mayr Library. About his job change he e-mailed, "After managing the serials collection for 24 years at the MBL/WHOI Library, I decided to accept the position of Head of Technical Services at the Ernst Mayr Library of the Museum of Comparative Zoology at Harvard. I started on April 3, 2006. A strong interest in natural history and an affinity for the museum environment drew me to this new position. My new job has given me the opportunity to be involved with a number of exciting projects such as digitizing the Museum's specimen catalog, working with a group to develop a standard to describe natural history collections, and working with the Biodiversity Heritage Library - an effort to digitize the world's classic biodiversity literature. It was a difficult decision to leave the MBL/WHOI Library after so many years, but I remain in close contact with my former colleagues as our two libraries share much in common." Joe may now be reached at:

Ernst Mayr Library
Harvard University, Museum of Comparative Zoology
26 Oxford Street
Cambridge, Massachusetts 02138
Phone: (617) 495-3946
Fax: (508) 540-6902
E-mail: jdeveer@oeb.harvard.edu

The 1995 NASIG Student Grant Award winner, **JILL EMERY**, has changed positions, but she managed to stay in the state of Texas. She is now Head Librarian, Serials & Electronic Resources Department at the University of Texas Libraries, a change from being the Director, Electronic Resources Program at the University of Houston. Her current contact information is:

University of Texas Libraries
PCL 3.502 Mail Code: s5451
Austin Texas 78713
Phone: (512) 495-4660
E-mail: j.emery@austin.utexas.edu

The new Government Documents Librarian & Serials Cataloger at Middle Tennessee State University, **BEVERLY GECKLE**, was Serials Management Librarian at the University of Baltimore Law Library. Contact information for Beverly is now:

Middle Tennessee State University
Walker Library
P.O. Box 13
Murfreesboro, Tennessee 37132
E-mail: bgeckle@mtsu.edu

Though she's still at the University of Wisconsin-Madison Libraries, **MAUREEN GRANT**'s title has changed from Processing Consultant to

Head, Information Processing Unit in the Acquisitions Department. She has this to say about her title change: “My appointment as Head of the Information Processing Unit took effect in June 2005. As a result of a reorganization in early 2005, the Information Processing Unit was one of two new units (the other is the Licensed Resources Unit) added to accommodate very specialized workflows. My unit manages the technical aspects of acquisitions activities: the design, implementation, and maintenance of all automated processes for orders and payments. This unit also oversees the production of acquisitions and some collection management reports, and provides reporting assistance to other library staff. The creation of this unit validates the increasing importance of technology to the work of acquisitions, especially with the tape loading of subscription invoices from our major vendors. (I'll always be a serials librarian at heart).” Her contact information did not change.

After moving from one end of the country to the other for her previous two positions, **MARLENE A. HARRIS** is now the Division Chief, Technical Services at the Chicago Public Library. Her previous position was Head of Acquisitions Services and Serials Control at the Florida State University Libraries. She wanted her NASIG colleagues to know, “I started my new job on April 17, 2006. It is good to be back in Chicago! I originally moved to Chicago in 1981, and it was a real wrench to move away in 2002. Living in Alaska for 3 years and then in Florida for a year was an adventure, but it is great to be home. The position at CPL is a real challenge, as we are in the middle of a systems upgrade from an earlier version of CARL to the latest version of TLC/CARL.” Marlene’s updated contact information is:

Chicago Public Library
400 South State Street
Chicago, Illinois 60605
Phone: (312) 745-0567
Fax: (312) 747-4667
E-mail: marlene_a_harris@yahoo.com.

PAT MEYER’s previous position was Serials Specialist at National University in San Diego. Pat’s new position is Library Assistant at San Diego State University. Current contact information is:

San Diego State University
Library & Information Access
5500 Campanile Drive MC-8050
San Diego, California 92182-8050
Phone: (619) 594-6798
Fax: (619) 594-4093
E-mail: pmeyer@rohan.sdsu.edu

Formerly the owner of the Siena Library Company, **ROSANNA M. O'NEIL** had this to say about her new position: **“**I started here at Youngstown State University as Head of Collections Services on February 1, 2006, a newly formed department consisting of Acquisitions, Cataloging, and Serials control. I closed Siena Library Company earlier this year and our customers are now being serviced by Goldberg Library Book Suppliers. We provided nearly identical services and I was thrilled to find them so that our customers were not left without the resources we provided. I'm enjoying my return to academia and find that my nine years in book and media supply are invaluable to the work that I do, however, what is my greatest asset? Some might say my cataloging background, a resource I tap into daily, I must confess. Yet I would say even more important is my serials background. I've always believed that everyone should be a waitress/waiter at least once in their lives in order to truly understand "service." In the same way, serials are at the core of all that we do (especially now as we grapple with the ramifications, past, present and future, of electronic access), and it should be a prerequisite that anyone in or coming into our profession have a thorough knowledge of serials, from both the technical and public services perspectives. NASIG is a fundamental resource for staying serials-savvy and now that I'm back in that world (and what a world it is!) I look forward to my first NASIG conference since 1994. See you all in Kentucky!" NASIG colleagues can get in touch with Rosanna at:

Willam F. Maag, Jr. Library
Youngstown State University
One University Plaza
Youngstown, Ohio 44555
Phone: (330) 941-3557
Fax: (330) 941-3734
E-mail: rmoneil@ysu.edu

STEVEN J. OBERG, a 1991 NASIG Student Grant Award winner, has switched from being Business Analyst II at Endeavor Information

Systems, Inc. to being Information Scientist - Library Systems at Abbott Laboratories. About this change he wrote "After going back to my old job at Endeavor Information Systems, Inc. in September 2005, I quickly realized that I deeply missed working in libraries and being on the library/user side of library systems. I was therefore pleased to accept an offer from Abbott Laboratories, a major international health care company based in the northern suburbs of Chicago, to oversee their library systems area as well as their technical services department. Abbott Labs is ranked as one of the top 100 best companies to work for in the U.S. and its library provides several innovative and interesting services. The library recently migrated from SIRSI Unicorn to Endeavor's Voyager ILS. The library was the first customer to purchase Endeavor's ERMS, Meridian, and it also uses Endeavor's federated search product, Discovery: Finder, and Endeavor's OpenURL service, Discovery: Resolver. One of the many things I like about this environment is the heavy emphasis on journals and electronic resource management. My first day at the new job was May 15 and already my plate is full with interesting projects and initiatives. I hope to see you all at NASIG 2007 in Kentucky!" Steve's e-mail address remains unchanged, but the rest of his contact information is now:

Content Management
Library Information Resources
Abbott Laboratories
100 Abbott Park Road
Department 0441 Building AP6B-1
Abbott Park, Illinois 60064-6107
Phone: (847) 937-0727
Fax: (847) 937-6282

Now the Cataloging/Electronic Collections Librarian at the Georgetown University Law Library, **SMITA PARKHE** was the former Electronic Resources Cataloger at Arizona State University. Smita started her new job on May 15th and is excited to be starting her new job in the nation's capital. She can now be reached at:

Georgetown University Law Library
111 G Street NW
Washington, D.C. 20001
Phone: (202) 662-9191
Fax: (202) 662-9420
E-mail: svp6@law.georgetown.edu

An enthusiastic **REETA SINHA** said, **"**I started my new job with YBP Library Services on April 24th, 2006 and experienced what I like to think of as "immersion training." Two weeks at YBP's Contoocook, New Hampshire headquarters, from the buyers to the book pickers and packers—and pretty much everything in between. The amount of time and energy staff in virtually every area of YBP invested in this training is amazing. I'm trying hard to remember when, as a new librarian or as a supervisor, two weeks were blocked off and devoted solely for training! It's been a good change for me after some twenty years of working IN libraries to working WITH libraries and librarians. I like to think I've come full circle. In 1985, I stumbled upon a career when I found a job in the Texas Medical Center Library unpacking approval book shipments each week and sifting through approval plan forms, making book purchase recommendations. Somewhere along the line, Collection Development and Acquisitions morphed into Serials and automated workflows - especially as budgets and attention shifted towards journals and e-resources. It was a lot of fun, as is my new job. Book vendors have truly evolved - it's not just about books any more. There is cataloging and physical processing, collection assessment tools, eBooks, audiobooks and serials in print and e-formats. The best part of the job so far has been visiting libraries in the region, meeting the staff, learning about how they do acquisitions and collection development and maybe, just maybe, suggesting ways and services that may make their work-life a bit easier." Reeta's current job title is Collection Development Manager, West at YBP Library Services. She was Head, Collection Development at the University of Nevada Las Vegas Libraries. Up-to-date contact information for Reeta is:

YBP Library Services, Las Vegas
Phone: (800) 258-3774, ext. 3501
E-mail: rsinha@ybp.com

On June 1, 2006 **MARY BETH THOMSON** assumed her new position as Associate Dean for Collections and Technical Services at the University of Kentucky Libraries. She was the Head of Acquisitions & Collection Development at the University of Houston. Mary Beth's new contact information is:

University of Kentucky Libraries
1-85 William T. Young Libraries

Lexington, Kentucky 40506-0456
Phone: (859) 257-0500 x2143
Fax: (859) 257-8379
E-mail: mbthomson@uky.edu

AMANDA YESILBAS, the former Assistant Serials Librarian at Florida Atlantic University, is now Technical Services Support Specialist at the Florida Center for Library Automation. She can now be reached at:

Florida Center for Library Automation
5830 NW 39th Avenue
Gainesville, Florida 32606
Phone: (352) 392-9020
Fax: (352) 392-9185
E-mail: ayesilbas@gmail.com

CALENDAR

Lillian DeBlois, Calendar Editor

[Please submit announcements for upcoming meetings, conferences, workshops and other events of interest to your NASIG colleagues to Lillian DeBlois, lillian@ahsl.arizona.edu.]

October 14-17, 2006
Western Chapters of the Medical Library Association (MLA)
Missions and Mountains: Believe and Achieve
Seattle, Washington
http://www.pncmla.org/pncmla2006/

October 26-29, 2006
LITA National Forum
Nashville, Tennessee
http://www.lita.org/ala/lita/litaevents/litanationalforum2006nashvilletn/2006forum.htm

October 28, 2006
Potomac Technical Processing Librarians
Annual Meeting
Annapolis, Maryland
http://www.lib.virginia.edu/ptpl/2005mtg.html

November 3-8, 2006
American Society for Information Science & Technology (ASIS&T)
Annual Meeting
Information Realities: Shaping the Digital Future for All
Austin, Texas
http://www.asis.org/Conferences/AM06/index.html

November 4, 2006
NASIG
Executive Board Meeting
Louisville, Kentucky

November 8-11, 2006
Charleston Conference Issues in Book and Serial Acquisitions
26th Annual Conference
Charleston, South Carolina
http://www.katina.info/conference/

January 20-23, 2007
American Library Association (ALA)
Midwinter Meeting
San Antonio, Texas
http://www.ala.org/ala/eventsandconferencesb/midwinter/2006/home.htm

March 1-3, 2007
Public Library Association (PLA)
Spring Symposium
San Jose, California
http://www.pla.org/ala/pla/plaevents/2007plaspringsymposium/2007plaspringsymp.htm

May 18-23, 2007
Medical Library Association
Annual Conference
Information Revolution: Change is in the Air
Philadelphia, Pennsylvania

May 31-June 3, 2007
NASIG
22nd Annual Conference
Place Your Bet in Kentucky: The Serials Gamble
Louisville, Kentucky

June 3-6, 2007
Special Library Association (SLA)
Annual Conference
Denver, Colorado
http://www.sla.org/content/Events/index.cfm

June 21-27, 2007
American Library Association (ALA)
Annual Conference
Washington, DC

See also the *American Libraries* "Datebook."

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NO LATE SUBMISSIONS WILL BE ACCEPTED

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