

IS 473, UCLA
Winter term, 2008
Mondays, 1:30-5pm, GSE&IS 245
Prof. Christine Borgman

MANAGEMENT OF DIGITAL SERVICES
(Official course title: Information Technology and Libraries)

This course addresses the management of digital services in libraries, archives, and other information institutions. Libraries and archives provide a growing proportion of their services via computers and networks. Few could exist without networked access to electronic journals and databases.

The use of technology for information services is not simply a matter of doing the same things faster. Rather, the use of computing and communications technology has radically transformed the nature of information services over a period of several decades. Collections consist not only of physical artifacts stored in physical buildings; they also include digital resources created locally and leased access to digital resources that exist in remote computers operated by other agencies. Access to these collections is no longer restricted to specified hours and days of the week at one building; instead, access to resources and services may be available 24/7 from any network access point in the world. Few institutions can afford to support all the requirements of their user communities from their own collections and services. Instead, they make tradeoffs between “access and assets,” sharing resources, services, data, and metadata in cooperative arrangements that are brokered locally, regionally, nationally, and internationally.

Course topics include an overview of the history of digital services and the marketplace for automated systems and services; technology planning and management; Technology planning and management; systems and services for sharing resources; data conversion, migration, and preservation; digital collections and services in academic libraries; and future directions. We will have several distinguished guest speakers. Students will tour the cataloging, acquisitions, serials, and access services divisions of the UCLA libraries to learn operational aspects of digital services.

The course is appropriate for students who expect to work in any type of information institution, as the focus is on management of information technology and services.

IS 473 is an exam course so does not meet major paper requirement for the MLIS degree.

Instructional Objectives

- To learn how to manage digital services for libraries, archives, and other information institutions;
- To develop a basic knowledge of management issues involved in digital libraries;
- To understand the complex computing and telecommunications infrastructure that supports digital services;
- To develop a technical vocabulary for reading a substantial body of literature on topics related to digital libraries and services.

Course Format

Students will read widely on the management of digital services, participate in class discussions, perform written exercises, and take midterm and final exams over the readings and lecture materials. The class

meets once per week; sessions combine lecture and discussion. Several distinguished experts from the field will give guest lectures. Students are expected to complete all readings prior to class sessions and be prepared to discuss them in class.

Course Prerequisites

Although the course does not entail programming or statistics assignments per se, the course content assumes prior knowledge commensurate with IS entrance requirements. The course is suitable for first or second year MLIS students and for PhD students interested in technology management.

Familiarity is assumed with electronic mail, the UCLA and GSE&IS computing networks, the public access modules of the UCLA library and the California Digital Library, and basic Internet services. If students are not familiar with these systems and services, they should become so early in the term on their own.

Students should acquire UCLA computing accounts for electronic mail and Internet services if they do not already have them. Non-matriculated students can acquire them through the MMIT lab.

IS 282, Information Systems Analysis and Design, is highly recommended.

Grading Procedures and Policy

- 30% Exercises (2 @ 15%)
- 50% Examinations (2 @ 25%)
- 20% Class participation and preparation

Late assignments will be accepted only with advance permission of the instructor, and if so, will be marked down 2 points per day late. No assignments will be accepted for credit after 3pm Monday, March 17.

Course Readings

1. Required for purchase (Available at LuValle Commons Bookstore)(Lesk, 2005)

Lesk, M. (2005). *Understanding Digital Libraries*. San Francisco, Morgan Kaufman.

2. Available online:

Other readings are available online, either through the UCLA libraries or free on the World Wide Web. Links are provided where readily available. If you have difficulty with these links, try searching for them in the Social Sciences Citation Index, JSTOR, INSPEC, LISA, or Google Scholar. Most published articles are accessible only through databases under contract to the UCLA libraries. To access the UCLA library databases from off campus, you must have a proxy server or a VPN client set up. See <http://www.bol.ucla.edu>

The abstracts for selected articles are from Current Cites, 2006 and 2007 issues, <http://lists.webjunction.org/currentcites/>

Course Website

This course syllabus and the assignments will be posted on the course website, which is on the department's web site under "courses" and linked from the instructor's home page

(<http://is.gseis.ucla.edu/faculty/cborgman/>). Any updates to the syllabus or assignments will be posted there. http://is.gseis.ucla.edu/courses/473/473_w08/index.htm

Instructor Contact Information

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Correspondence with Students

The mailing list maintained by URSA / my.UCLA will be used to send mail to the class. An IS Dept list also will be established so that students can send mail to everyone in the class. Please be sure that your address is current and that you check your email regularly.

Weekly course outline:

- Week 1 (Jan 7): Overview: Digital libraries and digital services; video
- Week 2 (Jan 14): Technology planning and management; Field trip to YRL Access Services
- Week 3 (Jan 21): MLK Holiday, no class
- Week 4 (Jan 28): Field trip to UCLA Library Technical Services Division, Kinross Bldg
- Week 5 (Feb 4): Systems and services for sharing resources
- Wk 6 (Feb 11): Networks, standards, and interoperability
- Wk 7 (Feb 18): President's Day Holiday, no class
- Wk 8 (Feb 25): Data conversion, migration, and preservation
- Week 9 (Mar 3): Digital collections and services in academic libraries (Ryan & Davison, guest speakers)
- Week 10 (Mar 10): Management of Digital Services: Future directions
- Exam week (Mar 17): Course wrapup, Final exam

Schedule of Course Tasks

Readings: every week

Assignment 1: Library automation marketplace

GIVEN: Jan 7 (wk 1); DUE: Jan 25 (wk 3, Wed, 5pm)

Assignment 2: Standards

GIVEN: Feb 11 (wk 6); DUE: Feb 25 (wk 8)

Midterm exam: Take home distributed Feb 4 (week 5); DUE Feb 11 (Week 6)

Final exam: March 17 (Exam week) in class

INDIVIDUAL CLASS MEETINGS

Class discussions will be based upon the readings, with minimal lecturing. Students are expected to have read all required materials in advance of the class meeting. Be prepared to discuss them, as you will be graded on class participation and preparation.

Abstracts, where available, are reviews on Current Cites (OCLC Web Junction), Copyright 2007 by Roy Tennant. <http://lists.webjunction.org/currentcites/>

References generated by Endnote are listed at the end of the syllabus; those pasted in from Current Cites are listed only in the weekly section.

Note that readings are divided into **required** (be prepared to discuss in class) and **recommended** (useful background, often more detail or context on the week's course topic) For the recommended readings, read the abstracts for class and obtain the full item if you wish to learn more.

Sites to visit, when listed, provide context for the day's topic. Please visit them while doing your readings for the week.

[Hint on accessing readings: if you have trouble with the 'doi' links, go to <http://dx.doi.org/> and enter the 'doi' number into the search box.]

Week 1: January 7

Course overview; Digital libraries and digital services; video

Videotape, lecture, discussion.

Assignment 1 given: Library automation marketplace. Due week 3 (Jan 25, 5pm to mailbox)

SITES TO VISIT

<http://www.librarything.com/>

REQUIRED READINGS:

(Lesk, 2005)

Ch 1: Evolution of libraries, p. 1-30

(Borgman, 1997; 2000; Mason, 1971)

Coyle, Karen. "Future of Library Systems, Seen from the Past" *Journal of Academic Librarianship* 33(1)(January 2007): 138-140. - It's always a healthy exercise when evaluating predictions of the future to see what past performance in the prediction business has been like. This is what Karen Coyle does in a relatively short article on predictions of library systems from 1949 to 1984. She goes from what most

commentators got right to what most commentators either got wrong or missed. Oftentimes what they missed was due to developments outside of librarianship (e.g. the computer industry) that they didn't pay enough attention to. It's important to take the larger context into consideration, Coyle concludes, when attempting to do long-range planning. - LRK

Lewis, David W. "A Strategy for Academic Libraries in the First Quarter of the 21st Century" *College & Research Libraries* 68(5)(September 2007): 418-434. - At a library assessment conference a year ago, John Lombardi, then Chancellor of the University of Massachusetts-Amherst, explained that although he had depended on libraries and librarians in his professional career, he no longer knew what an academic library should be. Lewis took this message as a challenge to articulate a "strategy for academic libraries in the digital age or at least in its early stages." His strategy has five parts: 1) complete the migration from print to electronic collections; 2) retire legacy print collections; 3) redeploy library space as informal learning spaces; 4) move library tools and resources to where the users are (e.g. course management systems); and 5) shift the focus from purchasing collections to curating locally owned and produced unique and special collections. Whether you agree with his strategy or not, Lewis' article makes for an excellent catalyst to start these discussions with your staff. - SG

Lynch, Beverly P., Catherine Murray-Rust, and Susan E. Parker, et. al. "Attitudes of Presidents and Provosts on the University Library" *College & Research Libraries* 68(3) (May 2007): 213-227. - In 2004, the authors replicated a 1992-93 study to investigate how the attitudes of university presidents and provosts towards their academic libraries have changed in the intervening years. Through an analysis of their interviews of presidents and provosts at six universities, the authors found that the symbolic role of libraries as the "heart of the university" no longer carried as much weight as the libraries' practical roles on campus. The article also contains evidence that campus visibility, outside funding, and technological innovation are new indicators by which university administrators judge the library's relevancy. This study confirms the sense that I believe many librarians share, which is the growing need to better articulate to campus administrators the connections between the activities of the library with the university's academic mission. - SG

Vondracek, Ruth. "Comfort and Convenience? Why Students Choose Alternatives to the Library" *Portal: Libraries in the Academy* 7(3)(July 2007): 277-293. - Library surveys often go over what users like and dislike about the library. This survey is unique in that it specifically asked non-users what they liked about their non-library locations when doing research or study. Non-users or infrequent users were asked where they studied most when on their own or in a group. They were also asked about the characteristics of their preferred locations (e.g. quiet, convenience). The thinking behind these questions was to see if characteristics could be identified that could then be applied to the library. Results included making it easier to reserve group-study rooms and making individual study areas more quiet. - LR

RECOMMENDED READINGS

(Borgman, 1999; Buckland, 1992)

Abbott, Andrew. *The University Library Chicago*: University of Chicago, May 2006. (<http://home.uchicago.edu/~aabbott/Papers/libreport.pdf>). - Agree with this report or not, it offers an invaluable outside-in perspective on current hot-button issues in academic librarianship. Respected scholar Andrew Abbott (author of *The System of Professions*) produced this "a serious theoretical analysis of library research" for a task force appointed by the provost of the University of Chicago, where Abbott teaches. Abbott offers fresh and often trenchant observations, many backed quite refreshingly by real data, about issues such as use of the university library by undergraduates and faculty, off-site storage, research study rooms, and even the current vogue for building faculty-graduate research centers, which he refers to as "Potemkin Villages" that "exist more as targets for external funding than as physical realities." - KGS

Rethlefsen, Melissa L. "Chief Thingamabrarian" netConnect (Winter 2007) (<http://www.libraryjournal.com/article/CA6403633.html>). - You probably would have to have been living in a cave to not know about LibraryThing.com. So if you have only recently left your mountain domicile, stop reading this and go try it out. We'll meet you back here when you're done. Yes, that's right, who knew cataloging was fun? And that you could actually get just about anyone to do copy cataloging? Well, Tim Spaulding knew it, or at least he suspected it, and the success of LibraryThing is no small matter. This interview with him provides an interesting insight into not just the LibraryThing world, but also tagging, potential linkages with library catalogs, and more. - RT

Villano, Matt. "Collaborate" Campus Technology (June 2007) (<http://www.campustechnology.com/article.aspx?aid=48239>). - How library information can be introduced into collaborative software for higher education is not the issue here, and the absence of that issue is the reason to read the article. The omission doesn't appear intended to send a pointed message, but as sources for wikis etc are described with the focus on bringing students and instructors together in virtual learning spaces, it's telling that documents and other information sources are usually described as simply coming from a web search. It seems likely that in many cases campus IT planning will have a blank spot where the library should be. Read these implementation tales, review the products and learn to talk the talk before demanding a seat at this table. - JR

REFERENCES

- Borgman, C. L. (1997). From acting locally to thinking globally: A brief history of library automation. *Library Quarterly*, 67(3): 215-249.
<http://find.galegroup.com/itx/infomark.do?&contentSet=IAC-Documents&type=retrieve&tabID=T002&prodId=EAIM&docId=A20143093&source=gale&srcprod=EAIM&userGroupName=uclosangeles&version=1.0>
- Borgman, C. L. (1999). What are digital libraries? Competing visions. *Information Processing & Management*, 35(3): 227-243.
[doi:10.1016/S0306-4573\(98\)00059-4](https://doi.org/10.1016/S0306-4573(98)00059-4) (click on 'PDF' at right of screen)
- Borgman, C. L. (2000). The premise and promise of the Global Information Infrastructure. *First Monday*, 5(8). Retrieved from http://www.firstmonday.org/issues/issue5_8/borgman/index.html.
- Breeding, M. (2006). Reshuffling the Deck. *Library Journal*. 131(6): 40-54.
<http://search.ebscohost.com/login.aspx?direct=true&db=buh&AN=20307943&site=ehost-live>
- Buckland, M. K. (1992). *Redesigning Library Services: A Manifesto*. Chicago: American Library Association. <http://sunsite.berkeley.edu/Literature/Library/Redesigning/html.html>
- Lesk, M. (2005). *Understanding Digital Libraries*, (2nd ed.). San Francisco: Morgan Kaufman.
- Mason, E. (1971). Great Gas Bubble Prickt - Computers Revealed. *College & Research Libraries*, 32(3): 183
See library electronic reserves page. URL forthcoming.

Week 2: January 14

Technology Planning and Management; Field trip to YRL Access Services

We will have class in room 245 from 1:30-3:45, then reconvene @ 4pm at YRL Access Services, for a tour by Don Sloane & Valerie Rom-Hawkins.

Sites to visit:

Webjunction: read articles on technology planning (individual articles do not have stable URLs)
<http://webjunction.org/>
try: <http://webjunction.org/do/Navigation?category=391>

Tour the UCLA library and California Digital Library websites. Use the catalogs and other digital resources.

<http://www.library.ucla.edu/>

<http://www.cdlib.org/>

REQUIRED READINGS

(Lesk, 2005)

Ch 7: Usability and retrieval evaluation, 185-216;

Ch 8: User needs, 217-232.

The Ecar Study of Undergraduate Students and Information Technology, 2007 Boulder, CO: EDUCAUSE, October 2007.

(<http://connect.educause.edu/library/abstract/TheECARStudyofUnderg/45075?time=1191080166>). - No matter how far you've taken your library into providing high tech, it probably isn't far enough, based on the findings of the "longitudinal extension of the 2004, 2005, and 2006 ... studies of students and information technology" from the Educause Center for Applied Research. Cell phone use is now nearly at 100 percent saturation, laptop ownership is up sharply to almost 75 percent, and student expectations are high. These students live and work on the web; it is not a tool to them, but part of their lifestyle. As often happens in these higher-ed studies, community colleges are underrepresented, so take conclusions about that huge (and hugely-neglected) area of higher ed with a grain of salt. Despite that limitation, this report needs to be required reading for any strategic planning process for libraries -- technology-focused or not. - KGS

Bowers, Stacey L. "Privacy and Library Records" *Journal of Academic Librarianship* 32(4)(July 2006): 377-383. - Good overview of privacy in libraries in urgent need of a short update. The author covers a lot of ground beginning with specific federal protections (there are none) to examples of state law. The author also discusses the FISA Act as well as the Patriot Act, though the information precedes the revelations of one and the revision of the other. The author concludes with the following words of advice from the 1988 New York Library Association guidelines that "the best protection comes from limiting the amount of confidential information collected and minimizing the time it is maintained in library data bases." - [LRK](#)
[doi:10.1016/j.acalib.2006.03.005](https://doi.org/10.1016/j.acalib.2006.03.005)

Cervone, Frank. "ILS Migration in the 21st Century: Some New Things to Think About This Time Around" *Computers in Libraries* 27(7)(July/August 2007): 6-8; 60-62. - Cervone pens a timely and useful article on making the tough transition from one integrated library system to another. Given the current upheaval (some forced, some voluntary) in the ILS market, his advice is timely indeed, and those who are not immediately facing such a migration would nonetheless be wise to pin it to their bulletin board for future use. To rephrase an old quote, there are only two kinds of librarians -- those who have weathered a system migration and those who will. In addition to listing the basic steps of a migration, Cervone includes a summary list of typical tasks and some links to open source web application testing tools. Highly recommended for anyone with an ILS and a future. - RT

Highsmith, Anne L., and Bennett Claire Ponsford. "Notes on MetaLib Implementation at Texas A&M University" *Serials Review* (28 July 2006) - Interesting look at the implementation of a federated search system, in this case MetaLib (ExLibris) at Texas A&M University. The library quite wisely set up an "implementation committee" and after several weeks of configuration, tested it on various user groups. The authors discuss the reception the final product received among library staff and they end with a number of suggestions to improve the system. (Note: Article in Press, Corrected Proof) - [LRK](#)
[doi:10.1016/j.serrev.2006.06.002](https://doi.org/10.1016/j.serrev.2006.06.002)

Morgan, Eric Lease. "Today's Digital Information Landscape" Musings on Information and Librarianship (01 December 2007)(<http://infomotions.com/musings/digital-landscape/>). - Eric Lease Morgan of the University Libraries of Notre Dame wrote a lecture for the University of North Texas on the landscape of today's library in a digital world. He puts into words something that I've recently addressed in a workshop for cataloging electronic resources: "Libraries are still about the processes of collection, preservation, organization, dissemination, and sometimes evaluation of data and information. While the mediums, environments, and tools have dramatically changed, the problems and services the profession addresses remain the same." In this lecture, Morgan brings together XML, indexing, social software, and open source catalogs and repositories. A great introduction to the issues that technical services departments are facing right now. I wish I could have attended this lecture and listened to the question and answer period!
- KC

RECOMMENDED READINGS, WEEK 2

(Hawkins, 1998; Lynch, 2001; Lynch, 2003b; Marcum, 2005; Pennock & Bunt, 2005)

Breeding, Marshall. *Web Services and the Service-Oriented Architecture* Chicago, IL: ALA TechSource, 2006.(<http://www.techsource.ala.org/ltr/web-services-and-the-service-oriented-architecture.html>). - The advent of XML and protocols such as the Simple Object Access Protocol (SOAP) which uses it are transforming the way our computer systems work. Rather than being self-contained "silo" systems, our computer applications increasingly interact with other applications. This "service-oriented architecture" offers new opportunities to increase efficiency and effectiveness. Breeding's *LTR* on the topic thus comes at good time, when we all should know more about Web Services and what it has to offer our organizations. Thankfully, ALA nabbed someone with impeccable credentials and the ability to explain complex topics simply and clearly. Breeding uses the well-known Amazon and Google Web services as examples, even including code listings (a minor quibble is that the code should be downloadable from somewhere, for those that want to try this out). At the end of this 49-page publication is a summary of library automation vendor support for Web services within their applications. From this survey it is clear that Web services is not in your future -- it is here now. If you feel behind it is because you are, and this fine *LTR* is just what the doctored ordered as your cure. - [RT](#)
See library electronic reserves page. URL forthcoming.

Hendrix, Dean. "Peer-to-Peer (P2P) Knowledge, Use, and Attitudes of Academic Librarians" portal: *Libraries and the Academy* 7(2)(April 2007): 191-212. (http://muse.jhu.edu/journals/portal_libraries_and_the_academy/v007/7.2hendrix.html). - Discussions about P2P networks on academic campuses usually focus on various dangers--security holes, bandwidth usage, and legal threats from ambitious music industry lawyers. But P2P technologies are also driving new library activities and initiatives, such as instant messaging reference services, and Stanford's LOCKSS program for preservation of e-journals. This article analyzes the use and knowledge of P2P technologies among librarians in the U.S, taking into account variables such as age, gender, year of MLS, and library job description. The general conclusion: academic librarians are behind the curve. Nearly 45% of the total questions on all the returned surveys were answered with: "not sure." One shortcoming of the study (acknowledged by the author) is that it asks only about file sharing applications, and doesn't include instant messaging. Still, the general conclusions of the article remain valid: as a group, we do not extensively use P2P technologies, and thus we don't have a great understanding of the relevant technical, social and legal issues, haven't thought a lot about how we might use P2P to help advance our missions, and don't have a strong voice in larger, campus-wide discussions about P2P. - BR

Holt, Glen. "Communicating the Value of Your Libraries" *Bottom Line* 20(3)(2007): 119-124. (<http://dx.doi.org/10.1108/08880450710825833>). - Short guide to shamelessly promoting the value of your library to various stakeholders through the ever-dependable approach, "What's in it for me" or

'WIIFM' for short. The author draws on his extensive experience in Cost-benefit analysis (CBA) to lay out basic principles, such as saving the user significant time or money. He concludes with this marvelous piece of advice: "Institutional communication is not just a smattering of marketing here and another smattering of marketing there. It is, instead, a disciplined, planned and thorough method by which a library tells its users why using their library is worth their time, money and effort, that is, why their library is valuable and the value that individuals and families will find there." – LRK

Lally, Ann M., and Carolyn E. Dunford. "Using Wikipedia to Extend Digital Collections" *D-Lib Magazine* 13(5/6)(May/June 2007)(<http://www.dlib.org/dlib/may07/lally/05lally.html>). - An example of a library "getting in the flow," this article documents the University of Washington Libraries' effort to put their digital collections where their users will see them--in Wikipedia. The result was so successful in driving more users to their collections that they "now consider Wikipedia an essential tool for getting our digital collections out to our users at the point of their information need." It's a nice way to strengthen Wikipedia too. The article also contains some useful tips on creating articles and cross-references within Wikipedia, monitoring for changes and vandalism, and communicating with other Wikipedia users. - BR

REFERENCES

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See library electronic reserves page. URL forthcoming.
- Lesk, M. (2005). *Understanding Digital Libraries*, (2nd ed.). San Francisco: Morgan Kaufman.
- Lynch, C. A. (2001). When documents deceive: Trust and provenance as new factors for information retrieval in a tangled web. *Journal of the American Society for Information Science & Technology*, 52(12): 12-17.
[doi:10.1002/1532-2890\(2000\)52:1<12::AID-ASI1062>3.0.CO;2-V](https://doi.org/10.1002/1532-2890(2000)52:1<12::AID-ASI1062>3.0.CO;2-V)
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<http://www.educause.edu/ir/library/pdf/erm0356.pdf>
- Marcum, D. B. (2005). The Future of Cataloging. *EBSCO Leadership Seminar*, Boston.
<http://www.loc.gov/library/reports/CatalogingSpeech.pdf>.
- Pennock, L. & Bunt, R. (2005). Whose System Is It, Anyway? Partnering with Faculty in Administrative System Projects. *EDUCAUSE Quarterly* 28(2): 24-31.
<http://www.educause.edu/ir/library/pdf/eqm0522.pdf>.

Week 3 (Jan 21): **MLK Holiday, no class; WED JAN 23 – ASST 1 DUE 5PM**

Week 4 (Jan 28): **Field trip to UCLA Library Technical Services Division, Westwood**

Field trip to UCLA Library Technical Services Division

This week is a field trip to see the physical processing of materials through an extensive, integrated library information management system: the Young Research Library.

Today you will meet Prof. Borgman and Andy Stancliffe @ 1:30pm in the lobby of the Kinross building in Westwood. Our tour will take us, in sequence, through serials, acquisitions, and cataloging, from 1:30-5

1:30PM	Meet in Kinross building lobby
1:30-3:00pm	Serials and Acquisitions: Andrew Stancliffe & Germaine Wadeborn
3:00-3:15pm	break
3:15-4:30	Cataloging: John Riemer

Sites to visit:

Visit the UCLA library web site and library staff intranet for information on library technical services and systems.

<http://www.library.ucla.edu/> and <http://staff.library.ucla.edu/>

REQUIRED READINGS

(Rethinking How We Provide Bibliographic Services for the University of California, 2005)

Beccaria, Mike, and Dan Scott. "Fac-Back-OPAC: An Open Source Interface to Your Library System" *Computers in Libraries* 27(9)(October 2007)(http://www.infotoday.com/cilmag/oct07/Beccaria_Scott.shtml). - The advent of the Solr search server has spawned a number of experiments in "next-generation" library catalog systems, not the least of which is the "Fac-Back-OPAC" described here. Designed as a backup catalog (setting aside for a moment why such a thing is needed), it actually provides functionality that most existing ILSs don't, such as faceted browsing (the "Fac" part of the name). This article briefly describes the system's features, the technology building blocks used, and what might be required by any other institution wishing to install and use this free open source system. Recommended for those who are technically inclined and want to try it out for themselves, or decision-makers who supervise such staff. - RT

The Code4Lib Journal (1)(17 December 2007) - This is the inaugural issue of the Code4Lib Journal, and if the beginning is any indication it will definitely be worth following for anyone interested in the topics we try to cover in Current Cites. Largely written by the library coders who are building new kinds of systems and infrastructure for libraries, you can't get any closer to the technology action without getting hit with shards of subroutines. The articles in this first include "Beyond OPAC 2.0: Library Catalog as Versatile Discovery Platform," "Facet-Based Search and Navigation With LCSH: Problems and Opportunities," "The Rutgers Workflow Management System: Migrating a Digital Object Management Utility to Open Source," "Communicat: The Next Generation Catalog That Almost Was," "Connecting the Real to the Representational: Historical Demographic Data in the Town of Pullman, 1880-1940,". Add an editorial introduction, a book review, and a column, and there is much here to edify and entertain not just the geekiest among us, but civilians too. May it live long and prosper. - RT

Calhoun, Karen. [*The Changing Nature of the Catalog and Its Integration with Other Discovery*](#) Washington, DC: Library of Congress, 17 March 2006. - In this report commissioned by the Library of Congress, Calhoun reviews the library catalog and its changing role amidst a new mix of finding tools and technologies. In preparing the report, Calhoun performed a literature review (largely focusing on the last five years) that informed the crafting of six questions that were used in interviews with selected individuals (full disclosure: I was one). The report identifies a number of options that Calhoun classifies in one of three categories of activities: lead, expand, and extend. A two-year phased approach to "revitalizing the research library catalog" is described. This report has caused some controversy -- particularly from the cataloging community which finds the de-emphasis on traditional library practice to be objectionable. But whatever position you may care to take, you would do well to read and consider the possibilities and implications of this report and other recent reports like it, such as the [University of](#)

[California Bibliographic Services Task Force Report](#) and the [White Paper on the Future of Cataloging at Indiana University](#) (cited in this issue). - RT
<http://www.loc.gov/catdir/calhoun-report-final.pdf>

RECOMMENDED READINGS, WEEK 4

[Beyond the OPAC: Future Directions for Web-Based Catalogues](#) Canberra: Australian Committee on Cataloging, 18 September 2006. - There is rightfully a great deal of anguish and hand-wringing over the state of our library catalogs, and this set of papers, presentations, and podcasts are a prime example. Take, for example, the no-holds-barred talk entitled "OPACs and the real information marketplace : why providing a mediocre product at a high price no longer works" by Lloyd Sokvitne. But the focus is also on potential solutions, with presentations on Resource Description and Access (RDA) and Functional Requirements for Bibliographic Retrieval (FRBR). - RT
<http://www.nla.gov.au/lis/stndrds/grps/acoc/papers2006.html>

Markey, Karen. "The Online Library Catalog: Paradise Lost and Paradise Regained?" D-Lib Magazine 13(1/2)(January/February 2007)(<http://dlib.org/dlib/january07/markey/01markey.html>). - Markey throws down the gauntlet and challenges libraries to remake library catalogs partly in the model of Google (embrace "post-Boolean" probabilistic searching), partly in the model of classic library strategies (embrace subject cataloging), and partly something entirely new (expand with qualification metadata). She precedes her proposed solution to library catalog woes with a brief litany of failure and an examination of why people use Google. Even if you don't agree with all of her points, there is plenty to ponder and discuss and (hopefully) lead to experimentation and implementation. My only criticism is that our gaze needs to encompass more than library catalogs at this point or else we're toast before we begin. - RT

REFERENCES

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Bibliographic Services Task Force, University of California.
<http://libraries.universityofcalifornia.edu/sopag/BSTF/Final.pdf>.

Week 5 (Feb 4): Systems and services for sharing resources

Sites to visit:

OCLC: <http://www.oclc.org/oclc/menu/home1.htm>.

Research Libraries Group: <http://www.rlg.org>

UKOLN, The UK Office for Library and Information Networking: <http://www.ukoln.ac.uk>

Information Environment, UK: http://www.jisc.ac.uk/index.cfm?name=ie_home

DSpace harvesting projects:

<http://www.oclc.org/research/projects/dspace/default.htm>

<http://www.opencontentalliance.org>

REQUIRED READINGS

(Lesk, 2005)

Ch 10, Economics, 261-292;

Ch 11, Intellectual property rights, 293-320

(Lynch, 2003a; Pafford, 1935; Peters, 2003)

Albanese, Andrew Richard. "Down with E-Reserves" *Library Journal* (1 October 2000)(Down with E-Reserves). - My experience with library reserve materials goes back to my first library job -- the Reserve Book Room in the basement of Olin Library at Wesleyan University. They didn't automate the reserve room until the summer after I graduated. So I spent four years in the world of checking out articles and books by hand, and I have to say that the shelf-reading of folders of article copies was truly maddening. Reading articles like Albanese's "Down with E-Reserves" reminds me of how far we've come in the last decade with reserve materials, and how far we still have to go. Most of us feel like we're living in a world of "if it's online, it's free, right?", but the Association of American Publishers (AAP) would beg to differ. Libraries and institutions of all sizes are measuring their risk with what they can put online for e-reserves, and for what audience. When larger state universities can have up to 2,000 students looking at a single article online for a multi-section class, can fair use stand up in court? Albanese recognizes the lack of leadership on the issue, and hits the heart of the problem when he writes, "Being too restrictive can impinge on the educational mission allowed by law, while being too aggressive can lead to a potential lawsuit." – KC

Ayre, Lori Bowen. "Library Delivery 2.0: Delivering Library Materials in the Age of Netflix" *Library Philosophy and Practice* (June 2007) (<http://libr.unl.edu:2000/LPP/ayre.htm>). - Ayre makes a case for learning from the Netflix model to deliver library items directly to patrons. Some principles Ayre cites for making our ILL work better include: make it easy, make it personal, and make it fast and convenient. There will of course be much work required to make this possible, but this brief, engaging piece at least makes the case that we should try. Anyone involved with interlibrary loan -- or even simply in managing library services -- sit up and take note. – RT

Bailey, Jr., Charles W. "[What is Open Access?](#)" *Open Access: Key Strategic, Technical, and Economic Aspects* (7 February 2006)(<http://www.digital-scholarship.com/cwb/WhatIsOA.pdf>). - In this preprint of a book chapter to be published by Chandos Publishing this year, *Current Cites'* own Charles W. Bailey, Jr. explains and summarizes the "Open Access" movement within the scholarly and research communities of higher education. Bailey begins with defining open access by reference to definitions from several key documents such as the Budapest Open Access Initiative. Following this is a definition of the subset of open access activities called "self-archiving" by its main proponent Stevan Harnad. The next section deals with open access journals. For more information, readers are directed to the author's [Open Access Bibliography](#), an essential resource in the field. Given the goals of this particular book chapter, those familiar with the open access movement will be familiar with much of what Bailey covers, but for someone new to the issue it is an excellent summary of key issues. - [RT](#)

Heid, Susan. "Culture Morph " *Campus Technology* 20(10) (June 2007): 42-48. (<http://campustechnology.com/articles/48247/>). - Much has been written in the past on library and IT collaboration (or the lack thereof), but with the increase in development of digital library projects, interest in this issue is resurging. However, unlike some articles in the past that were primarily obsessed with how different libraries and IT are from each other, this article focuses instead on how colleges have taken varying approaches to developing digital library services collaboratively between the two units. Using a variety of different approaches and not just relying on an administrative combination of the two units into a single organization, these colleges have been able to move forward with projects that have increased the

use of library resources, enhanced ease of access, and allowed them to focus on making improvements based on students' expectations. - FC

Hane, Paula J. "[OCLC to Open WorldCat Searching to the World](http://www.infotoday.com/newsbreaks/nb060717-1.shtml)" *NewsBreaks* (17 July 2006)(<http://www.infotoday.com/newsbreaks/nb060717-1.shtml>). - Big news at the American Library Association Annual Conference was that [OCLC](http://www.worldcat.org) was going to open up WorldCat for free searching by anyone. This formerly licensed-only resource has the combined holdings information thousands of libraries worldwide and is the premier source for information on library held materials. Set to be unveiled in "beta" form sometime in August 2006 at [WorldCat.org](http://www.worldcat.org), the service will include all 70-plus million records in the database with an easy-to-use interface and the ability to add a search box to your own web site. In this article Hane provides an overview of the offering based on information from Chip Nilges, vice president, OCLC New Services. - [RT](#)

McDowell, Cat S. "Evaluating Institutional Repository Deployment in American Academe Since Early 2005" *D-Lib Magazine* 13(9/10)(September/October 2007)(<http://www.dlib.org/dlib/september07/mcdowell/09mcdowell.html>). - In this article, the author provides a follow-up to the work done by Lynch and Lippincott in documenting the state of institutional repositories. While using a different methodology and a more rigorous definition of institutional repository than Lynch and Lippincott did, the study finds many similar trends in how institutional repositories are being adopted and used. Perhaps not surprisingly, this study found that while new institutional repository deployments are leveling off, the most significant area of growth in deployments has been at smaller institutions. Other interesting findings include the observation that contributions to institutional repositories are still greatest, from both relative and absolute perspectives, at large research universities, but student work products account for the majority of items in these institutional repositories; faculty contributions to institutional repositories still tend to be difficult to acquire. - FC

RECOMMENDED READINGS, WEEK 5

(Crow, 2002)

Carr, Leslie, and Tim Brody. "Size Isn't Everything: Sustainable Repositories as Evidenced by Sustainable Deposit Profiles" *D-Lib Magazine* 13(7/8)(July/August 2007)(<http://www.dlib.org/dlib/july07/carr/07carr.html>). - How can we measure the success of a digital repository? Simply looking at the number of deposited items is problematic for many reasons. A better method, the authors argue, is to measure "community engagement," which should be evident in deposit patterns. For example, a repository built through a few large batch deposits may have less community engagement than smaller repositories with daily deposits across a broad range of subject categories. This article attempts to develop a "metrics of community take-up" by analyzing the deposit profiles of repositories in the Registry of Open Access Repositories (ROAR), looking in particular at the number of items deposited per day over the course of a year, and the deposit patterns across subjects or communities in a given repository. According to this data, 12 of 20 largest repositories (in size) would not make the list of 20 most active. While the metrics presented here are quite general, they provide a useful way forward for institutions thinking about how to measure the use of their repositories. In addition, much of this data is tracked, kept up-to-date and made available in the 900+ repository profiles on the ROAR website, allowing institutions to see their own deposit patterns and compare with others. - BR

Davis, Philip M, and Matthew J. L Connolly. "Institutional Repositories : Evaluating the Reasons for Non-use of Cornell University's Installation of DSpace" *D-Lib Magazine* 13 (3/4)(March/April 2007)(<http://www.dlib.org/dlib/march07/davis/03davis.html>). - Interesting look at faculty participation, or lack thereof, in the Institutional Repository 'DSpace' at Cornell. Basically the incentives aren't there for faculty to contribute their works. The lure of print publication or other modes of distribution based on discipline are far too strong and alternatives, such as posting a copy on one's own personal web page seem

adequate. Where there is steady growth, it's "largely supported by active policies or guidelines that dictate that items will be deposited into DSpace, such as the case of theses and dissertations". This last might indicate the benefit of a more energetic approach on the part of departments and the institution as a whole. Ease-of-use issues and better integration across systems also needs to be addressed. – LRK

Gierveld, Heleen. "[Considering a Marketing and Communications Approach for an Institutional Repository](http://www.ariadne.ac.uk/issue49/gierveld/)" *Ariadne* (49)(October 2006)(<http://www.ariadne.ac.uk/issue49/gierveld/>). - Anyone who has been involved with an institutional repository project knows that you can build it, but it doesn't mean they will come. The technical hurdles are nothing compared to getting people to actually deposit content in it. So this article by Gierveld is useful and timely, in that the number of institutions creating repositories is already large and is increasing. Gierveld offers the "8 P's" strategy of marketing: Product, Price, Promotion, Place, Public, Partnership, Policy, and Purse String. For each of these, she offers examples specific to an institutional repository, and follows up with specific marketing strategies institutions can take to increase the take up and use of their repository. Recommended reading for any institution that has a repository or is hoping to create one. - [RT](#)

Jacobs, Neil. "[Digital Repositories in UK Universities and Colleges](http://www.freepint.com/issues/160206.htm#feature)" *FreePint* (200)(2006)(<http://www.freepint.com/issues/160206.htm#feature>). - In 1993, the UK did a smart thing: it established the UK Joint Information Systems Committee (or [JISC](#) for short). Since then, JISC-funded technology projects have kept UK academic libraries on the cutting edge of innovative networked services and technologies. Little wonder then that UK libraries have been leaders in the rapidly evolving movement to develop institutional repositories and other types of digital archives. As the manager the JISC Digital Repositories development programme, Neil Jacobs knows this important work well, and, in this article, he provides a link-packed, amazingly compact bird's-eye view of it that is authoritative and highly readable. Don't just zip through the short text. Rather, take the time to explore the numerous project links. You'll be glad that you did. - [CB](#)

Lombardi, Candace. "[U.C. System Signs on to Microsoft Book-Scan Project](http://news.com.com/U.C.+system+signs+on+to+Microsoft+book-scan+project/2100-1025_3-6082258.html)" *CNET News.com* (9 June 2006) (http://news.com.com/U.C.+system+signs+on+to+Microsoft+book-scan+project/2100-1025_3-6082258.html). - Microsoft's Windows Live Book Search got a big boost this month when the University of California System and the University of Toronto Libraries agreed to allow it to digitize out-of-copyright books and other material from their collections. UC has over 34 million volumes in its libraries, while Toronto has more than 15 million volumes. In contrast to Google Book Search, Windows Live Book Search takes an "opt-in" approach to digitizing works still under copyright through its [Windows Live Books Publisher Program](#). Because it scans in-copyright books without permission, Google has been sued for copyright infringement by both [authors](#) and [publishers](#), including a [French publisher](#). However, Google asserts that its program is justified under fair use provisions since it shows only brief excerpts from books. Moreover, Google will remove books at the request of publishers. More details on the Windows Live Book Search deal can be found in Microsoft's [press release](#). - [CB](#)

Markey, Karen, Soo Young Rieh, and Beth St. Jean, et. al. *Census of Institutional Repositories in the United States: MIRACLE Project Research Findings* Washington, DC: Council on Library and Information Resources, February 2007.(<http://www.clir.org/pubs/abstract/pub140abst.html>). - This report summarizes the findings of the first phase of the IMLS-funded MIRACLE Project to investigate institutional repositories in higher education. At a survey response rate of about 21% of the 2,147 academic library directors and senior library administrators contacted, only 10.8% had implemented a repository. An additional 36.3% were planning to implement or were pilot testing an institutional repository. There is much to consider in this report, but the diversity of organizational situations, repository software options, and implementation models makes it difficult and even erroneous to make sweeping generalizations. Rather, those who are interested in this issue would do well to spend some time digesting the findings for what can inform their particular situation. – RT

Suber, Peter. "The Ides of February in Europe: The European Commission Plan for Open Access" SPARC Open Access Newsletter, (107)(2007)(<http://www.earlham.edu/~peters/fos/newsletter/03-02-07.htm#ec>). - The Ides of February turned out much better for the open access movement in the European Union than the Ides of March did for Caesar, but, while it made significant gains, it did not get an OA mandate from the European Commission. Rather, the European Commission said that it will: "issue specific guidelines on the publication of articles in open repositories after an embargo period." As you may have noticed, publishers of late have become increasingly vocal in their opposition to OA mandates, and different publisher groups have issued a spate of declarations to that effect (e.g., the "Brussels Declaration on STM Publishing"). On the OA side of the equation, a petition supporting an EU OA mandate now has over 24,000 signatures (more still welcome). Suber notes: "The two EC Directorates General most involved in OA policy-making -- Information Society and Media, headed by Vivian Reding, and Research, headed by Janez Potocnik -- are trying to find a diplomatic trail through a minefield. They are eager to show support for the concerns on each side and postpone the day when they will have to alienate one of them." Still, the European Commission made some important commitments to OA, including allocating about 50 million Euros for OA digital repository support and making contributions towards the payment of OA journal publication fees. – CB

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- Pafford, J. H. P. (1935). Ch 1: Principles of library co-operation. *Library co-operation in Europe*. London, The Library Association: , p 17-26.
See library electronic reserves page. URL forthcoming.
- Peters, T. A. (2003b). Consortia thinking: Consortia and their discontents. *Journal of Academic Librarianship*, 29(2): 111-114. [doi:10.1016/S0099-1333\(02\)00421-4](https://doi.org/10.1016/S0099-1333(02)00421-4)
- Crow, R. (2002). *The Case for Institutional Repositories: A SPARC Position Paper* The Scholarly Publishing & Academic Resources Coalition. <http://www.arl.org/sparc/IR/ir.html>
- Lynch, C. A. (2003). Institutional repositories: Essential infrastructure for scholarship in the digital age. *ARL Bimonthly Report*: 1-7. <http://www.arl.org/newsltr/226/ir.html>.

Week 6: February 11. Networks, standards, and interoperability

REQUIRED READINGS

(Lesk, 2005)

Ch 5, Knowledge representation schemes, 117-152.

(Avram, 1976; Bausenbach, 2004; Hey & Trefethen, 2005; *OpenURL and CrossRef*, 2005; Van de Sompel et al., 2006)

Elings, Mary W., and Günter Waibel. "Metadata for All: Descriptive Standards and Metadata Sharing across Libraries, Archives, and Museums" *First Monday* 12(3)(March 2007)(http://www.firstmonday.org/issues/issue12_3/elings/). - This informative article begins by describing a conceptual model that precisely identifies and describes the key components of any metadata standard: data fields and structure, data content and values, data format, and data exchange. Using these concepts, the authors then construct a grid for appropriate metadata standards from the museum, library, and archival communities in each of these areas. By classifying standards from these communities using their conceptual model, they hope to make the soup of acronyms more understandable. The grid also serves to demonstrate how related these different communities are in their needs for the same types of

metadata standards. The piece also provides a brief history of metadata standards in each community and takes a look at recent trends. The authors end with an assertion that the three areas would be more productively depicted as "cultural materials, bibliographic, and archival" to indicate that museums, for example, may find use for bibliographic metadata standards and vice versa. – RT

Goldsmith, Beth, and Frances Knudson. "[Repository Librarian and the Next Crusade: The Search for a Common Standard for Digital Repository Metadata](http://www.dlib.org/dlib/september06/goldsmith/09goldsmith.html)" *D-Lib Magazine* 12(9)(September 2006) (<http://www.dlib.org/dlib/september06/goldsmith/09goldsmith.html>). - Charged with selecting a metadata standard to use in their multi-million record digital repository, the authors studied the abilities of MARCXML, Dublin Core, PRISM, ONIX, and MODS to meet their requirements for granularity, transparency, and extensibility. This paper describes their comparison of these formats, states their selection ("Having, with something akin to disbelief, selected MARCXML..."), describes their principles of use, and evaluates their experiences over the two years the repository has been in operation. Their final observation is that "MARCXML has proven itself to be robust and capable in meeting all requirements without breaking the standard while remaining flexible and transparent to downstream use." This is an excellent paper that anyone interested in metadata issues should read. - [RT](#)

Teets, Michael, and Peter Murray. "[Metasearch Authentication and Access Management](http://www.dlib.org/dlib/june06/teets/06teets.html)" *D-Lib Magazine* 12(6)(June 2006) (<http://www.dlib.org/dlib/june06/teets/06teets.html>). - Those laboring in the metasearch (aka federated search, cross-database search, etc.) world know how difficult authentication issues can be -- especially if when working in a consortial environment. This paper reports on the work of the [NISO Metasearch Initiative's](#) Access Management Task Group (one of three groups) to make this easier and more effective. The group surveyed the authentication and authorization methods currently being used, developed use cases, considered environmental factors, ranked the various methods against the use cases and environmental factors, aggregated and modeled the rankings, and made recommendations based on their findings. Their key findings were that in the present environment, IP-authentication with a proxy server and good old username and password are the two most effective methods for authentication. - [RT](#)

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See library electronic reserves page. URL forthcoming.
- Bausenbach, A. (2004). Character Sets and Character Encoding: A Brief Introduction. *RLG DigiNews*, 8(2). http://www.rlg.org/en/page.php?Page_ID=17068&Printable=1&Article_ID=992.
- Hey, T. & Trefethen, A. (2005). Cyberinfrastructure and e-Science. *Science*, 308: 818-821.
[DOI: 10.1126/science.1110410](https://doi.org/10.1126/science.1110410)
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OpenURL and CrossRef. (2005).
<http://www.crossref.org/02publishers/16openurl.html> .
- Van de Sompel, H., Lagoze, C., Bekaert, J., Liu, X., Payette, S. & Warner, S. (2006). An interoperable fabric for scholarly value chains. *D-Lib Magazine*, 12(10).
<http://www.dlib.org/dlib/october06/vandesompel/10vandesompel.html> .

Week 7: Feb 18. President's Day Holiday, No Class.

Week 8: Feb 25. Data conversion, migration, and preservation

We will show a videotape today to introduce the new topic, *Into the Future: On the preservation of knowledge in the digital age*.

READINGS

(Lesk, 2005)

Ch 3, Images of pages, 61-90;

Ch 4 Multimedia storage and retrieval, 91-116

(Hirtle, 2003; Reynolds, 1985)

REQUIRED READINGS

Coyle, Karen. "Mass Digitization of Books" *The Journal of Academic Librarianship* 32(6)(November 2006): 641-645. (<http://www.sciencedirect.com/science/article/B6W50-4M877GM-1/2/91673967ebebaf384a277c5579164041>). - This is a good high-level overview article on mass digitization projects such as the Google Library project. Mass digitization is contrasted with "non-mass" digitization and "large-scale" digitization in addition to issues such as workflow, output and book structure, user interface, standards, preservation, and scoping. Readers interested in exploring the copyright implications of mass digitization should not look here, but rather to the many contributions on the topic that can be found almost anywhere you care to look. – RT

Grogg, Jill E., and Beth Ashmore. "Google Book Search Libraries and Their Digital Copies" *Searcher* 15(4)(April 2007)(http://www.infotoday.com/searcher/apr07/Grogg_Ashmore.shtml). - Entire articles have been written about the Google Book Search Library Project--how Google's doing it, why libraries are joining in, and the issue of copyright--but not much has been said about what those libraries plan to do with their copies of the digitized materials once they've been scanned. Grogg and Ashmore survey the field and study how the project fits into existing and future digital libraries at various institutions. Plans include open access to all, inclusion in OPACs and digital repositories, and archiving and preservation. Many of the libraries are still developing the infrastructure and delivery system to handle the sheer volume of materials they are receiving. Of the twelve institutions reviewed for the article, seven are sticking with scanning materials in the public domain, and five are scanning all materials regardless of copyright (at least until any court decisions have been made). Grogg and Ashmore answer the question of motivation to join when they write, "Google can offer digitization on a grand scale at a price libraries can afford." It's a bargain that's hard to turn down, even with the threat of pending litigation. – KC

Entlich, Richard, and Ellie Buckley. "[Digging Up Bits of the Past: Hands-on With Obsolescence](#)" *RLG DigiNews* 10(5)(15 October 2006) (http://www.rlg.org/en/page.php?Page_ID=20987#article1). - This is the fascinating tale of the File Format and Media Migration Pilot Service (FFMM) at the Cornell University Library, complete with macabre tales of bringing data back from the dead (and oh so appropriate for this Halloween issue of *Current Cites*). The service offered to recover data from obsolete storage media and file formats for the Cornell University community, and their experiences are both disturbing and insightful. Their case studies of rescuing data from the clutches of ancient operating systems, applications, and storage media are a cautionary tale for anyone responsible for information in digital form. The last time I checked, that was darn near all of us, whether we have digital content in library collections or on our own personal floppy disks. - [RT](#)

[Mass Digitization: Implications for Information Policy](#) Washington, DC: U.S. National Commission on Libraries and Information Science (NCLIS), 9 May 2006.(<http://www.nclis.gov/digitization/MassDigitizationSymposium-Report.pdf>). - The [U.S. National Commission on Libraries and Information Science \(NCLIS\)](#) sponsored the symposium "[Scholarship and Libraries in Transition: A Dialogue about the Impacts of Mass Digitization Projects](#)" in March 2006 at the University of Michigan. This 24-page report identifies nine major issues that arose from that symposium and summarizes key points under each: copyright, quality, the role of libraries, ownership and

preservation, standardization and interoperability, the role of publishers and booksellers, business models, information literacy, and assessment. - [RT](#)

RECOMMENDED READINGS, WEEK 8

(Campbell, 1994; Lentz, 1992; Lynch, 1999)

Albanese, Andrew Richard. "Scan This Book!" *Library Journal* (15 August 2007)(<http://libraryjournal.com/article/CA6466634.html>). - This piece is mostly an interview with Brewster Kahle of the Open Content Alliance, with an introduction that sets the stage. The Open Content Alliance occupies a particular niche among those doing mass digitization, and this interview explores that well. Kahle sees himself as a crusader, and someone following on the tradition of libraries in this country while bringing their content to the web. "I see the library system in this country as a \$12 billion industry dedicated to preservation and access of materials that are not mediated through a corporate experience," Kahle says, "The alternative is that the materials people learn from are forever mediated by a relatively small number of commercial companies in terms of selection and presentation." – RT

Coyle, Karen. *Rights in the PREMIS Data Model: A Report for the Library of Congress* Washington, DC: Library of Congress, December 2006. (<http://www.loc.gov/standards/premis/Rights-in-the-PREMIS-Data-Model.pdf>). - Although this report has been out for awhile, it remains a less discovered gem among the many recent reports related to metadata issues. While the primary focus of the report is to discuss the required enhancements to incorporate digital object rights information into the PREMIS data model, a particular value of this report is its comprehensive overview of the PREMIS metadata scheme. For those unfamiliar with PREMIS, this report is a good introduction to the metadata scheme and its role in establishing preservation information for digital objects. – FC

McGovern, Nancy. "A Digital Decade: Where Have We Been and Where Are We Going in Digital Preservation?" *RLG DigiNews* 11(1)(April 15, 2007)(http://www.rlg.org/en/page.php?Page_ID=21033#article3). - Nancy McGovern provides a remarkably clear assessment of developments in the digital preservation community over the past ten years, and provides a look at what is needed as we move forward. One of the most important recognitions here is that a digital preservation program built upon a "three-legged stool" (organization, technology, resources) is more sturdy and sustainable than "a technology pogo stick." Organizationally, in the last decade we have seen the emergence of the concept of the trusted digital repository (TDR), the creation of numerous policy statements, and the acknowledgment of the need for evidence-based audit and certification. Still needed is the ability to move such policies and theories into action, and the development of better digital preservation skills. On the technology leg, developments include the OAIS Reference Model, the development of numerous repository and digital library applications, and the development of various other tools to perform digital preservation tasks such as identifying file formats, normalizing data, and generating metadata. In the coming years the community will need to enhance and integrate these tools and software to help create modular, automated and scalable workflows. The resources leg--developing an understanding of and commitment to the costs of maintaining a digital preservation program over time--is perhaps the least developed of the three legs, and there is no general community model. (TDR and OAIS provide this function for the technology and organization legs). Various resource models have been proposed, but we need more responses to these contributions from the community, and more transparency in reporting resource usage, in order to move from "just-in-time" funding to more programmatic, sustained support for digital preservation. The article helpfully includes numerous links to many of the resources and documents discussed. – BR

Mugridge, Rebecca L. *Managing Digitization Activities*. SPEC Kit 294 Washington, DC: Association of Research Libraries, 2006.(<http://www.arl.org/bm~doc/spec294web.pdf>). - With a response rate of 55% (68 libraries out of 123), this survey provides a snapshot of ARL libraries digitization efforts as of early

2006. Here is a quick summary of the survey's scope from the introduction: "This SPEC survey was designed to identify the purposes of ARL member libraries' digitization efforts, the organizational structures these libraries use to manage digital initiatives, whether and how staff have been reassigned to support digitization activities, where funding to sustain digital activities originated and how that funding is allocated, how priorities are determined, whether libraries are outsourcing any digitization work, and how the success of libraries' digital activities has been assessed. The focus of the survey was on the digitization of existing library materials, rather than the creation of born-digital objects." Overall, the survey suggests that digitization is still a fledgeling activity at many ARL libraries: only 19 respondents (30%) had a dedicated budget for both start-up and ongoing operations and only 6 (9.5%) had a dedicated start-up budget, but no dedicated ongoing budget. Only 28 of a total of 188 librarians from 48 reporting libraries who did digitization work did so full-time, with the rest dedicating "only a small portion of their time on this activity." The few reported budgets had wide ranges, resulting in means of \$97,027 for start-up budgets and \$303,916 for ongoing budgets. - CB

Mary E. Piorun, Lisa A. Palmer, and Jim Comes. "Challenges and Lessons Learned: Moving from Image Database to Institutional Repository" *OCLC Systems & Services* 23(2)(2007): 148-157. - The path to an Institutional Repository is not always a straight line as this narrative from the Medical School Library at UMass makes clear. Along the way at least in their case, were academic departments with conflicting objectives, budgets duly proposed and rejected, hardware and software issues. An epiphany of sorts came when they finally got the chance to choose their own software. "It was critical," they determined, "that the product be robust, require little special programming, and be implemented and maintained with current library staff." Finishing off this tale of joy and sorrow is a list of elements they felt either helped or hindered their success. - LRK

Puglia, Steve, and Erin Rhodes. "Digital Imaging - How Far Have We Come and What Still Needs to be Done?" *RLG DigiNews* 11(1)(15 April 2007)(http://www.rlg.org/en/page.php?Page_ID=21033#article2). - Few are as qualified as Steve Puglia to pen this history of library- and archive-based digitization efforts. Having long labored in that particular orchard for the National Archives and Records Administration, as well as served on the faculty of the highly regarded School for Scanning, Puglia has lived much of what he recounts. But this is by no means simply a history of NARA's efforts, Puglia casts a wide net over all the major players and the documents and procedures they promulgated over the years. The table of "Imaging Specifications and Guidelines" that identifies many of these is an impressive statement to the body of work produced by those active in the field. This and the other article cited in this issue of *Current Cites* are a fitting end and tribute to this part of RLG DigiNews history. - RT

Rusbridge, Chris. "[Excuse Me... Some Digital Preservation Fallacies?](#)" *Ariadne* (46)(February 2006)(<http://www.ariadne.ac.uk/issue46/rusbridge/>). - In this tenth-anniversary issue, Rusbridge takes on some digital preservation assertions or assumptions that he believes underlies many of the preservation discussions happening today. They are: 1) digital preservation is very expensive, 2) file formats become obsolete very rapidly, 3) interventions must occur frequently, 4) digital preservation repositories should have very long timescale aspirations, 5) 'Internet-age' expectations are such that the preserved object must be easily and instantly accessible in the format de jour, and 6) the preserved object must be faithful to the original in all respects. After arguing with these assumptions, he restates them at the end of the piece as: 1) digital preservation is comparatively inexpensive, compared to preservation in the print world, 2) file formats become obsolete rather more slowly than we thought, 3) interventions can occur rather infrequently, ensuring that continuing costs remain containable, 4) digital preservation repositories should have timescale aspirations adjusted to their funding and business case, but should be prepared for their succession, 5) "Internet-age" expectations cannot be met by most digital repositories; and, 6) only desiccated versions of the preserved object need be easily and instantly accessible in the format de jour, although the original bit-stream and good preservation metadata or documentation should be available for those who wish to invest in extracting extra information or capability." - [RT](#)

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See library electronic reserves page. URL forthcoming.
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http://fairuse.stanford.edu/commentary_and_analysis/2003_11_hirtle.html.
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See library electronic reserves page. URL forthcoming.

Week 9: March 3. Digital collections and services in academic libraries: Terry Ryan and Stephen Davison, UCLA, Guest Speakers (date tentative)

REQUIRED READINGS

(Lesk, 2005)

Ch 12, A world tour of digital libraries, 321-360;

Ch 13, Scope of digital libraries, 361-374.

(Borgman et al., 1995; Cisler, 2002; Crane, 2006)

Doctorow, Cory. "Scroogled" Radar (October 2007)(http://www.radaronline.com/from-the-magazine/2007/09/google_fiction_evil_dangerous_surveillance_control_1.php). - This cautionary tale by popular science fiction writer Cory Doctorow poses the question, "Google controls your e-mail, your videos, your calendar, your searches... What if it controlled your life?" Beyond being an enjoyably scary, snap-crackling good story, "Scroogled" should have every librarian thinking twice about embracing a company whose bottom line has been "don't be evil"--a position quite distinct from "do be good." – KGS

Follett, Jonathan. "Envisioning the Whole Digital Person" UXmatters (20 February 2007)(<http://www.uxmatters.com/MT/archives/000171.php>). - This article looks at the growing mass of digital artifacts that we accumulate from cradle to grave and wonders how to deal with it from the user experience or designer's point of view. The material in question includes everything from email to photos and is likely to be around far longer than we. The suggestions on what to do as "user experience practitioners" will sound familiar to librarians: "...we can advocate for data portability, accessibility, and standardization and prepare ourselves and our customers to manage our new digital lives." - LRK

McDonald, Robert H., and Chuck Thomas. "[Disconnects between Library Culture and Millennial Generation Values](#)" *EDUCAUSE Quarterly* 29(4)(2006): 4-6.

(<http://www.educause.edu/apps/eq/eqm06/eqm0640.asp?bhcp=1>). - Are research libraries reaching Millennials? The authors don't think so, and they examine how current library cultural values,

technologies, and policies are barriers to libraries seizing new opportunities to serve this important user group. For example, they note: "Dogmatic library protection of privacy inhibits library support for file-sharing, work-sharing, and online trust-based transactions that are increasingly common in online environments, thus limiting seamless integration of Web-based services." Whether you agree or not, this article is worth a read. - [CB](#)

Rochkind, Jonathan. "(Meta)search Like Google" *Library Journal* (17 February 2007)(<http://www.libraryjournal.com/article/CA6413442.html>). - The author contrasts the current flawed state of metasearch (searching more than one database through a single interface) with what could be achieved were libraries to adopt local indexing methods such as those used by Google. Instead of the user waiting for the interface to cross-search each source database at the time of request and merge the results, often resulting in a less than satisfactory 'dumbed down' set which may not be adequately relevancy-ranked, deduplicated, or custom-sorted, the user could receive a more efficient, value-added set thanks to the prior harvesting of metadata (and sometimes content elements) arranged in a local index which is what was actually searched when the query was made. Rochkind explains the technology clearly with minimal jargon and lists the challenges that libraries face, such as asking for licensing agreements with vendors which allow for metadata and content harvesting for the purpose of index-building. Disclaimer: Current Cites editor Roy Tennant was consulted and is quoted in the article. – JR

RECOMMENDED READINGS, WEEK 9

(Borgman et al., 1995)

Carlson, Scott. "Are Reference Desks Dying Out?" *The Chronicle of Higher Education* 53(33)(20 April 2007): A37+. (<http://chronicle.com/weekly/v53/i33/33a03701.htm>). - Despite the overblown title, this article explore some interesting issues regarding modern library reference service. The article begins with the example of a UC Merced librarian answering text-message reference questions from students via cellphone while thousands of miles away at a conference. "Doing things the way I'm doing them now," Carlson quotes the librarian, Ms. Michelle Jacobs, as saying, "I have reached almost twice as many students as when I sat on a reference desk." That isn't the whole story, though, and Carlson goes on to give those advocating face-to-face reference services airtime as well. The article does not come down on either side with any force, but rather leaves the reader thinking about options. This reader thinks that the real answer is not one or the other, but both, implemented in ways that maximize the benefits of each while minimizing the staffing impact. – RT

Lenhart, Amanda, and Mary Madden. "Social Networking Websites and Teens: An Overview" *Pew Internet & American Life Project* (7 January 2007)(http://www.pewinternet.org/PPF/r/198/report_display.asp). - This paper reports on the wide use of "social networks" such as MySpace or Facebook by teenagers. Based on survey results, over half of the respondents said they had a profile and slightly less than half (48%) said they frequented the sites every day. The vast majority of them use the sites to "manage their friendships" or in other words to communicate with friends. This communication, as the report makes clear, takes the form of everything from blog entries and comments to in-network email. If ever there were a promising area for library outreach, it's this! – LRK

Sadeh, Tamar. "[Google Scholar Versus Metasearch Systems](#)" *HEP Libraries Webzine* (12)(February 2006)(<http://library.cern.ch/HEPLW/12/papers/1/>). - The advent of [Google Scholar](#) has made many question whether libraries need expensive metasearching systems to unify searching of multiple sources. This thoughtful and informative article addresses this question, and even attempts to clarify the confusing terminology by drawing clear distinctions between "metasearching" (just-in-time unification such as most library metasearch tools) and "federated searching" (just-in-case unification like Google Scholar). Although the author is an employee of ExLibris (vendor of the MetaLib metasearching tool), and naturally uses MetaLib as an example system, what she discusses is generally applicable to the

metasearching environment as a whole. She also reviews other metasearching efforts such as Elsevier's Scirus system. Those who are knowledgeable about the issues will not be surprised that Sadeh does not come down on the side of Google, nor against it. Rather, she acknowledges the utility of both Google Scholar and library-based metasearch services when each is appropriate, as well as carefully watching developments in industry as a whole. This is altogether the best overview of Google Scholar, other large federated search systems such as Scirus, and library-based metasearch tools I've seen. Full disclosure: as a MetaLib customer I have worked with Ms. Sadeh and some of my work is cited in her article. - [RT](#)

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[doi:10.1002/\(SICI\)1097-4571\(199510\)46:9<663::AID-ASI4>3.0.CO;2-2](https://doi.org/10.1002/(SICI)1097-4571(199510)46:9<663::AID-ASI4>3.0.CO;2-2)
- Cisler, S. (2002). Letter from San Francisco: The Internet Bookmobile. *First Monday*, 7(10).
http://www.firstmonday.org/issues/issue7_10/cisler/index.html.
- Crane, G. (2006). What do you do with a million books? *D-Lib Magazine*, 12(3).
<http://www.dlib.org/dlib/march06/crane/03crane.html> .
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Week 10: March 10. Management of Digital Services: Future directions

REQUIRED READINGS

(Lesk, 2005)

Ch 14, Future: Ubiquity, diversity, creativity, and public policy, p 375-386

(Borgman, 2006; Keller, Reich & Herkovic, 2003)

Anderson, Nate. "Deep Packet Inspection Meets 'Net neutrality, CALEA" *Ars Technica* (25 July 2007)(<http://arstechnica.com/articles/culture/deep-packet-inspection-meets-net-neutrality.ars>). - Information travels the Net through 'packets'. Whether we're sending email, watching video or talking to friends using VoIP, it all consists of packets. So, what if there were a technology that could identify each packet as to where it's going and what it consists of? This is precisely what 'Deep Packet Inspection' or 'DPI' does and Nate Anderson of *Ars Technica* does a splendid job explaining the implications. Short synopsis: Bad news for Net Neutrality (and privacy). – LRK

Bailey, Charles W., Jr.. "[Strong Copyright + DRM + Weak Net Neutrality = Digital Dystopia?](#)" *Information Technology and Libraries* 25(3)(September 2006): 116-127. (<http://www.ala.org/ITALTemplate.cfm?Section=contentab&Template=/MembersOnly.cfm&ContentID=139346>). - Our very own Charles Bailey, Jr. addresses the confluence of a few related trends that threaten the very nature of the Internet. Stronger and longer U.S. copyright law has locked up more intellectual property than ever before. Coupled with better digital rights management (DRM) techniques, those who purchase content can do less and less with it. The potential loss of "net neutrality" (where the network is equal to all) and the potential rise of net "haves" and "have nots" in addition to the trends noted above would indeed seem to point to a dystopian future for the Internet. Bailey also makes note of ways in which some are fighting back, discusses the particular impact of these issues on libraries, and concludes with a call for those who believe that the Internet has enabled "an extraordinary explosion of innovation, creativity, and information dissemination" or potentially see the Internet ironically come to resemble the pre-Internet online services of the past. - [RT](#)

<http://vnweb.hwwilsonweb.com/hww/jumpstart.jhtml?recid=0bc05f7a67b1790e9f96e7614f7b995592722dbd5cc7b5ef41c5bcd2a0a342e352ac22eb1a488a5f&fmt=P>

Dempsey, Lorcan. "[Libraries and the Long Tail: Some Thoughts about Libraries in a Network Age](#)" *D-Lib Magazine* 12(4)(April 2006) (<http://www.dlib.org/dlib/april06/dempsey/04dempsey.html>). - You would probably have to live under a rock to have not heard about "the long tail," but if your back is holding up a stone I will leave it to Dempsey's piece to explain it to you. After discussing the general concept of the long tail, Dempsey looks closely at libraries and the implications of this concept to what we do every day. There is a great deal to ponder here, and those of us involved with getting users to stuff would do well to ponder it carefully. Dempsey makes some specific recommendations, but perhaps the most significant assertion is that "We need new services that operate at the network level, above the level of individual libraries." Although one could point to Dempsey's place of employment as a prime example of this, what he is suggesting would go far beyond our present sharing of cataloging records and ILL infrastructure and get at the heart of aggregating supply and demand. Apologies for an outworn cliché, but this is just the kind of "out of the box" thinking we need right now. - [RT](#)

Draft Report of the Working Group on the Future of Bibliographic Control Washington, DC: Library of Congress, 30 November 2007. (<http://www.loc.gov/bibliographic-future/news/draft-report.html>). - I am citing this draft report virtually sight unseen given its likely interest for our readers and the fact that we are publishing this issue the day of its release. Comments on the draft are being solicited through December 15, 2007. Their findings are grouped around five central themes: "1. Increase the efficiency of bibliographic production for all libraries through increased cooperation and increased sharing of bibliographic records, and by maximizing the use of data produced throughout the entire "supply chain" for information resources; 2. Transfer effort into higher-value activity. In particular, expand the possibilities for knowledge creation by "exposing" rare and unique materials held by libraries that are currently hidden from view and, thus, underused; 3. Position our technology for the future by recognizing that the World Wide Web is both our technology platform and the appropriate platform for the delivery of our standards. Recognize that people are not the only users of the data we produce in the name of bibliographic control, but so too are machine applications that interact with those data over the network in a variety of ways; 4. Position our community for the future by facilitating the incorporation of evaluative and other user-supplied information into our resource descriptions. Work to realize the potential of the FRBR framework for revealing and capitalizing on the various relationships that exist among information resources; 5. Strengthen the library profession through education and the development of metrics that will inform decision-making now and in the future." I urge you to read it, digest, and (if so moved) comment on it. - RT

Villano, Matt. "Collaborate" *Campus Technology* (June 2007) (<http://www.campustechnology.com/article.aspx?aid=48239>). - How library information can be introduced into collaborative software for higher education is not the issue here, and the absence of that issue is the reason to read the article. The omission doesn't appear intended to send a pointed message, but as sources for wikis etc are described with the focus on bringing students and instructors together in virtual learning spaces, it's telling that documents and other information sources are usually described as simply coming from a web search. It seems likely that in many cases campus IT planning will have a blank spot where the library should be. Read these implementation tales, review the products and learn to talk the talk before demanding a seat at this table. - JR

Toobin, Jeffrey. "Google's Moon Shot" *The New Yorker* (5 February 2007) (http://www.newyorker.com/fact/content/articles/070205fa_fact_toobin). - One of the most even-handed and informative articles on the Google Library (and Books) Project I've seen. You won't find any major new revelations here, but you will find a good overview of some of the issues and identification of some of the main players. Unlike many accounts that either swallow Google's kool-aid, or else provide knee-jerk style objections, Toobin cleaves to the middle in what might be considered a picture-perfect example of expository writing. One example: after quoting the Google engineer responsible for the scanning

operation talking about a future where all the world's information is available online, Toobin states "Such messianism cannot obscure the central truth about Google Book Search: it's a business." Indeed. - RT

RECOMMENDED READINGS

Abbott, Andrew. The University Library Chicago: University of Chicago, May 2006. (<http://home.uchicago.edu/~aabbott/Papers/libreport.pdf>). - Agree with this report or not, it offers an invaluable outside-in perspective on current hot-button issues in academic librarianship. Respected scholar Andrew Abbott (author of *The System of Professions*) produced this "a serious theoretical analysis of library research" for a task force appointed by the provost of the University of Chicago, where Abbott teaches. Abbott offers fresh and often trenchant observations, many backed quite refreshingly by real data, about issues such as use of the university library by undergraduates and faculty, off-site storage, research study rooms, and even the current vogue for building faculty-graduate research centers, which he refers to as "Potemkin Villages" that "exist more as targets for external funding than as physical realities." - KGS

Baish, Mary Alice. "Librarians as Change Agents: How You Can Help Influence Public Policy in the 110th Congress" *Searcher* 15(3)(2007) (<http://www.infoday.com/searcher/mar07/Baish.shtml>). - Although it's easy to lose sight of it in the press of day-to-day concerns, this is a very important juncture for US legislation related to the sweeping changes that digital technology has wrought in the copyright and media/publishing arenas. This article introduces you to the new leadership in the House and the Senate, and it overviews selected legislative issues that are on the table in the 110th Congress. Those issues include circumvention, fair use, net neutrality, open access to government sponsored research, and orphan works (among others). - CB

Brown, Laura, Rebecca Griffiths, and Matthew Rascoff, et. al. *University Publishing in a Digital Age* New York: Ithaka, 2007. (<http://www.ithaka.org/strategic-services/university-publishing>). - While the journal publishing activities of university presses are important, the key role that they have played in the scholarly publishing ecology has been book publishing. Scholarly books often have very limited sales, but they are critical to faculty in some disciplines, especially those in the humanities. These disciplines value books highly, and without publishing one or more scholarly books faculty in them cannot get tenure. Unfortunately, the long-term trend has been for universities to require that university presses be increasingly self-sustaining, and this, combined with the very corrosive effect of the serials crisis on academic libraries' monograph budgets, has resulted in presses seeking more profitable sources of income than obscure monographs. By publishing more popular books, they can subsidize the continued publication of scholarly monographs, but not at a level that scholars in book-heavy disciplines would desire, creating a scholarly monograph crisis. Of late, university presses have increasingly been put under the administrative control of academic libraries, new digital/print-on-demand university presses have begun to be established, and there has been increased interest in reexamining the role of traditional university presses. The 69-page Ithaka report is one of the most detailed investigations of how university publishing could evolve. It advocates a stronger role for universities in scholarly publishing; a strategic evaluation of what local scholarly publishing activities should be; a cohesive university-wide approach to publishing activities; the development of scalable, collaborative, cross-institutional publishing infrastructure; the full utilization of online publishing capabilities; strategic capital investment; and vigorous leadership by university administrators, libraries, and presses. It's a provocative, important report that deserves to be widely read; however, while it advocates using a range of economic publishing models tailored to local needs, most discussion is focused on traditional fee-based approaches. - CB

Roberts, Micheal M. "[Lessons for the Future Internet: Learning from the Past](#)" *EDUCAUSE Review* 41(4)(July/August 2006): 16-25. (<http://www.educause.edu/apps/er/erm06/erm0640.asp>). - Short but sweet review of what it took to get the Internet to its current stage of development by someone who's been involved with it since the Eighties. This is a healthy reminder that the openness and flexibility of the system didn't happen by accident and yet it's precisely these qualities that have made it a rip-roaring success. On the recent attempt by the Telcos to create what essentially are vertically integrated systems, the author has this to say: "Silos may be fine for grain, but as a business strategy on the Internet, they are headed for the trash heap." I wish I could be as confident. - [LRK](#)

Starita, Angela. "Village Voices" *Print* 61(5)(Sept/Oct 2007): 38-45. (http://www.printmag.com/design_articles/local_projects/tabid/253/Default.aspx). - When developing a component of increased interactivity in a site for information preservation and access, it's helpful to look beyond our standard boxes of library, archive, etc. This article takes us far beyond by looking at the work of Local Projects, a group which creates environments where information sources, the "voices" in the article title, are brought together in very interesting ways. Past projects have included the design of a travelling 'story collection booth' for StoryCorps, which is building an archive of oral histories by taking its apparatus to the people with the stories to tell, and Memory Maps, in which residents of New York City were able to add their place-specific tales to largescale borough maps. Exhibition design is also part of their work: for the Museum of Chinese in the Americas they created a continuous ribbon-like digital screen which charts exchange between China and the US over 167 years, and they are currently co-designing the permanent exhibition for the World Trade Center Memorial Museum. That museum's director believes that 9/11 is the most documented event in history, and Local Projects' principal Jake Barton says "We realized that the whole DNA of the project was the overlap of physical space with media space." In some form, the overlap of physical space with media space must be considered by all of us responsible for information places, and this article is helpful in reimagining those walls. - JR

Weinberger, David. *Everything is Miscellaneous* NY: Henry Holt and Company, 2007. (<http://www.librarything.com/work/2275491>). - This juicy read from David Weinberger (of the Cluetrain Manifesto and *Small Pieces, Loosely Joined*) challenges us by arguing that librarian-style predictive order is passe and digital dishabille is a virtue. The meat of this book, and its primary momentum and entertainment value, come from Weinberger's lengthy discussions of the "third order," which grounds itself in the digital world, where all the old rules are blown out of the water. Those of us managing "second order" databases--such as library catalogs--are momentarily off the hook, but that doesn't make this any less of a must-read for all librarians. Weinberger's fluid, engaging style masks the refreshing rigor of this highly readable contribution to public intellectualism. - KGS

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