Information Outlook, June 2004

Special Libraries Association

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June 2004
The Journey Has Just Begun

It's hard to believe that nearly one year has passed since my appointment as executive director of SLA during the 2003 Annual Conference in New York. As my orientation began, I realized that I had stepped into a world full of passion and enthusiasm for a wonderful profession.

Together with the many active volunteer leaders who drive SLA, we have seen enthusiasm transformed into vital, meaningful growth opportunities. The most significant accomplishment was the creation of our new vision, mission, and core values statements. They form the basis for a more focused strategy that drives our daily thinking. We've placed our focus on learning, networking, and advocacy to grow the knowledge and skills you need, and promote the value you deliver in the workplace.

We can all be most proud of the new sense of optimism that is taking over the Association. Everywhere I go to visit with members or speak at meetings, I see in the eyes of many a look that suggests to me that we're on the right track; that we're moving forward. Progress is important. As American legend Will Rogers used to say, "Even if you're on the right track, you'll get run over if you just sit there."

As much as we've accomplished in goodwill and new opportunities at SLA during the past year, I must admit that I'm more interested in charting a course for dramatic success in the 2004-2005 Association year. I'll share much more on this in my remarks at the SLA Annual Conference this month in Nashville, Tennessee USA. But the primary focus for the coming year will be the transformation of SLA into a truly global learning community. We must make great strides to bring together the worldwide community of information professionals into combination of virtual and physical learning environments that can elevate one's perspective and overall enthusiasm for action.

This time of year will always be significant, as it marks my introduction into the SLA community. There was no better place to begin my journey, surrounded by SLA leaders, members, partners, and staff. What better way for you to spend your time and effort than in the embrace of the SLA community at the annual conference?

This month, we welcome a host of new volunteer leaders into the SLA community. All over the Association, new chapter presidents and division chairs, new webmasters bulletin editors, and many others commit to leadership and innovation as core priorities for inspiring real growth and positive change. Nowhere will this be more visible than on the SLA board of directors, where both new and familiar faces will assume the noble task of leading the association, by example and by vision. Welcome to you all! I am excited about the possibilities that lie ahead.

July 1 marks the beginning of my second year as executive director of SLA. I want you to know that it is an honor and pleasure to represent you in this capacity. I appreciate the support and guidance of the board of directors, our amazing staff, past and current Association leaders, and the many members I've met at meetings and events. Thank you for making my first year a success. I can't wait to roll up my sleeves and work with you to make SLA a better place for all information professionals. It's a new day!

Janice R. Lachance
EXECUTIVE DIRECTOR, SLA

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It's not about us!
By Paul T. Jackson

I want to put to rest the idea that we librarians need to have better vision, or better practice to maintain our jobs and libraries, or to somehow be more valuable to our employer. Certainly we need to do our best, but like a beginning music student trying to play on a broken instrument...it's not the student's fault. Nor is it our fault libraries are being closed.

Somehow we as a profession, like the music student with a bad instrument, blame ourselves for not being more professional, more competent, more valuable, or just more of everything in order to stay in the game...and this is just wrong thinking.

In Deborah Barreau's article, "The New Information Professional," (Information Outlook, April 2004) the first paragraph suggests two myths; that libraries are being shuttered for causes of "budget pressures" and management "favors" providing organizations with other methods of information access.

Let's deal with the latter myth first. Having been in businesses of my own, I can tell you that management doesn't "favor" any particular method of accessing necessary information. As a business you do what you have to do to access needed information with the funds you have whether or not you have your own library, not because of some possible thought-to-be superior information access.

The myth of "budget pressures." Budget pressures are part of business all the time and decisions are made because of them. But "budget pressures" do not close libraries. Closing libraries are caused mostly because of Merger & Acquisitions (M&A) that require debt reduction brought about by that merger or expensive acquisition.

Puget Sound Energy of Seattle merger trashed a library even though the engineers needed some of its documentation of their system. In the case of medical libraries and R & D labs in Illinois and Michigan in the 80s and early 90s, it wasn't budget pressure of the institutions', but it was the political closing of the facilities by the Governors' offices, even at a time when those institutions were being mandated by standards to increase library service to staff and patients.

Ms. Barreau cites three library closings; Apple Computer, Time-Warner, and Universal Studios. In 1997 when the library closed, Apple had just purchased NeXT Software Inc. for $400 million. To pay off that debt, more than computers had to be sold. The Time-Warner merger with AOL in year 2000, a $178 billion acquisition along with the slide of AOL's stock required massive layoffs and unit closings. In 2001, the Seagrams Universal Studios and Music businesses were merged with Vivendi and Canal Plus telecom and television conglomerate in a $34 billion deal. These libraries were closed as a direct result of M&A activity and debt reductions. There is hardly any unit of a business that is acquired or merged that isn't affected in these situations...and it's not about competency, it's all about money and greed.

Most of these programs of M&A are figured out by accountants of an M&A organization and decisions made by them before the deal is done by the companies involved.

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In the rare atmosphere of million and billion dollar deals it is the deal makers who make money and rarely do the companies absorbed stay the same, no matter how valuable the units or libraries or librarians may be for the company. The acquisition of Rosenbluth Corporate Travel Agency by AMEX this past year closed many of Rosenbluth's call centers, even though it was reported Rosenbluth's contracts were increasing, while AMEX travel group's contracts were being cancelled because of poor service.

As Rick Warren, author of Living the Purpose Driven Life, might say,

"It's not about us...it's about the moneychangers!"

Paul T. Jackson, a retired librarian and library consultant dba Trescott Research, formerly was a money broker involved with merger and acquisition activities. He lives in Washington State.

Blown Away
By Beau Schless

As the salesperson and frequent trainer for our software company, I was blown away by the article "Everything I Know About Promoting the Library I Learned from Bad Sales Reps." I do both sales and training, and Adam Bennington's article reminded me of how easy it is to slip away from the basics. While some of his suggestions should be self-evident ("don't eat when you're talking") could be translated as "don't talk with your mouth full" his tips should be on every salesperson's wall:

- Address everyone in the room and make eye contact with them
- Don't over-share information (or, in other words, "stick to the topic")
- Bring presents
- Never talk trash about anyone
- Show enthusiasm for your product
- Focus on your customer's needs, not what you have to sell

And most important:
- Make the client's transaction experience pleasant.

What a great article.

Beau Schless is president and CEO of NOTEbooks Library Automation Systems in Cambridge, MA.
**SLA Member Wins Federal 100 Award**

Bonnie Carroll, president of Information International Associates, Inc., has been named one of the nation's 100 most valuable information technology professionals.

She has been a member of SLA since 1992.

Carroll recently accepted the award for her long-time leadership in CENDI, the Federal STI Managers Group. *Federal Computer Week (FCW)* describes the Federal 100 winners as individuals with "uncommon vision" who play pivotal roles in the federal IT community. They are the ones who make a "lasting impact" on their organizations and their communities.

Kent Smith, director of the National Library of Medicine, nominated Carroll for FCW's 2003 Federal 100 Award. In making the nomination, he said she is "a driving force in interorganizational cooperation in federal information management."

Smith chairs CENDI, an organization of managers of scientific and technical information from 11 federal agencies, and Carroll has been the group's executive director since its inception in 1985.

According to FCW, the chosen 100 were those whose efforts strongly supported the current federal focus on "electronic delivery of services, cross-agency collaboration, and results-oriented management." Through her role with CENDI, Carroll was instrumental in bringing to fruition Science.gov, the science portal of Firstgov that provides access to authoritative government science information, including research results.

Carroll's information management firm, headquartered in Oak Ridge, TN, was named the IT protégé for Oak Ridge National Laboratory in 2003. Her company provides IT infrastructure to DOE OSTI. OSTI Director Walt Warnick seconded Carroll's nomination: "...she's an original thinker; she's a great spark plug. In terms of leadership...she is world-class. CENDI, OSTI, and other leaders in information management continue to benefit from Bonnie Carroll's energy, influence and vision."

In addition to being executive director of CENDI, Carroll is senior technical advisor to the U.S. Geological Survey. In that capacity, she has been instrumental in developing the National Biological Information Infrastructure (NBII) and has been the lead in developing the Southern Appalachian Information Node of the NBII, a successful public/private regional cooperative project. Internationally, she has been influential in the 34-nation Inter-American Biodiversity Information Network and the Global Biodiversity Information Facility.

In July 2003, the National Academies chose Carroll to serve as the U.S. national delegate to the Committee on Data for Science and Technology, a committee of...
International Council for Science that serves 22 nations. She has consulted for such international organizations as the International Atomic Energy Agency, UNESCO, and the International Council for Scientific Information.

Carroll is a fellow of the American Association for the Advancement of Science, a designation she received for her "outstanding contributions to the development and accessibility of federal scientific and technical information resources for research and national security." She is a past president of the American Society of Information Science and Technology.

**Long time SLA Leader Dies at 91**

Grieg Garfield Aspnes, a past president of SLA the founders of the Minnesota Chapter, died April 22 in Minneapolis. He was 91.

Only nine current SLA members have been part of the Association longer than Mr. Aspnes.

He joined the Minnesota Chapter shortly after it was formed in 1943 and was an active SLA member for several decades. He was president of the Minnesota Chapter in 1946-1947 and served as SLA president in 1951-1952.

In his "President's Report" from the May 1947 Minnesota Chapter New-Notes, he wrote, "Luther Evans, librarian of Congress, acknowledged our theme when he said, 'Library associations should turn their efforts systematically to the solution of problems of librarianship.' That is the primary reason for the organization of the Minnesota Chapter of Special Libraries Association."

As the Minnesota PR chair and SLA president elect, he helped bring the annual conference to St. Paul, MN, in June of 1951.

After 30 years as a librarian and later a research librarian with Cargill Inc., Mr. Aspnes retired in 1977 and joined Experience Inc. as a research consultant. He began his career in 1943 as a copy editor at Brown and Bigelow.

His voluntary leadership activities included chairing the Advertising Division (1951) and chairing the Information Technology Division, formerly known as the Documentation Division (1960-1961). In 1998, the SLA Information Technology Division renamed its Member Award the Grieg Aspnes Award. He was chosen for the SLA Hall of Fame in 1977.
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Married for 52 years, he is survived by his wife, Frances, five children, 10 grandchildren, and five great-grandchildren.

Memorial contributions may be made to the SLA Minnesota Chapter, c/o 610 Opperman Drive, Eagan, MN 55123, or Vocal Essence c/o Plymouth Church.

**Survey to Track Health of Collections**

The first Heritage Health Index survey will launch this summer to determine the condition and preservation needs of collections. It will produce national data on the state of artistic, historic, and scientific collections held by the full range of institutions that care for them.

Heritage Preservation developed the Heritage Health Index in partnership with the Institute of Museum and Library Services. This summer they will send the Heritage Health Index questionnaire to 16,000 randomly selected archives, historical societies, libraries, museums, and scientific organizations of all types and sizes in all U.S. states and territories. The survey covers books, manuscripts, paintings, photographs, archeological artifacts, natural history specimens, historic objects, audio-visual materials, digital media, and other collections.

The Heritage Health Index will provide baseline information that is needed to guide future preservation planning and programs, target urgent needs for increased funding, and establish a more secure future for the nation's cultural heritage, said a Heritage press release.

The results and recommendations of the Heritage Health Index will be publicized and distributed widely to key national and state policymakers.

The Heritage Health Index was planned with advice from 35 national associations and federal agencies whose constituents are collecting institutions.

Heritage Preservation is a non-profit organization dedicated to the care of U.S. collections. For information on the Heritage Health Index, contact Kristen Overbeck Laise, Heritage Preservation, 1625 K Street, NW, Suite 700, Washington, DC 20006, 202-634-0033, klaise@heritagepreservation.org, or www.heritagepreservation.org.
An Occasional Series

Last year, SLA adopted a new vision statement that codified the organization's commitment to being a "global organization for innovative information professionals and their strategic partners".

SLA has members in 77 countries in addition to the United States. However, a professional association does not become global merely because it attracts members from other countries. The proportion of non-U.S. SLA members is still comparatively small. Only 12 percent are from outside the U.S., and, of these, 75 percent are Canadian.

The Strategic Planning Committee is committed to increased globalization and is working with SLA's board of directors, representatives of association's many units and subunits, and association staff to ensure that SLA's future reflects its commitment to become a truly global organization.

These articles are the first installments in an occasional series in Information Outlook that will address SLA's global activities and mission.

Always International:
A Brief History of SLA's Global Focus

By Guy St. Clair

It has long been the conventional wisdom that SLA is an American association. The idea seems to be supported by the fact that SLA was organized in New Hampshire, first legally incorporated in Rhode Island and later in New York, with a management secretariat located first in Providence, followed by New York, to Washington, DC, from 1985 and now in Alexandria, VA.

So thinking about SLA as an "American" organization is entirely reasonable, particularly since any scientific, educational, or cultural organization must legally be thought of as being of the place where it is incorporated. When visiting specialist librarians in South Africa, say, or New Zealand, it is not unusual to hear them refer to the organization as "the American SLA."

Yet the description, while reasonable and understandable, is not entirely accurate. There was nothing in the SLA constitution—that remarkable document of July 2, 1909—that restricts the association and its work to the United States. In fact, as the association began its new life, there were early signs that cross-border interests would very soon develop. By the middle of SLA's second year, its leaders felt confident enough to begin thinking about a convention outside the United States. So it turned out that SLA's fourth annual meeting—in 1912—was held in Ottawa.

There was even interest among these pioneers in the specialized library movement in taking the idea abroad. There was interest—almost from the association's earliest days—in what might be happening in specialized librarianship elsewhere, and there was a desire (perhaps more linked to a healthy curiosity than to a literal interest in the sharing of techniques and procedures) to know what was going on in other parts of the world.

Guy St. Clair is president and consulting specialist for Knowledge Management and Learning at SMR International, New York, NY. He can be contacted at GuyStClair@cs.com.
Certainly SLA’s leaders wanted to be part of a larger movement if there were such a thing, and early on, an informal link was established with the Association of Library and Information Bureaux (now known as ASLIB) in London. Founded in 1924, ASLIB from its very beginning was connected with SLA; indeed its organization and development appear to have been directly influenced by SLA’s success on the other side of the Atlantic. This affiliation and others like it soon resulted in the organization of “study tours,” conference excursions, and similar travel activities, so that colleagues in various professional organizations located in Europe could meet and participate in such activities with their North American counterparts.

Another early international effort, in 1926, occurred when O. Tyrogod, the president of the Special Libraries Association of Denmark, came to the SLA conference in Atlantic City.

Tyrogod’s remarks were, typically, full of interesting anecdotes and geographical descriptions about his own country, but he did not take long to get to his subject. Noting that Danes were “long backward in library spirit, which is America’s contribution to humanity,” Tyrogod then went on to explain that the Danish Library Association was formed in 1909, the same year that SLA was formed, and that the F.B.F., “which translated into English means Special Libraries Association of Denmark,” was founded in 1924, the 15th anniversary year of the Special Libraries Association. The organization’s goals were to “increase the size and values of the libraries represented and the efficiencies of their staffs.”

Seeking further cooperation, Tyrogod then appealed to SLA’s members to think of him as a member and as “your associate,” and promised to send to the Special Libraries Association the “first result” of a union list of applied sciences periodicals currently being prepared in Copenhagen.

Such were the association’s earliest ventures into what we now call globalization: the sharing of information, techniques, anecdotes, and the generally pleasant and rewarding experience of learning how others deal with mutual professional activities.

These efforts continued, and particularly in the designation of SLA’s convention cities, where the attractions of Canada continued to loom large: Toronto was chosen for the 1927 convention and Montreal for the 1936 convention (as they were called then—the term “conference” was not adopted until 1967, when an effort was made to emphasize the professional program content of the meetings, and the term “conference” seemed to do that better than the term “convention.”) SLA’s 2005 conference will take the organization back to Toronto.

Certainly—and at the risk of stating the obvious—any international interest of SLA’s members was put to the test as World War II approached, and during the war. The turmoil of the time focused much attention on specialized librarianship from an international perspective, with most of the worry relating to the difficulties of finding required information when the usual distribution channels for books, periodicals, scientific reports, and the like were closed down or severely restricted. Such concerns dominated

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**John Cotton Dana**

In February 1930, President William Alcott spoke about SLA’s founder, John Cotton Dana, who had died the previous summer.

Alcott remarked that, since its founding in 1909, SLA had grown to more than 1,200 members, “distributed in most states of the Union, in Canada, Mexico, and 16 other foreign countries.”

It was Dana’s wide-reaching view of his professional life, Alcott said, for which he would be remembered:

“He had a national view of professional and business life, he had an international view in the library world, and he transmitted those ideas to the Special Libraries Association.”
the lives of specialist librarians as America was at war but, always adept at sharing non-proprietary information with their colleagues, SLA members never hesitated to share ideas. They were always (and continue to be) quick to be aware that the best way they could help themselves would be to help each other, and the wartime emergency proved to be no exception.

Following those experiences, the decade of the 1950s seemed to be a turning point, if such a measure can be established, for SLA as a player in the international information services arena. It is probably not possible to identify exactly how such a change in emphasis came about. Certainly, the recognition was being made that society — and not just American society — was entering an entirely new realm of scientific, technical, and industrial achievement, due primarily to the fact that so much had been done so well during the war years.

Such a “new age” called for — indeed required — information scientists and specialist librarians who saw no contradiction in providing the utilitarian and practical information their organizations required, and doing it in the most expeditious and advantageous manner. During the war, President Roosevelt himself had told SLA’s members that their work was directly related to fighting the war to its “inevitable successful conclusion.” Indeed, the president called specialist librarians “the guardians of our technical knowledge.” And after having been so characterized, it was only natural that after the war that same level of commitment would continue, particularly with respect to going beyond American borders to procure whatever who called for it needed.

Part of this 1950s move toward a broader global perspective must be credited to the association’s leaders. Presidents Elizabeth Owens, Greg Aspnes, Elizabeth Ferguson, Chester Lewis, and several others of the decade had come out of the war years knowing just how important their libraries’ services were to their organizations. (Greg Aspnes died in April at the age of 91. An obituary is in the “Making News” department on page 9.)

The lessons they learned led them to focus on international activities for specialized librarianship at large, and especially for SLA, to provide leadership in this activity. For example, Owens, a true internationalist (as the author learned when privileged to spend an evening with her in 1992), was deeply committed to the role that SLA could play in moving specialized librarianship into the international information services arena. Thus her presidency in 1950 began with the publication of SLA’s first “single-theme” journal, the theme being the value of international connections to specialist librarians.

Aspnes, too, made his own case as to why SLA is important as a central focus for librarians: “On the national and international level it is vital to have the support and aid of a strong organization that can speak for one to legislative bodies, to employers, to library schools, and
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That the decade of the 1950s was a particularly fertile time in SLA's international growth can be seen when we look at a second emphasis that took root, the inspired development and implementation of the association's famous Translation Center, begun as a project of the Engineering-Aeronautics Section of the Science-Technology Division (then Group) in 1948. Starting out as a small service for the association's members, the SLA Translation Center, supported by grants from such organizations as the National Science Foundation, the National Institutes of Health, the American Iron and Steel Institute, and the Library of Congress, became a national service available to everyone, continuing into the 1970s.

So by the end of the 1950s, the association's international focus had become an almost-established element of SLA's organizational structure. As the association's golden anniversary approached, allusions to the value of international connections were just "built in" to the process. The decade's final issue of the Journal Special Libraries, for example, included a substantive paper on scientific and technical documentation and information in the Union of South Africa, a typical effort in this direction.

The journal also, in 1959, included a detailed description of ASLIB's work, written by Leslie Wilson, ASLIB's director, who had come to America to participate in SLA's 50th anniversary celebrations. Wilson's description made it clear that - for the profession - internationalism in specialized librarianship was becoming the expectation and not the exception: "The picture I have tried to give is one of a dynamic library organization, attempting to contribute in a severely practical way to the improvement of special librarianship and information work and, in consequence, to national efficiency, especially in the industrial sphere.

It is, I believe, a picture of an organization which, though national in origin, is truly international in outlook and activity - as, indeed, any organization concerned with information and communication must be. ..."

Wilson, who had made quite a hit at SLA's 50th anniversary convention, was himself described by SLA member Agnes O. Hanson, who wrote that he was "an idealist who is, nevertheless, severely practical in his approach to library matters, with much personal charm and a keen perception of the individual patterns dictated by local developments in the development of library organizations."

Hanson went on to comment that under the leadership of "this tall energetic Englishman, who so well personifies the spirit of dynamic British librarianship, [and with] the director's diplomatic training and international interests, it is hardly surprising that ASLIB itself, though a British national organization, should have an international membership and outlook. In the United States and Canada alone, it has nearly 150 members and many an American organization has had good reason to be grateful for ASLIB's help."

For the next two decades, SLA's institutional interest in information science and management at the international level seemed to relate as much to the needs of individual members (and that of their parent institutions) as to any focused attention by the organization's leaders. Certainly, SLA members working in the larger research and development organizations, in large pharmaceutical companies, or in the large financial institutions referred to and took advantage of international connections - made through SLA or not. On the other hand, those SLA members working in smaller organizations with information requirements that were successfully met within a smaller service sphere were not particularly interested (again, except from a sort of natural intellectual curiosity) in what was going on in other parts of the world.

Nevertheless, in the 1970s it began to be apparent that the emphasis on worldwide information exchange was being taken up on a larger scale, both throughout society and, particularly, in the academic, scientific, and technical...
research communities. SLA presidents who were also scientists, people like Winifred Sewell, Alleen Thompson, Frank E. McKenna (who also served as SLA's executive director from 1970 until his death in 1978), and Herbert S. White greatly influenced the association's thinking about its role as an international organization. They clearly recognized and identified the membership benefits that could be realized through a greater international presence, and specific efforts were made to acquire such a presence. In fact, by 1972, the association was ready to establish international chapters, and that year both the European Chapter and the Hawaiian-Pacific Chapter came into existence.

By the time planning begun for the 1979 Annual Conference, serious attention was being paid to SLA's international interests, and it was a natural next step to move forward with a "worldwide" conference. This was done with the 1979 Annual Conference held in Honolulu in cooperation with Sentokyo, the Japan Association of Special Libraries. By bringing together knowledge workers (the term Peter F. Drucker had coined in 1959), information scientists, and specialist librarians from all over the world, SLA was now staking its claim in the international community of information professionals.

As it turned out, it was at that Honolulu meeting that McKenna's successor, David R. Bender, had his introduction to association leaders and was engaged to be SLA's 10th executive director, a position he held for 22 years. If there was any single characteristic of Bender's tenure - as was clearly established in the many tributes and activities associated with his retirement in 2001 - it was that he early on identified SLA's further leadership potential in the international information services community. Bender used his influence and his role in the profession to guide the association, sometimes subtly and sometimes not so.

Of course Bender did not take SLA into a stronger international position all by himself, and he would be embarrassed to read such an assertion. Nevertheless, by working with the association's leaders, by understanding its organizational structure, and by identifying those knowledge workers in other parts of the world who would benefit from an affiliation with SLA and who desired such an affiliation, Bender was able to provide strong leadership and make things happen that might not have happened if the association had not been pointed in that direction.

Now the ball was rolling, and SLA's international interests were an accepted part of its activities. By 1990, another themed issue of Special Libraries looked at international matters. International cooperation in special libraries continued to get attention, and conference themes and other programming continued to broaden to include an international emphasis. In 1990-1991, President Ruth K. Seidman focused on international cooperation during her presidential year. It was during her term of office that the association inaugurated International Special Librarians Day, an annual international observance to enable SLA's members to call attention to their work. Seidman's book, Building Global Partnerships for Library Cooperation, was published by SLA immediately following her presidency.

As it turned out, this author succeeded President Seidman as president of the association, and although SLA's international focus was not my particular emphasis, we were able to continue the idea of expanding SLA into the international information services community. With business opportunities sending me to various countries around the world, I took it upon myself (without being asked!) to serve as a sort of "unofficial ambassador" for SLA, giving speeches about the association to any group that would permit me to do so. It became a delightful pastime, and I like to think that some of our international members came to SLA through some of this not-so-subtle proselytizing.
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The 1992 SLA conference in San Francisco did not have a particularly international focus. Nevertheless, a look at the list of programs available to members at the conference makes it clear that the development and sharing of information and knowledge at a global level had become the "hot button" for the association and its members, with 16 substantive programs directly relating to the subject.

That same year there was much interest in forming an SLA caucus having to do with international information exchange. And in January of the next year the association's board of directors approved the formation of the International Information Exchange Caucus. The new caucus sought to provide "a vehicle for SLA members who are involved or interested in efforts to promote networking on the international level through the exchange of ideas, information, and/or people." It thus offered, according to its organizers, "the broadest possible opportunity for members to participate in and discuss international library information activities."

All that attention to international information issues, so prominent in the 1992 conference, continued and expanded, and all subsequent conferences now included large numbers of programs addressing international information issues. New chapters, too, were created, with SLA's Arabian Gulf Chapter being formed in 1993, the Asian Chapter in 1999, and the Sub-Sahara Africa Chapter in 2001. Of course more "outside-the-U.S." conferences were organized. In 1995, SLA's leadership and staff put together another meeting in Canada, with the theme of this Montreal meeting being "The Power of Information: Transforming the World."

Meanwhile, planning for a second worldwide conference had been given attention, and on October 16-18, 2000, "Global 2000: the Information Age: Challenges and Opportunities" convened in Brighton, U.K. Of particular interest with respect to this conference is the fact that SLA's members raised more than US$80,000 to enable 25 librarians from developing countries to attend.

As the new century approached, it began to be apparent that SLA's international focus was having an effect. In fact, whereas "internationalism" had seemed to be a rather exotic and exceptional item of interest in the past, the concept did not have the same application in the modern SLA. The association's entire effort simply included an international role as part of its overall operational structure, so the association's leaders began to think about how to treat this by-now "non-exceptional" element of association life.

Study groups and task forces were formed, much thought and consideration was given to the subject, and as it turned out, several structural changes were made. One such change brought the end of the association's International Relations Committee, one of SLA's oldest committees, which had begun its life in October 1940 as the Committee on Cooperation with Special Libraries in Latin America. Restructured as the International Relations Committee in the middle of 1943, the committee had by the early years of this century outlived its usefulness, especially now that "internationalism" as a subject was no longer a unique or exceptional element of the larger organizational structure. In January 2003, the committee disbanded.

Other important structural changes were put in place, changes that seriously affected the association's role in the international information community. The association's new mission, vision, and values statements now simply include a commitment to an international focus for the association as a matter of course.

The same can be said about the association's latest step, adopting a new naming model. From now on, the association will do business – that is, function operationally – as "SLA." The reasons behind this new direction relate specifically to SLA as an international association. Since many information professionals outside the United States and Canada are confused by the concept of a "special library" and hesitate to connect with or join SLA, moving to the acronym will ease this problem and enable enhanced connections with information professionals and industry partners throughout the world.

Certainly the new naming model is a natural and logical next step. Calling it "an exciting move in the spirit of our new mission, vision, and core values statements," SLA Executive Director Janice R. Lachance noted that the effort "flows directly from the association's desire to be more global in perspective, and builds on the recent steps we've taken to make international membership in SLA more attractive."

As members of the knowledge services profession, as information managers, knowledge managers, and strategic learning practitioners, the future is before us. Now more than ever, SLA stands as the world's preeminent voice for information professionals, a particularly distinct role and one we enthusiastically embrace. That role would have greatly pleased our founders and the many, many thousands of SLA members who bridged the years between 1909 and today. SLA's international role would not have surprised them; it would have delighted them. With its role in the international information community, SLA does, indeed, achieve its dream of putting knowledge to work.
"Good morning. This is the CEO. Over the weekend we learned that Transcontinental-Metzu, a new consortium, is moving into our metals and materials market in South America. They were just awarded a medium-sized contract, which gets their foot in the door. Here's what I need: Full list of consortium members, and who carries the most clout? How are they funded — what countries and banks? What else have those pairs funded together in the last five years? Who are their senior technical people, and where did they come from? I need full vita and anything they've published. Even if you can't get a clean translation, give me what you can. Also, anything you can find on their individual vendors, including major new contracts they have awarded to vendors in the last year, even if it's something outside their usual line of business. Last, I need to know anything that seems strange in the metals and materials arena, particularly in Brazil and Argentina. Give me everything you've got by noon and we'll go from there. Thanks."

It's Monday morning, and the reference librarian's nightmare has come true: The CEO wants to know everything about everyone from everywhere, including the information no one else knows about. Sound familiar?

This request would have been hard enough when only U.S. competitors and markets were involved. We would start with online and print resources, and then begin Sherlocking - via calls to SLA contacts who know the most about the topic or the technicalities, or who can identify the authorities in the field, or people who know people who know people... you know the drill.
Now the CEO wants the world - literally!
Are we confident of our detective skills when we move outside our borders? For many SLA members in the U.S., the first taste of international information sharing came courtesy of SLA colleagues in Canada. Their skill, experience, and friendship helped us extend our reach for information significantly, and hopefully ours has done the same for them. So we’re OK in Toronto, but what about Torinos? And whom do we know in London, Leipzig, and Lima?

The myth of "made in"
Have you tried to buy an "American" car lately? If you could have heard each of the car’s parts talking, would they have been speaking English? Are you sure those parts weren’t saying, “Nein”, “nada”, or “nyet?”

After World War II, “made in America” was the best-loved line of U.S. advertisers, but we were reading the line long after it was accurate. Of course, advertisements didn’t specify which America, so we could pretend that they meant North America, and were including the materials and parts and funds that have flowed freely across the American-Canadian border for most of our lifetime – but that wasn’t what they meant. We could try to make the case that they meant Central America too, but no one would believe it. No, “made in America” meant “made right here in the U.S.A., which is completely independent of everyone else in the world.”

Today, “Made in” means more about “Made by” in a more collaborative environment that crosses boarders literally or virtually. The manufactured car of yesterday is now designed in Europe, manufactured in Japan or South America, and follows regulatory standards of the country where it will be sold.

Our world has changed
In our world there is CNN and e-mail and conference calling and crossing continents without a thought. And what was once the most boring part of the news, “and now, from the international desk...,” is what we need to know every day to do business, or research, or both.

The needs of our companies and customers have changed. The needs of our students have changed. Universities, which have always exchanged information across borders, do so even more now than before. Start-up and tech companies that were incubated in a university are miniatures of the world of international commerce. They staff positions and source materials from all over the world, searching for the best, or most flexible, or most appropriate of what they need. Just like IBM, Cisco, SONY, and DaimlerChrysler. This is a world very far from “made in America”.

Get hold of yourself!
It’s 6 p.m. in Fort Wayne, Indiana...
• Do you know what time it is where all of your organization’s parts are?
Going Global - Planning Our Strategy

In 2003, the SLA Strategic Planning Committee (SPC) recommended a revised vision, mission, and core values statement for the association. The board of directors approved the recommendation, and then asked the SPC to focus on the potential of growing SLA into a more global organization.

Notice the words "global organization" and "networking initiatives."

The idea of "going global" has been on SLA’s radar screen for a long time. (Please see companion article “Always International: A Brief History of SLA’s Global Focus.”)

In fact, SLA staff put together a five-page overview of the results of a myriad of focus groups, teams, studies, and other calls for member input. The staff report highlighted common themes across all of these efforts and proposed both immediate steps and steps for further exploration. In general, immediate steps were those that the association could easily take, at low cost, and with low risk. Steps for exploration involve a higher cost, some risk, and a well-defined process. In addition, the staff identified a significant number of SLA leaders who should be consulted for more ideas or asked for help in implementation (e.g., International Relations Committee members, liaisons to IFLA, members of non-U.S. chapters, vendors, etc.).

Building on these common themes, the SPC led the board through a series of exercises to validate and prioritize ideas and locations. It’s a big world – where do we start our efforts? Renee Massoud of KPMG, the incoming chair of the Strategic Planning Committee, conducted preliminary research to help us identify specific areas or countries where SLA would have the best possibility of success.

Throughout this strategic planning process we continued to do reality checks. It is so easy to be “caught up in the moment,” and forget that in some countries we have no contacts to start with, or that our values would not be welcome. Several of these reality checks made it clear that we have been avoiding the most obvious actions while studying and debating the difficult ones.

In one role-playing exercise, Pam Rollo, incoming President-elect of the Association, played a member of SLA who was trying her best to interest a French colleague in membership. Liz Bibby, of Harvard’s Baker Library, parried Pam’s selling points with very logical reasons for not pursuing membership in today’s SLA. Since Liz actually speaks French beautifully, her part of the conversation was almost too real. If we had any doubts as to whether we were on the right track with “immediate steps,” this role-play put those doubts to rest. We couldn’t prioritize our next steps fast enough. It’s time for the barriers to fall.
Going Global - Working Our Plan

Have you visited the new SLA website (www.sla.org) recently? Click on a flag to view a translation of the website (including HTML) in Chinese (simplified and traditional), Dutch, French, German, Greek, Italian, Japanese, Korean, Portuguese, Russian, or Spanish. As Janice R. Lachance, SLA’s executive director, noted in an association press release, the new service is an important step in the association’s commitment to growing its global membership. "Offering translation services on the association’s website is a great start to removing barriers to access for our members and the worldwide information professional community," she said.

Does a friend want to pay for membership using non-U.S. currency? What was once a problem is now a selling point: "Members may now pay by check to join or renew in Euros, British Pounds Sterling, Canadian, and Australian Dollar (€, £, CAN$, and AUS$)." Click on the membership page on sla.org for more information.

Do you need help obtaining a visa to attend an SLA conference? You can follow this link to information on SLA’s website: http://www.sla.org/nashville2004/internationalinfo.htm.

Language, currency, visas – small steps to be sure. But to our global colleagues, these small steps indicate our growing understanding of their unique needs, and our recognition of their importance to the fabric of SLA.

What’s Next?

What should you watch for in the future?
• We are working on the ability to accept British Pound Sterling and the Euro for conference fees.
• We are developing the ROI statement for non-North American vendors to exhibit at our conferences, and looking for ways to engage non-North American vendors to participate in our annual conferences without the costly burden of exhibiting.
• We will be designing a survey to capture the needs of non-North American members.
• We are looking for funding to bring non-U.S. speakers to the annual conference.
• We plan to look at the feasibility of a certification for international knowledge and competencies.

The list goes on. Some things we can do immediately, some will take a little longer.

We are counting on your ideas and your help. We can only grow to become truly global by growing together.

Members of the 2003-2004 SLA Strategic Planning Committee: Renee Massoud; Doris Helfer; Gloria Zamora (ex officio); Ethel Salonen; Jesus Lau; Janice Lachance, staff committee member (ex officio); Cynthia Hill, board liaison; Barbara Spiegelman, chair.
Lithuania Marks 100th Anniversary of Press Freedom

By Audrone Glosiene

Library Week in Lithuania is a special event, indeed. We celebrate not just libraries, but the freedom to have them in the first place.

The Lithuanian Parliament has proclaimed 2004 to be the Year of Language and Books (www.spaudos.lt) to commemorate the 100th anniversary of ending the ban on the Lithuanian press.

In 1864, the Czarist Russian authorities banned printing, publication and dissemination of books using Latin characters. Lithuanians were allowed to print and read only in Cyrillic script. The ban also applied to Lithuanian schools and libraries. Lithuanian books in Latin characters were printed abroad and smuggled into the country illegally and disseminated under great risk.

Tough national resistance finally led to the lifting the ban in 1904 — after 40 years.

Lithuania is the largest country among the three independent Baltic states and belongs to the Central and Eastern Europe (CEE) region. It is a democratic parliamentary republic with a president as a head of the state. Total population of the country in January 2000 was 3,475,600 (similar to Ireland). There are 2.3 million urban residents and 1.1 million rural residents in Lithuania.

Ethnic composition of Lithuania’s population is as follows:

- 82 percent Lithuanians
- 8 percent Russians
- 7 percent Poles
- 1.5 percent Byelorussians
- 1 percent Ukrainians
- 0.7 percent others

Lithuania has an ancient and dramatic history that was often determined by its geographical situation — on the crossroads between the East and the West.

As a politically active state, Lithuania appeared in the history of Europe in the 13th century. The first Lithuanian book was printed in 1547 in Koenigsberg. It marked the determination of Lithuanian culture to look West rather than East and Lithuania’s decision to build its own culture distinct from and resistant to the overwhelming Polish and German influence.

In 1570 the first academic library — nine years before the academy itself - was established in Vilnius. Today Vilnius University Library is one of the richest in the region.
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The 17th and 18th centuries saw the disintegration of Lithuania’s state. In the 19th century Lithuania lost its independence completely and was included in the Russian Empire. Several uprisings marked the fight for national independence.

After the uprising in 1832 Vilnius University was closed, part of its library’s collection was taken to Russia. After the uprising in 1864 the Czarist authorities prohibited printing, publication, and dissemination of the books in Latin characters. Lithuanians were allowed to use books in their own language only if printed in Cyrillic.

A few primers, calendars, and religious books were printed in the Russian alphabet, but although these books were distributed free, they did not become popular; Lithuanians regarded them as tools of Russification and destroyed them.

The ban lasted for 40 years and was met with unexpected and tough resistance: Lithuanians refused to accept the strangers’ script and the books (first religious, then secular ones too) began to be published in Lithuanian language and Latin fonts in Eastern Prussia and secretly, under the risk of prosecution, smuggled into Lithuania.

This resistance movement played an extremely important role in forming the national identity. The mutiny against Russia’s regime became not only wider and more popular, but it also accustomed Lithuanians to reading texts in their national language, which is a primary symbol of the national and European identity.

Since then, for Lithuanians, the book is deeply connected to the struggle for political and national independence. A book is sacred arms, a symbol of a silent resistance against the strangers and occupants. Along with such keywords as “tradition” and “culture”, we must write “national identity” to describe the historic role of books and libraries in Lithuania’s society.

Today, reflecting on the past, we realize that books and libraries were banned a century ago because they were seen as powerful, influential, and thus, – dangerous for the ruling circles.

Are libraries seen as powerful today? Aren’t budget cuts signs of the fact that politicians see libraries as not important for contemporary society? Do we, library and information professionals, convey the “library message” strongly and convincingly enough for the world around us to hear?

A key message of National Library Week (celebrated in Lithuania in the last week of April 2004) stresses the role of a library as a bridge between tradition and modernity. Libraries play a crucial role in communication, preservation, and creative renewal of the cultural heritage and community memory.

Strategic issues of library development in a knowledge-based society were the main topic of the Library Congress held in Druskininkai, a town in Southern Lithuania, April 22-23, with a participation of key political figures from the Parliament, government, and different agencies as well as wide representation of the professional community. The Congress focused on the library and information policy in a knowledge-based society.

During National Library Week, traditionally, the Librarian of the Year was announced. Other awards were given by the Ministry of Culture and various sponsors to the outstanding professionals.

Zofija Bliaujiene, director of the Varena municipal library received the Librarian of the Year award for the outstanding efforts in full renovation of the library building, creation of a modern information institution, equipped with IT and access to Internet, databases, music and other electronic resources to the community of the small rural municipality where social exclusion is haphazard for many.


During the week many events took place in different libraries in the country: Libraries had the open-doors day, inviting community groups, politicians, readers and users, writers and publishers for round-table discussions and presentations; and organized “love-your-library” days for the readers – and “forgave” those whose books were overdue.

A big fund raising campaign – donate 2 percent of your tax to the library – had started well in advance of Library Week. Last year Lithuanian librarians were successful in lobbying for their wages. This year we aim to raise not only our budgets but also our profiles in society.

We celebrated Library Week together with the colleagues all over the world; the international professional community responded to the information about the events in a small Baltic country.

On May 1, 2004, Lithuania and other Eastern European countries joined the European Union. Many hopes and visions are connected with this act: the hope for better lives, first of all, but also the hope for the painful experience of the limitations in freedom of information not to be repeated again.
A Vision for the Future

Why should SLA become more of a global organization? How will it help the members? How will it change the association? Information Outlook recently put those questions and more to SLA Executive Director Janice Lachance.

SLA’s vision statement refers to the association as a global organization. What does that mean to you? Being global requires something more than a claim to having members in 80 countries or creating chapters in new regions of the world, though these factors are very important. I would submit that they are by-products of a desire to be global. But the association’s leadership and staff must focus on thinking and acting globally. If we do this, then future innovations will have global reach and enhance the overall member experience, regardless of geography.

Information professionals work with information—a very dynamic and changing resource that resides inside and outside of organizations. Information has no regard for borders, and neither do most of the organizations that employ information professionals who put knowledge to work. Every information professional should adopt a plan for international networking and information sharing as a part of their own career strategy—whether they work for a multi-national corporation or not. So from an operational standpoint, we know that SLA members already operate globally or should be doing so for the benefit of their employers and their own careers.

Globalization for information professionals means so many positive changes: their network of peers increases; their perspectives on knowledge management and information resources expand; their understanding of management practices widens; their overall career development path extends; and as a result they become more capable and indispensable to their customers.

Why is it important for SLA to be a global organization? I’d like to answer that question by telling a story I saw in an interview with business guru and author Jim Collins, where he’s talking about the differences between A&P and Kroger, two American food retailers.

Kroger and A&P were wrestling with the unquestionable fact that their entire world was changing around them. After more than 80 years of old, dreary grocery stores, the brutal truth was that the future in America lay in what we now call "superstores."
assess the behavior patterns of these two different companies back in the late 1960s and early 1970s, A&P didn’t find the facts of their future frightening; they found the consequences of those facts frightening! The consequences were that they were going to have to systematically go to every single one of their stores and either shut it down or redo it as a superstore. They were going to have to complete that work store by store, and it was going to take decades.

A&P executives and employees simply froze in the face of those consequences and started looking for some way to avoid the implications. The consequences simply overwhelmed them. So, they tried new CEOs and lower prices. They tried vision statements and to rally troops when, in fact, what they really needed was to just simply say, “You know, we’re going to have to shut down every one of our stores and convert them into superstores, or shut them down for good. And it’s going to take us probably two decades, and we’ve got to do it for thousands of stores, and it’s going to cost us billions of dollars. What a bummer. Guess we’d better get to work.”

As for the Kroger people, that’s exactly what they did. They were just stoic, matter of fact, and they just faced the consequences head on.

So, when I look at the question of why it’s important for SLA to be a global organization, I believe we have to step back and understand not just why we must be global, but what inevitable consequences exist as a result of choosing not to be global. This is one piece of the puzzle, but a very important one.

From the strategic standpoint of the association’s future, it just makes sense that we bring together the global community of information professionals so that we can all benefit from one another’s talents, experiences, and perspectives. Think about it this way: the world is no longer a place where isolationism can ever work for a government or a corporation. Why should it be any different for us as career professionals, as practitioners, as global citizens?

How will “globalizing” SLA help information professionals?

Every professional today has to continually seek a competitive edge in the workplace, in the career marketplace, and in the new economy. That’s not just a line from some management book. It’s the pure truth. Anyone who faces -- or has faced -- the threat of irrelevance in the workplace knows that an advantage one day can turn into a market standard the next. The economy of the 20th Century went out before the 20th Century was even finished! So I think the first mental leap everyone has to make is to the conclusion that we have to think faster, act with greater conviction, and invest in new ideas more rapidly than ever. This is certainly discomforting to many, but it is a great foundational point on which to begin.

Once we’ve attained this point, we can begin to see the logic of embracing globalization in our own practices. I’m sure a lot of information professionals wonder how or why global interaction would benefit them in their practice or in their association experiences. For example, a government information services manager or a small law firm librarian both might question whether international outreach or networking or learning experiences could ever improve their work. The reality is that ignoring globalization opportunities means instant marginalization for both of them. Researchers and information professionals regularly tap government information across borders, and government agencies frequently rely on resources and research generated by other national governments or organizations based in other countries. And what better way for a law firm librarian to show value than by utilizing an international network of contacts to better serve clients?

Other than location, what are the major differences in the work environments and styles of information professionals around the globe?

There are the obvious factors -- like legal, financial, cultural, and political factors -- that change the landscape dramatically in many ways. Think about copyright laws and how complex the management of multi-national sources can be. Consider also the management of corporate governance practices across borders. All four of these factors can have a significant impact on the workflow and interaction with colleagues in other countries. But these are not unique to information professionals. They impact everyone, from the CEO to the sales organization.

Language clearly is the primary difference between and among the worldwide community of information professionals. It affects how we communicate with one another; it also affects how we share information, interpret data, and collect knowledge. Dee Hock, who was the founder of VISA International, offers a wonderful observation about language, when he says it is “only secondarily the means by which we communicate...[and]...primarily the means by which we think.” So the language information professionals use at work affects productivity, service delivery, and so much more in such a deep way. I think all of us underestimate the impact language has on our interactions with customers and colleagues.

In a recent press release on SLA’s “new naming model,” you said the “doing business as SLA” emphasis would advance the association’s globalization efforts. How so? Through market research and significant anecdotal evidence, we came to the conclusion that our efforts to attract a broader representation of information professionals outside of North America were limited by the perceptions created by our name. First, the term, “special library” is not used or understood by prospective members and their managers in Africa, Asia, and Europe. Second, even if an explanation is offered, first impressions tend to last, and many prospective members either choose to join a similar, more regionalized association, or their employers refuse to support their membership in SLA because they do not see a logical connection for their staff.
SLA AND THE WORLD

By adopting "SLA" into our brand identity, we are lowering a very subtle but very significant barrier to entry for many information professionals around the world. This also has a secondary effect on those information professionals who work in disciplines that have not historically considered SLA as a community of choice. So we've really made some strides here without dramatically altering the association's historic past.

Your travels have taken you outside the US. What kind of feedback are you getting from information professionals in other countries?

Certainly the name issue was a significant component of the feedback I've received. But I've also heard from a lot of information professionals who desperately need more training on management skills and development of executive capabilities. I can definitely see the need for this. SLA has been quite adept in the development of entry-level information professionals into management-ready candidates. From there, we need to grow.

I've also heard good feedback about the organization of our conferences. Many outsiders are intimidated by the overwhelming number of sessions that take place in a given day at our annual conference so I want to ensure that our conferences are accessible and bring value, not confusion, to attendees.

Last, but not least, I've definitely heard plenty from non-North American members and non-members alike that SLA operates in a very geocentric manner. And this is a very real and ongoing concern. Our international marketing efforts notwithstanding, we do need to take a very hard look at the manner in which we present our- selves. But we also need to go deeper, into the culture of SLA membership to see if there are factors there that need to be explored and addressed.

SLA has added some international services lately - for example, accepting dues payments in multiple currencies and providing an online translation service for the SLA Web site. That makes SLA more accessible to people outside the US, but what is SLA doing/planning to recruit more non-US members?

We are working on a variety of campaigns designed to attract information professionals in some very unique ways. But the most effective way to recruit information professionals into our community is by member referral. When members recruit new members, you can't build a better sales experience. An SLA veteran who knows the association and wants more people to appreciate its value is our best representative.

Another important international recruitment campaign will be our efforts to promote SLA's new online learning center, which is due to be released later this year. Coupled with the prospects for a new certification program for information professionals, our virtual learning services and our online communities of practice are clearly shaping up to be the most comprehensive learning community for information professionals around the world.

We're also evolving on the international public policy front. In particular, we've begun to take a real interest in the ongoing issues regarding access to scientific journals. The high costs of access and the bundling practices of many publishers are severely affecting access for researchers and scientists worldwide. Global collaboration among creators, publishers, and end users of scientific research materials is critical. There may be a role for SLA in working toward a mutually beneficial information infrastructure that will provide equity for publishers and users alike for society as a whole. SLA has historically worked well with publishers, and we want to re-connect with that community so as to ensure continuing dialogue on this and other relevant matters.

How is SLA working with the associations for information professionals outside the US?

We do have great working relationships with many related associations around the globe, particularly through IFLA (International Federation of Library Associations and Institutions). It's at IFLA meetings that we get the most mileage in terms of relationship building with other like-minded associations.

Many SLA leaders are actively engaged in work with IFLA. This is a traditional component of our outreach activities with other associations around the world. But we envision more involved partnerships that would leverage the best we have to offer with the benefits and services that other associations provide to their members. Creating a network of associations that serve the evolutionary segments of the information professional community - competitive intelligence analysts and researchers, content managers, knowledge management professionals - will help to transform the profession more quickly than if we were to do it on our own.

What is your vision of a truly globalized SLA in the future?

I see an international membership that is balanced in numbers from continent to continent. I see us truly moving beyond what has always been a focus towards services for Canadian and American members. I see SLA evolving towards advanced technologies that deliver on collaboration, knowledge exchange, and networking far beyond our members' needs or expectations. In fact, I see us actually becoming the test bed for new technologies and services that our members wish to see in action.

I also see an SLA that operates 24 hours per day, 7 days per week, 365 days per year. We cannot expect to grow in this way if we are limited by local or regional constraints. We must be real-time for the information professional anywhere in the world to truly value the association.

We can make SLA into something that reflects the vision of John Cotton Dana but possesses very unique qualities and characteristics that even he could not foresee. That's exciting to me, and I think it should be exciting for information professionals around the world.
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President George W. Bush has appointed SLA member Beth Fitzsimmons of Michigan as chair of the U.S. National Commission on Libraries and Information Science (NCLIS).

NCLIS helps to effect policy concerning libraries and the dissemination and use of information in the United States. It is a permanent, independent agency of the government whose commissioners provide advice to the president, Congress, and other policymakers.

Fitzsimmons, of Ann Arbor, is president of Information Strategists LLC, which provides information and knowledge services to high tech companies. She has served as chair of the Depository Library Council to the U.S. Public Printer and received the Public Printer’s Distinguished Service Award.

Fitzsimmons previously was a presidential appointee to the advisory board of the second White House Conference on Libraries and Information Services and chaired its Technology Committee.

Created in 1970, NCLIS had among its earliest active participants such SLA leaders as Edward Strable and William D. Budington, who were responsible for two of the commission’s earliest publications. Later, at the first White House Conference on Libraries and Information Services in 1979, to which Dr. Fitzsimmons was a delegate, the role of special libraries in nationwide networks and cooperative programs was one of three focus issues examined and recommended for further study.

In April, Dr. Fitzsimmons presided at the new commission’s first meeting. SLA President Cynthia Hill was in attendance and brought the greetings of the association, speaking to the commissioners about how SLA and NCLIS could work together in addressing the information and learning needs of American citizens.

Hill gave particular attention to SLA’s new vision, mission, and core values statements, and noted that SLA looks forward to working with NCLIS in the three strategic focus areas of learning, networking, and advocacy.

In addition to her membership in SLA, Fitzsimmons also is a member of the American Chemical Society and chairs the ACS Education Committee on Patents and Related Matters. She is currently a director of the Ann Arbor YMCA, director of the Ann Arbor Rotary Club, and a member of the National Library Leadership Committee for the University of Michigan. She is a past president of SLA’s Boston Chapter.

Fitzsimmons received a B.S. from Simmons College in chemistry, an MLS from SUNY Albany, and a Ph.D. from the School of Public Policy at George Mason University in Virginia.

By law, five commissioners are librarians or information specialists, while nine members are drawn from the public and are knowledgeable about the needs of society for library and information services. One of the public members has a special competence in the needs of the elderly; another in information technology. Filling out the membership are two ex officio commissioners, the Librarian of Congress and the director of the Institute of Museum and Library Services.

In addition to Fitzsimmons, the following individuals were also appointed to NCLIS. Their terms end July 19th of the year indicated. Also indicated is their category of membership.

- Jose Antonio Aponte, executive director, Pikes Peak Library District, Colorado Springs. (2007; librarian/information specialist)
• Sandra Frances Ashworth, director, Boundary County District Library, Bonners Ferry, ID. (2004; public-needs of elderly)

• Edward Louis Bertorelli, director of employee benefits, Massachusetts Highway Department and also a member of the Massachusetts Board of Library Commissioners. (2005; public)

• Carol L. Diehl of Wisconsin, a retired school librarian and a former board member, Sturm Memorial Library, Manawa, WI. (2005; public)

• Allison Druin, assistant professor, College of Information Studies, University of Maryland, College Park. (2006; Librarian/information specialist)

• Patricia M. Hines of South Carolina, previously chief of staff of domestic policy in the White House under President Reagan and assistant secretary of research and development in the Department of Education under President George H.W. Bush. (2005; public)

• Colleen Ellen Huebner, associate professor, University of Washington School of Public Health and Community Medicine. (2007; Public)

• Stephen M. Kennedy, a former computer executive responsible for state government relations and a former official in several New Hampshire administrations. (2007; public-information technology)

• Bridget L. Lamont, former director of policy and program development for Illinois Gov. George Ryan and for 16 years the director of the Illinois State Library. (2008; librarian/information specialist)

• Mary H. (Mitzi) Perdue of Maryland, former syndicated columnist on environmental matters. (2008; public)

• Herman Lavon Totten, Regents professor of library and information sciences, University of North Texas School of Library and Information Sciences, Denton, and a former president of the Texas Library Association. (2008; librarian/information specialist)

The new commissioners join current NCLIS members Joan Challinor of Washington, DC, and Jack Hightower of Austin, TX, as well as Librarian of Congress James Billington and IMLS Director Robert Martin.
## West 2004

### Canadian Association for Information Science

L'Association canadienne des sciences de l'information (CAIS/ACIR) 2004 Annual Conference
June 27-29
Tilburg, The Netherlands
http://www.caais-aci.ca/calla.htm

### July 2004

- **SLA Annual Conference**
  - June 5-10
  - Nashville, TN, USA
  - http://www.sla.org/nashville2004

- **Joint Conference on Digital Libraries 2004**
  - June 7-11
  - Tucson, AZ, USA

- **The Digital Library and e-Publishing for Science, Technology, and Medicine**
  - June 13-18
  - Tilburg, The Netherlands
  - http://www.ticr.nl/04stm

### August 2004

- **15th ACM Conference on Hypertext and Hypermedia**
  - August 9-13
  - Santa Cruz, CA, USA
  - http://www.ht04.org

- **Conference Information World Library and Information Congress**
  - IFLA
  - August 22-27
  - Buenos Aires, Argentina
  - http://www.ifla.org/IV/ifla70

- **2nd International Conference on the Future of the Book**
  - August 29-31
  - Beijing, China

### September 2004

- **European Digital Library Conference**
  - UKOLN, University of Bath
  - September 12-17
  - Bath, England

## Events

**June 2004**

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**July 2004**

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public policy update

Where is ERIC....and Where is ERIC Going?
By Kate Corby

For the last year the library community has had concerns about the future of the Educational Resources Information Center (ERIC) database. In existence since 1966, the ERIC system was a network of 13 subject specialty clearinghouses and their affiliates. These clearinghouses provided a variety of services directly to the public (research assistance, publications, websites) and compiled the ERIC database.

The ERIC database is the largest education-related bibliographic database in the world. The components of the ERIC system operate under federal contracts. All the contracts associated with the database and the overall ERIC system that didn’t end in 2003 expire this year. The Department of Education has decided to make some significant changes.

When this decision became known in spring of 2003, many librarians were worried. The ERIC database has always been excellent. Although sometimes slow to index new items, the consistency and specificity of the indexing has always been exceptional. The plans for the "new ERIC," outlined in a Draft Statement of Work called for changes like author supplied abstracts and automatic indexing.

Folks were also concerned that these changes might reflect changes of viewpoint in the Department of Education that emphasized scientifically based research. Would ERIC begin to index only peer-reviewed or empirical material? The Draft Statement of Work called for a reexamination of all the sources of material for the index. Although it covered articles from more journals than other major education indexes, indexing, and supplying microfiche copies of a large number (about 75 items per month) of research reports, conference papers and similar "gray literature" was a raison d'etre for the ERIC database.

The Draft Statement of Work included instructions for those wishing to make comments to the contract officer. According to the May 28, 2003 Education Week, "Before the official comment period on the proposal ended on May 9, nearly 4,000 of the system's customers and supporters had weighed in on the changes. Among those opposing the plans were at least 28 Democratic members of Congress and more than 46 national education organizations, ranging from the National PTA to the American Library Association."

The joint comment from Special Libraries Association, American Association of Law Libraries, and Association of Research Libraries can be viewed at http://www.sla.org/PDFs/ERICComments.pdf. This was a remarkably large number of comments; I was told that most posts generate fewer than a hundred.

The final version of the Statement of Work (SOW) was included in a request for proposal released on June 27, 2003. It included very few changes from the draft. It broadened the authority of the indexers to select items from sources not previously approved, added a few specific subjects to be covered, and mentioned including non-U.S. English language materials.

The SOW also included a seemingly impossible goal: "It [the database search engine] shall enable users to quickly find the database materials that are directly relevant to their problems or questions." To the extent that this speaks to concerns about indexing quality it is reassuring, but it certainly is too vague to be transparently enforceable.

In December 2003, the department allowed the clearinghouse contracts to expire. All of the services of the clearinghouses, including indexing materials to include in the ERIC database, ceased. The database will grow in the first half of 2004 only by the addition of backlogged indexing that was completed in 2003.

In March, the Department of Education awarded a single contract for ERIC to Computer Sciences Corporation (CSC). CSC is a large corporation, which holds the contracts for the current ERIC Processing and Reference Facility and the ERIC Document Reproduction Service. The Processing and Reference Facility has been the core of the ERIC database, taking in the indexing work of the various clearinghouses and producing the ERIC database. The Document Reproduction Service (EDRS), as its name implies, works with the documents or gray literature portion of the database. They sell microfiche and paper copies of items listed in the database. Since the mid-90s, EDRS has sold online access to a portion of these materials through a database called E*Subscribe.

For many, the initial reaction to the announcement of the new contractor was relief. A firm that has been working with the database for some time can bring continuity. With an intimate understanding of the existing database they perhaps will appreciate its strengths and be less likely to institute changes that would make it less useful. The federal requirements, as outlined in the SOW do not call for much public input. There is to be one public forum within two months of contract award "for soliciting input about making the database highly

June 2004
Decisions about indexing protocols, document and journal coverage and thesaurus changes will apparently go forward with little outside input. Individually and through professional organizations like the Special Libraries Association and the American Library Association, librarians have tried to make officials at the Department of Education aware of their professional expertise in index construction.

So far there is little indication that the department will respond positively to our offers to help. Deputy Secretary Eugene Hickok, spoke at Michigan State University in February. In response to my question about ERIC, which was then four months past the expected contract award date, he noted that the department is undergoing a "culture change" and progress on many projects has slowed. This may mean that they will eventually ask for input, but it seems equally likely they will decide they are too busy for such time-consuming activities.

As I write this, it has been nearly a month since the contract award and more than four months since the dissolution of the clearinghouses. The clearinghouse directors, who were supposed to be consulted for recommendations on membership for the new ERIC steering committee and the content experts (selection decisions), have scattered to new jobs and interests. The department no longer has any way to compel their participation. These groups are now being formulated, with no publicly announced outside input.

Some former clearinghouse employees have come forward to express concerns about the contractor. They claim that despite the decentralized character of the clearinghouse model, it was the central processing facility (in other words the very organization that has now secured the contract), which caused delays in database production.

One source told me, "While the clearinghouses would process documents/journal article citations within 3-4 weeks, ...[the facility] would often sit on the work for six to seven months or they were that far behind..." The E*Subscribe database, while responsive to user concerns, also has a poor reputation, this time for reliability. Many subscribers report frequent problems with accessing and downloading ERIC documents.

So the future of ERIC is unclear. Look to the Web pages at http://www.sla.org/content/SLA/advocacy/ERICUpdate/ERICUpdate.cfm and/or http://www.lib.msu.edu/corby/education/doe.htm for updated information. There may also be calls on the education librarian discussion boards for action to make federal officials aware of library related concerns. I hope members of SLA will heed these calls.

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Kate Corby is the education and psychology reference librarian and bibliographer at Michigan State University Libraries. She started the ERIC Reauthorization News website at http://www.lib.msu.edu/corby/education/doe.htm and now maintains it with help from the Ad Hoc Committee on Access to Government Sponsored Education Research (Association of College and Research Libraries/Education and Behavioral Sciences Section) which she chairs. Readers can contact her at corby@mail.lib.msu.edu.
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Table of Contents Service: Fair Use?

By Laura Gasaway

Many libraries offer a "table of contents" service for their users. Whether such a service runs afoul of copyright law has long been debated in library circles; neither the courts nor Congress has considered the matter and whether it qualifies as fair use. For some types of libraries, contents services are traditional and ubiquitous. Several libraries even advertise their table of contents service on the Web.

When a library receives journal issues, it may either photocopy the table of contents page or scan it to circulate to users. Sometimes a single photocopy of a table of contents is circulated to multiple users; other times multiple copies are produced so that each user interested in that particular journal receives a copy of the contents page. This practice raises three different issues for fair use: (1) photocopying either single or multiple copies of journal contents pages, (2) scanning contents pages and posting them on an intranet (whether password protected or not), and (3) permitting users to use contents pages as a selection device for articles they want reproduced for them.

Libraries implement such services for two purposes: as a notification device so users will know what articles from a particular journal are available and to permit users to select which articles they want the library to reproduce for them. In some subject disciplines, commercial or nonprofit alternatives distribute tables of contents. For example, in law there is Current Index to Legal Periodicals, published by the University of Washington Law Library. It is a weekly subject index to law reviews and other law journals that also contains tables of contents. This is done with permission of the journals. But in other subject disciplines there is no specific table of contents alternative.

Ingenta's Reveal service provides an electronic table of contents service, as do several journals themselves.

The contents page is copyrighted along with the entire journal issue. Some tables of contents contain nothing but factual data: author, article title, and page number. Although facts are not copyrightable, the arrangement of the facts might be, but such an arrangement would have to meet the originality standard with its creativity requirement in order to qualify for copyright protection. Other journal contents pages also contain abstracts, which are separately copyrightable as derivative works. Thus, contents pages that contain abstracts are more likely to be copyrighted than those that contain only bibliographic data.

When a company has an Annual Authorization License or Photocopy Annual License for in-house copying with the Copyright Clearance Center (CCC), that license permits libraries to photocopy tables of contents for employees. It does not permit any electronic distribution or storage of contents pages. Companies that have the add-on Digital Repertory Amendment are allowed to scan tables of contents and to distribute them to company employees if the journal is not available in digital format.

If tables of contents pages are copyrightable, a non-CCC licensed library that reproduces copies of contents pages has reproduced a protected work, which may raise copyright concerns. Except for preservation under sections 108(b) and (c), libraries are limited to single-item copying at the request of an individual user. The question is whether copying contents pages is fair use. It well may be, although the matter has never been litigated.

Scanning tables of contents for distribution to users, absent a CCC or other license, may be more problematic. Publishers generally are more concerned about digital than analog distribution of their works. There is more chance that digital tables of contents could be distributed outside of a particular library than that photocopies could be.

Under section 108(d), libraries are permitted to make a single copy of a journal article for a user. One way that users often make requests for copies is via a table of contents page reproduced and distributed to users. Users circle the article they want and return the contents page to the library as a way of ordering photocopies for a user. If a library strips out bibliographic data from tables of contents, it is an ordering device. A court is more likely to find this copyright infringement than a simple notification.

For non-CCC libraries there is an alternative in addition to commercial table of contents services. Bibliographic data are factual in nature. An individual listing of an article in a table of contents is not copyrightable. So, if a library strips out bibliographic data from tables of contents of various journals and then assembles them by subject, it has created a new compilation that may distribute either by photocopying or digitally. Reproduction of the articles still presents the same copyright issues, but the notification device created by the library from a variety of sources does not.

Back in the early 1980s when publishers sued pharmaceutical companies for copyright infringement for in-house photocopying of articles from their journals, the interrogatories queried whether the library reproduced tables of contents and provided them to employees of the company. These cases were settled, so the issue of distribution of reproductions of contents pages of journals was never litigated. It remains a common practice among libraries, including those that do not have annual CCC licenses.

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Exploring Alternative Careers
July 14, 2004 • 2:00 pm - 3:30 pm ET
Linda W. Braun, Principal, Librarians and Educators Online

Work/Life Balance: Common Pressures & Coping Strategies
August 11, 2004 • 2:00 pm - 3:30 pm ET
Christopher Bauer, licensed psychologist

Evaluating Your Strengths and Identifying Areas for Further Learning
September 8, 2004 • 2:00 pm - 3:30 pm ET
Barbara M. Robinson, Robinson & Associates

Negotiating: Strategies and Techniques
October 6, 2004 • 2:00 pm - 3:30 pm ET
Tom Morris, CMF, Professional Speaker, Morris Associates, Inc.

Getting Ready for the Job Search
October 27, 2004 • 2:00 pm - 3:30 pm ET

www.sla.org/careerdevelopment
What About Us? The Meta Librarian Information for Information Pros
By Stephen Abram

I've opined in the past that when budget woes hit, the first things that many special librarians serve up to their masters are their own professional subscriptions, professional development money, and association memberships. Sad.

Sometimes we just seem to neglect our own need for information. How can we keep up with the trends? How does the info pro stay informed? If we want to stay relevant to our user communities, it is, now more than ever, essential that we keep up with the developments in our field, choose a few innovations, and apply them selectively for the benefit of our enterprises and our clients.

I also opine regularly that our profession doesn't write enough. I see thousands of innovative ideas and projects across our profession, but far too few folks are writing about them so that we all can learn from their experiences. One strategy I have used is to ask innovative colleagues to speak at conferences about their work. I then ask them to write an article for one of several periodicals for which I help source authors.

As librarians, overall, we keep our candle under a basket, but its flame is usually too weak to set that basket on fire. And, really, we have news that can set the world on fire! This reluctance to tout our own horns means that our insights and innovations spread too slowly, our ideas are co-opted by others, and we are not at the center of the information revolution that continues apace.

So this month's column explores writing for the profession what, why, and how technology has changed our communication of ideas and provided new opportunities for us all.

Why Write?
One of my favorite bloggers, Steven Cohen of the Library Stuff blog fame, posted this interesting tidbit on April 14, 2004...

"Weblogs as Career Boosters
Dave [another blogger] links to this article from the Christian Science Monitor [http://www.csmonitor.com/2004/0415/p14s02-stu.htm]. I was most impressed with the last section:

'Although making a living just blogging is nearly impossible, a blog can have a great deal of career value by demonstrating one's expertise and writing skills, thus serving as a 'reputation builder,' Blood says by phone from San Francisco. 'You can quickly establish yourself as an expert in your field by becoming a kind of one-stop source for information.'"

This is exactly what I like to get across in my presentations and articles on weblogs. There are still areas in library science that haven't been fully explored in weblog format. One recent one that has caught the attention of librarians is RFID (radio frequency identification) in libraries. The neat thing about our profession is that it is constantly changing. Weblogs can fill the void (and the need) in collecting content in one place to make like a bit easier."

Steven, as usual, hits the nail on the head. There is a vested self-interest in writing for the profession. Those of you familiar with French sociologist and anthropologist Marcel Mauss's seminal work, The Gift, may know that there are two sides to the gifting relationship. When you write for the profession you give the profession a gift. As with all gifts, both the giver and the receiver benefit in many ways. And society benefits from a cycle of gifting relationships. When we share information, knowledge, and service, we are giving a valuable gift. Every article, book, list posting, discussion thread, and blog entry is a gift to the profession.

Has technology changed writing for the profession? Without a doubt. Five key changes have occurred in the past decade:

1. Blogs

Blogs are hot. They're also very interesting and educational. This column includes a list of my favorite blogs. If you have favorites that I should check out, please let me know. With an online diary feel (often enhanced with photo blogs) and content ranging from personal to political to news and professional, blogs offer an early warning system about trends and news in our profession. RSS - really simple syndication - is creating an earthquake in our profession's communication and information environment. Simply put, you can now choose to have a favorite blog pushed to you - but not in that bad push of olden days. Now you can use an RSS aggregator to have many blogs (hundreds, even!) aggregated and filtered to meet your needs - personal, professional, or business. This isn't your grandmother's diary!

2. 'Zines

My son is working on the third issue of his 'zine, MugShot. Like all 'zines, it's targeted, has a small print run, and is full of heavily opinionated editorial. This is great. Librarianship needs a greater diversity of voices and opinion. I love reading the alternative 'zines of my colleagues - especially when I find their views challenging. You, too, could add to the lively debates of the issues of our profession and our community by starting a 'zine. It can even be paper-based - but it's easy to pack up and distribute PDF versions of your 'zine to your circle of friends and colleagues.

www.sla.org/informationoutlook
3. Full-text databases
With the arrival in the '90s of huge full-text databases we saw greater access to our own literature than ever before. Many library periodicals are available in full text in the major aggregated databases such as ProQuest, EBSCO, Gale, and HW Wilson. We now have no excuse not to find articles about issues that challenge us. Indeed, at least one association, the Ontario Library Association, provides access to Wilson's Library Literature and CSA's Library and Information Science Abstracts free to all its members. Of course, your members-only access to Information Outlook on the SLA website lets you search the archive of this periodical. We know that information has value beyond the present.

4. Websites
This is old news, but in some respects you are invisible in the Web world if you don't have a website. It's easy to publish there, and if you get crawled and indexed by the major search engines, folks will find you. Some librarians' websites and blogs are the number one hit in Google. Jenny Levine, librarian, beats Jenny Craig diets every time!

5. Discussion lists
And let's not forget what has happened in our professional lives with the introduction of electronic discussion lists. What did we do before these arrived on the scene?! I feel out of the loop if I don't have my news and professional gossip before it hits the mainstream press. I have learned so much through these interactions with colleagues, and I now have great respect for the talents, opinions, and perspectives of many people whom I have never met face-to-face.

The traditional publishing environment is still with us and vital. Paper-format periodicals such as Information Today, ALA, CLA, Library Journal, and of course, Information Outlook give us the solid sit-down-and-read-this-slowly-and-thoughtfully environment that is so needed in today's scurrying world. Books from ALA Editions, SLA, Information Today, Scarecrow, or Neal-Schuman provide the deeper context we need for deeper learning. Then again, I can state unequivocally that I have learned a lot in the past 10 years without reading a book or taking a course – just by immersing myself in the Web, blogs, and 'zines.

So, if you've never written or are just starting out, here's the plan:

1. Choose today to post one message a month to a discussion list. Sharing is what we're all about – don't be shy.
2. Choose today to post one question a month to a discussion list – conversations build knowledge and trust.
3. Choose this month to write an article about something you learned. Your chapter bulletin will publish it.
4. Build your writing skills, and, sometime before you reach perfection, choose to submit your idea to a few of our professional magazines.
5. Think you have a book in you? Start now by making an outline.

Next step: write about us for other professional communities. We really need to get the word out.

We live in a knowledge ecology. Many ecotourists in the physical world try to leave only footprints. If you write for the information profession, you are leaving footprints that others can follow.

Remember, writing is not about the money – few of our vehicles pay much, and many articles, like this one, are donated. It's about sharing and ensuring that our profession continues to grow, innovate, and succeed as a community. And, oh yes, it will do wonders for your reputation, self-esteem, professional development, and career.

This column contains the personal perspectives of Stephen Abram, MLS, and does not necessarily represent the opinions or positions of Sirsi Corporation or SLA. Products are not endorsed or recommended for your personal situation and are shown here as useful ideas or places to investigate or explore. Stephen would love to hear from you at stephen.abram@sirs.com.

Stephen's Favorite Blogs and 'Zines

Steven Cohen's Library Stuff http://www.librarystuff.net/
Jenny Levine's Shifted Librarian http://www.theshiftedlibrarian.com/
Randy Reichardt's The SciTech Library Question http://stlq.info/
Gary Price's Resource Shelf http://www.resourceshelf.com/
Geoff Harder's Blog Driver's Waltz http://www.blogdriverswaltz.com/
Walt Crawford's Cites & Insights ('zine) http://cites.boisestate.edu/
Rory Litwin's Library Juice ('zine) http://www.lib.org/Juice/
Blake Carver's LIS News http://www.lisnews.com/
Peter Scott's Library Blog http://blog.xrefer.com/
Jessamyn West's Librarian.net http://www.librarian.net/
Marylaine Block's Neat New Stuff I Found on the Net This Week http://marylaine.com/neatnew.html
Jane Dysart's InfoBuzzzz http://www.dysartjones.com/
For more library blogs, check out LIS Blogsource http://lisblogsource.net/
Managing International Resources

In this predominately international issue of Information Outlook, it is appropriate to look at the information professional’s role in a global context. SLA’s Competencies for Information Professionals refers to the essential nature of information management and how information professionals provide the competitive edge for the knowledge-based organization by responding to critical information needs with a sense of urgency. This requires information professionals to facilitate information sharing for any organization that is attempting to understand and manage its intellectual capital, often in a global context.

Information professionals play a unique role in gathering, organizing, and coordinating access to the best available information sources for the organization as a whole.

As organizations become more global, information professionals have to manage more than just international resources. They also must manage access to communication within organizations. Technology has changed the way that staff within an organization communicate. Communities of practice, intranets, extranets, blogs, and knowledge management systems are just some of the ways organizations share information. Information professionals, with their experience in access and retrieval, are ideally suited to advise on the most practical ways of ensuring that these systems will work as intended.

Information seeking is now being handled by individual staff, who, with proper training, should be perfectly capable of doing basic searches. The information professional’s role is to train these staff to improve their search skills and know when it is time to ask the professionals for help. The Site Help section of the Verizon Information Research Network’s (VIRN) intranet has a note that says if you have spent more than 15 minutes on your search, it is time to contact the VIRN experts. As global information becomes easier to find, information professionals must earn the reputation of providing value to our clients or customers.

A recent example of information sharing within our own global community is the portal of international resources on Russia, created by the SLA Student Group at Southern Connecticut State University. This portal can be found under International Library Resources on the Information Portals Web page at www.sla.org/infoportals.cfm. Other SLA Student Groups are also providing resources for information portals. If your group is interested in this project please contact John Latham or Carolyn Sosnowski at resources@sla.org.

Experience of the Month

Disposing of a significant part of any book collection can be a sad process, and whittling down the book collection before the move to Alexandria was no exception. I think that there is a bit of a pack rat in all of us librarians, however hard we deny it. The process did have its lighter moments, too, particularly as I looked at the titles of some of the older tomes.

For example, I came across the following catalog entry: ABBA Guide to Library Science Literature. Mamma Mia, that reminded me that The Name of The Game for us librarians is not Money, Money, Money, and that most of the library collection had met its Waterloo! How disappointed I was to find that there had been a typo in the catalog and that it was actually ARBA’s guide.

Being of a generous nature, I was intrigued by the title 534 Ways to Give Money, by Hay, J. Thomas, and I rushed to the stacks (well, actually, the mahogany bookshelves two paces from my desk), only to find that it was missing. Was someone trying to reduce a tax burden at the last minute? But fear not, I found Peanut Butter and Jelly Management, and altruism was sidelined by unbounded gluttony.

I had to start an ephemera collection for those books of no particular interest or value that I just could not part with. John Cotton Dana himself could have thumbed through the 1922 Better Business Libraries-Talks with Executives. It might have been his pencil that underlined the statement, "... the advantage of having a trained librarian is that he [sic] knows when he has exhausted the field of available information." Plus ça change.

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The Information Center is sponsored by Factiva, a Dow Jones and Reuters company.
Dialog NewsRoom announces another big development – archives back to 1973

Learning from the past has never been easier. With the new Dialog NewsRoom, it’s simpler than ever to research what really happened. What was said. And what lessons were learned. Now you can quickly check more than 8,000 sources in news, trade publications, scholarly journals, and magazines. All in one place.

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