



# CONNECTION

## New Name/New Web Page for Nylink Training

Nylink training is now known as Nylink Educational Services. This new name better reflects Nylink's mission to provide excellence in continuing education opportunities, not only through classes, but also through conferences, special seminars, and other offerings.

Along with our name change comes a revamped web site with a new format, more information on course offerings, trainer biographies, and additional items of interest to members of the information community.

Visit our new web site at <http://nylink.suny.edu/training.htm>.

## Nylink Council Welcomes Two New Delegates

Nylink Council, which serves in an advisory capacity to Nylink Executive Director Mary-Alice Lynch, is pleased to welcome two recently appointed delegates to fill vacant positions.

**Pamela McLaughlin**, Head, Access and Digital Services (ADSD) at **Syracuse University Library**, has been appointed a delegate representing Nylink's Independent Higher Education institutions. ADSD is comprised of the Access Services, Digital Services, Interlibrary Loan, Media and Copy Services, and Reserves departments. In addition, ADSD is responsible for web and OPAC development and Pamela leads or serves on project teams dealing with adaptive technologies, assessment, courseware, personnel, and wireless networking. She is an adjunct faculty member in SU's School of Information Studies, serves on a number of University committees, and is a frequent guest lecturer and presenter. In addition to various roles at Syracuse University, Pamela was also user services coordinator for the ERIC Clearinghouse on Information & Technology at Syracuse University and a reference/instruction librarian at SUNY Oswego.

**Elizabeth (Liza) Duncan**, the Principal Librarian at the **New York State Library**, represents the member organizations fitting into the Other category. Liza oversees activities in acquisitions/serials, cataloging, computer applications, conservation/preservation, government documents, ILL/photo-duplications, the NYS Newspaper Project and the Talking Book and Braille Library. She has also worked as Head of Technical Services at Albany Law School's Law Library and as a cataloger at Union College in Schenectady.

A complete roster of Nylink Council representatives is on the Nylink web site at <http://nylink.suny.edu/council.htm>. Please join us in welcoming Pam and Liza!

*Reserve  
These Days!*

**Nylink Annual Meeting**  
**The Future of**  
**Library Collections:**  
**the Realities, Challenges**  
**and Opportunities**

Monday-Tuesday,  
May 3-4, 2004  
Gideon Putnam Hotel  
Saratoga Springs, NY

*Nylink is pleased to welcome:*

**Dr. Deanna Marcum**  
Associate Librarian  
of Congress and  
National Librarian  
as Keynote Speaker

**Jay Jordan**  
CEO of OCLC  
as Dinner Speaker

Additional information  
will be posted at  
<http://nylink.suny.edu>

## INSIDE THIS ISSUE

<b>From the Director</b> . . . . .	<b>2</b>
<b>Nylink News</b> . . . . .	<b>3</b>
<b>OCLC Info</b> . . . . .	<b>6</b>
<b>Reference News</b> . . . . .	<b>9</b>
<b>Membership Minutes</b> . . . . .	<b>13</b>
<b>Technically Speaking</b> . . . . .	<b>15</b>



## FROM THE DIRECTOR

There is often a time during the evolution of a new concept when I am frustrated that my conceptual understanding cannot be clearly transferred into concrete action. I am a pragmatist. And admit that patience is not my greatest strength. When a good idea emerges, I want to implement it and make it happen now.

For the last couple of years there has been a great deal of discussion about “institutional repositories.” There is something about that term that sounds incredibly important. And though I have read many articles, and talked to leading-edge developers who are involved with creating a framework for institutional repositories, I still struggle a bit with what this actually does/could/should mean in practical terms.

The reality, it has become clear, is that few people mean the same thing when they talk about institutional repositories. Each of us is colored by our environment and by the needs of our constituents. And that, I would contend, is as it should be. An institutional repository at one institution may, and probably should, look very different from that at another.

Perhaps the best definition I have heard is from Joe Branin, Ohio State University Librarian (and, as many of you know, previously from Stony Brook on Long Island). According to Joe,

Although institutional repositories are still evolving and taking differing manifestations in specific institutions, they can be defined in general as systems and service models designed to collect, organize, store, share, and preserve an institution’s digital information or knowledge assets worthy of such investment.

Joe goes on to say “while the mission of an institutional repository coincides nicely with that of the library, the technical infrastructure and the types of material collected in such a repository present new challenges and extended responsibilities for the traditional library.”

Currently, leadership in the development of institutional repositories is coming from a relatively small number of institutions, including Nylink members such as Columbia, Cornell, and the University of Rochester. The Mellon funded D-Space Federation is still in the developmental stages of capturing, describing, distributing, and preserving digital objects. A plethora of commercial and open source software, both general and specialized, has been developed. We are moving toward a standardization of metadata that will enable access. The goal of many leading university libraries is to become the “digital concierge” – a place that keeps track of and provides access to all things digital on campus.

But is there one clear, tried and true example of an institutional repository for us to look at? I am not currently aware of one, at least one that provides the full concierge service, but there are many works in progress. I would, however, contend that the initiatives that are taking place now do portend a fundamental change in the role of libraries in the future. The pragmatist in me wants to know now exactly what that will look like and how to make that happen. The realist, however, is aware that there will be many variations, and few “norms” in how digital repositories are developed in the next few years.

Many Nylink members do not have the staff, expertise, or funding to be leading-edge developers in the institutional repository arena. However, all should be cognizant of current developments and open to opportunities for collaboration, which will inevitably come. We are at the brink of the concept of institutional repositories becoming a reality that is an integral part of the missions of many libraries and should look forward to the concept becoming a part of our mission.

*Mary-Alice Lynch*

Email @  
nylink.suny.edu

MARY-ALICE LYNCH [lynchma]  
Executive Director

ELLEN BARNUM [barnume]  
Secretary

MEREDITH CASE [casem]  
Communications/Web Manager

DONNA DIXON [dixond]  
OCLC Services Librarian

LAURA DOLAN [dolanl]  
Information Technology Specialist

SHERI DUNCAN [duncans]  
Training Secretary

MARY EDGERTON [edgertonm]  
Collections & Technical  
Services Librarian

LYNNE GRAZIADEI [graziadeil]  
Collections & Technical  
Services Librarian

KATHLEEN GUNDRUM [gundrumk]  
Member Services Manager

ANN GUNNING [gunninga]  
Member Services Librarian

LARRY LEVINE [levinel]  
Lead Technology Analyst

JANE NEALE [nealej]  
Information Technology  
Coordinator

CARRIE NYC [nycc]  
Assistant Business Manager

MARGARET PALMIERE  
[palmierep]  
Business Manager

JON PENN [pennj]  
Resource Sharing Librarian

LAUREN PINSLEY [pinsleyl]  
OCLC Services Manager

JOYCE RAMBO [ramboj]  
Reference and Digital  
Preservation Resources Librarian

TATIANA SAHM [sahmt]  
Cooperative Services Librarian

DEBORAH SCHMIDLE [schmidled]  
Director, Library and  
Educational Services

ANNE SIDDALL [siddalla]  
Executive Assistant

HEATHER SOROKA [sorokah]  
Receptionist

NANCY STEELE [steelen]  
Manager, Cooperative Services

JENNIFER STELLING [stellingj]  
Cooperative Services Librarian

KAREN TAAFFE [taaffe]  
Business Clerk

## Nylink Unveils Management and Leadership Programs

To address a critical training need of librarians, Nylink has recently added a new category to its Educational Services offerings: Management and Leadership Development. Offerings will include classes, conferences, and special seminars.

The first two courses in this series, *Strategic Marketing for Academic and Research Libraries*, and *Inventing the Future: Scenario Planning for Libraries*, presented in Rochester and New York City, were well attended and received very favorable evaluations. Led by Deb Schmidle, Nylink's Director of Library and Educational Services, and Stuart Basefsky, School of Industrial and Labor Relations, Cornell University, *Strategic Marketing for Academic and Research Libraries* incorporates materials and concepts devised by ALA and ACRL's @ your library™ campaign. Participants work in small groups to assess various communication methods used to promote libraries, explore best practices in library marketing campaigns, and discuss ways in which to identify library advocates. The workshop will be presented again this spring in Buffalo (Friday, April 16) and Syracuse (Friday, April 23).

Nylink will also present a follow-up advanced workshop, *Strategic Marketing for Academic and Research Libraries II: Developing and Implementing a Marketing Campaign for Libraries*, this spring. This session will provide participants with the tools necessary to design and implement a marketing campaign for their library, with an emphasis placed on campaign design, strategic benefits analysis, funding and cost analysis, and outcomes assessment. These classes will be held in New York City (March 19) and Rochester (May 14).

Although both marketing workshops are geared primarily toward the academic and research library community, many of the concepts covered are applicable to any library type. Attendance at the first workshop is not a prerequisite for participating in the second workshop.

In addition to our marketing classes, Marshall Keys, MCR Consultants, will present *Challenging Changes for Libraries*, a workshop that will look at some of the trends in society, business, and technology that will present challenges for public libraries over the next decade. Participants will learn to monitor change, think strategically, and plan for the future. Particular emphasis will be placed on learning how to recognize how our preconceptions about the world around us get in our way when we try to cope with change. Many of you will remember Marshall from his financial workshops co-sponsored by Nylink a few years ago. This workshop will be presented at the Rochester Public Library (April 26), Hofstra University, Long Island (April 28), and the William K. Sanford Town Library, Albany area (April 29).

Future management and leadership offerings will include workshops and/or conferences on project management and grant writing.

For more information on these and other educational offerings, please visit our web site at <http://nylink.suny.edu/training.htm> or contact Deb Schmidle, Director of Library and Educational Services, [schmidled@nylink.suny.edu](mailto:schmidled@nylink.suny.edu).

## Nylink Membership Category Changes: An Update

As shared with you in previous publications, throughout the past year an ad hoc committee created at Nylink Council's fall 2002 retreat worked to redefine Nylink's membership categories. Goals included simplifying the existing membership structure, reducing barriers to potential members, and accommodating the changing relationships between Nylink and its constituents.

After gathering data, drafting proposals, and soliciting feedback from Nylink members, Council and staff, the committee provided its final recommendation at the Council's 2003 fall retreat, with a model based on four principles: equity, simplicity, inclusiveness and financial viability. Annual membership dues will be tiered and based on an institution's size.

The criterion used to categorize members will be operating budget for academic institutions and for public libraries and library systems, and library staff FTE for all other libraries and library organizations. The breakdown for each tier is in the process of being determined.

Libraries that do not have a need for the full array of member services will have the option to participate in select Nylink programs and services.

Information will be shared with the library community in the spring of 2004. The revised structure goes into effect July 1, 2004.

# NYLINK NEWS



## A Warm Welcome to Matthew Gundrum

Kathleen Gundrum, Member Services Manager at Nylink, her husband Eric and their son Jeremy welcomed Matthew Gundrum to the family on July 20, 2003. Matthew joined the Gundrum clan weighing in at 6 lbs. 6 oz.

Nylink extends a warm welcome to Matthew, who has visited the office a few times and seems to enjoy being doted on by the staff. We are also glad to have Kathy back in the office to help guide many upcoming initiatives – and so we can see more of Matthew and Jeremy.

## Nylink Exhibits, Presents at NYLA Annual Conference

As in every year, Nylink staff attended and participated in the New York Library Association Annual Conference held in Saratoga Springs in November 2003. Nylink staff enjoyed meeting new and familiar faces at our booth on the exhibit floor. Nancy Steele, Nylink's Cooperative Services Manager, presented an informative program, "Reference Resources on the Web." Nylink staff is busy planning programs for NYLA's 2004 conference, to be held in Rochester, October 20-23, 2004. We'll see you there!

## Nylink Council Meets in November

At its November meeting, Nylink Council further examined its theme for the year: *Strengthening the Collaborative*. Guest speaker Phyllis Spies, Vice President for OCLC Worldwide Services, focused on the strategic aspects of the relationship between OCLC and the networks. Nylink helps to shape the collaborative culture, provides the regional knowledge of member needs and builds key relationships. OCLC provides the deep technology platforms, marketing expertise, research facility and international standards functions.

Phyllis elaborated on OCLC's recent national environmental scan which will be helpful in setting future priorities. Council members discussed the potential for Nylink to undertake a regional environmental scan that would assess the problems facing New York State libraries and provide a platform for determining long-range plans and new developments for the cooperative. Discussion centered on several ways in which OCLC could assist the networks with advocating and promoting libraries to a wider audience of funders, university presidents and legislators.

### Update Your Contact Information!

To ensure accurate contact information, member update forms were mailed in late January to directors at full member institutions. We'd like to thank our member libraries for returning membership forms with staff and institution updates. By having the most accurate information on-hand, Nylink can contact the appropriate individuals at your institution to share information about programs, services and product enhancements. Please contact Kathleen Gundrum [gundrumk@nylink.suny.edu] or Meredith Case [casem@nylink.suny.edu] with any questions. Thank you!

## Introducing Anne Siddall, Nylink Executive Assistant

Nylink is pleased to welcome Anne Siddall to the position of Executive Assistant to Mary-Alice Lynch, Nylink's Executive Director. Anne will have many opportunities to meet and work with library professionals in the Nylink membership community.

Introducing Anne, in her own words:

The advertisement for what has become my position at Nylink jumped out at me from amidst the terse and cryptic abbreviations of the classified columns. Here was something well-described, thorough and breathtakingly diverse! My instincts weren't wrong. Nylink is proving to be a dynamic, active and enterprising organization, full of creative, professional people who are endlessly helpful and supportive of a newcomer.

The orientation process for a new employee was extraordinary in its breadth, and gave me a solid grounding for beginning to learn what Nylink does and who does what. My position as Executive Assistant to Mary-Alice Lynch gives me a look into many Nylink activities: from membership to member support, Nylink Council, conferences and the range of training and educational services.

My background is in education and nonprofit associations – a happy combination for a Nylink staffer. I taught at two community colleges and directed several state and federally-funded programs for college students and also for the public schools. Here at Nylink, I believe my management skills will be well tested in supporting Nylink Council activities, the Annual Meeting and other conferences.

Out of the office, I am having a lot of fun writing a second mystery novel, so that when I find a publisher for the first one, I can honestly say that I am writing a series. A lifelong devotee of the arts, I particularly enjoy our wonderful summer season here in upstate New York when Saratoga and the many theatre festivals beckon.

I look forward to becoming increasingly knowledgeable about Nylink as I undertake new projects in the coming year and am particularly eager to become acquainted with Nylink members at the forthcoming Annual Meeting this spring.



## Host a Nylink Training Session

Does your staff have difficulty traveling to regularly scheduled Nylink training sessions? Would you like to see Nylink bring training to your community?

Member organizations may host regularly scheduled training at their site. Costs are the same as for Nylink scheduled regional training. A host organization, however, is allowed three free registrations and additional training slots at regular fees as space allows.

- Nylink will handle promotion for the class and the class will be included in the Nylink training calendar.
- Registration and confirmation of students is handled through regular Nylink procedures and is open to the full Nylink membership.
- The host organization is responsible for the provision of an appropriate training site, or for the rental fee of an appropriate site.
- Enrollment in the class must exceed six students and must contain students from at least one additional organization other than the host organization. Classes not meeting these requirements will either be cancelled or will be billed as onsite training by arrangement with the host organization.

We are now putting together our July-December 2004 calendar. If you are interested in hosting a Nylink training session, please contact Deborah Schmidle, Director of Library and Educational Services. Call 800-342-3353, or 518-443-5444, or send an email to: [schmidled@nylink.suny.edu](mailto:schmidled@nylink.suny.edu). You may also request a fee-based, on-demand session on our web site at <http://nylink.suny.edu/forms/request.htm>.

**Please note:** The deadline to request a training session between July-December 2004 is March 31, 2004.\* This deadline is for hosting sessions only. Fee-based, on-demand training may be requested throughout the year.

## What's New at Nylink.suny.edu

Nylink unveiled the new Educational Services pages (formerly Training pages) in conjunction with the January to June 2004 Nylink training schedule in December at <<http://nylink.suny.edu/training.htm>>.

This revised section of the Nylink web site <<http://nylink.suny.edu/training.htm>> employs a JavaScript menu (text if the visitor's browser has JavaScript turned off) to help users navigate Nylink continuing education opportunities being offered throughout New York State.

Also posted on the web site, in conjunction with the publishing of the Nylink training schedule, is the Nylink electronic calendar of events. Visit <<http://nylink.suny.edu/calendar>> to see what Nylink classes, workshops and conferences are scheduled for this month – and the whole year!

Don't forget to check out the conference pages on Marshall Keys' three workshops in April titled "Challenging Changes for Libraries" at <<http://nylink.suny.edu/keys04.htm>> and the Nylink Annual Meeting in May.

## Nylink Information Showcase Review

Nylink held its fifth annual Information Showcase on October 16, 2003, at the Holiday Inn Liverpool/Syracuse.

The exhibit hall was full of companies ready to meet with library professionals and staff from libraries throughout New York State. While most attendees were from the upstate region, a few made the trip from the New York City area. As one attendee commented on their evaluation form: "Very profitable trip! Learned several things I needed to know."

Several of the 26 exhibitors contributed door prizes, so 16 lucky attendees were able to go home with gifts as well as new information. Our thanks to these 13 companies for donating door prizes and/or refreshments for the attendees:

- Basch Subscriptions / The Reference Shelf
- Classical International Inc.
- EBSCO Information Services
- Greenwood Electronic Media
- H.W. Wilson
- Inspec/IEE
- LexisNexis Academic & Library Solutions
- McGraw-Hill
- The Nation Digital Archive
- OCLC
- OverDrive, Inc.
- Oxford University Press
- Swets Blackwell

The Showcase returns to New York City in November 2004. We will be posting more information on the Nylink web site <<http://nylink.suny.edu>>.

# NYLINK NEWS

## Continuing Education Opportunities Available!

The January to June 2004 training calendar is available on the Nylink web site at <http://nylink.suny.edu/training/trainingclasses.htm>.

Visit our web site to review course descriptions and to register online.

- Sign up for one of our new courses including *Strategic Marketing for Academic and Research Libraries – Part II: Developing and Implementing a Marketing Campaign for Libraries*, offered through our Management and Leadership Development Class series.
- Consider a five-week online Information Technology Fluency workshop <<http://nylink.suny.edu/itfluency/default.htm>>:
  - Introduction to Networking
  - Technology and Intellectual Property
  - Understanding Databases
  - Understanding PCs and Operating Systems
  - User Interface Evaluation and Usability
  - Web Design for Libraries



# Innovative Services for the 21st Century

## Report on the October 26-28, 2003 OCLC Members Council Meeting

**Edward Weissman**, Assistant to the University Librarian, Cornell University  
Nylink OCLC Members Council Representative

The first OCLC Members Council meeting of 2003-04 took place October 26-28 in Dublin, Ohio. The theme for Members Council this year is "Innovation, Risk-Taking, and New Models of Service" and the focus of the October meeting was "Innovative Services for the 21st Century."

Bob Seal, the University Librarian at Texas Christian University and the President of Members Council, opened the meeting by stating that its purpose was to "explore new ways of thinking" as libraries seek new solutions to the "challenges of reduced or flat budgets, rapid technological changes and increased expectations and demands by patrons." There were three presentations on this theme.

Joan Frye Williams, Library and Information Technology consultant, in a presentation somewhat reminiscent of Jim Neal's presentation at the Nylink Annual Meeting last spring, urged librarians to take risks to meet the changing needs and desires of users. Williams said that librarians can not afford to focus on what we don't have but that we must, instead, use the significant assets we do have as we confront information suppliers competing for the attention of our patrons. These assets include our collections, the skills of our staff, and our willingness to cooperate with each other.

An important strategy is to retrain and cross-train our staffs to create the flexibility necessary to innovate and become more efficient and productive. Sarah Michalak, the Library Director at

the University of Utah, reported on just such a development. She "carved out" a new department to create new services by finding a staff member who was "fired up" by the idea of developing digital collections and who served as a "champion" for this venture. By building skills, developing partnerships, and seeking and receiving grants, the library created a set of digital collections. These have been very popular and, as a result, have created momentum, support and funding for other projects.

Kathleen Imhoff, Director of the Lexington (Kentucky) Public Library and formerly the Assistant Director at the Broward County Public Library in Florida, described the process of building and operating the library facility that is shared by the Broward County Public Library and Nova Southeastern University. These institutions have separate goals, serve different communities and have different funding sources but they worked together to the benefit of the Nova Southeastern students and faculty and the citizens and taxpayers of Broward County. Kathleen said that "flexibility on both sides was the key."

Delegates also heard a report by Jay Jordan, OCLC President and CEO, on OCLC's progress in meeting the goals set forth in its 2000 strategic plan. Among the accomplishments he cited are a more inclusive governance structure, as evidenced by the greater international representation on Members Council, new services such as Digital Collections and Preservation Services, 24x7 virtual reference services, and Web Junction, a public access computing portal for public libraries, and significant progress in migrating WorldCat to the Oracle platform and transforming it into a global resource of "text, graphics, sound and motion."

Finally, Cathy De Rosa, OCLC's Vice President for Corporate Marketing, presented a preview of an environmental scan OCLC is preparing for its upcoming strategic planning effort. The scan examines the social, economic, technological, research and learning landscapes and their implications for libraries and for OCLC. Information was gathered through interviews with information professionals, a literature review, and extensive global research. This promises to be a very valuable resource, not only for OCLC, but for OCLC member institutions as well as we do our own strategic planning.

In addition to listening and reacting to these presentations, delegates discussed how to improve communications within Members Council, and between Members Council and both OCLC and the membership. The OCLC Members Council Committee on Communications for the Collaborative will review this input as it prepares to present its recommendations at the February Members Council meeting. It will be interesting to see the extent to which these recommendations are applicable to Nylink and Nylink Council.

An important part of all Members Council programs are the Interest Group and Type-of-Library Group meetings. These allow delegates to explore specific issues in greater depth with OCLC management and staff. I will report on two issues that were addressed by the Cataloging and Metadata Interest Group, which I am chairing this year. (The minutes from each of the Interest Group meetings and copies of the presentations made during the October Members Council meetings are available on the OCLC web site at <<http://www.oclc.org/memberscouncil/meetings/2004/>>).



## OCLC Members Council Plan Available

Each year, the Executive Committee of the OCLC Members Council develops a plan for programs and activities through which delegates will discuss timely issues in the upcoming year. It includes proposed questions and objectives for each of the three annual meetings and related activities.

The annual plan consists of a thematic track to deal with larger issues in librarianship and information science to relate them to OCLC, networks and libraries; as well as a strategic directions and environmental track to plan future OCLC services that meet the cooperative needs of libraries and similar institutions.

The themes that Members Council will focus on for 2003/2004 are:

- Innovation, Risk-Taking and New Models of Service: Library Survival in the 21st Century
- Communication for Success in the OCLC Collaborative
- Globalization of OCLC Members Council

View the 2003/2004 on the OCLC Members Council web site at <http://www.oclc.org/memberscouncil/topics/default.htm>.



will allow libraries to block unauthorized users to their catalog. Members will be able to specify valid IP ranges. Users with these valid IP's can download full MARC records. Users coming from non-valid IP ranges can be limited to downloading "brief" records for citation programs, or no records at all. In this way, the program gives members the option of preventing users who do not ask for permission to download full MARC records from doing so. It also requires that institutions maintain the lists of valid IP's, a task that could prove onerous to some. While some libraries may choose to utilize this program, Interest Group delegates encouraged OCLC to emphasize expanding the membership in response to record nabbing. New pricing models may be the key in this regard. They may also be the key to avoid having member libraries use their z39.50 access to WorldCat to download records for cataloging purposes in order to avoid cataloging charges. OCLC is working to determine the extent to which this is done. The Interest Group expects to present a new guideline addressing record-nabbing for the *Guidelines to the OCLC WorldCat Principles of Cooperation* at the February Members Council meeting, which will take place February 8-10.

If you have questions or comments about any of these issues or about OCLC or Members Council in general, please contact one of the three Nylink delegates to Members Council: Stewart Bodner, New York Public Library <[sbodner@nypl.org](mailto:sbodner@nypl.org)>; Edward Weissman, Cornell University <[esw3@cornell.edu](mailto:esw3@cornell.edu)>; Frank Wojcik, SUNY Brockport <[fwojcik@brockport.edu](mailto:fwojcik@brockport.edu)>.

The Cataloging and Metadata Interest Group and the Global Librarianship Interest Group each discussed WorldCat batchloading. In response to concerns raised by several batchloading ARL libraries, OCLC acknowledged giving greater emphasis in batchloading to setting holdings than to adding original (non-matching) records. The sense of the Cataloging and Metadata Interest Group is that to the extent that this emphasis prevents significant numbers of unique records from being added to WorldCat, it is not in the best interest of the collaborative. In addition, the fact that OCLC adds serial records via batchload in only a very few cases and does not currently have matching algorithms for computer files or for mixed media records means that WorldCat is less comprehensive than it could be. The Interest Group asked OCLC staff for additional information about this and other issues, including processing queues. The Global Librarianship Interest Group focused on the overwriting of non-English records during batchloading and the timely processing of international records. The two interest groups will meet jointly in February and hold a

more thorough discussion of these issues with OCLC management and staff.

The Cataloging and Metadata Interest Group also heard a report from Gary Houk, OCLC Vice President for Cataloging and Metadata Services, who presented an update on the "record nabbing" issue. Last spring a letter writing campaign to BookWhere was undertaken. BookWhere is a commercial firm selling z39.50 clients pre-configured to connect to library catalogs that are z39.50 compliant. BookWhere's promotional literature indicates that these catalogs represent a great source of cataloging records, thereby encouraging users of the software to avoid using WorldCat. This usually means that the holdings of the libraries using BookWhere are not contributed to WorldCat for resource sharing purposes and it also means that revenue to support the collaborative are lost. Initially BookWhere removed library z39.50 server addresses from their lists upon request but subsequently it has refused to do so.

OCLC is now developing a Z39.50 firewall program that members will be able to download on a voluntary basis. The program



## Issues and Trends Impacting the Global Library Community Report

A copy of OCLC's report, "Libraries: How They Stack Up" is available on the OCLC web site at <http://www.oclc.org/index/compare/>. This report provides a snapshot of the economic impact of libraries. It contains some interesting comparisons of library economics and activities to other sectors, professions and destinations in the worldwide economy.



## The OCLC Policies Directory: Take A Look!

The OCLC Policies Directory, which replaces the Name-Address Directory (NAD) as a source for ILL policy information, is a web-based tool for entering and retrieving information about the lending policies of your library if you are participating in OCLC Interlibrary Loan. This directory is a source for libraries' interlibrary loan policies and contact information. It also lists union list groups, Group Access Capability (GAC) groups, Reciprocal Faculty Borrowing, and International Resource Sharing participants.

The ILL Policies Directory provides two main functions to enhance your ILL workflow. First, it provides a way to search potential resource sharing libraries by OCLC institution symbol, institution name or unit name. The unit name can either be a single library operating under one OCLC symbol or a subordinate library, such as a branch, that operates under or shares the OCLC symbol with one or more other libraries. The second function of the Policies Directory enables libraries to enter and display information about their library, lending policies, contacts at the library, library collections and library schedules.

OCLC has created a record for each library that uses OCLC services. While basic data is provided including institution name and address, no ILL policy records were transferred from the NAD. Libraries are encouraged to enter ILL Policy records within the main institution record.

Visit the Nylink web site at <http://www.nylink.suny.edu/RR/policydirectory.htm>, which links you to the directory. It can also be accessed from OCLC ILL Web [<http://illweb.oclc.org>].

For more information, see *Getting Started with the OCLC Policies Directory* on the OCLC web site at <http://www.oclc.org/support/documentation/ill/libpolicies/getstart/>. There is also an OCLC Technical Bulletin on the ILL Policies Directory at <http://www.oclc.org/support/documentation/ill/tb/248/>.

If you need assistance, please contact Nylink staff at 800-342-3353/518-443-5444.

## WorldCat Records Now Appearing in Google and Other Web Sites

WorldCat records are now displaying in Google search results, and are accessible through Abebooks, Alibris, America Online, Antiquarian Booksellers of America, BookPage, HCI Bibliography, Netscape and Yahoo. More than 100,000 WorldCat records are available via Google, and Google continues to harvest the WorldCat subset of nearly two million abbreviated records. OCLC and Google are improving the ranking of the WorldCat records, labeled "Find in a library," among search results. These adjustments may go on for several months; thus, record rankings will fluctuate during that time.

[OCLC-edited]

## Enhancements to OCLC FirstSearch

By **Joyce Rambo**, *Reference & Digital Collections Librarian*, Nylink

### FirstSearch Content – Databases and E-Journals

#### *CLASE/PERIÓDICA* – New Spanish- and Portuguese-Language Database on FirstSearch

The General Directorate for Libraries of the Universidad Nacional Autónoma de México (UNAM) has granted OCLC the exclusive right to distribute the Citas Latinoamericanas en Ciencias Sociales y Humanidades (*CLASE*) database and the Índice de Revistas Latinoamericanas en Ciencias (*PERIÓDICA*) databases on OCLC FirstSearch. OCLC has combined them as the *CLASE/PERIÓDICA* database. The *CLASE/PERIÓDICA* database indexes articles, essays, book reviews, technical reports, and interviews in journals from 24 different countries in Latin America and the Caribbean, as well as from publications that focus on Pan-American issues.

The *CLASE/PERIÓDICA* database was automatically added to all FirstSearch Base Package subscriptions in November 2003. *CLASE/PERIÓDICA* is available by annual subscription (one annual fee, unlimited searches) and per-search (transaction-based, or “pay-by-the-search”).

#### *ERIC* – Database to be Re-Designed

The United States Department of Education embarked on a “reengineering plan” for the *ERIC* (*Educational Resources Information Center*) database in January 2004. According to information on the *ERIC* web site (<http://www.eric.ed.gov/>):

In January 2004, the Department of Education will begin to implement a reengineering plan for *ERIC*. The new *ERIC* mission continues the core

function of providing a centralized bibliographic database of journal articles and other published and unpublished education materials. It enhances the database by adding free full-text and electronic links to commercial sources and by making it easy to use and up to date.... Beginning in January and until the new *ERIC* model for acquiring education literature is developed later in 2004, no new materials will be received and accepted for the database. When the new model is ready later in 2004, the Department will communicate with publishers, education organizations, and other database contributors to add publications and materials released from January 2004 forward.... The *ERIC* database will continue to grow as thousands of documents selected by the *ERIC* clearinghouses throughout 2003 will be added. Database vendors will receive updated database files containing the newly added records.

While OCLC does not anticipate that there will be any changes in the *ERIC* database on FirstSearch, there are likely to be some initial delays (probably lasting several months in 2004) in the updating of the *ERIC* database.

#### *JSTOR* – Three Additional Collections Now Available for Linking

Libraries that subscribe to the *JSTOR* collections, Arts & Sciences I and II, Business, Ecology & Botany, General Science and Language & Literature have been able to link from citations in FirstSearch databases to the full text in their *JSTOR* subscriptions since April 2002. Now, FirstSearch can link to three more *JSTOR* collections: Arts & Sciences III, Mathematics & Statistics, and Music. A library's FirstSearch administrator can activate these links by logging on to the FirstSearch administrative

web site at <http://firstsearch.oclc.org/admin>, clicking on the Resource Linking tab; clicking on the Outbound Linking link, and checking the relevant *JSTOR* collections listed under the *JSTOR/Enable Outbound Link* section on the page. Be sure to save changes.

For additional information on titles in these *JSTOR* collections, please visit: <http://www.jstor.org/about/collection.list.html>.

#### *Retrospective Index to Music Periodicals (RIPM)* – New Database on FirstSearch

The *Retrospective Index to Music Periodicals, 1800-1950 (RIPM)* database was added to FirstSearch in November 2003. *RIPM* provides international coverage of music periodical literature published from the 19th to the early 20th centuries in Austria, Belgium, Denmark, France, Great Britain, Germany, Hungary, Italy, the Netherlands, Norway, Poland, Portugal, Romania, Russia, Spain, Sweden and the United States.

*RIPM* is published under the auspices of the International Musicological Society, the International Association of Music Libraries, Archives and Documentation Centres, and UNESCO's International Council for Philosophy and Humanistic Studies. It covers the history of music and musical life and includes information about composers, performers, critics, compositions, institutions and musical instruments published during the period 1800-1950. The database is comprised of over 430,000 annotated citations drawn from a cumulative index to 127 volumes in the *RIPM* printed series, and includes more than 218,000 reviews of musical performance and more than 8,500 biographical citations. It is updated semi-annually.

*RIPM* complements the *RILM Abstracts of Music Literature* data-

base, which is also available on FirstSearch. *RILM* covers writings on music from 1967 to the present; *RIPM* covers music periodical literature published from the 19th to the early 20th centuries. The producers of both *RILM* and *RIPM* are launching a new initiative to expand the indexing of music literature to cover over 200 years of music scholarship.

The *RIPM* database is available on FirstSearch by subscription only.

### FirstSearch Functionality – Administrative Module

#### Twelve Full Text Databases Available for SFX Open URL Linking

Libraries with SFX Open URL systems can link to the full text in databases from other information services on FirstSearch, provided they are licensed to do so. These databases are *ABI/INFORM*, *ATLA Religion*, *ATLA Serials*, *Business & Industry*, *Business and Management Practices*, *Business Dateline*, *Contemporary Women's Issues*, *Health and Wellness Information*, *Periodical Abstracts*, *PsycARTICLES* and *Wilson Select Plus* databases. OCLC's *Electronic Collections Online* database is available for Open URL linking as well.

For more information about FirstSearch, please contact Nylink's Joyce Rambo ([ramboj@nylink.suny.edu](mailto:ramboj@nylink.suny.edu)) or Donna Dixon ([dixond@nylink.suny.edu](mailto:dixond@nylink.suny.edu)); 518-443-5444/800-342-3353.

#### CINAHL Database Discontinued on FirstSearch

Per-search access to the *CINAHL* database was discontinued on FirstSearch effective December 10, 2003. All current subscriptions will be honored until their expiration date and will not be renewed. No new subscriptions to the *CINAHL* database on FirstSearch will be accepted. *CINAHL* Information Systems was acquired by EBSCO Publishing in October 2003.

### The FirstSearch Administrative Module: What It Can Do For You

**The FirstSearch administrative module is a free, password-protected web site that allows a library to tinker with the functionality of its own FirstSearch account. It's analogous to accessing a personal bank account via the Web. The administrative module web address is the same for all FirstSearch accounts: <http://firstsearch.oclc.org/admin>. Customization begins when your FirstSearch administrator logs on with your library's unique FirstSearch authorization number and administrative module password. This directs the "admin module" to focus only on your library's FirstSearch account.**

#### Admin Module Tip #8: Setting up Access for Resource Sharing Staff in FirstSearch

Interlibrary loan staff can enter the OCLC ILL system directly from FirstSearch. ILL staff can display holdings and enter lender strings; enter constant data, such as shipping, billing information and borrowing notes; and submit interlibrary loan requests to the OCLC ILL system. ILL staff can access the OCLC ILL system directly from FirstSearch in two ways: by logging in to FirstSearch at <http://firstsearch.oclc.org> using their OCLC ILL authorization and OCLC ILL password; or, if already within an active FirstSearch session, by clicking on the Staff View link at the top of any FirstSearch search screen, then entering their OCLC ILL authorization and OCLC ILL password.

The FirstSearch and ILL authorizations for institutions with one OCLC ILL authorization and one FirstSearch authorization should already be linked automatically. Institutions with more than one OCLC ILL authorization will need to link their authoriza-

tions by using the FirstSearch administrative module. Multiple ILL authorization numbers can be affiliated with one FirstSearch account.

FirstSearch administrators will need to get the following information from ILL staff: the ILL authorization numbers most commonly used by the ILL department and constant data, such as shipping, billing information and borrowing notes.

To link more than one OCLC ILL authorization number to your FirstSearch account and to enter constant data information, follow these steps:

- 1) Go to the FirstSearch administrative module web site at <http://firstsearch.oclc.org/admin>.
- 2) Log in with your FirstSearch administrative module authorization and password.
- 3) Select the Fulfillment tab.
- 4) Click on the Staff ILL Settings link.
- 5) Enter an ILL authorization number in the Authorization box and click the Add arrow. Repeat to add your institution's other ILL authorization numbers.
- 6) Click the Save Changes icon.

To enter the constant data information, such as shipping, billing information and borrowing notes:

- 1) Click on the tab labeled Borrowing Constant Data.
- 2) Enter information in the appropriate boxes, such as your shipping and billing address, custom holdings groups, borrowing notes, preferred method of shipment, the maximum amount your institution will pay, copyright compliance or any particular borrowing notes.
- 3) Click the Save Changes icon.
- 4) Click the Exit link at the upper right of the screen.

**Cooperative Services Update**

**Oxford Reference Online: Premium Now Available**

Nylink partner Oxford University Press is pleased to announce the launch of a new online resource – Oxford Reference Online: Premium Collection, an upgrade module for The Core Collection. The Premium Collection enhances the 100+ books currently available through Oxford Reference Online: The Core Collection with an expanding range of key titles from the Oxford Companions series, plus *The Oxford Dictionary of Quotations*. In addition, Premium Collection subscribers benefit from enhanced search results for quick and easy retrieval of short and long subject reference entries, bilingual dictionaries, English dictionaries, and quotations & proverbs. The Core Collection will continue to be available for subscription.

Trials are available; see the Nylink web page at [http://nylink.suny.edu/coop/oup\\_price.htm](http://nylink.suny.edu/coop/oup_price.htm) for pricing information and a link to the trial web form.

Oxford Reference Online: Premium Collection title list: [http://www.oxfordreference.com/pages/premium#premium\\_title\\_list](http://www.oxfordreference.com/pages/premium#premium_title_list).

**netLibrary 2004 and new netLibrary IT Center**

netLibrary's new and improved interface has been designed to meet stringent goals for internationalization, usability, performance and accessibility. Enhancements will include a display that can be viewed in the English, Spanish, or French languages, and traditional or simplified Chinese characters. Usability testing conducted in December of 2002, as well as feedback from librarians, patrons and netLibrary staff, led to changes intended to standardize and simplify

the netLibrary user experience. The netLibrary platform will migrate from .ASP to .NET, and will have fewer graphics and images. Web, search and authentication servers will also be replaced. The new interface will look familiar to FirstSearch users; it is very similar to the redesigned FirstSearch pages.

The IT Center is an enhanced interface that is designed to maximize the value of netLibrary technology collections, which now can include almost all of the publishers your library would want (now every publisher whose titles are available in Books24X7 can also be accessed through netLibrary), with the notable exception of O'Reilly titles, which are available electronically only via Safari.

**Coming Soon:** Nylink will be announcing a new general shared collection and an IT Center offering in early 2004. Pricing and collection development parameters have yet to be determined.

See a streaming PowerPoint presentation (about 15 minutes) on the new netLibrary interface and find out more about options for purchasing netLibrary through Nylink: <http://nylink.suny.edu/netlib.htm#demo>.

**Gale Virtual Reference Library: Reference eBooks from Gale**

Nylink members now have the opportunity to get discounts on their purchases of titles for the Gale Virtual Reference Library. The library has more than 110 titles to choose from, including encyclopedias, almanacs, series and more. In addition to enhanced search features, the Gale Virtual Reference Library allows the patron to choose between HTML and PDF page views. All illustrations from print titles are included in these eTexts.

The diverse array of titles now available for the Gale Virtual

Reference Library include the *New Catholic Encyclopedia*, *Contemporary Authors*, the *Encyclopedia of Modern Asia*, the *Encyclopedia of Food and Culture*, the *American Revolution Reference Library*, the *Encyclopedia of Lesbian, Gay, Bisexual and Transgendered History in America*, and *Notable Sports Figures*. Nylink is able to offer discounts on the purchase of 20 or more titles to academic and public libraries.

See a PDF brochure for the Gale Virtual Reference Library or take a guided tour at: <http://www.gale.com/eBooks/>.

More information about ordering the Gale Virtual Reference Library through Nylink: <http://nylink.suny.edu/coop/gale.htm>.

**Project Euclid: New Titles Available Via Euclid Select**

Current and new Project Euclid subscribers now have the option of the Euclid Select Plan. The four major journals in the Euclid Select plan are available individually via subscription. A library may subscribe to Euclid Prime or Euclid Select, or to both. Euclid Prime subscribers are entitled to a 10% discount on Euclid Select titles. Special pricing is also available to institutions which currently have print subscriptions to these titles. Euclid Select titles available now are *Bulletin of Symbolic Logic* and *Journal of Symbolic Logic* (these two titles are available as a unit), *Bernoulli* and the *International Statistical Review*.

For a detailed breakdown of Euclid Select pricing and options, please see the Project Euclid web site at: <http://projecteuclid.org/Access>.

For more information about Nylink's Project Euclid offer, please see <http://nylink.suny.edu/coop/euclid.htm>.

**Free Trials Still Available for *The Nation Digital Archive***

*The Nation Digital Archive* offers 135 years of reportage, opinion and criticism, adding up to over 6,800 weekly issues, or 200,000+ pages. Trials for *The Nation Digital Archive* continue to be available. Pricing is based on library classification; subscribers have two options:

1. Pay a one-time continuing access fee that covers content, as well as an annual maintenance fee that covers technical updates.
2. Pay once for five years of access with no annual fee.

Samples of the unique historical content available in *The Nation Digital Archive* include:

On Nuclear Disarmament:  
*The 1932 Disarmament Conference*

By Albert Einstein  
September 23, 1931

On the Dust Bowl:  
*Dust Changes Everything*  
By Margaret Bourke-White  
May 22, 1935

On Auto Safety:  
*The Safe Car You Can't Buy*  
By Ralph Nader  
April 11, 1959

See <http://nylink.suny.edu/coop/nation.htm> for more details regarding *The Nation Digital Archive*, including trial access.

**Grove Art Online and Grove Music Online: Site Redesign and Enhancements**

It's official; the online versions of the *Grove Dictionary of Art* and the *New Grove Dictionary of Music and Musicians 2nd edition* (which includes the *Grove Dictionaries of Opera and Jazz*) are now Grove Art Online and Grove Music Online. The welcome pages have been redesigned to a cleaner look to bring the product inline

with Oxford University Press style. There has also been a re-positioning of key elements like title and quick search. Users will also notice that the home page has been reformatted to more closely resemble article view pages, with a main window plus a side bar on the left. User help pages have been updated and revised, with links to the access management system pages for improved subscriber services. Grove Art Online's redesigned site also offers improved access to the Bridgeman Art Library's new database of 100,000 images of art works, and an update that includes 216 recently revised Northern Renaissance articles with additional bibliography. In Grove Music Online, 56 musical examples in 20 articles have been Sibelius enhanced (all taken from articles on medieval composers and theorists), and 71 articles on contemporary composers have had their work-lists expanded and updated. More information about Nylink pricing for Grove Art Online and Grove Music Online: [http://nylink.suny.edu/coop/Grove\\_pri2.htm](http://nylink.suny.edu/coop/Grove_pri2.htm).

**FirstSearch and WilsonWeb: Discounts through March 31, 2004**

Per-search access to Wilson Indexes via OCLC FirstSearch ended December 17, 2003; discounts for subscriptions to many Wilson databases are available to Nylink members who were affected by this transition (special pricing is also available via FirstSearch). See our web site at [http://nylink.suny.edu/coop/wilson\\_main.htm](http://nylink.suny.edu/coop/wilson_main.htm) for more information about direct subscriptions to WilsonWeb.

**CSA and OVID: For SilverPlatter Subscribers to CSA Databases**

In Fall 2003 it was announced that Cambridge Scientific Abstracts (CSA) and Ovid were unable to reach agreement on the distribu-

tion of CSA databases through the SilverPlatter platform. The very different business models and strong visions of these two companies proved to be incompatible. Some of the CSA databases are no longer available through SilverPlatter, while several will continue to be available through April of 2004, and *Library & Information Science Abstracts* will be available through Silver Platter until August 2004. Nylink does offer its members discounted access to CSA's Internet Database Service. Special group pricing is available for their enhanced Sociological Abstracts package. CSA has provided a web site with detailed information for their SilverPlatter subscribers at <http://info.csa.com/sp/>.

To find out more about Nylink's CSA IDS offerings, please visit our web site at <http://nylink.suny.edu/coop/csa.htm>.

**eBook Reference Collections Comparison Insert**

Over the past two years, there have been several launches of products that could be described as eBook reference collections. Some are publisher-driven showcases (Oxford Scholarship Online, Gale Virtual Reference Library), while others are built around a common interface (xreferplus, netLibrary). With this *Nylink Connection*, you'll find an insert from Cooperative Services comparing eBook reference libraries from netLibrary, xrefer, Oxford University Press and Gale. The insert is a chart that compares and describes content, search options, administrative and end-user features, indexing, and of course pricing practices for these products. This comparison is also available online (PDF), along with other recent brochures, from the Nylink Cooperative Services web site at <http://nylink.suny.edu/coop/pcomp.htm>.



## Welcome!

Nylink welcomes  
two new full members:

**New York City Department of  
Health & Mental Hygiene**  
OCLC Symbol: N8H

**SUNY Office of Library &  
Information Services**  
OCLC Symbol: Z4F

Nylink also welcomes these  
GAC (Group Access Capability)  
participants for resource sharing:

**Albany Molecular Research Inc.,  
Albany**  
OCLC Symbol: NYAMR

**Celltech, Rochester**  
OCLC Symbol: CELLT

**Elizabethtown Library Association,  
Elizabethtown**  
OCLC symbol: NYELA

**General Society of Mechanics &  
Tradesmen, New York City**  
OCLC symbol: GSMTL

**IBM Corp. Poughkeepsie  
Site Library, Poughkeepsie**  
OCLC symbol: IBMCO

**Shenendehowa Public Library,  
Clifton Park**  
OCLC symbol: XID

**St. Joseph's Hospital Health Center  
School of Nursing, Syracuse**  
OCLC symbol: SJHHC

**Wyoming County Community  
Hospital, Warsaw**  
OCLC symbol: WYCCH

## Columbia University Libraries Announces New Digital Program

Columbia Libraries and Information Services have established a new Digital Program Division to advance digital technology tools and resources at the Libraries. The Division, launched in September 2002, consists of seven staff members, bringing together programmers and specialists already working on digital projects elsewhere in the Libraries' organization and creating three additional positions. Stephen P. Davis, previously director of Columbia's Library Systems Office, is the Director of the new division.

In the near term the Libraries Program will focus on three main areas: developing new tools to improve access to, and enhance the use of published electronic resources required for University teaching and scholarship; creating innovative scholarly tools and new digital presentations from Columbia Libraries' archival and special collections and collaborating with other research libraries and institutions where appropriate; and implementing a plan for the long-term archiving and preservation of Columbia's digital content by developing institutional and other types of digital repositories. A key goal of the program is to acquire or develop a manageable, scalable and robust software systems platform to deliver digital library resources to the University and scholarly community.

Current and ongoing Libraries-based digital library projects include the:

- Advanced Papyrological Information System (APIS)
- Digital Scriptorium (medieval and Renaissance manuscripts)
- John Jay Papers Online Archive
- Greene & Green Virtual Archive
- Master Metadata schema and metadata repository
- Computational Linguistics for Metadata Building (CliMB) research project

The Libraries Digital Program Division collaborates closely with other groups in the Libraries and Information Services already working in areas such as electronic content creation, online curriculum support and digital library research and development, including: the Electronic Publishing Initiative at Columbia (EPIC), the Center Research in Information Access (CRIA), the Center for New Media, Teaching and Learning (CCNMTL), and Academic Computing (AcIS).

*[Columbia University Information Services & University Libraries-edited]*

## Queens Library Gets Surprise \$1 Million!

The Queens Borough Public Library received a check on December 23, 2003, for \$1 million from an anonymous donor. The gift was in reply to the library's emergency fundraising campaign, kicked off by Mayor Bloomberg in May 2003. The gift came unannounced, from a financial services firm acting on behalf of a client, and was a total surprise to the library.

Said Interim Director Thomas W. Galante,

Our organization was established through the generosity of Andrew Carnegie a century ago. We are a beacon for those who want to improve their lives using our resources for self-learning. We don't know who our Secret Santa is, but on behalf of the people of Queens, we are profoundly grateful. It will allow us to purchase 100,000 new books that we could not have afforded otherwise. They will include books for children,

including homework help materials, new reference materials for people to find the information they need in their personal lives and their businesses, and new copies of the best sellers that our customers love so much. With this generous gift, we hope that other library supporters step forward to help us, so we can help those who want to help themselves.

*[Queens Borough Public Library-edited]*

### Patrons Can Search Queens Borough Public Library's Catalog in Cyrillic

The Queens Borough Public Library announced a valuable new service for Russian speakers in November 2003. The library's catalog can now be searched in Cyrillic, and the citations for Russian-language books contained in Queens Library's collections can be viewed in Cyrillic as well, through the library's web site (<http://www.queenslibrary.org>). This service, as well as all public library programs and services, is free.

Russian readers are able to view a virtual keyboard with Cyrillic characters. They then use a mouse to click on the characters that spell out the title or author of the book for which they are searching. Prior to developing this capability, Russian readers had to search for Queens Library's 13,000 Russian books via transliteration, a cumbersome and inaccurate system of substituting Roman alphabet letters for the Cyrillic. Instructions for accessing the Cyrillic virtual keyboard are available at any of Queens Library's 63 locations. Remote access to the Cyrillic catalog is also available.

The Cyrillic catalog was made possible through computer-translation software developed at Queens Library specifically for this purpose. Queens Library serves some 37,000 residents whose primary language is Russian.

*[Queens Borough Public Library-edited]*

### Syracuse University's School of Information Studies to Offer New Certificate of Advanced Study in Digital Libraries

In addition to its eight undergraduate and advanced degree programs, Syracuse University's School of Information Studies (IST) recently added a Certificate of Advanced Study (CAS) in Digital Libraries to its palette of program offerings.

The CAS in Digital Libraries is an 18-credit program designed to prepare its graduates to meet the needs created by the ever-increasing amount of information created, disseminated and archived in the digital realm. It is ideal for practicing information professionals, librarians, and students in IT management, law, the entertainment and digital imaging industries, and any other information-intensive fields in which the storage, organization, and retrieval of large quantities of digital files is essential.

The CAS in Digital Libraries is available in the distance-learning and on-campus formats, and can be tailored to meet the specific needs of those who want to work with organizing and managing collections of digital information, either within established libraries or in many other organizational structures.

Visit <http://www.ist.syr.edu/academics/graduate/mls/digitallibraries/index.asp> on the web for additional information.

*[Syracuse University, School of Information Studies-edited]*

### "Any time is Dewey time!"

Congratulations to the staff at the **Capital District Library Council [CDLC]** in Albany, who submitted this entry for OCLC's DDC21 recycling contest.

Their entry of a DDC21 clock was a winner! OCLC awarded CDLC a one-year subscription to WebDewey, as well as a set of DDC22 volumes.



Jean Sheviak, Sue Rahn, Carol Lagasse, and Chris Walker of CDLC show off the DDC21 clock, a winning entry in the DDC21 recycling contest.

## RFID Technology

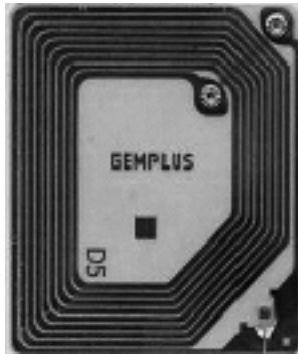
### PART I

Although RFID (Radio Frequency Identification) has been in use in libraries since only about 2000, the technology has existed for a long time. It has been used commercially since the 1980s, and the concept has been in use since the 1940s when the British used it to identify friend from foe during World War II. Friendly aircraft were outfitted with transponders, or powered RFID tags. When a radar signal interrogated the transponder, it would return the appropriate response to indicate it was a friendly aircraft. This is known as the IFF (Identify: Friend or Foe) system. In a more contemporary use, RFID is the technology behind the EZ-Pass system for paying tolls as well as the technology that you have seen in use if you have purchased a CD in the last few years and looked at the sticker or tag attached to it. RFID use in libraries is as a replacement for bar codes.

#### What is RFID?

With RFID technology, radio frequency signals are used to provide automatic identification of individual items. The item has a tag attached to it that interacts with an antenna/reader. The reader may interact with other systems such as computers for keeping track of the data or printing or displaying it. When the item comes within the range of the antenna/reader, it receives a radio wave signal that powers on a circuit on the tag. The tag then responds back to the source of the wave with the unique identifier of the item and any other encoded data. The reader receives the data and then stores, prints, or displays the data or sends it off to a computer somewhere depending on the situation.

There are two types of RFID tags: passive and active. Both



RFID Tag

From <http://www.vtls.com/Products/rfid/documents/tearsheet.pdf>

types are composed of an antenna and chip on an inert substrate. An active tag receives power from an on-board battery whereas a passive tag has no on-board power and must be activated by the reader. An active tag can contain more information, can easily have updated data written to it and can be read from a greater distance than a passive tag. A passive tag requires a higher-powered reader. Active tags are much more expensive per tag than passive tags. The three major vendors of library RFID systems use passive tags.

Tags can be read-only, read/write or write once/read many (WORM). Read-only tags have the data defined at the factory and they can never be changed. Read/write tags can be written to over and over again and WORM tags, as with any WORM technology, can be written to once after they leave the factory but not again.

#### RFID in Libraries

RFID technology can be used in the library to manage the check-out/check in process, to manage inventory and to control theft of library materials. CheckPoint (<http://www.checkpointsystems.com/content/rfid/default.aspx>)

and 3M (<http://cms.3m.com/cms/US/en/2-115/illFET/view.jhtml>) both started offering RFID-based systems for tracking library materials in 2000. VTLS (<http://www.vtls.com/Products/rfid/>) now also offers RFID products for libraries.

RFID technology in the library is composed of several parts that work together: a tag, an antenna/reader and a computer for storing data. The tag is the paper-thin label that attaches to the item. The tag for books is about 2 x 2 inches in size, is flexible and contains an etched antenna and a tiny chip. Other physical tag types are available for different material formats such as CDs. The tag contains at least a unique identifier for the item but it can contain additional data about the item, such as possibly a holding library code, or a data bit that indicates whether or not the book is properly charged out. The vendors mentioned above use passive tags for library materials. VTLS and 3M use read/write tags whereas Checkpoint tends to use WORM technology in its library bids.

The major difference between the RFID tag and a barcode is that the barcode only links the item with an electronic record housed on a server. At best a "smart barcode" includes a truncated printed entry about the item. With RFID, the tag contains at least the unique identifier along with other information, such as the holding library, that can be read directly from the tag by the appropriate equipment.

RFID tags can be read through the covers of books, unlike barcode labels, which must be visible to the scanner. RFID tags don't need to be precisely physically oriented to the reader the way a

*Continued on next page*

bar code label does, or held still. Multiple items can be scanned at one time using RFID, as opposed to bar codes, which must be scanned one item at a time. One issue with scanning multiple items at a time is that it is possible to miss books that are either improperly tagged or that don't belong to the organization.

The antenna/reader provides power to the tag and reads the data from the tag. In a library, the antenna/reader might be a patron self-checkout station, a circulation desk check-in station, circulation desk checkout station, portable scanning device for shelf inventory or a security gate.

Patron self-checkout with RFID is easier than with a bar code because the item and its tag don't have to be precisely oriented to the reader. The patron can also check out multiple items at a time. This allows the patron to use their time in the library more efficiently and it frees up library staff time for more challenging activities.

Circulation desk activities such as check in and check out will be noticeably faster if the RFID system provides both circulation and theft control. It is estimated that a savings of 50% can be realized. If the two functions are still performed by different technologies the savings are reduced. In the case of 3M, the RFID system works for circulation but magnetic strips must still be used for theft control. This means that it is still a two-step process to check materials in and out. Book drop units that check books back in and reset their security settings are also available. Books can then be re-shelved more quickly, putting them back in the hands of library users more promptly.

Inventorying of collections can be conducted much more quickly with RFID. Books do not have to be tipped forward or pulled from the shelf and opened in order to be read. A wand reader/antenna can read the RFID tags as it is passed over the items as they sit

on the shelves. The data is read, and stored to a portable storage device and/or transmitted via a network to a server. Read speed for inventorying has been reported to be anywhere from 3 to 20 books per second. Either of those numbers is much faster than the time it takes to scan bar codes. Missing books and books out of shelf order can be much more quickly identified.

The security or exit control gate is another type of RFID reader/antenna. Theft or exit control is the third main function of RFID, depending on which RFID system you are using. As mentioned earlier, 3M's RFID system still relies on the magnetic strips for theft control. The magnetic strips are a good way to learn that an item is being improperly taken from the library, but you don't find out what specific item it was, unless the person taking it is stopped. With RFID, an alarm is sounded, and you can also identify what specific item is being improperly removed. This is handled in two distinct ways, depending on whether you are using either VTLs or CheckPoint. The distinction is an important one to make in that it reflects two different ways that RFID technology is deployed.

With the CheckPoint system, all items are checked for circulation status as they pass through the security gate. Each item's tag is read, and then the circulation database is examined to check the circulation status of the item. If it is checked out, no alarm sounds. If it is not checked out, an alarm sounds, and the system identifies the materials for later replacement or other processing. With the VTLs RFID system, the tag itself has an updatable security bit that is changed when the book is checked out/checked in. When the item goes through the security gate, the antenna reads the identifying information and the security bit right on the tag, without needing to go to the database. Checking the security bit right at the gate,

and removing the need to communicate with the database can potentially sound the alarm more quickly when an un-checked out item goes through the gate. This factor is especially important when many transactions may slow the speed of communicating with the circulation database, or if the database is offline for some reason.

The third component is the server that receives the data from the various readers. The server houses the data coming in from the various readers and communicates with the circulation database of the integrated library system, if there is one.

In this Part 1 of a two part series on RFID, we looked at how RFID works and how it is used in libraries. In Part 2, we'll look at implementation, cost and the issue of patron privacy as it pertains to RFID technology.

#### Further reading

*Glossary of RFID Related Terms*  
<http://www.rfidjournal.com/article/articleview/208#Anchor-50274>

*RFID Technology*  
by Richard W. Boss  
[http://www.ala.org/Content/NavigationMenu/PLA/Publications\\_and\\_Reports/Tech\\_Notes/RFID\\_Technology.htm](http://www.ala.org/Content/NavigationMenu/PLA/Publications_and_Reports/Tech_Notes/RFID_Technology.htm)

Nylink Connection  
is published quarterly by Nylink.  
Please send comments, information,  
or changes of address to:

Kathleen Gundrum, Co-Editor  
Meredith Case, Co-Editor  
Nylink, SUNY Plaza  
Albany, NY 12246

(800) 342-3353 or (518) 443-5444  
FAX (518) 432-4346  
<http://nylink.suny.edu>

Contents of this newsletter may be  
reproduced in whole or in part  
provided proper credit is given.  
Nylink Connection is distributed  
free to Nylink member libraries.  
Printed on recycled paper.