NASIG NEWSLETTER

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PRESIDENT'S CORNER
Anne McKee, NASIG President

As I am poised to take up my "electronic pen" (i.e. laptop) I am completely agog on where my involvement with NASIG has led me—writing my first President's column! I have been fortunate to have been a member of NASIG for 15 years and have been involved at several levels within the organization, but I am still rather stunned over the honor and *absolute pleasure* of being your President for the next 12 months.

We are just emerging from another highly successful conference that offered some new learning opportunities. As with any time you try something new, there were some bumps and side trips along the way, but the completion of the journey proved to be just as satisfying and perhaps more invigorating than we've seen in a few years. I'd like to extend a major "Thank You" to our 2003 Conference Planning and Program Planning Committees. Without these dedicated groups, we would not have had an extraordinary place like Portland to visit or speakers to inform and enlighten us!

We had several new aspects to the conference. It was our first year that our lodging was in hotels, a year where the Program Planning Committee experimented with new programming (such as) shorter workshops to encourage more networking time; a highly successful town hall meeting format and a "Hot Topics" session that was just as stimulating and exciting as anyone could have envisioned. These changes were not taken lightly. After many hours of discussion by various committees, these changes were developed from previous conference evaluation remarks. I'd like to stress that the Evaluations and Assessment Committee dedicates many hours to their very important charge of collecting, assessing and disseminating the conference evaluations, including the

facilities, speakers and program. The Board, the Program Planning and Conference Planning Committees <u>really do</u> read the evaluations, we discuss them in-depth and we try to incorporate as many suggestions as is possible for the next conference.

Simply put, NASIG is at a "crossroads" of sorts. Let me use a baby analogy here (after all, I am a mother of a 5 and 3 year old—I live and breathe baby analogies!) ☺ We are no longer a brand-new organization trying to learn to walk and talk and feed ourselves but rather, NASIG is now into its "teenage" years. As we <u>all</u> have been teenagers and some of us are perhaps currently raising teenagers (so that's where the gray hair is coming from!) it's a time for examining, for questioning who we are and why we do things. Teenagers do NOT accept the status quo or the time honored "we've always done it that way" phrase. Instead, we encourage them to seek new and alternative ways of accomplishing their goals— sometimes stumbling before succeeding, but I can guarantee when they succeed, they succeed in a big way! The web survey of last year showed us that it was time to re-examine ourselves to see if we're heading where we want to go.

To this end, the Strategic Planning Task Force has worked very hard this past year to take the information collected in our web survey and distill it into a new strategic plan. To aid them in this process, the board and task force participated together in an 8-5 facilitation during our winter board meeting in Philadelphia. Our goal?? To look at our past, see where we are presently and the steps we need to take to point us in the right direction. This fantastic facilitation was led by management consultant (and former librarian!) Betty Kjellberg of Association Solutions, LLC. From this facilitation, the task force had an outline as a starting block on which to build the new strategic plan. Through a very long, involved process, the task force was able to complete its charge on time and

presented their recommendations to the Board at the Portland board meeting. The Board accepted this outstanding strategic plan with minor wording changes. It is simply a strategic plan in which every NASIG member will want to take ownership, and it will be mounted prominently on the NASIG website. It shows us the stepping blocks that the organization and Board will be following and climbing for the next 3-5 years. A truly successful strategic plan does not just keep the "tried and true" but rather helps to motivate, encourage and stimulate the entire organization to constantly better themselves and the services/programs they offer. We believe this plan succeeds in all of those areas, and we hope you agree! The Board will be sending out the new Strategic Plan over NASIG-L, and we are actively encouraging responses back from the NASIG constituency to the plan.

This is all a very long way of stating that you will be seeing some exciting changes in the next few years that particularly focus on the new strategic plan that was developed from the web survey. I would like to <u>stress</u> that this plan carefully aims this dynamic organization toward the future, considers new and exciting paths to explore but ALSO ensures that our core value system remains at the forefront of any new initiatives. It is an exciting time to be a NASIG member, and I sincerely value being your President at this new "bend in the road." It is the people from every "link" in the serials information chain that make this organization so extraordinary.

Should anyone ever have a question, concern, burning issue, etc., please do not hesitate to contact me at: mckeea@lindahall.org. While I travel frequently in my professional position as Program Officer in a large multi-state consortium, I am always in contact via email.

Hats off to the start of what I am hoping to be the very best year ever for NASIG!!

NASIG EXECUTIVE BOARD MINUTES
Bea Caraway, NASIG Secretary

Date, Time: June 25, 2003, 7:59 A.M. – 4:52 P.M.
Place: Marriott Hotel, Salmon Room, Portland, OR

Attending:
Eleanor Cook, President
Anne McKee, Vice-President/President-Elect
Maggie Rioux, Past President
Bea Caraway, Secretary
Denise Novak, Treasurer

Members-at-Large:
Marilyn Geller
Mary Page
Robert Persing
Kevin Randall
Joyce Tenney

Guests:
Kris Kern, co-chair, 2003 Conference Planning Committee
Carol MacAdam, incoming member-at-large
Steve Savage, incoming vice president/president-elect
Stephanie Schmitt, incoming member-at-large
Charlene Simser, *NASIG Newsletter* editor-in-chief
Wendy Stewart, co-chair, 2003 Conference Planning Committee

1.0 Welcome (Cook)

Cook called the meeting to order at 7:59 AM. She welcomed everyone to the meeting, especially the incoming officers and members-at-large.

2.0 Secretary's report (Caraway)

2.1 The board approved, as amended by Geller, the board actions taken since the midwinter board meeting, January 23, 2003, as follows:

2/7/03 Approved minutes of the January 2003 board meeting.

2/24/03 Authorized NASIG to donate $50 towards the NYTSL reception. Mary Page will find someone to represent NASIG at the reception if possible, and brochures will be available at the reception. Eleanor has responded to Rhonda Marker, who made the original inquiry about NASIG's participation.

2/24/03 Accepted, with gratitude, the Publication Committee's final report on and recommendations for making conference handouts available online rather than in print and for a fee.

3/31/03 Accepted the recommendations the Awards and Recognition Committee made for recipients of the 2003 NASIG Conference Student Grants, the Fritz Schwartz Serials Education Scholarship, and the Horizon Award.

4/4/03 Approved hiring Betty Kjellberg to do a Program Planning Committee facilitation at Portland in June 2003.

4/9/03 Accepted the recommendation of the Awards and Recognition Committee to award the Mexican Student Grant to Pablo Carrasco Rentería. The board thanked Awards and Recognition Committee members and especially Lisa Furubotten and Joe Hinger.

4/9/03 Accepted the recommendation of the co-chairs of the Awards and Recognition Committee to reject the Tuttle Award applicant on the basis that the travel in the proposal did not constitute international travel or research and that research on a serials-related theme was only peripheral to the project.

In addition, the board charged the Awards and Recognition Committee to clarify the requirements of the Tuttle Award to ensure a) that there is recognition and understanding that the name of the organization is the NORTH AMERICAN SERIALS INTEREST GROUP and that travel between Canada, the U.S., and Mexico does not constitute international travel for the purpose of this award. Proposals of research and travel from one of the countries in North America to another country in North America shall be considered void and invalid, and b) that any future proposed projects for the Tuttle Award must have major focus on some aspect of the serials information chain.

6/6/03 Voted to appoint Kevin Randall to complete Daniel Jones' term as member-at-large.

6/10/03 Voted to issue only the conference theme, and not the call for papers as stipulated in the working calendar. The NASIG-L message unveiling the theme will explain that we are rethinking the program and will note that we will be issuing the call for papers later in the summer.

2.2 Board roster updates

Caraway distributed copies of the 2003/2004 board rosters and asked board members to make corrections.

2.3 Revisions to the executive working calendar

Caraway asked for changes needing to be made to the executive working calendar. No changes were noted. Caraway asked that board members contact her as they work with the calendar and discover inaccuracies or needed revisions.

2.4 NASIG note cards

Caraway reported that she had ordered and received 1,000 NASIG note cards with the blue and green NASIG logo on the front, and that she had already sent a supply to the president and the vice president

for their use. She encouraged others who need them to ask for a supply.

3.0 Publicist's report (Rioux)

Rioux reported that all of the membership brochures (English, Spanish, and French) had been placed on NASIGWeb. During the year, she distributed 1,145 English brochures, 35 Spanish brochures, and 25 French brochures. Rioux posted 16 announcements and reminders to various lists during the year. Before stepping down as publicist, Rioux wrote a procedures document, the first of its kind for this position, for the incoming publicist to use. It includes instructions for subscribing and posting to all the email lists and suggestions for managing the subscriptions. The document also covers brochures and other publicist responsibilities.

4.0 Treasurer's report (Novak)

Novak reported an active membership of 1,274 as of June 23, 2003. She continues to process about two memberships weekly as they come in. She pointed out that processing the 2003 NASIG conference registrations was quite time-consuming this year, as there were several people involved in verifying each registration.

4.1 Financial reports

NASIG's assets as of June 8, 2003, totaled $283,431.10; liabilities totaled $0.00. Conference expenses, when paid following the 2003 meeting, will reduce NASIG's assets somewhat. In discussing conference income and expenditures, Novak noted that the costs for buses and the fees for the Portland Visitors Association were covered by the refund NASIG received from William and Mary following the 2002 conference.

4.2 Report on conference calling

Novak reported that she had requested and received information from about ten telecommunications companies for telephone conferencing. (The board may consider Internet conferencing services in the future.) She advised considering only those plans which charge neither set-up nor monthly fees. After consideration of the plan, the board agreed to accept Novak's recommendation to use the plan from Netspoke. She will contact Netspoke to set up an account. In a related vein, Cook suggested that committee chairs who are unable to make long-distance calls from their work phones should buy phone cards after consultation with their board liaison and use the non-travel reimbursement form for reimbursement. Any card with minutes remaining on

it should be passed on to the incoming chair at the end of the chair's term.

ACTION: Novak to set up an account with Netspoke.
DATE: ASAP.

4.3 Investment strategy report

Novak reported that she had investigated alternatives to keeping NASIG's investments with Charles Schwab because of the cumbersome annual process Schwab requires for getting signatures of authorized agents. She discovered that other institutions, e.g., Bank of America, are not interested in serving smaller organizations such as NASIG, and that they charge inordinately high fees. Based on her findings, she recommended and the board agreed to stay with Schwab. Novak passed around the appropriate signature forms to the appropriate officers for signing.

Novak suggested that, in the future, the outgoing treasurer work closely with the incoming treasurer on these procedures, which she is updating as she revises the treasurer's manual.

5.0 Conference Planning Committee report (Kern, Stewart, Tenney)

Kern and Stewart expressed special appreciation for the contributions of the Portland State University administration and library administration, to Joyce Tenney (board liaison), to the PPC, to Kerry McQuaid (graphic designer for the website and brochure), and to members of the CPC. They also expressed gratitude to Stephanie Schmitt, Denise Novak, and Sandra Beehler for their help with registration and with implementing online registration this year. As of June 25, 2003, total registrants numbered 584 (445 members, 132 non-members, 38 guests, 190 first-timers).

The board commended CPC on a job well done, and McKee took note in particular of the usefulness and creativity of the local information provided on the conference website.

6.0 Committee reports

6.1 Archives (Caraway)

Caraway reported that NASIG Archivist Lange had carried out her duties commendably during the year, reorganizing the archives in accordance with the series arrangement proposed by the previous archivist, Marilyn Fletcher, and approved by the

board, seeking a permanent home for the archives, and adding new materials to the archives.

6.1.1 Permanent Location

Caraway reported that Lange had worked out nearly all the details of a transfer of the NASIG archives to the University of Illinois archives. The initial cost would be approximately $1,000, to cover the cost of initial processing and provide a cushion for additional materials in the future. The archives at University of Illinois will provide a finding aid on their website once the materials are processed. Access to the conference summary evaluations can be restricted to meet NASIG's confidentiality requirement for these materials. The University of Illinois will not accept souvenirs or other realia.

Discussion ensued about managing the souvenirs. The board agreed that the NASIG archivist would continue to keep the box of souvenirs and transfer it to his or her successor as long as they remain manageable. In addition, the board would like for the archivist to pursue the possibility of taking digital photos of all souvenirs, sending prints to the archives at University of Illinois, and mounting (or getting help from the Electronic Communications Committee for mounting) the digital images in an online souvenir gallery.

The board also asked 1) for the specific fee(s) associated with having requests for copies of archival materials fulfilled and 2) that any eventual contract with the University of Illinois specify that NASIG can take possession of its archival materials if the board decides that is advisable.

ACTION: Lange to ask about fees for photocopies of materials requested.
DATE: July 14, 2003. The assistant archivist at the University of Illinois informed Lange that there is no charge for requesting and consulting the materials in person. There is a cost-recovery fee for photocopying or scanning materials requested at a distance.

ACTION: Board to take a vote on transferring the archives to a permanent home at the University of Illinois.
DATE: July-August.

If the vote passes:

ACTION: Proceed with the transfer of archives to the University of Illinois, including discussing a contract with the University of Illinois archivist.

Lange will request the inclusion of a phrase specifying that NASIG may in the future take possession again of its materials.
DATE: ASAP after the board vote is taken.

ACTION: Lange to propose a plan for photographing all NASIG souvenirs, sending prints to the permanent archives, and working with other NASIG members as needed to create a digital gallery on the NASIG website.
DATE: Before the end of her term as archivist.

The board wishes to thank Lange for her contributions in arranging for a permanent home for the NASIG archives.

6.2 Bylaws (Cook for Jones)

Cook reported that the Bylaws Committee had conducted two bylaws votes in the spring of 2003, with the following results:

Proposal #1 - Creation of Corresponding Member Category:
346 Yes (voting to create the new member category)
29 No (voting against creating the new member category)
Total proposal #1 votes received: 346 + 29 = 375

Proposal #2 - Change Method of Notification of Proposed Bylaws Changes:
364 Yes (voting to change the method of notification)
13 No (voting against changing the method of notification)
Total proposal #2 votes received: 364 + 13 = 377

Cook reported that Hartmut Walravens, German Serials Interest Group, submitted the first membership form for a corresponding membership. When there is a question about whether an organization qualifies as a peer organization eligible for corresponding membership, the president will determine its eligibility. In general, peer organizations will not include regional organizations.

The board expressed thanks for the committee's work on the two bylaws changes in 2002/2003.

6.3 Awards and Recognition (Tenney)

Tenney reported that electronic submission of application materials and the distribution of materials electronically to committee members for review went well. Out of 48 applications for various awards, 32 were submitted electronically. Because of the

difficulty of scanning print materials to mount on the committee's web space for review, and because of having to maintain two separate workflows based on format, the committee recommended to the board, and the board agreed, that in the future, all applications must be submitted electronically.

ACTION: Awards and Recognition Committee to revise all award guidelines to reflect the requirement that all applications be submitted electronically.
DATE: Before the next round of award announcements.

After a discussion about the desirability of implementing a blind review for award applicants, the board requested that the committee draft procedures for such a review.

ACTION: Awards and Recognition Committee to develop procedures for blind review for all applicants except those for the Mexico Student Grant.
DATE: By the fall board meeting.

It was noted that the number of applicants for the Tuttle award has been low, and that the call for applications should go out 6 months ahead of the due date and should include the abstracts of previous winning proposals.

ACTION: McKee to direct the PR and Outreach Task Force to consider ways to publicize the Tuttle and other awards.
DATE: During the task force's term of service.

In a related discussion, Geller noted that statistics of all kinds are kept in various places and formats throughout the organization. She recommended that the board ask each committee to create an annual report template that includes statistical data.

ACTION: McKee to instruct committee chairs to submit for the board's review a template for its annual report, to include provision of pertinent statistics for its activities.
DATE: Fall board meeting.

The committee posted or updated an FAQ on the NASIG website for each of the following awards: NASIG Conference Student Grant, Marcia Tuttle International Grant, and Fritz Schwartz Serials Education Scholarship. In addition, the committee decided on an engraved crystal box to replace the round pewter box as the thank-you gift for outgoing chairs and board members.

Award winners for 2002/2003 follow:
NASIG Conference Student Grant winners: Dana Antonucci-Durgan (Queens College, City University of New York), Lisa Bowman (Emporia State University), Fang Gao (University of Illinois at Urbana-Champaign), Rebecca Soltys Jones University of North Carolina at Chapel Hill), Jacalyn Spoon (State University of New York at Buffalo)
Mexico Student Conference Grant: Pablo Carrasco Rentería (Escuela Nacional de Biblioteconomía y Archivonomía, Mexico City, Mexico)
Fritz Schwartz Serials Education Scholarship: Lyudmila Shpilevaya (Long Island University, Palmer School of Library and Information Science)
Horizon Award: Sarah Sutton (Serials Librarian, Texas A & M University)
Committee chairs Joan Lamborn and Philanese Slaughter expressed special thanks to Jeff Slagell for setting up the committee website for application materials; Susan Davis for making hotel and travel arrangements for the award winners; Virginia Taffurelli for serving as her back-up; and to all the committee members for their hard work. The board thanked the committee for their diligence and good judgment in carrying out their responsibilities.

6.4 Continuing Education (Randall)

Randall reported that the CEC had sponsored 9 programs or speakers since the 2002 annual conference, had managed the mentoring program for the 2002 conference, had selected the Mexico Student Grant winner for 2002, and had provided financial support for Canadians attending the SCCTP train-the-trainer workshops for the integrating resources course. So far in 2003/2004, 2 programs are planned.
Because NASIG committee structure is presently undergoing some modest changes, the mentoring program for 2004 will report directly to the past president, Eleanor Cook. Carole Bell will serve as consultant to the program after she rotates off the CEC. Responsibility for the Mexico Student Conference Grant is presently transferring from CEC to the Awards and Recognition Committee. Finally, responsibility for the NASIG Human Resource Directory has been transferred this year from CEC to the Publications Committee.

The board approved a proposal by CEC to change the way in which the committee's annual budget requests are structured. The committee will ask for funds for the specific projects they know about at the time of annual budget request in October; then, they will also

request extra money to fund additional projects as they become known during the year.

The CEC, and specifically Deberah England and Kim Maxwell, proposed retaining the library school outreach program within CEC and completely revamping it. The board agreed that the plan they have presented for outreach is an excellent one; however, McKee will pass the topic on to the PR and Outreach Task Force, who will consider the plan and recommend which committee should ultimately be responsible for such a plan. It is the board's wish that those who originally proposed the plan be offered the opportunity to serve on whatever committee takes it on. To complete the discussion, Geller suggested that outreach efforts target not only library and information science programs, but also masters programs in publishing.

ACTION: McKee to instruct the PR and Outreach Task Force to take under consideration the most appropriate committee to manage a library school outreach program.
DATE: During the task force's term of service.

The CEC co-chairs offered special thanks to those members rotating off CEC (Carole Bell, Lisa Furubotten, and Elizabeth Parang) and to their board liaison (Kevin Randall). The board commended CEC for their hard work and creative thinking.

6.5 Database and Directory (Randall)

Randall reported that the 2003 directory was printed and ready to go out the week following the conference. Otherwise, the committee had fulfilled its usual obligations, including sending renewal notices in October and reminders in January. The renewal rate for 2003 was 86.1%, up from 85.2% in 2002.

After considerable board discussion of the pros and cons of moving to an exclusively online directory, the board decided that the committee should draft a survey of the membership on the topic of the format of the directory, to be sent out and returned with the 2004 renewal forms.
ACTION: D&D to draft a directory survey to submit to the board for review.
DATE: ASAP.

The board commended outgoing committee chair Kathryn Wesley for her excellent performance and leadership.

6.6 Electronic Communications Committee

Persing reported that in addition to their usual responsibilities, the ECC had assisted with the implementation of online registration by creating a new email list to assist with online payment of registration fees. From now on, an ECC member will serve as online registration manager to provide technical assistance in coordination with the Conference Planning and Program Planning Committees. Webspinner Sarah George served as liaison to the Online Registration Implementation Group. List manager David Bynog added several new discussion lists. Our ISP installed new filtering software to eliminate problems with spam. NASIG renewed its domain name, nasig.org, for three more years.

Board discussion produced three ideas for consideration: 1) ECC could mount a skeletal conference website on NASIGWeb by September and manage it until the new CPC can take it over. This could be a template that is used year to year. 2) ECC could develop an orientation for incoming committee web liaisons, to be held perhaps during the user group or networking node time slot. 3) ECC could create a program (preconference or workshop) for the next NASIG conference.

The board thanked the committee for its efficiency and professionalism in managing NASIGWeb and the NASIG email lists.

6.7 Evaluation and Assessment (Persing)

Persing reported that the committee had prepared the conference evaluation form for the 2003 conference and that members were ready to begin tabulation of the forms immediately after the conference. The summary report should appear in the December issue of the newsletter.

Geller suggested that the EAC should explore the possibility of moving the evaluation form to a web-based format.

ACTION: EAC to investigate the possibilities and submit a report to the board.
DATE: By the fall board meeting.

The board expressed thanks to the committee for providing this important service to the organization.

6.8 *Newsletter* (Simser)

Simser reported that all 4 of the 2002/2003 issues were available in HTML format on schedule, but that the PDF version of the December issue was delayed. She thanked all the production staff for a job well done.

Plans for 2003/2004 include training a new HTML editor and a new columns editor, completing work on the newsletter manual, and continuing efforts to increase the number of NASIG profiles in each issue.

6.8.1   Search feature on NASIGWeb

ACTION: Simser to follow up on this.
DATE: By the fall board meeting.

6.8.2.   Photo archive on NASIGWeb

Any consideration of mounting a photo archive on NASIGWeb should also take into account a gallery of NASIG conference souvenirs. Advice is needed from ECC regarding standards for format, file size, and so forth.

ACTION: Simser to continue discussions with ECC and report back to the board.
DATE: By the fall board meeting.

6.8.2   Liaison to UKSG E-news

UKSG has recently begun publication of *Serials-eNews*, a weekly compilation of news of import to serialists. Helen Henderson (UKSG) and Judy Luther (NASIG member) have proposed that NASIG consider working with UKSG to incorporate NASIG news items into the *Serials-eNews*. All NASIG members would gain access to the UKSG publication. The benefit to NASIG is that the publication reaches many non-NASIG members internationally and would thus support the strategic plan direction of globalizing our organization. One consideration is that any eventual paid advertising in the publication could make the arrangement inconsistent with NASIG's non-commercial stance, so that this aspect would need to be specified in any contract with UKSG. McKee agreed to serve as board liaison to UKSG in this matter.

ACTION: McKee to contact UKSG and ask for a proposal for cooperating on *Serials e-News*.
DATE: By the fall board meeting.

6.9 Nominations and Elections (Rioux)

Rioux reported that the Nominations and Elections Committee completed their assigned tasks successfully and efficiently this year. Forty-five percent of the membership voted in the 2003 election. Newly elected board members are Steve Savage (vice president/president-elect), Denise Novak (treasurer), and Carol MacAdam, Mary Page, and Stephanie Schmitt (members-at-large).

The committee recommends that the board consider codifying a true petition process that goes beyond the write-in process accounted for in the bylaws, with a view toward opening up the election process more fully to the membership. After discussion, the board agreed that the notion had merit, and that the Bylaws Committee should draft a process and then send it back to Nominations and Elections for their input.

ACTION: Bylaws Committee to draft a process for establishing a way to include petition candidates on the ballot, then share the draft with Nominations and Elections for their review and input.
DATE: By the fall board meeting.

Nominations and Elections further indicated that the committee would like to revise the weighting system used to evaluate the nominee profile. They believe that non-NASIG activities should be given less weight. The board believes that a weighting of one-third each for NASIG activities, non-NASIG activities, and the candidate's position statement are appropriate for the administrative officers (secretary, treasurer, and vice president), but that this information should be widely available in order to promote openness in the process.

ACTION: Nominations and Elections Committee to include on NASIGWeb the weighting system used in assessing potential candidates. The committee will also tell potential candidates at the very beginning about the weighting system.
DATE: By the 2003/2004 round of nominations.

ACTION: Simser to be sure to include this information in the profile of the Nominations and Elections Committee in the *NASIG Newsletter*.
DATE: By the publication of the appropriate issue.

Finally, the committee recommended and the board agreed that there should be no "automatic" nomination of board incumbents. Anyone completing a first term on the board must be nominated by at least one person in order for the committee to consider that person.

Novak pointed out that several ballots were diverted to NASIG's permanent address in Georgia because

the return address extended too far toward the middle of the envelope and caused the postal reader to use that as the mailing address, rather than recognizing it as the return address.

ACTION: Secretary to ensure that the return address on all NASIG envelopes be placed far enough to the left not to interfere with delivery.
DATE: Whenever new envelopes need to be ordered.

Rioux noted that committee member and incoming chair Katy Ginanni took up slack whenever needed. She also expressed special thanks to Beverley Geer for her organizational skills. Committee chair Geer thanked the entire committee for a job well done, with special thanks going to Donnice Cochenour, liaison to the ECC, and to Markel Tumlin, last year's chair, who left good documentation and gave good advice.

6.10 Proceedings (Page)

Page reported that the proceedings from the 2002 conference had been published in mid-May 2003. Order forms for members were to be made available at the information table at the 2003 conference.

The editors for the 2003 conference proceedings are Patricia French (UC Davis) and Richard Worthing (California State Library).

The board commended outgoing editors Shelley Neville and Susan Scheiberg for an excellent job on the conference proceedings for both 2001 and 2002.

Board discussion centered generally on NASIG's relationship with Haworth Press, the publisher of the conference proceedings.

6.11 Publications (Geller)

Geller reported that 146 conference handout packets from the 2002 conference had been ordered and mailed. For the 2003 conference, the committee established a procedure whereby handouts are to be made available on NASIGWeb for downloading by members, which will save considerable time and resources. In addition, work is progressing on the adaptation of content supporting a *NASIGuide to Serial Holdings*. NASIG members Frieda Rosenberg and Betty Landesman are developing this guide, which should become available during the year.

Discussions with ALA/ALCTS Serials Section have been ongoing during the year, and have established that both parties are interested in collaborating in some way, whether for an online serials course or for some other project. NASIG president McKee and NASIG member-at-large andALCTS Serials Section chair Page will appoint a task force to explore cooperation on this front.

ACTION: McKee and Page to appoint a joint NASIG/ALCTS task force to investigate cooperation between the two groups.
DATE: By the fall board meeting.

The board thanked the Publications Committee for their creative work during the year. Committee co-chairs Rick Anderson and Marty Gordon expressed appreciation for the efforts of all the committee members, but especially to Sarah Tusa, who served as co-chair for the first half of the year.

6.12 Regional Councils and Membership (Geller)

RC&M carried out their traditional activities, which included promoting NASIG membership and distributing brochures at local, regional, and international meetings, at library schools, and informally. They sent mailings to 142 non-member attendees of the 2002 conference, encouraging them to join NASIG, and sent new-member packets and emails to new members. Local representatives contacted new members in their respective areas. In preparation for the disbanding of RC&M, decided upon at the January 2003 board meeting, committee members and reps have been shipping NASIG banners in their possession to the NASIG secretary, who has thus far received 6 of the 13 banners.

The board wishes to thank the members and chair of RC&M for their work and their creative ideas about the reinvention of RC&M, especially as NASIG says farewell to this committee.

6.13 NASIG Public Relations and Outreach Task Force (McKee, Cook)

McKee and Cook reported that this new task force, appointed in the spring, is charged with reviewing the former Regional Councils and Membership Committee's charge and responsibilities and recommending a replacement committee that can address these needs and others that are relevant to public relations and outreach efforts. The new committee should be responsible for the following:

- New-member recruitment
- Membership retention
- Maintenance of professional liaison relationships
- Publicity for the organization

- A comprehensive marketing plan
- Other duties as recommended by the task force

The task force should make recommendations on the name, structure and membership needs for this new committee. The task force should examine if regional or state representation or both as a concept should be retained; if so, why, and if not, what should take its place.

The task force should recommend if the Mentoring Program should reside with the new committee or recommend another home for it.
[NOTE: The Mentoring Program, which is currently part of the Continuing Education Committee, was to be relocated with the Regional Councils and Membership Committee in 2003/2004. Since RC&M is being reconstituted, the Mentoring Program will stand alone for one year. The board liaison for the Mentoring Program for 2003/2004 will be past-president Eleanor Cook.]

A new committee focused on public relations and outreach activities will be constituted for 2003/2004; the president-elect for 2003/2004 will make appointments for the new committee.

This task force will be apprised of NASIG's strategic planning process, which is currently underway. Background documents and the actual strategic planning document, which is being drafted now, will be shared with this task force as they become available.

McKee and Cook indicated that the task force would be meeting 2 or 3 times at the 2003 conference and that they would continue to work via email afterwards. During the board meeting, two new items were added to the task force's agenda: Consider ways to publicize the Tuttle and other awards; consider the plan proposed by CEC for library school outreach and recommend which committee should ultimately be responsible for such a plan.

6.14 Professional liaisons (Cook for Jones)

Because of Danny Jones' resignation as member-at-large and liaison to the professional liaisons group, Cook reported to the board. New appointments for the year included Keith Courtney (United Kingdom Serials Group) 2003-, Maggie Wineburgh-Freed (Medical Library Association) 2003-2005, October Ivins (Society for Scholarly Publishing) 2003-, and Rollo Turner (Association of Subscription Agents) 2003-. The establishment of a liaison relationship with ASA is new this year. NASIG dropped the liaison relationship with the Journals Committee of the Professional Scholarly Publishing Division of the Association of American Publishers, with the Canadian Serials Industry Systems Advisory Committee, and with the STM Library Relations Committee as these groups are either dormant or not active enough to maintain such a relationship at this time. Still pending are appointments to the Special Libraries Association and to the Canadian Library Association. It had been suggested to attempt to establish a liaison with ICEDIS, but that remains to be investigated. Carol MacAdam, incoming member-at-large, will serve as board liaison to this group in 2003/2004.

ACTION: MacAdam to identify a liaison for SLA, CLA, and at the suggestion of the board, for AALL.
DATE: As possible.

6.15 Program Planning Committee (McKee)

McKee reported for the PPC and commended them and their co-chairs highly for their great strides in reshaping and renewing programming in a single year. Some of the changes included a hot topics session, a town hall meeting, offering 45 minutes more free time during the conference, having shorter workshops, offering two types of workshops (workplace skills and research), and repeating only some of the workshops rather than all of them.

6.15.1 PPC retreat

McKee reported that during the Portland conference, organizational consultant Betty Kjellberg was to lead two half-day sessions for the 2004 PPC members, along with 2003 co-chairs Manuel and Sullivan, in order to help them brainstorm ways to continue to reinvent conference programming. McKee pointed out that changes in programming will entail numerous changes in other policies and procedures, for example, in reimbursement policies and in schedules for submitting and approving program proposals.

Co-chairs Kate Manuel, Charity Martin, and Sherry Sullivan thanked the 2003 PPC members for their hard work and creative input.

7.0 NASIG 2004 in Milwaukee (McKee, Novak)

McKee and Novak reported that, as announced previously, the 2004 conference will be held in Milwaukee. The conference hotel is the Hilton, similar in style to the Palmer House in Chicago. Nightly rate will be $105 plus tax. The Hilton will be able to accommodate all participants and all meetings. The Milwaukee Public

Library will allow NASIG participants use of their Internet café free of charge as well as, possibly, their auditorium for the opening session.

7.1 Conference and hotel registration

For purposes of efficiency and accuracy, treasurer Novak asked that NASIG require all conference participants to complete registration online for 2004, even if they prefer to take care of payment by another means. This will require, of course, that some provision be made for people who do not have access to the appropriate web browser. The board agreed to make online registration a requirement for 2004.

ACTION: McKee to communicate this requirement to the CPC and to the ECC registration liaison for action.
DATE: ASAP for implementation before registration begins for 2004.

The board also agreed that the daily commuter fees be set so that they total a higher figure than the full conference fee. The board discussed the possibility of setting a lower rate for members than for non-members, which would require that renewals be completed or memberships be taken out by February 1 of each year. Any such change must be well publicized in advance of registration and of the renewal deadline.

ACTION: CPC to take under consideration a differential rate for members and non-members and report back to the board.
DATE: By the fall board meeting.

7.2 Late-night socials

Board discussion of late-night socials centered on the need for a central meeting place for socializing after the official evening events are over and on the problems of liability and cost. Further discussion of late-night socials for 2004 will take place after the board receives feedback on this year's arrangement.

8.0 NASIG 2005 (Page)

Page reported that the site selection group for the 2005 conference recommends the weekend of May 19-22, 2005, because of the much lower room rates offered at that time. She noted that both Minneapolis and St. Paul had advantages and disadvantages having to do with possible venues for evening events, hotel accommodations, public transit, and so forth. More investigation needs to be done before a recommendation can be made.

ACTION: Page to ask the visitors and convention bureaus in the two cities to send proposals to her for board consideration.
DATE: By the fall board meeting.

The board discussed the importance of including a cancellation clause in any contract to cover bioterrorism, epidemics, and so forth.

The board approved inviting a representative from the greater Minneapolis-St. Paul Convention and Visitors Bureau to come to the fall meeting at his or her organization's expense.

9.0 Committee appointments for 2003/04 (McKee)

9.1 Board liaison assignments

McKee reported that all liaison assignments were complete.

9.2 Committee chair orientation

McKee reminded all board members to attend the new committee chair orientation during the conference.

9.3 New board member orientation

McKee announced the new board member orientation would take place on Thursday morning of the conference at 7:30 AM at the Riverplace Hotel on Harbor Way.

9.4 Date for fall board meeting

The fall board meeting date is set for October 24-25, 2003, in Milwaukee. The midwinter board meeting will be held January 8, 2004, in San Diego.

ACTION: McKee will consider assigning a mentor for newly elected board members once the election results are known in the spring.
DATE: By the spring election.

10.0 Review of opening session and business meeting (Cook)

Cook reviewed the agendas for the opening session on Thursday night and for the business meeting on Friday morning.

11.0 Strategic Planning Task Force Report

Cook expressed heartiest commendation to the task force members for their excellent and expeditious work in providing the excellent final report of the Strategic Planning Task Force on time.

The board engaged in extensive discussion of issues and concerns section by section, making a very few changes to the report. Rioux moved (McKee seconded) that the board accept with thanks the final report of the Strategic Planning Task Force as amended. The motion passed unanimously. Rioux moved (Geller seconded) that the board adopt for implementation the final report of the Strategic Planning Task Force, as amended, as NASIG's strategic plan for the next three years. The motion passed unanimously.

At 4:52 PM, Persing moved that the meeting be adjourned. Cook declared the meeting adjourned.

TREASURER'S REPORT
Denise Novak, NASIG Treasurer

As of this newsletter, NASIG remains in good fiscal condition. There is currently a balance of over $191,834.01. With the upswing in the stock market, NASIG's investments have risen and it is expected that this trend will continue.

Balance Sheet
(includes unrealized gains)
As of 7/27/03

ASSETS

Cash and Bank Accounts

Charles Schwab-Cash	31,539.88
CHECKING-264	48,139.29
One year CD	0.00
SAVINGS-267	92,190.57
TOTAL Cash and Bank Accounts	171,869.74

Investments

Charles Schwab	19,964.27
TOTAL Investments	19,967.27
TOTAL ASSETS	191,834.01

LIABILITIES & EQUITY

Liabilities	0.00
Equity	191.834.01
TOTAL LIABILITIES & EQUITY	191.834.01

Another NASIG conference is ended, and the word on the street is that it was a wild success. To date, the 2003 conference has taken in over $155,841.00 and has expended $107,596.40. These numbers will change as the final invoices for the 2003 conference are received and paid. We anticipate a small surplus from this conference, but its not yet possible to determine how much the surplus may be.

2003 Portland Conference
6/27/02 Through 7/27/03

INCOME

Conference Registration	148,391.39
Pre-conference Income	4,000.00
Conference - Tours	3,450.00
TOTAL INCOME	155,841.39

EXPENSES

Conference – Equipment Rental	1,726.00
Conference – Temporary Help	191.00
Conference – Brochure	4,193.45
Conference – Building Rent	7,898.75
Conference – Entertainment	500.00
Conference – Housing	694.68
Conference – Meals	31,011.60
Conference – Souvenirs	3,579.98
Credit Card Charges	214.76
Conference – Photocopying & Printing	8,462.46
Conference – Postage	287.98
Conference – Receptions	28,301.50
Conference Supplies	47.61
Conference – Speakers	1,202.03
Conference – Tours	3,644.00
Conference – Transportation	7,295.15
Conference – Parking	400.00
Conference – Other	1,204.00
Conference – Refund	3,545.00
Contracted Services	3,000.00
Credit Card Services	196.45
TOTAL EXPENSES	107,596.40

TOTAL INCOME - EXPENSES	48,244.99

NASIG 19TH ANNUAL CONFERENCE (2004)
PPC UPDATE

SOMETHING OLD, SOMETHING NEW:
PLANNING THE CONFERENCE PROGRAM FOR 2004
Marilyn Geller, Emily McElroy, Co-Chairs

As part of the Strategic Plan, this year's Program Planning Committee was asked to rethink the conference to "attract and strengthen involvement of diverse and broad-based constituencies in NASIG" and to "re-invent programming in all areas." In Portland we spent two half days with Betty Kjellberg, a skilled facilitator who worked with the Executive Board and Strategic Planning Task Force earlier this year. In ten hours over the course of two days, we worked through what our hopes are for the conference, what we love about our conferences and what needs to be re-examined. We also spent lots of time scribbling notes on little pieces of paper and sticking them up on the wall where they could be arranged and rearranged until we liked the way they looked!

In making our recommendations to the Executive Board, we hope to create a conference that generates more timely program ideas, relaxes the schedule, provides opportunities for commercial constituents to participate more fully in the program and refreshes formats that may have become stale. Over the course of the coming year, we hope to introduce the membership to some of our ideas.

In fact, you may have already noticed a few of the changes; for example, in previous years, the deadline for submitting program proposals was August 1st. This year, we have a rolling deadline. For best consideration, you'll want to submit a proposal by September 15th, but we're accepting submissions throughout the Fall with the second call deadline of October 15th and the final call deadline of November 15th. This means we won't know what the program looks like as early as we usually do, and it means that the committee will have to move quickly and streamline our work so that we can fit everything into a shorter time frame. But it also means that there's more time for people to think about ideas for programs, and there's more time for emerging issues to come to the programming stage.

As we write this, it is our intention to mount the approved conference program redesign plan on NASIGweb to allow members to review the work that we've done so far and make appropriate suggestions in support of our redesign plans. We hope you'll read and let us know what you think.

NASIG 18TH ANNUAL CONFERENCE (2003)

CONFERENCE REPORTS
PRECONFERENCES

1. The Seventy Percent Solution: Assessing Criteria for Model Fund Allocations
Claudia Weston, Portland State University; Mary Ellen Kenreich, Portland State University; Sarah Beasley, Portland State University; Cyril Oberlander, Portland State University; Don Frank, Portland State University
Reported by Karen Matthews

Historically, Portland State University (PSU) library has over three hundred fund lines related to academic departments and/or subject areas. Many of these funds are then split into monographs, microforms, standing orders and e-resources. There are also interdisciplinary funds and general book funds. Budget increases have been about two percent, which has been distributed as zero percent increase for monographs, three percent increase for standing orders and microforms, and seven to

eight percent increase for journals. The policy has been to add no new journals without canceling other journals of comparable worth. For most subject funds, the split has been eighty percent for journals, and twenty percent for monographs. The last major serials cancellation was in 1993.

Serials inflation has hurt PSU's purchasing power with science titles consistently increasing at ten percent and some humanities increasing around seven percent. The current arrangement did not give the library the flexibility to add new journals or e-resources and there is the concern that many current titles no longer fit the enrollment or research needs of the university. Thus a committee was formed to identify options, and design a formula to allocate their limited resources based on equity

and need. This formula would also be useful in solving political dilemmas in assigning resources.

The librarians looked at the institution's goals, and reviewed the university and library mission statements and collection development policy. They also were interested in maintaining baseline funding for each area and considering costs of materials, especially journals, in designing their allocation formula. The 80/20 split was also reviewed.

Select factors found in library resources formula allocations were broken down into four areas. These are local environment, demand, clientele; local environment, demand, research activity; local environment, demand, library usage; and publishing universe, supply. The clientele factors include the number of faculty, full-time equivalent students (undergraduate, graduate, doctoral, etc.), enrollment by credit hour, courses taught, degrees conferred, and participation in undergraduate research programs. Research activity included research funding (received or expended) and number of faculty actively engaged in research. Library usage included monographic circulation, journal reshelving, library use rating, faculty ILL requests, and participation in bibliographic instruction. The publishing universe included number of books published, number of serial titles published, average cost of books, average cost of serial titles, actual serial expenditures, and actual monographic expenditures. Some of this publishing information was obtained from Blackwell North America cost and coverage studies and from Library Journal's annual journal survey (April 15th issue).

Initially allocation formulas included PSU factors—percent of undergraduate course hours, percent of graduate course hours, percent of PhD course hours, percent of FTE faculty and percent of grants for a three-year average. The publishing factors were book cost in a subject, books produced in a subject, serial cost in a subject and serials produced in a subject. Constant weight factors were created for the PSU and publishing factors. After adding all these factors together for a department, ratios of the budget were obtained. With all the department information put in a chart, the first problem with the allocation formula was visible. The historical budget and the allocation formula budget were not in alignment. Some areas such as history and the sciences were "over funded" in the historical budget. Other areas, such as education, were "under funded". By reapplying this formula to subject clusters, better differentiation of unit budgets was obtained. There continued to be subject areas, which would require canceling journal titles to meet their new budget allocation and other areas that would show greater budget growth thus being able to add more new titles.

PSU realized this allocation formula did not recognize the historical budget. The formula needed to integrate the historical budget and maintain baseline funding for the departments. The seventy percent solution was developed to try to solve this problem. This proposal would protect seventy percent of the historical budget and re-allocate thirty percent of the budget using the formula. Charting the subject areas showed the historical budget and formula budget much closer in alignment. This change allowed shifting of money to "under funded" areas without major cancellations in the "over funded" areas.

Recommendations were to do this process in less than a year and to involve the subject selectors more along the various steps of the process. There is a need to include interdisciplinary trends in designing this formula. The 80/20 split will no longer be used, which gives the selectors more flexibility. The selectors also will have a role in educating the faculty about trends in and implications of scholarly publishing. A core journal collection will be protected. Many titles will be included in the cluster budgets rather than the subject budgets. Also, electronic resources will be paid from these cluster funds. Consortial purchases will not affect the department funding since they will be included in the general funds. History and politics will influence titles that will be in the general fund or in the subject clusters.

2. Cataloging Survival for Non-Catalogers, Or: You Thought You Would Never Need to Catalog Again
Karen Darling, University of Missouri-Columbia
Reported by Kristi DeShazo

What should non-catalogers know about what catalogers do and why they do it? This was the basis of **Karen Darling's** pre-conference program noted in the title and also known as "Cataloging for the Non-Cataloger". Karen currently works as Head of the Acquisitions Department at University of Missouri-Columbia Libraries, the latest position in a 20+ year span of positions in cataloging and serials. Along with her work experience Karen's professional involvement in ALCTS as Serials Section board member and chair, on the IFLA Standing Committee on Serial Publications and the IFLA Working Group on the Revision of ISBDS well equipped her to present an overview of what catalogers do and why they do it.

The presentation began with many definitions including latest entry versus successive entry, integrating resource, serial versus monograph, finite and continuing. Some of these terms, such as integrating resource, are new in the AACR2 Chapter 12 update. Karen reminded us that the 'AA' in AACR does stand for Anglo-American and that the rules are English-centric. She then gave a brief description of her work with the International Standard

Bibliographic Definition Committee which worked over a four year period to harmonize definitions across the various national cataloging standards.

The focus of the pre-conference was serials and the definition of just what is a serial. With the new terms and definitions more items can be cataloged as serials. A major goal with the new terms and definitions was to not have as many changes as used to be necessary to keep up with item changes. This should result in fewer records or less new records created to accommodate changes. In summary, the definition of a serial is items that have discrete parts, are described from the earliest issue and are cataloged according to successive entry conventions. Integrating resources have parts that do not remain discrete, are described from the latest iteration and are cataloged according to integrating entry conventions.

The next portion included the discussion of major versus minor changes to bibliographic data. Karen provided many examples and then quizzed the participants. We briefly looked at the basic MARC tag groups and how they apply to serials. Karen reminded us that with the recent cataloging rule changes we will encounter records created under the old rules as well as the new. Therefore, we still need to know the old rules while integrating the new rules.

The atmosphere provided by Karen allowed for questions and open discussion with a lively exchange of ideas and practices. In addition, a good sprinkling of cataloging and technical services humor pulled from UCI Libraries' W. Lewis and M. Urrizola provided much levity to an extremely detail oriented topic! (See: http://sun3.lib.uci.edu/~murrizol/ts_history/tshist.htm)
The pre-conference was a worthwhile four hours highlighting changes to the cataloging rules in such a way as to help us NON-catalogers understand why catalogers do what they do the way they do it!

MINUTES OF THE BUSINESS MEETING
Bea Caraway, NASIG Secretary

1. Welcome

At 8:30 A.M., June 27, 2003, Eleanor Cook, NASIG President, welcomed everyone and introduced Tom Pfingsten, director of the PSU library, who in turn introduced PSU Provost and Vice President for Academic Affairs Mary Kathryn Tetreault. Tetreault welcomed all present to the campus of Portland State University. Next, Pfingsten introduced Esther O'Grady of the PSU Archives. She presented a slide show and narrative of the early history of Portland State.

2. Call to Order

At 9:03 A.M., Cook called the business meeting to order, introduced the 2002/2003 officers and board members, and announced that Connie Foster would serve as the meeting's parliamentarian.

3. Highlights from June Meeting of the Executive Board

Secretary Bea Caraway presented the following highlights from the board meeting held on June 25, 2003:

As of June 23, 2003, NASIG had 1,274 paid members.

The board agreed in principle to move the NASIG archives to a permanent home at the archives of the University of Illinois. The decision will become official pending the resolution of a few minor details.

The board voted to select a company called Netspoke to provide conference calling services to NASIG.

The board charged the Database and Directory Committee to continue to investigate alternatives to the print version of the membership directory.

Finally, the board voted to accept, with amendments, the final report of the Strategic Planning Task Force and to adopt it as NASIG's strategic plan for the next three years.

4. Treasurer's report

Treasurer Denise Novak reported that NASIG remains in sound fiscal condition.

5. Greetings from peer associations

Keith Courtney, president of the United Kingdom Serials Group, brought greetings from his fellow members, noting that UKSG was now in its 27th year and counted about 600 organizational members, representing approximately 1,000 people from 36 countries. He highlighted the group's new electronic news journal, *Serials E-News*. He announced that the next UKSG conference would be held in Manchester in 2005 and invited NASIG members to attend.

Hartmut Walravens, of the German Serials Interest Group, brought greetings from the members of his small but active organization. Although GeSIG has yet to hold

its own conference, members convene at other meetings, such as IFLA in Berlin. One of their goal is to foster contacts and cooperation among serials groups internationally.

6. New business

   A. Introduction of new officers and board members
      Katy Ginanni, incoming chair of the Nominations and Elections Committee, introduced the new officers and board members: Steve Savage (vice president/president-elect), Carol MacAdam (member-at-large), and Stephanie Schmitt (member-at-large)

   B. 2004 conference preview
      Marilyn Geller, PPC co-chair for 2004, announced that members are encouraged to share their ideas for innovative programming for next year. Pam Cipkowski, CPC co-chair for 2004, gave a primer on local dialectal and cultural customs and piqued everyone's interest in attending the conference in Milwaukee.

   C. Additional business and constituents' concerns
      Rich Worthing, co-editor of the 2003 proceedings, asked that session recorders and speakers who had not yet met each other to come to the front of the room after the plenary session in order to do so.

      Susan Davis asked that all the "all-timers" (those having attended every NASIG conference) stand and be recognized.

      Regina Reynolds asked that the Conference Planning Committee for 2004 consider how best to organize the late-night socials in Milwaukee, saying that she considered them an important NASIG tradition.

7. Adjournment

The meeting was adjourned at 9:21 AM.

PLENARIES

1. Trends in the Information Content Industry. Content Industry Outlook 2003: Asteroids That Are Changing the Information Landscape.
Leigh Watson-Healy, OUTSELL, Inc.
Reported by Virginia Taffurelli

Leigh Watson-Healy is the Chief Analyst for OUTSELL, Inc., a market research and advisory firm which has conducted an in-depth survey of thirty thousand information content end-users from academic and corporate sectors. Using a clever chart, Watson-Healy demonstrated the explosive change in content distribution since the 1980's, resulting in "information spaghetti." The information content industry today lacks a strong identity.

Describing the contours of the information content landscape, Watson-Healy demonstrated components of the information maze: Multiple sources overlap; end-users range from experts and power-users to novices; and partners become competitors or competitors become partners. The information industry today is becoming market driven rather than product driven. After a brief slowdown in 2001, the information industry began recovering in 2002. Mergers and consolidations have become the continuing trend. Content buyers are increasingly becoming invisible and their roles are changing and harder to identify. Information and technology roles are merging. Current issues and challenges include funding and staffing in today's shrinking economy with increased demand.

Information needs to function in a context environment. Although the library is a trusted resource, most end-users prefer to work from home or office. Academic and corporate end-users are demanding 24/7 access. Seventy five percent of today's end-users want to "self-seek" for information and are usually satisfied with what they can find on the Web. Competent searchers are concerned when they can't find the information they are seeking, and question the accuracy and credibility of what they do find.

In 2003, there will be a cataclysmic colliding of "asteroids" that will revolutionize content integration, both internal (within firewalls) and external (aggregated content providers). The Holy Grail will be a single interface delivered directly to the desktop. Companies born digital will tip the balance against providers who digitize content from other sources. There will be an electronic logjam: What users want versus what content providers will allow. Users want authoritative, easy to use value for their money, flexible packaging and open dialog between vendors and buyers.

In conclusion, Watson-Healy recommends that information professionals know their users, develop partnerships with information technology to develop solutions, and embrace marketing to inform users. She recommends that content vendors know their users,

pursue XML and Web services technology, deliver new business models and practices and partner with information professionals instead of competing with them.

2. Town Hall
Christa Easton, Stanford University, Facilitator
Reported by Lillian N. DeBlois

This year NASIG experimented with a Town Hall Open Forum format instead of a traditional second Plenary. The Town Hall venue provided an interactive session for participants to contribute content and questions. **Christa Easton** of Stanford University facilitated. Easton built a framework and directed the discussion to ensure a civil discourse. Many of the questions and comments prompted a lively debate.

Since this was the first year that NASIG veered from the usual dormitory housing, this issue was the first topic broached. The pros and cons of hotels and dorms were discussed. Many participants were concerned that NASIG was losing the college atmosphere and sense of community. Late night socials that were a highlight of past conferences were sorely missed this year. One member of the audience called upon the membership to get creative and find alternative methods to capture the university atmosphere while making logistics and handicap access easier. It is possible to keep the environment conducive to the energy of NASIG by combining an interesting venue with the flexibility of staying in a hotel. Others preferred both options being available so members could have a choice. In the past dorm prompted many complaints from attendees. Food is KING commented a one member of the Site Selection Committee and NASIG has specific guidelines for meals and breaks. Hotels usually want one banquet and a set number of room bookings guaranteed. In addition, a representative of the Site Selection Committee commented at length on the agonizing process of identifying a college willing to host NASIG and the hundreds of hours needed to pull the conference together. The reality is that NASIG is now 18 years old and it is time to grow up and move on. NASIG has outgrown the university setting.

This year Portland State really wanted this conference. They, in conjunction with the Portland Visitors Bureau were very cooperative and helpful in planning the conference. Next year the conference will be at the Historic Hilton Milwaukee City Center and the hotel and city have been supportive. The 2005 conference will begin on May 19 to avoid conflict with ALA. Since NASIG has ventured into the hotel arena, there are many areas in the Midwest and other parts of the country as well as Mexico, which were not viable in a dorm setting, that are now open for investigation.

The next topic was paid NASIG staff and membership dues. This issue has been debated through the years and discussed at length. Comments were divided equally in favor and against paid staff and included: Volunteers give NASIG a personal touch, paid staff would be too expensive, and NASIG might lose control. But, NASIG would write the job description, set the parameters and retain control through the board.

Two past presidents also spoke on the issue. One explained the high cost of even one paid staff due to rent, salary, equipment, health and liability insurance, and more. Another explained that NASIG's membership dues are as low as possible and the association is subsidized by the conference. Members were reminded that individuals rather than organizations are members of NASIG. Increasing dues elicited many responses. One member mentioned the "graying of NASIG" and noted that if the association is to remain viable, raising dues would be prohibitive to new librarians and older members.

The next topic was conference attendance and continuing education. Many members cannot afford to attend the conference. In this day and age, videoconferencing, PDF files and other methods are available by which programs can be taken into the field. A member suggested adding a "baby" NASIG program in the field. In addition, members would like NASIG to offer more continuing education courses. NASIG is trying to set up a serials course through ALA. Members said that NASIG needs to work with different groups in diverse areas to offer courses. Another member suggested that ideas be elicited from commercial members regarding their needs. Finally, a participant queried committee members on continuing education courses that were to be Web-based.

Other comments were varied and elicited less discussion. NASIG needs to reach out to library schools to provide awareness of grants and public librarians. Public librarians are underrepresented at NASIG and efforts should be made to increase their numbers. Others suggested the possibility of job exchange or sabbatical studies in another country. A task force will be created to address some of these issues.

3. There Is no Forest, We're Only Hugging the Trees: Nontraditional Ways of Acquiring, Providing Access and Managing Serials
Jill Emery, University of Houston; Rick Anderson, University of Nevada, Reno; Adam Chesler, Ingenta; Joan Conger, University of Georgia; Ted Fons, Innovative Interfaces
Reported by Debra Skinner

In a lively session that retained audience interest until the very end of the conference, five panelists presented a variety of viewpoints regarding the current state of serials as well as what is in store for the near future. **Jill Emery**, who moderated the panel, began with a survey of the serials world in terms of the changes occurring in the past year. These changes include: Vendors facing fiscal collapse, companies up for sale, leadership shakeups, and state budgets in dire straits. Libraries are responding by canceling serials titles. There is tension between customization and standardization because librarians are unable to take full advantage of customization due to standards that tend to remain a step behind

Rick Anderson shared his observations of two philosophical mindsets in the library world by which librarians approach their jobs. Some librarians are procedure followers who tend to apply established principles to all problems encountered. Others are problem solvers, who view efficiency as the top priority, wanting to get the best and most relevant information to patrons in the least problematic way. Procedure followers must be willing to take different approaches while continuing to live up to the standards. Problem solvers view the forest as patron service and the trees as anything leading to patron service. Problem solvers tend not to think in terms of integrating new growth, but in terms of whether the forest needs to change.
There are downsides to both philosophical perspectives. In general, procedure followers tend to serve the collection more so than serving the library patron. Problem solvers tend to be impatient, too quick on the draw, and tend to "throw the baby out with the bath water." Most librarians tend to lean in one direction. Anderson's plea is that librarians look at problems first and procedures second. Established traditions have not prepared librarians to manage in today's environment. Many existing procedures and standards need to be changed, and librarians need to be willing to adapt to the changing needs of the library, even in terms of job descriptions. Another viewpoint that must be scrutinized is the "fetishization" of completeness and accuracy. To what degree are librarians pursuing perfection at the expense of access?

In Anderson's view, the "teach a man to fish" mindset is another viewpoint that must be discarded. It is the teacher's job, not the librarian's, to teach students to conduct research. Anderson concludes by stating that the time has come when it is more risky to follow the established rules than to take the risk. Otherwise, librarians will encourage patrons to turn their backs on libraries and librarians and find information elsewhere.

Adam Chesler focused on the questions currently facing the publishing industry. Publishing is in a state of evolution rather than revolution, it is difficult to even define publishing with the combinations of print, electronic and web publishing. Workflow and responsibilities have changed. Relationships and roles are evolving in publishing companies. Defining content is increasing difficult. Publishing is a huge investment and pricing models are changing. Publishers must consider "the big deal," pay per view, tiered pricing, and portals and figure out how to price each without established models. Licenses are also an issue and problematic in part because no one dealt with that responsibility in the past. Publishers are creating these roles at the same time as libraries. Publishers now look at contributors differently because the author community has changed. Although the publisher offers a certain value, the process has to be effective or the author will find another way to publish. Copyright law changes and interpretations are also having a huge impact on publishers. Archiving is a new problem for publishers, as they must now grapple with the issues of providing perpetual access.

Order processing is a huge and complex issue for publishers. Systems were not really built for the complexity of the process. For the first time, publishers are negotiating with libraries, which has created an unprecedented partnership between publishers, libraries, and subscription agents. There is more communication than ever before between publishers and libraries. New trends in price negotiation will force customer service issues to be resolved.

Chesler concluded by stating his goals for the publishing community. First of all, the review process must be accelerated since articles can be made available electronically almost instantly. The process must take weeks rather than years, and the rapidity of publishing must become practical. Publishers must find a way to take metadata and deliver it right away, accelerating the process by which information gets to the user. Chesler stated that the most efficient means of disseminating information is still through libraries.

Joan Conger discussed the ways that librarians can focus on the four-letter word "work" to improve the process for dealing with a rapidly changing library environment. Her contention is that librarians must turn new work into less work. Supervisors should, instead of exerting force, give staff information and treat them as decision makers thereby creating an environment in which library staff solves the problem of how to get tasks done themselves. This approach creates what Conger terms "waves of potentiality" in the universe. Librarians must do less of the actual work themselves by capitalizing on already existing energy within the university or organization. In conclusion, Conger challenged members of the audience to choose one book from her bibliography, read it and

identify ways to change the current work level by capitalizing on the existing energy in the environment.

Ted Fons focused on the innovating and integrating roles of the integrated library system (ILS) in the vast changes taking place in libraries. The roles are innovating in that new processes are available, new services are available to patrons, and new ways of working more efficiently are provided. The roles are integrating in that different information tools are brought together for the benefit of staff and patrons. Integrated library systems provide a means for rigorous control of the library collections and for the accountability of suppliers including such functions as acquisition, serials control, and batch claiming. The Web world provides off-site searching of the library catalog and the ILS can provide online links, link checks, and authentication for remote access.

Historically, integrated library systems have played a large role in integrating collections, with that role now encompassing the managing of electronic resources. This step is a huge leap forward, allowing electronic resources to be accessed through the same familiar interface as print resources. In addition, integrated library systems can now store licensing information and help with management tasks such as report generation. Other new tools include federated searching, link resolvers, and the ability to bring patrons from citation to full text, even when the full text is in a different database.

Fons concluded by expressing the need for collaborative development between libraries and vendors. Libraries can bring problems to developers and describe the issues to be solved. Collaboration will enable integrated library system developers to put standards into place right from the beginning.

A brief but enthusiastic question and answer session ensued centering largely on the issue of a desire for consistency and accuracy at the expense of efficiency. Several others commented on the value of reference services and questioned whether we are putting resources where they benefit patrons most. Another participant had a problem with the dichotomies of forests vs. trees and problem solvers vs. rule followers. A final question was raised about how to go back and communicate to people that they could no longer "do the job they were hired for." The answer was given that we must use serious management techniques, communicating and empowering people rather then delegating.

CONCURRENT SESSIONS

1. Serial Aggregations, Multiple Versions, and the Virtual Union Catalog: the combined digital library, SUNY and ExLibris experiences
Michael Kaplan, Director of Product Management, ExLibris; Maggie Horn, SUNY-OLIS (Central System Administration); Heather Miller, Assistant Director of Technical Services and Systems, SUNY-Albany; Timothy Gatti, Head, Cataloging Department, SUNY-Albany
Reported by John Wiggins

This session considered the issues of union catalogs, virtual union catalogs, multiple versions of journals, and the inclusion of electronic journals in the catalog as opposed to the presentation of electronic journals lists on the web. **Michael Kaplan** of ExLibris discussed the issues surrounding multiple manifestations of journals in a union catalog environment and the difficulty in developing guidelines for selecting a preferred record among many participating libraries. He compared the FRBR paradigm with the multiple version ("Mulver") situations that committees often encounter. The challenge of Mulver is the "mushing together" of potential electronic, microfilm, and print format catalog records into a single record. In the new version of the California Digital Library catalog, MELVYL-T (shared by the University of California libraries), record merging is done on the fly. All the records still exist in their home systems, and a table of equivalencies decides which record is the "preferred record" for display, with the various formats and holdings of each participating library displayed in short summaries.

Kaplan listed the following positive aspects of the virtual union catalog: one record shows the patron everything; records are not forced together, so there are no battles over which library's records are preferred; no library's records are compromised by rules set up for consortial record sharing; and keeping separate records allows libraries to maintain electronic holdings with monthly vendor or third-party update.

Maggie Horn discussed the issues that SUNY system has encountered while developing its union catalog. Sixty campus libraries are joining the homogenous union catalog as they each migrate to individual ExLibris catalogs; the SUNY system itself crisscrosses the state with a complex assortment of 71 libraries at 64 campuses. Horn described some of the issues facing the SUNY-Connect effort. One of the goals is to enable unmediated universal borrowing. Additionally, individual SUNY locations may have unique URLs for accessing electronic resources they have acquired on their own; other resources may come via consortial purchasing arrangements. Developing a merging algorithm can be

complicated; SUNY is using the one already developed in California and is using the first record contributed as the master record. Ensuring that contributed records have enough elements to use for matching and summarizing under the master record is a challenge, as well as dealing with "cleaning up" records from libraries that list holdings for each attached item. Finally, alternately named electronic versions (e.g., Harpweek vs. Harper's Weekly) are hard to merge as they do not "match."

Heather Miller of SUNY-Albany spoke about her library's experience with the new consortium. They decided that including electronic records in the OPAC was the best way to serve their patrons. This was supported by their firm belief that cataloging is both useful and valuable, and that many were warming to catalog access. When electronic resources first started appearing, catalogers had trouble coping with the new and changing aspects of dealing with electronic journals, and webmasters stepped in to maintain a list of links. There are differences that appear due to the separate nature of the access; for example, to successfully search the webmaster's list for the title "L'évolution," a patron would need to know to type "l", [space], "e", and so on. Librarians in both public services and technical services were discontented and noticed that patrons were confused. Users prefer electronic access to journals, but sometimes a title is available only in print. SUNY-Albany wanted to provide combined access to all formats, and debated the "web vs. OPAC" dilemma for a number of months. Ultimately, they decided to provide access to electronic journals solely through the catalog.

Timothy Gatti, also of SUNY-Albany, was the final presenter. Gatti, an instructor of Information Literacy courses, soon discovered that students often don't know what they are doing. While libraries are spending huge amounts on electronic resources, students are using Google and Yahoo for their searches. Gatti said that students were being told to search in three separate places for information—the library catalog, a Serials Solutions list, and an SQL database. While the users enjoyed the ease of the web access, this meant that different formats were listed in separately searchable locations with limited functionality, and that there were wasted efforts in the duplication of web lists and OPAC records, maintenance was unwieldy, and information was fragmented and inaccurate.

The library organized a massive serial record input to get all the journal records into the catalog. They used their Serials Solution data, loaded it into LC's MARCMaker program, and created a script which loaded the records into a serials workform where they enhanced the data, assigned call numbers of "WWW", subject headings, and initially created 710s from the bodies encoded in the

URLs in the 856s. To add electronic journal data to print records, they were able to automate some of the EBSCO title process; a perl script with Serials Solutions data was added to full records which matched ISSNs. Titles lacking ISSNs or mismatches between print ISSNs and eISSNS caused multiple brief records to be created. These were fixed by hand. Help may be on the way as a potential revision of ISSN standards may keep one ISSN for different formats of the "same" resource. Supporting this notion, Horn pointed out that the user does not think of print and electronic as "different". The Electronic Resources Librarian and Systems staff do the updating. SFX, which is about to be implemented, may make this process easier.

2. 100% Communication
Mary Devlin, Paraquest Group
Reported by Sarah E. George

At the 1999 NASIG Conference in Pittsburgh, **Mary Devlin** introduced two ways of building rapport: physical cues and the use of language. In Portland, Devlin continued the conversation of building rapport using meta patterns. These patterns emerge from the field of neurolinguistic programming, which synthesizes techniques and ideas from several branches of psychology to help people manage themselves and work with others.

Meta patterns are high level programs that allow us to do what we do without thinking (e.g., brushing our teeth). These programs work together to create our individualized models of the world. Our language patterns reflect this reality. Psychological processes such as deletion, distortion, and generalization influence our perception of reality. Paying attention to how people talk rather than to what they say reveals their meta patterns. This knowledge can then be used to customize speech and build rapport.

Devlin divided the group into pairs to illustrate how the listening and speaking process actually works. By asking another person three questions and writing down exactly what he or she said, we learned the direction, source, and reason of our partner's motivation. The three questions are: what is important to you at work?; why is having that important? (repeat three times – "that" refers to the person's response to the question directly preceding it); and how do you know when you have done a good job at work?

Motivational direction indicates whether a person prefers to move toward a goal or away from a problem. Sources of motivation can be internal or external, and reasons for motivation include following procedures or considering options. Although a person may exhibit both preferences for a given area, there is usually one that is dominant.

Finally, when a person works in a group or team environment, he or she needs to speak inclusively and address all meta patterns. For example, a statement such as "If we identify and discuss potential problems now, we'll reach our goals sooner," appeals to people who are goal-oriented and those who are problem-oriented.

3. Expose Yourself to Electronic Journals: A Candid Discussion
Jill Emery, University of Houston; Claire Ginn, Vice President of Consortia Sales; Dan Tonkery, EBSCO
Reported by Kaye Talley

The three panelists spoke from their respective perspectives of electronic journals and then led the audience in a discussion of electronic journal production, sales and management. **Jill Emery** addressed the librarian's and the end user's perspectives. The end user is interested in variety, ease of use, fast access, and wants it to look like print. The librarian's perspective is to provide everything they can to the end user and to do so using subscription vendors as opposed to dealing with individual publishers. Librarians would like a better development of standards and these standards need to be shared. There also needs to be better communication among all those involved in the different aspects of electronic journals.

Claire Ginn based her remarks on the publisher's and the consortia's perspectives. Currently, purchasing is tied to print except for core titles and stable archival titles. Small publishers are looking to sell to consortia rather than individual institutions. Consortia are generally more interested in rights and options rather than prices. However there is no real conformity. The impact on document delivery appears to be minimal, and consortia are not looking at expanding vendor choices right now, but just maintaining what they currently have.

Dan Tonkery presented management facts, e-journal facts from the publishers' and librarians' perspectives, and myths to overcome, as well as current realities. There is common agreement on basic issues: Electronic journals are having a major impact on libraries, publishers, subscription agents, and end users; delivery of content to the desktop is an accepted service; linking to original articles is standard with open URL protocol; and full-text database searching with linking to content is widely accepted by users.

Publishers are still in an experimental mode with delivery systems, acquisitions models and pricing. License agreements are the preferred tool for obtaining access, and publishers are shifting from free access with print to other pricing models. They continue to operate dual systems with expensive electronic and print workflows.

For libraries, the workflow for electronic journals is complex, complicated and costly. The cost of set-up, renewal, bibliographic control and maintenance is a real burden to libraries as well as to publishers and agents. Libraries need an integrated e-resource management solution as a module of their ILS or a stand-alone tool that can interface with their ILS. Several major university libraries are developing e-resources management packages.

Myths to overcome include the belief that e-resources will solve the serials budget crisis and that publishers are shifting to e-journals to save costs. Another myth is that supporting e-resources requires less technical service staff in the library. One of the other myths mentioned was that buying the "Big Deal" e-journal package from the publisher saves all the local work involved. Mr. Tonkery ended his presentation with the realities of e-journals. The first reality mentioned was that "never have so many worked so hard to make a service successful." Users want and demand desktop delivery of content and want more than most libraries can afford and support. Managing e-journals is an expensive, time consuming process; it is far more challenging than handling print, but the benefits are outstanding.

At the conclusion of the three presentations the audience participated in open discussion. Various questions were asked, leading to a lively discussion period. Many useful comments were made by people who are heavily involved in e-journal management, giving helpful advice or warnings of pitfalls to avoid. It was pointed out that campuses are being monitored by publishers on the use of databases as well as on their correct use in terms of the license agreement. Embargo periods in full-text databases are not generally well liked. Some state institutions' financial operations don't understand the pay-per-view process and have problems in terms of payments. One of the comments that brought general agreement to the audience was to learn to negotiate with publishers on license agreements. One audience member commented that serious students, both undergraduate and graduate, want the best materials whether they are print or electronic. All agreed that usage increases significantly when e-journals are available through the library's catalog.

The description for this session as stated in the Conference program was "This program harkens back to an idea-sharing of the Dear Abby, Dear Abbot program in Boulder, CO and allows for a frank, open and friendly discussion…" and that's exactly what this presentation did. Everyone came away from this session with something to think about and a renewed determination to expose themselves more fully to the complex world of e-resources.

4. The Digital Preservation Conundrum
Abby Smith, Council on Library and Information Resources; Eileen Fenton, JSTOR
Reported by Anne Draper

Abby Smith began the session by saying that she would be looking at the national issues, from the large view, i.e., what the landscape looks like from 30,000 feet. **Eileen Fenton** would then look at some of the more "down to earth" issues. A conundrum is a dilemma or paradox. The phrase "digital preservation" is therefore a paradox since digital information is immaterial and resists fixation. There is a content paradox. We are not preserving the medium, nor are we reformatting, e.g. preserving the content of brittle paper on microform. The information itself is dynamic and designed to be so. That it is easily changed and updated is what makes it good for the user. An e-serial is comprised of different formats and digital objects, article texts, embedded texts, ads, etc. which change over time. Librarians, writers, editors and researchers have different ideas of what is worth preserving. To be useful as academic information, we need to be able to fix the source but often links are not maintained. It has not been the job of serialists to think about the database problems, but whose job is it?

Librarians license e-texts, they do not purchase them. Therefore, the librarians' right to preserve is not applicable. Some half-steps are taken, such as providing information on CD, but this itself is not a preservation medium. Librarians cannot assume a passive role in preservation. We are called on to be active partners with publishers and producers to preserve information over its life cycle. There needs to be a new level of trust in negotiations regarding partnerships during the information life cycle and the party who is responsible for preservation over time. It is incumbent upon librarians to identify incentives for publishers to preserve what they produce.

There is also a user paradox. We don't really know who all the users are. Some institutions are developing their own repositories. Library of Congress has received funding for preserving digital information and addressing the copyright impediments to preservation. There are also third party archives, such as JSTOR. In resolving the conundrum, we need to pay attention to the interaction between users and information and perhaps give up the idea of permanence.

Eileen Fenton explained that JSTOR is an archive of digitized print journals. A new unit has focused on the issue of impermanent materials and how systems must change to meet these needs. On the issue of preservation, many assumptions are made about print materials and electronic resources. In regard to print, the assumption is

that preservation is important because it contains information important to users. The libraries' mission is therefore met by providing access to it. Preservation and access are tightly linked. Another assumption is that preservation is both specific and holistic. The library protects a tremendous range of resources, but only a very small percentage is given "formal" preservation. For print materials, an extensive, expensive infrastructure has evolved over time.

In regard to electronic materials, the assumption is that e-resources should be preserved because scholarship relies upon access to earlier findings, and a gap in the records of scholarly achievement would represent a very real loss. But libraries only have licenses to meet their patron's needs, they do not own the materials.

This shift has enormous implications for the preservation of e-resources. There is no longer a natural impetus for an institution to provide an infrastructure to ensure long-term preservation of and access to e-resources. The parent institution is not engaged in building an extensive e-archiving infrastructure. But e-resources can only be preserved within an appropriate infrastructure. We still need the "shelf" even though it takes new forms such as mirror sites, serious bandwidths, servers, migration plans, and disaster recovery.

There are implications for cost structure. Infrastructure does not yet exist. What motivates its development? Whose responsibility is its development? Does every library need an individual infrastructure? How can the costs be shared? Does it need to come out of the library's budget alone? Finally, how do we create infrastructure to preserve this archival material and have a safe place for our memories and information?

5. How Are Electronic Journals Changing Patterns of Journal Use?
Carol Tenopir, University of Tennessee; Donald W. King, King Research; Peter Boyce, American Astronomical Society; Carol Hansen Montgomery, Drexel University
Reported by Tonia Graves

Following up on various studies started in 1977, these four noteworthy speakers discussed findings based on their interviews with university faculty, graduate students, undergraduate students, and scientists in non-academic environments about their patterns of reading and the decisions made by publishers and librarians that affect their reading patterns. **Carol Tenopir** started by discussing the Evolutionary Cycle of E-Reading. In the early stage of the cycle (1990-1995 or "preweb") print dominated; in the evolving stage (1996-2000), a mix of print and electronic reading was emerging in that 35% of reading was from e-journals; and in the advanced stage

(2001-) there is an electronic emphasis in that 80% of reading is from e-journals.

The reading of journal articles is increasing because time is saved in locating articles and having more materials available. Older articles are reported as highly valuable. Personal subscriptions have decreased, but university faculty still maintain more subscriptions than non-academic individuals. Reading from separate copies and library collections has replaced personal subscriptions. The proportion of browsing has decreased and online searching has increased. Browsing is important to core titles in every field for current issues, background, and current awareness. Searching occurs most often for new topics and older articles. Search functions and citation linking have improved ejournal searching.

Carol Hansen Montgomery described Drexel's ejournal migration begun in 1998 to an electronic journal collection. Drexel now provides access to 12,000 ejournals and maintains approximately 400 print subscriptions, mostly to popular titles. Some of Drexel's ejournal "cost per use figures" (including subscription and operational factors) include: $6.00 from individual subscriptions, $3.00 from publisher packages, and $2.00 from aggregators. Print use figures include: $30.00 bound (most costly) and $6.00 per unbound use. Montgomery reported that personal subscriptions are the main source of articles read by faculty, with the library being a close second and separates a distant third. She noted that browsing is the primary means of discovery (56%) with online searching, with citations in publications and recommendations as other means of discovery.

Donald King's portion of the presentation focused on factors affecting ejournal usage and indicators of the usefulness and value of ejournals. Examples showing how such factors affect usage were provided. These factors include ease of use; journal/service attributes; availability of alternatives; awareness of journal/service; and usefulness and value of content. Ease of use includes not having to travel to the library and the ability to print. Studies show that electronic articles are usually printed for reading, and print is preferred for personal subscriptions. Price, quality, format, and size are important attributes of ejournals. Other attributes include coverage, comprehensiveness, display features, quality of records (if purchasing a bibliographic record set), and special search features. Examples of alternatives to ejournals are technical reports, conference proceedings, document delivery, and alternative subject specific search engines.

The following indicators measure the usefulness and value of ejournals: the amount and time spent reading

them and ejournal reading for primary research rather than teaching. Reading was found to be important and inspired new thinking or improved results/productivity. King reported that reading from library collections was more useful and valuable than reading from other sources.

Peter Boyce's portion of the presentation focused on the American Astronomical Society's advanced library system. The goal of this system is to lower the barriers between astronomers and information. The system helps astronomers get the information they want when they want it. System designers, which included librarians and users, deduced that users want to be able to perform the following tasks in a system: find; access; read; use; publish; and store. The system's success is evident in that it has approximately a 98% awareness factor among users aged 36-50. Awareness and usage are also high among older users. Boyce reported that awareness and usage dropped by less than 10% in the over-50 age group. He echoed King's theory that readers are achievers and Tenopir's findings on patterns on the increase of online searching and the decrease of browsing.

Audience discussion included document delivery as an alternative to ejournal access, the sources of funding for electronic access, the user inability to distinguish between library supported and free resources, and methods to enhance communication with users.

6. Usage Statistics: Taking E-metrics to the Next Level
Oliver Pesch, EBSCO Publishing
Reported by Karen Matthews

With the increase in the use of electronic resources and various access tools such as link resolvers, comes the opportunity to capture more usage statistics. Aggregators, publishers and libraries all need statistics for various reasons. Aggregators provide statistics because customers require them, for publisher royalties, and they help the aggregators in product planning. They also help with capacity planning, knowing how many servers to have available and when the peak usage times are. Publishers use this information for trends (e.g. subscription versus pay for view). Knowing user needs helps them plan the content, the features, and make archiving/back file decisions. They look at use patterns to see how a user gets to the site, where they go once at the site, and improve content and systems access. These statistics also may influence linking agreements (such as Cross Ref) and demonstrate to societies that they are adding value to society publications. Libraries also use this information for decisions on what to license, what to acquire on demand, and what not to continue to get based on lack of use. Libraries can use this information to plan services, to design bibliographic instruction classes, and to organize access and web page layouts.

Many current statistics reports are either Collection Summary reports or Usage reports. The Collection Summary reports fall into two categories, databases or e-journals. The database reports list which journals are full text, embargo periods, URLs and abstracting and indexing coverage. The e-journal reports list the journals included in the package, the subscription dates, coverage (access) and URLs for direct access. Usage reports provide information at the site level including information on the numbers of sessions, number of turnaways, delivery methods, abstracts viewed, full text viewed and PDFs viewed. The turnaway reports for simultaneous users tell the number of times users did not gain access. These breakdowns may be by hour. The importance of these turnaway reports is if there is a high number of users turned away, it may be time to move to the next user tier.

All these reports create challenges for libraries. Along with many sources of statistical data, there are inconsistencies in naming and defining elements. What is a session? What is a search? What is a turnaway? How are sessions controlled? What about counting of double clicks? What about automatic displays of full text articles without an abstract when the user did not necessarily ask for it? What about viewing and then printing a full text article? Standards will offer hope that statistics will be comparable and help aggregators, publishers, and libraries understand the use of their electronic resources. There are several standards available currently. One is the ICOLC (International Coalition of Library Consortia) Guidelines for Statistical Measures of Usage of Web-Based Information Resources (http://www.library.yale.edu/consortia/2001webstats.htm) which state "[T]he participating consortia have a responsibility to ensure that their library members receive usage information for licensed electronic resources." The data elements provided are number of sessions (logins), number of queries (searches), number of menu selections, and number of full-content units examined.

Another standard that has been proposed is Measures for Electronic Use: the ARL E-Metrics Project. A link for this presentation may be found at http://www.arl.org/stats/newmeas/emetrics/. Among the recommended statistics are number of electronic full text journals, number of electronic reference sources and number of electronic books. Usage statistics would include number of electronic reference transactions, logins (sessions) to electronic databases, queries (searches) in electronic databases, items requested in electronic databases and virtual visits to library's website and catalog. NISO Z39.7 Draft Standard for Trial Use (http://www.niso.org/emetrics) also is proposing a standard set of definitions.

Project Counter (http://www.projectcounter.org) is developing an international Code of Practice focusing on online journals and databases. Currently there are four journal reports, one lists the successful full text article requests by month; another lists turnaways by month and journal; a third lists number of successful item requests and turnaways by month, journal and page-type; and the fourth lists total searches run by month and service. The first database report is total searches and sessions by month and database, the second report is turnaways by month and database, and the third database report is total searches and sessions by month and service. Starting in 2004 there will be an auditing requirement.

In the future there will be information statistics on breakdowns by year of publication, which will allow analysis of back files to help with making archival decisions. Information on link-out activities would provide information on how users are linking to full text or to other services. Linking to other services will demonstrate to libraries the value of abstract and indexing services and help in evaluating a journal's importance. Publishers will learn the usage and accessibility of the journals and have a more complete picture of article use.

7. Seeing the Forest and the Trees When Developing a New Acquisition System
Shelley Neville, Library Systems Analyst, Dynix
Reported by Marsha Seamans

Shelley Neville reported on Dynix's use of the "contextual inquiry" process in planning and developing a new acquisitions system. Contextual inquiry, or CI, involves understanding who the customers are and how they work on a day-to-day basis. Onsite visits to librarians' workplaces serve to bring developers in contact with the librarian and the way that they work.

In using this process, Dynix staff visited several libraries and watched how the librarians worked in performing different acquisition activities. They asked questions, took notes and reported back to the development team. The developers consolidated, diagrammed and analyzed the data and workflows with a goal of adding flexibility to the acquisitions processes without adding complexity or additional work.

Through this process, the developers and engineers gained a much better understanding of acquisitions and came up with a large list of requirements, as well as fleshing out existing lists.

At that point in the CI process, the priorities at Dynix shifted and further development of the acquisitions system was tabled. When it resurfaced later, the starting point was to evaluate the strengths and weaknesses of CI

and to sort out the really tricky points of acquisitions. The conclusions were that the CI process is very time consuming; if it is to be done well, it has to be built into the development time schedule; that the CI process needs to be broken down into smaller, more manageable chunks; and that good relationships with customers are extremely important.

8. From Tiny Acorns to Great Oaks: Taking a nationwide approach to library cooperation
Pauline La Rooy, Victoria University of Wellington; Deb deBruijn, Canadian National Site Licensing Project
Report by Jacalyn Spoon

Pauline La Rooy, Serials Librarian at Victoria University of Wellington, New Zealand, and **Deb de Bruijn,** Executive Director of the Canadian National Site Licensing Project, spoke on the topic of consortia agreements, cooperation and progress in their countries and libraries.

Ms. La Rooy brought an update on, and for many of us an introduction to, the New Zealand library initiative to participate in an e-government strategy. In response to a government initiative to implement electronic resources, and in an effort to promote more convenient access to government information, New Zealand is building for a national information society. The national information strategy and objectives were initiated with the expectations of improving the skills of New Zealanders, strengthening cultural identity, restoring trust in government, developing a growing and innovative economy, and closing the gaps between privileged and underprivileged people. Library school students worked on projects of building thesauri and creating metadata for the implementation of e-government, which can be viewed at http://www.e-government.govt.nz/programme/ strategy.asp. Long ago a partnership with the Maori (New Zealand's native people) was formed by the Treaty of Waitangi, which remains a foundation document for any government document or policy. Libraries and government databases are bilingual and use Maori subject headings as well as English.

Recognizing that university libraries have an advantage over other types of libraries in purchasing electronic resources, a consortium for purchasing electronic resources was formed and named PIRANA. The plan is that universities in New Zealand will negotiate amongst themselves about what to purchase, and these resources will then be available to all New Zealanders. If a University has a special need beyond that which is not met by the consortium purchase, they are able to purchase items with their own funds.

Public libraries are increasingly seen by central government as essential partners in the government's response to providing digital opportunities and literacy initiatives to bridge the digital divide. The government initiative is dependent upon providing the tools necessary to access government electronic databases. The delivery of e-government is dependent upon libraries.

The impact upon serials is expected to be improved bibliographic data due to shared integration. Purchasing electronic resources will now take a national approach, saving time and money on all levels. A national research database will encourage New Zealanders to publish and use New Zealand resources. The importance of electronic archives is now being discussed as the e-government strategy is developing. Further information is available at the website of the Library and Information association of New Zealand (LIANZA) at http://www.lianza.org.nz/.

Deb de Bruijn, Executive Director of the Canadian National Site Licensing Project, discussed Canada's project to expand research capacity through the Canadian national site licensing project at http://www.cnslp.ca. The project is currently in its 3rd year. Cooperation among Canada's libraries has traditionally been in the form of ILL, shared cataloging, etc., but an electronic resources consortium is a new concept. Canadian education is funded through Provincial jurisdiction. There is no national education funding authority.

It is recognized that business as usual is no longer an option. As research needs and expectations change, libraries' ability to predict needs is also changing and has been flawed as of late. Research has become interdisciplinary and international. Economic reality is that there is a proliferation of publications, double-digit price increases, and most purchasing is done with foreign funds, which are always fluctuating. The decline of the Canadian dollar has not helped the situation. The opportunity to align with other government organizations was recognized when a Canadian national innovation agenda was implemented. The goal is to move Canada to one of the top five countries in research by 2010.

The Canadian National Site Licensing Project, CNSLP, was initiated to provide research content and an infrastructure to access research content. It provides a mechanism for funding between research and research content. CNSLP promotes: building research capacity for innovation, increased quality, breath, and depth of scholarly publications, and lowered economic barriers to access. The project will influence the marketplace by providing leverage with buying power and reducing marketplace volatility and unpredictability. Ms. de Bruijn emphasized several times that cost savings and acquisitions budgets were never considered an issue.

Building community nationally through consensus in national governance, management and community structure have been positive outcomes of the project.

An interuniversity agreement was made in January 2000 empowering consortia agreements. Public money created public interest, and this created the ability to demonstrate accountability to receive the best value through a fair and unbiased process. Print was unbundled from electronic journals and became an institutional decision alone. As a result of this project, libraries are now seen as a place for good strategic investment. There is more money now for LANs and Internet. In January 2003, Pan-Canadian licenses were written with 7 publishers for over 750 electronic journals and citation tools.

9. Helping Manage the E-Journal Forest: Do You Need an Agent Any More?
Philip Wallas, Director of Online Relations, EBSCO; Stephen Bosch, Materials Budget, Procurement, and Licensing Librarian, University of Arizona; Selden Durgom Lamoureux, Serials/Electronic Resources Librarian, University of North Carolina, Chapel Hill
Reported by Daisy T. Cheng

"Subscription agents had better have some other line of business". This remark from a 2002 NASIG plenary speaker spurred **Philip Wallas** to propose the panel to explain how agents are reinventing themselves and to have librarians discuss their use of agents. The primary reason to use an agent is for efficiency and the reduction of administrative costs. The general task cycle for e-journal subscriptions is: identify, negotiate, order, pay for, register, access, integrate, administer, resolve problems, evaluate usage, archive and renew the e-journal subscription. Agents have made changes or provide the greatest value in the following areas: Title databases track titles, price and ownership changes, they notify subscribers when journals become available online, and they are familiar with license terms, and have publisher contacts. Agents have developed electronic order processing systems, and standards for the exchange of subscription information are under development. The consolidation of financial transactions, invoicing expertise, foreign currency capabilities, and global offices have always been good value provided by agents. Teaming with content hosts, agents can help libraries register for access, and then help maintain any changes in IP addresses and other contact information. Many agents offer consolidated e-journal gateways. These interfaces are not just searchable collections of metadata and links, but also allow users to know which content they can access or purchase by the article. Agents have also developed many ILS interfaces and are able to provide durable URLs, MARC records, A to Z lists, and link servers.

Wallas also discussed the pros and cons of bypassing agents, such as the cost of commissions, complex negotiations, and the need for direct market feedbacks. He suggested that agents needed to integrate the e-journal processes into part of their operation, to automate the processes more efficiently, and to communicate clearly with libraries and publishers. Agents must continue to support standards for licensing, linking, usage reporting and exchange of subscription information. In light of the RoweCom collapse, there is an increasing demand for agents to explain how agents do their business and how they make money.

Steve Bosch, an experienced librarian, followed Wallas's presentation by examining the current scenario. The factors opposing serials vendors are small profit margins, limited budget growth, reductions in commissions from publishers, cancellation of orders and cost of building technical infrastructure. He discussed the standard services and reports that had been provided by serials vendors primarily for print orders. Bosch quoted statistics that point to the incredible growth of e-journals. If nearly all subscriptions are for e-journals, only 5 out of 12 standard services that vendors supplied for print orders will remain unchanged for e-journals (new orders, support for electronic ordering, claiming, publisher reports and other EDI, collection assessment and evaluation reports, and management of memberships). Claiming/replacements and samples are no longer needed for e-journals. The need for many agent services is diminished. In view of this, publishers believe that they can improve their profit margins and reduce the costs of their products to libraries by working directly with libraries. Bosch strongly believes that the traditional roles of vendors are changing, some services will no longer be needed, and the business model must change.

In responding to Wallis's presentation on the areas that agents have made most significant changes to e-journal subscription tasks, **Selden Lamoureux,** a serials and electronic resources librarian, commended agents for the essential work they do in managing print resources. However, agents are not required, nor can they handle negotiating, licensing and registration issues. Lamoureux noted that several services that worked for print do not translate well into the online environment. These include e-resource management and claiming. Things are bound to change, but for now Lamoureux proposed to agents that they should team up with librarians to provide the better services that libraries can use specifically in areas such as managing e-packages corresponding to print holdings, tracking publisher changes, and invoicing. She concluded that librarians don't need an agent for licensing and for e-resources management systems. But they definitely need an agent to help manage print title lists of the online

packages, to track changes in publishing, and to manage invoicing.

10. Hot Topic – Industry Consolidation and Its Effects on Serials – a View from Several Sides

Miriam Gilbert, Marcel Dekker Inc.; Michael Markwith, TDNet; Kim Maxwell, Massachusetts Institute of Technology; Keith Courtney, Taylor & Francis
Reported by Molly R. Thomas

In an effort to address late breaking issues in the serials arena, this year's conference presented a new hot topics forum. Anne McKee, NASIG Vice-President/President-Elect, moderated the session. McKee began by establishing two ground rules: respectful discourse and no whining. Each panelist was given five minutes to speak and then the discussion was opened to the audience.

Keith Courtney began by reading excerpts from the most recent issue of *Scholarly Communication Report,* which discussed changes occurring within the industry. Courtney then commented on the changes that he has seen since he has been in the business. Thirty years ago academic publishing was done by family businesses and it was easier to make a profit. Today profits are down and many family businesses are being put up for sale. Therefore, the bigger companies are only buying what is for sale, not forcing the smaller, family owned businesses to sell out.

Miriam Gilbert spoke next and began by stating that she is not worried about the current publishing/vendor environment. She feels that it is important, especially for small- to medium-sized companies, to concentrate on their core competencies. Even if they are good, there is always room to improve. Gilbert also spoke about other important principles for small- to medium-sized companies to remember: passion and commitment are great, but they won't carry the bottom line in business; companies need to consider how they will handle tough decisions/authors; and it is important for companies to stay close to their source.

Gilbert concluded by commenting on a shift in publishing that she has witnessed as a result of technology. Book publishing was cost intensive, so publishing was done on a "learn and launch" model, but advances in technology have enabled online publishing to be done as "launch and learn," where the publishers learn from the customers what the publishers need to do to get it right. By following this example, these small- to medium-sized companies can learn from their customers, giving them the edge that will serve to improve their business.

In determining what he wanted to say about this topic, **Michael Markwith** humorously related that he realized he only needed to turn to his desktop for the answers by drawing on three common themes that bombarded his email every day. The first was, "Does size matter?" Markwith believes that it does. The next question was, "Do you need to consolidate now?" This question Markwith answered by stating that technology breeds consolidation. The third was, "Are you looking for a partner?" Markwith expressed his belief that smaller companies should be looking for ways to collaborate with other companies. Instead of companies buying and merging with each other, perhaps they should look for ways to combine efforts.

The final panelist, **Kim Maxwell**, then spoke about the effect of industry consolidation on libraries. Within the last five years the majority of the subscriptions at her library and at other libraries have changed vendors, with ramifications for libraries as well as the vendors. Both libraries and vendors must deal with conversion issues when mergers take place, such as different communication and computer systems that need to become one new system. Furthermore, the vendors are constantly working to recreate themselves and their identity, and libraries are unsure where this leaves them. Finally, recent events in the industry have caused libraries to worry about protecting their money. Previously, the libraries have been reacting to these changes, but Maxwell believes it is time to take a more proactive stance. She urges libraries to draft performance standards and discuss them with their vendor/vendor representative in order to let the vendor know what the library expects of them. Maxwell concluded by stating that staffing shortages, caused primarily by funding issues, have made the relationship between libraries and vendors even more crucial because the libraries do not have the personnel to do things that they once were able to do.

At this point the discussion was opened to the audience for comments and questions. A brief discussion on the vendor/library relationship ensued. While there was agreement that the relationship should be enhanced, the audience was also cautioned that a library's vendor representative is not part of the library's staff. The downfall of Faxon was used as a cautionary tale. The importance of having performance standards or a memorandum of agreement was reiterated.

The idea that librarians, as a profession, are partly to blame for the current situation was then discussed. Instead of using their clout, as the primary consumers of the vendors' product, to force change, libraries keep buying because they have to. McKee suggested that a major part of the problem is that libraries do not ask the right questions or they want quick fixes, instead of thinking about the long term. She argued that librarians

need to come to a consensus on what the big issues are in order to bring about any changes.

A question about the status of the Open Archives and its effect on the publishing industry was then raised. Although some institutions have been talking about Open Archives, more questions than answers exist at this point, especially about what it means for the future of publishing. McKee then asked Courtney to comment on international feeling on the current industry situation, particularly on new initiatives that shift publishing away from the major companies, and if it differed from what he was hearing about the North American view. Courtney did not believe it was that different, but did comment that academics have a different feeling because of the emphasis on the peer review process. As long as academics need such reviews for purposes of tenure, he does not believe there will be much change to the traditional publishing model.

The discussion then turned to the difference between small and large companies. Smaller companies are better able to tailor their services to meet a library's needs, but often do not have the financial backing for research and development, to handle new technology, and to create new services that customers may want. Courtney expressed his belief that there is still a niche for small publishers, but the industry has a problem because many of the small companies want to sell due to lack of profits. Although the larger companies are trying to accommodate many of the services traditionally filled by the smaller companies and offer more flexibility with their services, libraries need to realize that sometimes it is simply too expensive to supply a service if only a few libraries need that service. This notion returned the discussion back to the idea that smaller companies will need to make smart business decisions, which includes partnering with the appropriate people.

NASIG president Eleanor Cooke said that she hoped that this discussion would be carried on in future meetings by exploring how libraries that got caught dealt with the situation and what innovations developed as a result. The discussion concluded on the idea that too many academic institutions have not made wise business decisions and that they need to start thinking more like a business if they want to prosper.

WORKSHOPS

1. Case Studies in E-Serial Cataloging, or: What Am I Supposed to Do With This?
Steve Shadle, University of Washington
Reported by Gale Teaster

Electronic serials (e-serials), integrated resources, and aggregator neutral records are terms that can bring trepidation and wrinkles to the brow of a serials cataloger. When faced with e-serials, many catalogers ask the question posed by **Steve Shadle** in the title of his presentation: What am I supposed to do with this? Through his use of slides, active web sites, and actual serial records, Shadle helped the participants in the workshop dig out of the mire created by e-serials. Additionally, his in-depth knowledge and expertise in e-serials cataloging was invaluable. Shadle has been the serials cataloger for the University of Washington Libraries for the last eight years. His previous experience included tenure as an ISSN cataloger for the National Serials Database Program at the Library of Congress, and he helped to develop the SCCTP Electronic Serials Cataloging workshop.

The workshop focused on the aggregator neutral record, which has been recently approved by CONSER, and specific case studies in e-serials. Until the creation of an aggregator neutral record, the creation of separate records for each aggregator reflected the licensing arrangements of the electronic versions, not the current bibliographic description of the title. The aggregate neutral record provides one record that can be used to represent all online versions of an electronic serial. This record, however, is still separate from the print record. Most libraries, and most library users, do not want separate records for each licensed aggregator. A record is not closed and another created when the publisher of a serial changes, so why do this when the license holder changes or is added? A crucial question posed by Shadle was: Are there bibliographic differences that justify the creation and maintenance of separate serials records? CONSER determined that these multiple records were not only unnecessary, but worked contrary to user access. CONSER will implement the aggregator neutral record policy beginning July 2003, and the CONSER documentation will be revised during summer 2003. Updates and details related to the change are available on the CONSER web site at http://www.loc.gov/acq/conser/. Clean-up of the database has already begun and the best estimate for project completion is two years.

The general principles for creating an aggregator neutral record are as follows: The record will be created according to the same principles as other serials; it will identify the serial and its online nature; and with the exception of the 856, the record represents the serial title as it is available from all providers regardless of the aggregator/vendor/publisher. The preferred source of description is the publisher's site, when it contains the full

serial. The host or archiving site is preferred over the publisher site when the first issue is included. The record for the print is used if neither the publisher's site nor the host, or archiving site, is available. A note stating the source of the information should be included. The last choice for source of description is any other type of aggregation. When transcribing the title proper use the first issue or earliest issue available. Fields which will no longer be used on electronic serial records are: access restriction notes (506), the type of computer file or data field (516), the system details note (538), and the provider added entries (710 and 730). OCLC will do clean-up projects to delete 506 and 516 fields from electronic serial records. The 710 and 730 fields will be deleted from electronic serial records using already identified aggregator lists. At this time OCLC is unsure whether all 538 fields will be deleted. A system requirement note may still be useful and appropriate for some serials with special requirements. CONSER will add and maintain URLs for titles on publisher's web sites, host sites, etc., but not for titles in article-based databases. The exception to this policy will be if the article-based database was used as the basis of the descriptions. Institutional or consortia based URLs will also not be added or maintained.

The central idea behind the aggregator-neutral record is that the record should be universal to all online versions, creating a more stable and useful bibliographic record. Format specific data can be added locally as needed.

The second part of the workshop presentation dealt with specific electronic serial titles, or case studies. As the case studies were presented, participants were asked to distinguish between an electronic serial and an integrated resource, to determine a title change, to analyze non-standard web site organization, and to identify the most appropriate URL.

When cataloging e-serials, the cataloger should use the same principles used in cataloging print serials, for example, definition and successive entry policy. When applicable, use the pattern of the print serial and most importantly, use common sense.

2. Branching Out: The Importance of Networking in a Library Landscape
Jeff Slagell, Assistant Director of Library Services, Delta State University
Reported by Carol Green

Jeff Slagell started the session by having attendees introduce themselves, including their employer and place of birth, as a way of demonstrating how people possess varied backgrounds and experiences that can be valuable in networking. Slagell noted that a literature search on

networking found mostly business resources. In reality, academic institutions are becoming more like businesses and need to be aware of trends in other allied professions.

Why network? Networking provides a means to re-energize by interacting with others. Participants share ideas, gain immediate feedback, take advantage of other peoples' skills, pick up soft 'insider' information and save time by not having to start from scratch. Mentor/mentee relationships often develop. It is important to cognitively build and foster relationships with people who will have an influence on you and your career.

Slagell discussed some of the general concepts of networking. Know your goals. Identify relevant people with similar interests and experiences as your own. Diversify outside of libraries and look for ways to be involved with other people in all types of situations. Compile a list of people who can help you and vice versa. Keep track of those you network with by e-mail, phone, a rolodex or PDA. Slagell shared one of his own strategies. Each day during a conference, he goes over the attendee list and checks off names of people with whom he had a significant interaction and e-mails them after returning home. Maintain relationships by making contact occasionally via e-mail or phone or perhaps by sharing a relevant article.

There are four cardinal rules for networking. In order to create comfortable relationships it is important to be yourself and be aware of your own strengths and weaknesses. Develop mutually beneficial, reciprocal relationships. Always follow through on commitments, remembering that your reputation follows you. Recognize that networking is a long term investment.

Similarly there are four common pitfalls with networking. It is less stressful to deal with the known than the unknown, so remain within your comfort zone. Keep in mind, however, that is important to meet new people and try new things. Don't overcommit. Learn how much you can handle and learn to say 'no' when necessary. Keep things in perspective by concentrating on the positive. It is important to initiate, build, and maintain relationships through e-mail and listservs. It is equally important to avoid the pitfalls of electronic communication such as the temptation to over-react and 'flame' someone, treat people like machines, misrepresent the facts, get hooked on the listserv, or excessively chat.

At the end of the session Slagell divided the attendees into smaller groups and conducted a networking strategy activity. Librarians, teaching faculty, administrators, local community, and publishers/vendors were used as examples of networks, and each group had to write down

networking strategies for one of the examples. The following suggestions resulted from the activity.

Librarians: Use personal interests as a starting point; share information gained at conferences with colleagues; forward articles or postings from listservs; and write a critique of a new website and share with colleagues.

Teaching faculty: Establish and maintain relationships when you serve on various committees; include your business card in information packets; interact with other faculty on a social level and share personal interests.

Library Administrators: Invite institutional administrators to library functions; establish "spend a day" programs so they have a better understanding of library duties and responsibilities; become aware of administrative interests (i.e. personal, research) and use that as a way to initiate a relationship; alert them to new library resources in their special research/interest areas; attend institutional functions such as sporting events or performances and make contact.

Local community: Offer programs and target the local community with specific advertising; participate in outreach programs; offer to speak at meetings of local organizations and groups; provide useful resources relevant to the local community; establish working relationships with other types of libraries in the area.

3. Web-based Trails for Library Education and Cross-Campus Partnership
Sharon Elteto, Bibliographic Instruction Librarian, Portland State University; Maggie McVay Lynch, Instructional Support Specialist, Portland State University
Reported by Marcella Lesher

As indicated by this workshop's title, the presenters provided an overview of cross-campus partnerships designed to enhance information literacy at Portland State University. Also addressed were other library service and education issues such as document delivery, research assistance, and curriculum integration.

Sharon Elteto began the presentation by introducing the audience to several partnerships, including a library partnership with PSU's Office of Information Technologies, which provides an online site that explains how library resources can be integrated into WebCT courses. The library's partnership with the Center for Academic Excellence facilitates faculty workshops running the gamut from scholarly publishing to teaching students how to avoid plagiarism.

Maggie McVay Lynch explained and demonstrated online technologies designed to enhance communication within the classroom and through library outreach. With the use of laptop computers available to workshop participants, she led participants through the process of using a discussion board and a WebCT chat room. This enabled participants to engage in a rather "lively" online chat experience. She also suggested ways to facilitate productive online discussion.

The presenters also described the "Ask a Librarian", a service that is a statewide virtual reference desk on trial in the state of Oregon. A website with all of the links to this presentation is available at http://web.pdx.edu/~mmlynch/webtrails.htm.

4. From Catalogers to Ontologists: Changing Roles and Opportunities for Technical Services Librarians
Nathan Rupp, Cornell University
[Ed. note: no report available for this workshop.]

5. Copyright Law: Fact or Fiction?
Janice M. Krueger, University of the Pacific
Reported by Jennifer Duncan

Because copyright law is notoriously difficult to interpret, **Janice Krueger's** program on this topic drew a large and engaged crowd. Krueger, the Electronic Resources and Serials Librarian at the University of the Pacific, became interested in copyright when her institution implemented an openURL-enabled linking service and she began to wonder what kind of implications the Digital Millenium Copyright Act (DMCA) might have for open linking.

Krueger began the program with a broad overview of how the Copyright statutes of the U.S. Code (Title 17) govern many of the day to day activities of any library. The statute protects the copyright holder by providing a marketing monopoly; however, this monopoly does not extend to copies sold, and this exemption provides libraries the right to lend materials (Section 109 includes the rights of "first sale"). Krueger further distinguished between rights granted to the end-user for teaching, scholarship, and research (Fair Use as established in Section 107) and rights granted specifically to libraries (as established in Section 108). With regard to Fair Use by library users, any use of materials in copyright is subject to the test of the "four factors": purpose and character of the use (educational/research purposes vs. commercial use); the nature of the work (creative vs. facts or directory type information); amount and substantiality of the portion copied in relation to the entire work; and effect of the use on the potential market for or value of the work. Whether use of copyrighted materials is infringement is determined by examining an individual use against each of these four factors.

Libraries as institutions also have unique rights to make archival copies (including of digital works) as well as the right to make single copies for patrons, but only according to the following restrictions: The library must be a non-profit institution that is open to the public; copies must be made on the request of a specific individual user; items to be copied must be owned by the library and included within the library's collection; any copy must become the property of the person who requested it. The library is responsible for placing copyright notices at the service points where users request copies, on any forms used to make such requests, and on the copies themselves.

The principles of first sale, fair use, and library copying have governed many of the key activities of libraries and their patrons, from lending materials, to interlibrary loan, to publishing research results. However, Krueger pointed out that although libraries are rapidly transforming many of their collections and services to adapt to a digital environment, issues related to the electronic access of library materials have not been fully explored. Specifically, she asked, when libraries license rather than own materials, do the protections of sections 107, 108, and 109 apply? Regrettably, she noted that the license rather than the statues becomes the guiding document. Thus, the successful negotiation of an agreement that meets the needs of a library is absolutely critical.

Two new statutes have also come into play in the digital arena: the Digital Millennium Copyright Act and the "Teach Act." The DMCA has several implications for libraries. It prohibits acts of circumvention and distribution of tools/technology for circumvention; generally outlaws code-cracking devices; limits liability of institutions or faculty using educational facilities for electronic publishing; and limits liability of Internet Service Providers (ISP) by providing a "safe harbor" under limited circumstances.

Krueger discussed the fact that because libraries are now performing the role of an Internet Service Provider (ISP), they have to be wary of what patrons do with the access that is provided to them. In order to claim the "safe harbor" exemption, the library has to be *unaware* of what students and faculty are doing.

The Teach Act (included as section 110(2) of Title 17) provides guidelines for the use of digital materials in distance education. Generally speaking, instructors, information technology officials, and the library must all fulfill certain requirements. Materials under copyright supplied electronically via a distance education site must be password protected, available only to enrolled students, and protected with anti-copy technology. Two useful sites for further examination are: http://www.copyright.iupui.edu/dist_learning.htm

(Kenneth Crewes) and http://www.unc.edu/~unclng/TEACH.htm. (Laura Gasaway). It is also important to keep in mind that the Teach Act only governs the use of materials specifically for a distance education class. Use of digital materials for non-distance education courses is still subject to the license agreement.

Krueger concluded the program by providing the audience with a few scenarios for discussion, which provided an opportunity for lively debate about various questions: whether adjuncts should be allowed to link from a course management system such as Blackboard to specific articles in aggregator databases; whether a link or URL is copyrightable; whether a professor was allowed to copy excerpts of documents for coursepacks; and whether libraries were allowed to charge for cost recovery of copies. Not surprisingly, opinions on whether each action was permissible were varied. Krueger made the astute observation that libraries are facing the unique situation of having our patrons coming to us wanting advice about how to proceed in this confusing new arena, but librarians are, of course, unable to give legal advice. The best we can do is to become informed and give our patrons the available information.

6. Electronic Content: Is It Accessible to Clients with Disabilities?
Cheryl Riley, Professor & Librarian, Central Missouri State University, Warrensburg, Missouri
Reported by Jo McClamroch

Setting the background for her presentation, **Cheryl Riley** provided statistics about the numbers of people who have disabilities, according to guidelines set by the ADA (Americans with Disabilities Act). Some studies indicate approximately 6% of the population has a disability, and her talk focused on people with visual impairments.

How accommodating are internet pages to mediation by "screen readers?" Screen readers are software programs that literally read a computer screen to a blind or visually impaired person. Screen readers are programmed to read like you and I do: that is, left to right, line by line, across the page. But many internet and database pages are laid out in columns. This presents a challenge to the screen reader and creates insensible information to the patron.

For her research study she analyzed five screen readers: JAWS for Windows 3.7, ZoomText 7.0, OpenBook 5.0, L&H Kurzweil 1000, and L&H Kurzweil 3000. Her methodology was to use each screen reader on three common database providers: EBSCOhost, InfoTrac, and ECO (Electronic Collections Online). Each product was evaluated on a number of criteria, including ease of use by the client. She found that some of the software

products, in addition to reading the text, also provide screen magnification.

Her solutions and recommendations are outlined in her paper and PowerPoint presentation. She encourages library administrators to allocate a portion of the materials budget to accommodate the needs of clients with disabilities. A guideline is to designate 6% of the budget for that purpose.

7. Planning for Growth in the Forest: Cultivating Serialists for the Future
Seldon Durgom Lamoureux, University of North Carolina at Chapel Hill
Reported by Virginia Taffurelli

Lamoureux began the session by surveying the participants: Most were professional librarians; one paraprofessional was currently a library school student. Most were from academic libraries, with one from a public research library. Some participants had guest lectured for serial classes. When Lamoureux described what she called the "accidental serialist," most participants agreed that they fell into this category. Very few actually choose Serials Librarianship. This survey was followed by a lively brainstorming session on how to attract and maintain future serialists. All agreed there is very little emphasis on technical services in library schools today.

Drawing from the literature, Lamoureux demonstrated the "graying" of librarians as baby boomers reach retirement age. Nearly forty percent of today's librarians are over the age of fifty. Lamoureux urged all current serialists to be creative in recruiting future serialists. Plant the seeds early by promoting librarianship as a career in general as early as elementary, junior and senior high schools. There are many ways to create awareness: guest lecturing, mentoring, offering workshops, and teaching a serials course. Enlist the help of vendors, publishers and librarian specialists. Share course planning ideas and suggested readings. Provide experience to graduate assistants. Offer opportunities for independent studies and internships.

Throughout the presentation Lamoureux capitalized on the conference theme "Serials in the Park" with references to growth, cultivation, budding and planting seeds. In conclusion, Lamoureux reiterated and emphasized that participants contact local library schools and offer to guest lecture. Offer opportunities for independent studies. Contact student listservs for projects. Offer to mentor budding serialists. Participants left the workshop abuzz with ideas for recruitment.

8. When the Rug Comes Out from Under: Managing Change, Technology, Information and Staff
Althea Aschmann, Head of Cataloging, University Libraries, Virginia Tech
Reported by Lillian N. DeBlois

Althea Aschmann began her workshop with a discussion of the catalysts for change. She outlined six possible reasons for change: personnel changes, technological innovations, librarian tools in new and different formats, ILS migration, bibliographic utility migration and adding new activities. There are many reasons why change occurs, for example, to increase staff efficiency, to meet users' demands, or to provide new services. According to Aschmann, another major reason for change in the library setting is to realign the library with its mission or core business. The act of change itself provides a means to improve or achieve a specific result. Change also eliminates unnecessary or obsolete processes.

Aschmann continued her discussion with an explanation of the four kinds of change: incremental step by step; exception, where one piece of the organization or process changes by itself; pendulum or cyclic which is back and forth; and paradigm shift when the entire system changes. She also explained that change is a process and that the person responsible for implementing the change should use the models that are the most helpful for that particular instance.

Communication and staff participation are the key elements to successfully achieve change. Aschmann warned supervisors not to try and solve personnel issues by reorganizing or shuffling things around. The problem will not go away, and you must address it directly. She then explained Kanter's Six Step Formula for Success and discussed each point in greater detail. Kanter and Rosabeth Moss are the leading experts on change. Kanter's formula contains six major ideas: Prepare for a change, divide and conquer by taking small steps to alleviate fear and anxiety, assimilate, offer positive reinforcement, let go and handle casualty prevention and feedback. Once the decision to change has been made, you must construct simple practical solutions. The people who will be affected by the change should be part of the process and the solution.

Extensive research has shown that people resist change because it is a loss of control, a surprise, a loss of face, increases anxiety and fosters a concern for future competence. When you begin the process of change do the right thing and begin with the end in mind. Plan first, do only what is necessary, find the bottleneck if one arises and subordinate it.

Aschmann said that one must prepare for a change and allow ample time to plan the process, while striving for individual participation as much as possible. A clear picture of the change and details about the new state that will be created by the change should be provided. Supervisors must divide and conquer, assimilate, and offer positive reinforcement and praise. Permit people to let go and try to minimize casualties.

Employees affected by the change have common areas of concern which include: awareness ("I'm not concerned about it"); information ("I'd like to know more about it"); personal ("how will it affect me"); managing ("I seem to be spending all my time organizing"); and resource/support ("will I have what I need"). In addition, the employees want to know the consequences of the change, what new collaborations will arise and where the new focus will be.

The speaker stressed that everyone has a learning style and will react to change differently. People have different frames of reference and diverse knowledge bases. There will be anxiety and fear as people try to cope with the change. Individuals will need to explore their new roles and the new leadership. Aschmann stressed the need to allow adequate time for information transfer and learning. Supervisors must allow for the creative juices to flow and reward innovation.

Finally, Aschmann ended her presentation with Longenecker and Simonetti's Five Absolutes: Get everyone on the same page, prepare for battle, stoke the fire for performance/create a climate for results, build bridges on the road to results, nurture relationships with people, and practice continual renewal.

9. Tools for Tenure Trailblazing: Planning Productive Paths for Green Serialists
Claire Dygert, American University; Markel Tumlin, San Diego State University
Reported by Kaye Talley

Claire Dygert and **Markel Tumlin** began their presentation with a definition of tenure. As defined by the *Encyclopedia of Education*, "Academic tenure is the academic teacher's or researcher's claim to or guarantee of the permanence of the position to which he has been appointed by a college or university." Tenure enforcement is done differently at different universities but usually by one of four ways: by law, by contract, by moral commitment, or by de facto.

A brief history of tenure was discussed. Americans studying in 19th century Germany returned home practicing the academic freedom they had observed in Germany. Some professors lost their jobs due to their

practice of academic freedom, which eventually led to the 1940 "Statement on Principles of Academic Freedom and Tenure" by the AAUP, which had been established in 1915. In an attempt to have standards by which to operate for librarian tenure, ACRL approved in 1973 the "Model Statement of Criteria and Procedures for Appointment, Promotion in Academic Rank, and Tenure for College and University Libraries," which was similar to the 1940 AAUP document. The 1973 statement was later revised in the late 1990s. All universities do not recognize this statement and there are deviations in institutional practices for librarian tenure. Studies have indicated a success rate of over 90% for earned tenure by librarians. The success rate is sometimes lowered when an institution has strict publication policies.

Requirements for tenure vary by institution but usually comprise three areas: librarianship/primary responsibilities, professional development, and service to the library/university. Factors for success include succeeding in the application process, putting a file/dossier together, developing one's academic career, finding a mentor, establishing collegiality, and understanding the political culture of the institution. Each topic was discussed with many tips and suggestions given in each area.

One of the most emphasized suggestions was to save everything. Another topic heavily stressed was to allow plenty of time to prepare the file/dossier as it will take much more time than you might expect. The curriculum vitae should be updated regularly. And you should plan, plan, plan for the process. Look for opportunities to participate in professional organizations, create your own opportunities within your area of responsibilities, and work outside your immediate area of responsibility if possible. Consider grant writing along with writing for both library and non-library publications. Finding a mentor is very important whether it is a formal or an informal arrangement. It is especially helpful to have a mentor when preparing your dossier.

Always remember to follow general rules of collegiality with everyone on the staff, tenured or non-tenured. Developing relationships with non-library faculty should be a part of your efforts toward tenure. Take time to study and learn institutional politics and learn the unwritten rules. Look before you leap and don't give anyone a reason to get rid of you by making enemies rather than friends.

While the session was targeted toward beginning librarians, it was also very helpful to those already in the field whose university has suddenly thrust them into the tenure arena or to those who have accepted a new position at a university where librarians are on tenure track. This

was an excellent presentation, and it was evident that Claire and Markel were speaking from experience and not just theoretically.

10. Policies and Procedures Manuals in Technical Services: The Forest, the Trees, and the Critters
Stephanie Schmitt, Manager of Serials Services, Yale Law Library
Reported by Molly R. Thomas

The importance of having established, clear, written policies and procedures was the topic of this session. In particular, the need for a manual to deal with acts of censorship by the staff was discussed. In this talk, a survey, conducted previously by Schmitt, was the forest, the manuals that provide coverage are the trees, and the things that "come up and bite you" are the critters. Schmitt stated that she hoped that by the end of her talk, libraries would be better prepared so there would be fewer "critters" to deal with.

Motivated by her desire to have a comprehensive policies and procedures manual, Stephanie Schmitt surveyed ARL libraries through an online questionnaire. Schmitt began the session by discussing the survey that she had conducted. 88 of the 218 respondents were from technical services. The results of the survey appear below:

Do you have a manual in your department?

	Technical Services	[Percent of all respondents]
YES	58 (65.9%)	(60.7%)
NO	6 (6.8%)	(15.0%)
PENDING	24 (27.2%)	(23.7%)

*This count reflects the process of rewriting and replacement of manuals as well as the initial creation.

How often is the policy and procedures manual reviewed and/or updated in your department or division?
[Technical services]

Annually or more than once each year	24	(27.2%)
Every 1-3 years	23	(26.1%)
Every 3-5 years	7	(7.9%)
More than 5 years	5	(5.6%)
Unknown	29	(32.9%)

What level of awareness does your staff have in regards to your manuals?

Accountable (reviews are not routine)	36	(27.0%)
Thoroughly informed (reviews are routine)	15	(11.2%)
Minimally aware (manuals are available for review)	14	(10.5%)
Varies (unable to generally surmise awareness)	21	(15.7%)

Publishing/Distribution?

Some part of policy online	93.3%
Policies are in print	97.2%

The need for complete, updated manuals was evident from these results. The Yale Law Library had sets of policies, but no cohesive unit, which prompted Schmitt to consider what elements are essential to a policy and procedures manual, particularly in technical services. The areas that seem to be consistently covered in manuals are: process/procedures; general policies; regulations/administrative policies; technology/systems; contingency/disaster plans. Important areas that are often overlooked are: processes such as objections to information processing and discrimination and harassment; general policies about censorship/selection processes and fiscal changes; regulations/administrative policies regarding travel to regions facing epidemics/war/crimes and guidelines for objection to work; technology/systems policies regarding the USA PATRIOT Act and sabotage and information theft; contingency plans for acts of nature and dealing with vandalism, theft, and hacking.

With these often-overlooked elements in mind, Schmitt listed three steps to help libraries prepare for any situation: Analyze your institutional resources; locate and document your institutional resources; educate your staff.

To illustrate her point, Schmitt then turned the discussion to acts of censorship and discrimination. Schmitt showed images some might find offensive and object to processing, including: art books, many of which contain nudes, Ku Klux Klan literature, homosexuality-themed literature, Playboy magazines, the Anarchist Cookbook, violence portrayed in films, etc. In particular, *Sports Illustrated*'s annual swimsuit issue has drawn national attention, with much debate about how to handle it and whether to even keep it in school and academic libraries. Many times staff members censor material by refusing to handle it, often hiding it or throwing it away, because there are no written policies to explain their options to them. Schmitt emphasized the importance of considering Title VII of the Civil Rights Act of 1964 (http://www.eeoc.gov/laws/vii.html) when writing these policies. Although Title VII deals most specifically with religion, it provides good guidelines for avoiding discrimination due to an employee's beliefs. Schmitt suggests having a policy that states, "We support the

curricula needs of the university and will process such items without personal judgment." Therefore, it is stated up front that employees may have to handle materials that contain information that differs from their own personal beliefs. However, Schmitt cautions that employers need to make provisions to reasonably accommodate employees' requests if religious beliefs prevent them from processing or handling certain materials. If employees know that their employer will accommodate their requests, rather than disciplining them for not doing their work, the materials are more likely to be processed, probably by the supervisor or another employee, rather than thrown out or hidden.

Schmitt also emphasized the importance of staff training to provide understanding on these issues. In the same manner that most institutions have instituted sexual harassment training, sensitivity training on different religions and cultures should be implemented. A question on how far this sensitivity needs to go was raised by an audience member. Schmitt advised managers to work with their institutions' legal counselors to establish policies and job descriptions. Title VII deals specifically with religious beliefs, yet political views and general sensitivity are just as important. In the event that a case were ever to go to court, it would be important to have specific, written polices in place, and to train staff members about their rights. Schmitt also advised librarians to consult the U.S. Equal Employment Opportunities Commission (EEOC) (http://www.eeoc.gov/) as well as their legal counselors about what can be legally said in job contracts and descriptions because every institution is different.

The session ended with a slide show of the damage to the Yale Law Library, which was the result of a May 21, 2003, bombing. No injuries occurred, but there was significant structural damage. The building was closed for nine days and staff could not enter the building, even for personal items, because it was a crime scene. The need to have policies and procedures manuals in more than one place was made clear by this situation. Although the library did have an emergency plan, it was locked in a supervisor's office. Likewise, if a document is only available online, it will be useless if the server goes down. In order to be prepared in every situation and to avoid those "critters," a clearly documented policies and procedures manual, a well-informed staff, and multiple ways of accessing the manual are all necessary.

11. Paving the Way for Print Repositories Through Electronic Access
Mary Jo Zeter, Latin American and Caribbean Studies Bibliographer, Michigan State University; Jeanne Drewes, Assistant Director for Access & Preservation, Michigan State University

Reported by Pamela Goude

The hot topic "electronic access" continued to buzz this year at NASIG. It was refreshing to listen to **Mary Jo Zeter** and **Jeanne Drewes** from the Michigan State University Libraries discuss the "print" options of storing collections that are infrequently used. Mary Jo began by explaining that remote storage facilities began thousands of years ago and continues to be used by many sources. In the research world, offsite shelving denotes "closed stacks" and to the user implies that access is not immediate. With electronic access now available in so many formats, it has become the preferred method of retrieval for most researchers. When not available electronically or via inter-library loan, the user may have to resort to institutional, inter-institutional or regional storage facilities for access.

Collection management of print serials now involves many new aspects: ownership vs. leasing, the longevity of access for the collection, artifactual value, and the physical differences between print and electronic versions. Print serials available electronically, such as the JSTOR collection, that allow permanent access rights provide the benefit of storage space gained as well as cost savings. Some print serials offer free electronic access with the print subscription, but the future of the electronic access is uncertain. Others offer simultaneous electronic and print purchase options, but again, will continual electronic access be available? The options are many, hence making individual library decisions most difficult during these changing times. Statistics show that science journals are more easily stored in off-site facilities, while humanities titles continue to be required in current research. This reveals yet another set of issues to consider when maintaining your library's journal collection.

A repository is defined as "a place where things are stored" or "a place where things are stored and found." In the print serial's world, this involves a physical building and maintenance of the building and collection, as well as staffing and a catalog. An example of an early regional depository would be the Center for Research Libraries. A consortium of college, university and research libraries that shared holdings of low use primary resource materials, the CRL offered collective management and ownership. Materials that are not likely to be digitized are also considered for off-site storage. Staffing indicates a service component to such a facility, and to what level would reference services be provided? CRL is currently and constantly tracking and evaluating service needs. At this time, the CRL faxes or electronically transmits materials and allows ready reference. Volumes are loaned to member libraries of the consortium.

Jeanne Drewes added that, while "electronic" versions of repositories may be at higher risk, this type of access reduces the service requirement. However, not all constituencies will have e-access, which implies that access and preservation must both be considered. Models such as JSTOR have been planned to demise multiple print copies without universal loss.

There are two defined types of repositories, "dark" and "light". A dark repository is not intended for access but to preserve artifacts and rare items. They provide the highest degree of security and a level of commitment to maintain the holdings in perpetuity. A "light" repository offers on-site use, circulation, inter-library loan and a service provider. The quality of any repository relies on the accuracy of their serial holdings, complete legible volumes, and conservation treatment. The building must also maintain optimal climate control such as temperature, relative humidity, air filtration systems and UV light control. Smoke and water detection systems or the same in security, along with a disaster response plan, must also be in play.

In order to be successful in a shared repository, information must be shared with entities such as a national utility, a web registry siting terms and conditions, and linking. In the end, trust is the essential ingredient for successful resource sharing. This of course is based on relationships between libraries that have been working with each other for years now sharing materials and resources amongst each other. With budget constraints, staffing issues, and lack of space, a print repository still offers services that may never be available in the electronic world.

12. Reinventing Acquisitions with a "Forget-to-do" List
Ann McHugo and Carole Magenau, Dartmouth College Library
Reported by Jeanne M. Langendorfer

How do libraries deal with the many changes that have occurred in the last few years in handling new work without new resources? This presentation grew out of the ways in which acquisitions staff at Dartmouth College Library answered this question. A huge growth in digital activities drove workload as the library focused on their digital collections, even as there was a loss of staff due to budget constraints. Also, two public service desks were added to the department's activities. To support new directions for the department, it became necessary to redeploy and retrain staff. The Management Team developed some strategies, and then presented them to the staff and asked for more ideas. The strategies included transforming, transferring and terminating tasks. These changes in direct and support services were very difficult.

A table of contents service (photocopying of TOC's that were then mailed to campus offices) offered to subject bibliographers, faculty and administrators on campus was terminated. Interested parties are now taught to set up electronic alerting services. Subject bibliographers learned to review, produce and evaluate financial reports, work that had been done by acquisitions staff in the past. Tickler files were turned over to subject bibliographers for titles to be handled as firm orders, and this has brought about renewed attention to and changes in standing orders. Systematic claiming is not done for everything.

The ethical dilemma of appropriate stewardship of resources was considered, and the conclusion was that the time spent in the past was not warranted in the future. The presenters acknowledged that they didn't like everything they had to do, but that it did contribute to personal growth. Some anxiety was ameliorated as they learned that some problems, such as stopping most claiming, became a non-issue due to the rapidity with which the Library moved to digital access.

This presentation had an overflow crowd. There were many questions from the audience on such topics as managing usage statistics, how staff were redeployed, rewriting job descriptions, staying in (or moving out) of job classifications, cost/benefit studies, dealing with auditors, use of agents/vendors, ways bundled packages are handled, and emphasis on operational costs.

WORKSHOPS - RESEARCH SET

1. Electronic Resource Management and the MARC Record: The Road Less Traveled
Paula Sullenger, Auburn University
Reported by Jennifer Duncan

The question of how to track administrative metadata for electronic resources has become a real conundrum for serialists over the past few years. As the number of electronic resources licensed by any given library has grown, we have discovered the need to communicate technical and licensing terms to (among others) the public, the reference librarians, and the Interlibrary Loan office. **Paula Sullenger**, the Serials Acquisitions Librarian (and a former Serials Cataloger) at Auburn University, discussed a relatively new approach to making the licensing terms available: enhancing MARC records.

The decision to enhance MARC records arose from existing cataloging workflow and policy at Auburn. The electronic resources at Auburn were treated just like print resources from the time that the library first started to acquire them: All full-text e-journals (including those supplied by aggregators) received full-level cataloging. By using the 700 fields to describe collection titles (e.g. Online Service: ABI/Inform or Online Service: ACADUNIV), Auburn was able to both generate locally produced E-journal lists and database lists directly from the catalog, as well as to produce statistical reports on the numbers and costs of electronic resources. While this process is very labor intensive, Auburn is fortunate to have a full unit in the cataloging department devoted to this work.

Anyone who is managing electronic resources will be familiar with the type of questions that Sullenger found herself perennially answering: Are there access restrictions to this database? What type of access do we have—IP or password? How many simultaneous users are permitted? Are we allowed to provide off-campus access? Are there ILL or e-reserve restrictions? Is the electronic subscription tied to the print? What are the cancellation terms? Are there any archival terms? How can I get usage statistics for this resource?

Typically, answers to these types of questions require someone to dig through a paper file. Although some of the information might be available in the acquisitions records, these records generally are not searchable. Sullenger had first created a local relational database for tracking frequently requested information about the electronic resources she was managing. The database was available on Sullenger's hard drive; however, it was desirable to provide reference librarians direct access to this information. She constructed a rudimentary public interface with plans to mount the database on the library's Intranet. The response from Reference was mixed. While they liked the idea of having this information available, they did not like the idea of having to go to a separate database to view it. Their honest assessment was that they probably wouldn't use it unless it could somehow be integrated into a tool with which they were already familiar: the OPAC.

At this point, Sullenger brought in the Head of Cataloging, Henry McCurley, to discuss further enhancing the MARC records for electronic resources. Together they determined that because everything else was already being recorded in the record, "this approach would be the one most consistent with our philosophy to keep the catalog the central source of information regarding [Auburn's] resources." Ultimately, they decided that by incorporating this information into the

MARC records, the licensing information would be much more easily available to those who needed to view it.

After an initial false start with an older version of the Voyager ILS, Sullenger was able to return to this idea in 2002 with the new version of Voyager. To get the project off the ground, she reviewed the fields in the existing local e-resources database and conducted an inventory of e-resource licenses, making certain that she had a record of all relevant information. Jack Fitzpatrick, an IT Specialist in Cataloging at Auburn, established local MARC codes (all information would appear in the 995 and 997 fields). After converting all data to MARC holdings format (approximately 12 fields at this time), she loaded some records into a test database. The response from Reference was enthusiastic. They said that the information would definitely be used and that they would like to see the project expanded.

Jack Fitzpatrick also developed a clever way in which the data could be input to the MARC records without having to hand edit them. Fitzpatrick built a "Data Planter," a program that allows Sullenger to enter e-resource management data into the MARC record through a simple web interface. This data then goes into the holdings records of e-resource titles. Similarly, a "Data Reaper" program allows Acquisitions Librarians to pull data from the MARC records in order to run reports on types and numbers of electronic resources, as well as to link acquisitions and payment information to run financial reports.

The librarians at Auburn have found that enhancing MARC works well for them and they are planning to continue to refine this system further. While Sullenger said that she is aware of recent initiatives by vendors such as Innovative to develop electronic resource management modules for their systems, Auburn has concluded that it is still desirable to retain a local rather than an outside system as long as those outside systems require consulting an additional module. The advantage of using MARC is that the information is available both to public services personnel as well as the public. Additionally, while she is aware of trends (the DLF project) to standardize a much more lengthy list of administrative data fields, she has found that the information she has incorporated into Auburn MARC records has so far met all of their needs. She says that the system that she helped to develop is meant to be utilitarian: It answers questions that are currently being asked of her. Her system is flexible and if she begins to see a new trend in the types of questions she receives, she says that she can add fields.

In fact, the system continues to undergo development. In the near future, Sullenger says that she will need to decide how to address non-paid resources and how to pull out

payment information for titles included as a part of a subset. Additionally, a decision on how and when to incorporate information on individual e-journals still needs to be made, as the initial work has been done only for databases and aggregators. Finally, Sullenger has also begun to consider if it might be desirable or feasible to add statistical use data, which is currently maintained in a separate database. Hopefully, when she figures out this perpetual puzzle, she will share her suggestions in another NASIG workshop.

2. From Survival Hike to a Walk-In-The-Park: Training Guideposts to Lead the Way
Rene J. Erlandson, University of Illinois at Urbana-Champaign
Reported by Jo McClamroch

Though her primary training duties are in cataloging, **Rene Erlandson** provided a concise overview of the essential components of any good training program. The first step, of course, is to do an assessment of the training needs, and to plan the training. As the trainer, the program is in your hands, and its ultimate success will be a reflection of the initial planning.

As the trainer, you need to design a training program and organize the training in a natural sequence that makes sense to your audience (staff, students, etc.). Training programs will cover a wide range of topics, and may be offered in a variety of formats. For example, a training program might be a 2-hour hands-on introduction to your library's new ILS, or a 3-day series on cataloging e-journals – and everything in between!

The next step is to implement the training program. The logistical details are included here – where, who, how, etc. This is your training program, so you want to master it through practice before you take it public!

As the training program unfolds, you will want to do some analysis of what is or is not working. This goes hand in hand with the importance of including flexibility in the training program. If your trainees are struggling with a particular skill, you may want to lengthen the training time for that particular topic.

3. Starting with an Empty Map: Benchmarking Time and Costs for Serials Operations
Nancy Slight-Gibney, University of Oregon; Mary Grenci, University of Oregon
Reported by Tonia Graves

This presentation discussed findings from a 2002 time and cost study for the acquisition and catalog units at the University of Oregon Library. This study follows up on a 1997 and a 1982 study. The units hope to continue this study every five years. The benefits of completing a time and cost study include establishing performance standards (especially helpful for new hires), updating job descriptions, and identifying processes that can be improved or eliminated.

The University of Oregon library is an ARL institution with 20,000 students, 2.5 million volumes, a $5.8 million materials budget, and 18,000 current serial titles. The cost study took place over two separate two-week periods of time. For both the acquisitions and cataloging units, the biggest challenge of data collection was defining categories into meaningful distinctions that worked across the units. For example, would a title change fall within the category of problem maintenance, new cataloging or both?

In the acquisitions unit, tasks associated with the pre-order process and order maintenance process were examined. Pre-order process tasks include vendor assignment, searching, printing and mailing purchase orders. Order maintenance tasks include claiming, canceling, updating records with vendor reports, and processing rushes.

The acquisitions unit was able to consider the following issues once the study was complete: If 7.5 % of the unit's time (.9 FTE) goes towards periodicals check-in, how much staff could be reassigned if 15% of the current subscriptions are cancelled and check-in is no longer necessary; does the success rate of the claiming process outweigh the expense; is it worth the approximately $40,000 annual savings to discontinue the check-in process?

In the cataloging unit, tasks associated with the cataloging process are new cataloging, authority control, retrospective conversion, and cataloging support. New cataloging includes copy and/or original cataloging, enhancements, and check-in and item record creation. Authority control tasks revolve around creating NACO, SACO, and local records. Retrospective conversion tasks involve temporarily removing items from the shelf, but do not include Conser, PCC, NACO, or SACO verification. Cataloging support activities include withdrawals, reinstatements, transfers, added copies and locations, and reclassification.

The cataloging unit was able to consider the following issues once the study was complete: Evaluation of the level of records for depository items that will be accepted; how materials for retrospective conversion projects are removed from the shelf; how retrospective "related" titles are searched; and local creation of item and check-in records.

Both units reported that administrative tasks account for approximately 25% of their time. Administrative tasks include reading mail and email, records/statistics keeping, meetings, writing/revising reports, procedures, and other documentation, supervising, and bibliographer responsibilities. Prior to the study, there was concern among staff that administrative tasks would not be completely accounted for and/or not valued.

Audience discussion was generated by a question asking if literature or other similar studies exist. There are studies on monographic cataloging and ILL costs. Also, the ALA website has information on conducting cost studies.

4. Is It Working? Usage Data as a Tool for Evaluating the Success of New Full-Text Access Methods
Joanna Duy, Chemistry and Physics Librarian, Concordia University; Eric Pauley, Computing Consultant, Distance Learning Services, NCSU Libraries
Reported by Marcella Lesher

Evaluating the success of North Carolina State's E-Journal Finder was the topic of this workshop presented by **Joanna Duy** and **Eric Pauley**. E-Journal Finder (EJF), which can be accessed at http://www.lib.ncsu.edu/eresources/ejfinder/, was developed for the NCSU library system to provide access to electronic journals. Title lists generated by Serials Solutions and other direct subscription titles were combined. Microsoft Access and ColdFusion programs were then used to create the E-Journal Finder which allows searchers to link into databases and allowed the researchers to generate usage data for study. E-journal Finder went "live" in October 2001.

Duy and Pauley used data generated by EJF to gain insight into how the tool was being used. Questions asked were: Did the E-Journal Finder make a difference in the amount of use of full-text databases; how much use does the tool get; how are people using the tool; and did modifications to the tool improve searching?

The researchers found a dramatic change in full-text usage. Hits for full text databases went up 152% after E-Journal Finder was implemented. For a comparison they looked at indexing and abstracting databases on WebSPIRS and Web of Science retrieval systems. Usage of these tools only increased by 7.1% and 12.5% respectively during the same time period in the study. From data obtained by monitoring search strategies, Pauley was able to modify the software so that users are seldom faced with a "no hits" search. For example, the system now employs an automatic keyword search if no matching titles are found. If an abbreviation is used in a

title search, the software will automatically use stemming to improve search results.

Data generated by EJF revealed that "no hits" searches were caused by a variety of factors, including searches for titles the library only had in print, journals not available in the library in any format, misspellings, titles that should have been in the database and were not, and searches for topics rather than titles.

5. Using the Library's OPAC to Dynamically Generate Web Pages for E-Journals
Kathryn Paul, Reference/Collections Librarian, University of Victoria Libraries; Elena Romaniuk, Head, Serials Services, University of Victoria Libraries
Reported by Siôn Romaine

This workshop described the process used by University of Victoria Libraries (Endeavor/Voyager) to automatically create web page lists of their 5000 e-journals. The library utilizes the Endeavor/Voyager system. Prior to implementation of this project, the e-journal list was manually updated by a public services librarian. The project required planning and cooperation of staff from the library's Serials, Public Services and Systems divisions.

For the first iteration of the project, the scope was limited to full-text periodicals available either individually or as part of a collection. Periodical titles in aggregators and related resources were initially excluded.

The project had 3 main goals, which were as follows: to automate the list-keeping process, including generation of a new title list; to use the standard Gateway interface; and to provide access by collection, subject, keyword or A-Z listing. The project would also have to utilize the MARC record, be updated daily, and accommodate future needs (such as the addition of titles in aggregators).

The changes required to policies and workflows in serials cataloguing were discussed. Collections and corporate names were established and put in 730/710 fields so that each title could be mapped to a collection or provider. LC class numbers were mapped to large LC classification ranges. Each title was assigned a LC class number which, when added to the 050 field, generates a broad subject arrangement for each title. While most titles receive only one LC class number, subject librarians can request additional subject headings. A single record approach is used if a catalogue record for a physical format of the title already exists.

General and specific parameters were identified to allow the programmer to extract the necessary catalogue records from Voyager. The programmer wrote Perl scripts to

manage the mapping and loading of new records, as well as deletions of records. A controlling script runs all processes.

Challenges include ongoing maintenance and dealing with change. Expanding the scope of the project to include all serials (i.e., annual reviews, government publications, titles in aggregators) will require a change in the project's parameters and may result in unwanted information being added to the database. The EZ proxy does not always work with single titles acquired. Aggregators, which are "forcing librarians to color outside the lines," and making the catalogue as easy to use as Google, are but two challenges the project creators will have to deal with in the near future.

The library's web page may be viewed at http://gateway.uvic.ca/top/click_ej.html.

6. Keeping the Connection: Maintaining E-Journal Subscriptions
Christine Stamison, Swets Blackwell; Bill Kara, Cornell University
Reported by Jeanne M. Langendorfer

Bill Kara began the presentation, focusing on the library view of managing serials. As with other serials, e-journals need maintenance: It's their nature. With several thousand e-journals at Cornell that are add-ons to the print collection, good bibliographic and order records are essential and require more staff time to handle than print resources.

Serials staff already hold skills that are useful in handling e-journals: knowledge of serials, their cycles (orders, renewals, etc.), business skills (contacting publishers and vendors) and problem solving. New skills include learning terminology (IP, URL's), changes in publisher offerings (package deals, combination subscriptions), and trouble shooting. Trouble shooting is similar to problem solving, but is more pro-active. It addresses issues before they become problems. Staff looks for possible problems in advance. The experience they gain dealing with changes increases their confidence. Communication, flexibility and patience among the library, vendor and publisher are very important, as e-journals are still volatile.

A big challenge in managing e-journals is handling the changes that occur each year. Subscriptions change format, prices change with format changes, and packages change, affecting the cost of the package and access. "Grace periods are great, but not if you don't know you are in a grace period." Titles change publishers, affecting their access. The subscription agent can really help manage e-journals. The assigned account representative knows your particular needs, and sets up and helps maintain online access, notifying the library when new information is available. Additionally, information about online access can be garnered from vendor newsletters and professional listservs.

Christine Stamison addressed the vendor view of managing e-journals, reminding us that vendors want to work with libraries and publishers, that no standards yet exist, and that by working together, interested parties can come up with best practices.

Vendors offer traditional services "with a twist" for e-journals. Using procedures that work for processing print titles, vendors can successfully handle online access for titles, even with the many variables that are part of e-journal management. Handling an e-journal that comes with print as two subscriptions means payments for both formats can be made to the correct publisher office. Other ways vendors can assist is by tracking and communicating e-journal information. Tracking this information means vendors can notify libraries of titles that become available electronically with their price and access; provide standard reports on electronic availability of titles in the subscription list; set up automatic access to "free with print" titles; and provide licenses to libraries and notification of URL changes.

The impact of the e-resource explosion on the subscription agent has challenged vendors to learn new skill sets, to track a variety of pricing models and information about each title, to meet new service requirements, and to address increased operating costs required to handle new technologies and functions. In addition, training, training and more training is essential! Currently, vendors are working with more publishers to allow proxy set-up for libraries. Also, vendors can negotiate with publishers to handle the "big deals." Agents can do more if all parties work together!

7. Providing a Table of Contents Service to Faculty: Implementing and Managing Change
Madeleine Bombeld, University of North Carolina at Wilmington; Lynn R. Shay, University of North Carolina at Wilmington
Reported by Karen Jander

This workshop focused on a table of contents service created at the University of North Carolina at Wilmington, William Madison Randall Library. **Madeleine Bombeld** detailed how the TOC To Go program began. The University Librarian suggested the program as a way to increase the use of the serials collection and create added value for the library in the eyes of the university's full-time faculty. The University Librarian was able to get an agreement from Printing

Services to provide half the cost of the program. Appointments were made with faculty to inform them of the program and to sign them up. They were given a list of journals to choose from prior to the appointment. Many faculty were enrolled in the program, and it became an extremely successful public relations move. Bombeld explained the basics of how the access services librarian manages the program through ILL and the Document Services Unit. Student workers do most of the actual work.

Lynn Shay covered some of the changes that have occurred with their TOC service and job descriptions due to budget cuts and the changing of formats for serials. In 2003 there was a serials reduction project. 706 print titles were cancelled. 137 print titles converted to electronic only and 291 titles were available in an aggregator. 284 titles had TOC routing with 139 titles being routed two or more faculty. 27 new titles were added. Madeleine and Lynn collaborated to transition the TOC To Go service. They looked at various providers and numerous interfaces and ended up using Ingenta for electronic TOC. They would still provide print service to those faculty members

who wanted it. They created a TOC action plan. This included sending a notice to all participants and a follow-up notice to faculty with two or more cancelled titles. They invited contact from the faculty and they responded. Some faculty moved to all electronic. Some dropped the service because it was too overwhelming, and others added and dropped titles. The notices to faculty gave name recognition to library staff. It created more business and goodwill for the library.

Bombeld and Shay concluded with statements on what they learned with their TOC experience. They see trends toward more e-journal subscriptions and TOC conversion. There is growing interest in the TOC To Go service but no additional funding to support it. They recommend a structured self-assessment on a yearly basis. Their service is being expanded to include graduate and PhD students. A star program will match a librarian with a graduate student. The goodwill generated by the program and connection created with faculty has been wonderful for the library. The library gate has increased 9% since the program began.

NETWORKING NODES

Preservation
Fran Wilkinson, Linda Lewis, and Marilyn Fletcher, The University of New Mexico
Reported by Fran Wilkinson and Linda Lewis

The Preservation Issues Networking Node met on Friday, June 27, 2003, 4:14-5:30 p.m., with sixteen participants in attendance, mostly serials or acquisitions librarians with preservation responsibilities, with some preservation librarians and a commercial binder. **Fran Wilkinson**, **Linda Lewis**, and **Marilyn Fletcher** introduced themselves, shared a little about their backgrounds and asked attendees to do the same and to identify their interests. Topics of interest included disaster recovery planning, binding, book repair, print repositories, and what other libraries are doing in preservation in general.

Again this year, the small but enthusiastic group shared their concerns and knowledge on these issues and gave each other tips on where they have found helpful resources. Most libraries represented do not have a preservation officer or a separate preservation unit, so, this type of information sharing is invaluable. Many libraries have or are working on disaster preparedness plans while others are revising existing plans. Plans should cover materials in all formats and in all locations, including offsite storage facilities. Some libraries have merged their materials recovery plan with their "people safety" plan. Most plans are in print form only, but a few libraries have put all or part of their plans and/or general

recovery information on their websites. The importance of setting up caches of disaster recovery supplies and replacing/refreshing them periodically was stressed. All agreed that it is crucial to keep information on local contacts up to date and to either register with or have information readily available about a disaster recovery service before a disaster happens.

The group then turned to the issue of commercial binding. Most libraries are still binding at least some periodicals, but they are binding fewer than they were a few years ago. Some of this drop is due to reduced budgets, but in other cases the drop is due to a decision not to bind journals that are also available electronically. According to the commercial binder, in 1978 100% of their business was library binding while today it is 15-30%, depending on the time of year. Further, commercial binding industry-wide was a $100 million business in 1985 while today it is around $50 million. Many commercial binders have merged with others or closed due to shrinking library budgets and fewer available accounts. Pre-binding pros and cons were also touched upon. The perennial question: "At what point is a deteriorating volume repaired?" elicited some discussion. Book repair techniques and boxing books too brittle to be bound continue to be an important part of in-house binding activities. Disposition of materials replaced in microfilm or electronic format remains a problem for libraries because of the regulations imposed. Most libraries cannot discard or give away materials, even to another

government agency. Few attendees are participants in print repositories, but several are in the talking stage – issues such as quality of copy and which library(s) counts the copy in its statistics were raised. All agreed that the biggest problems facing preservation in libraries are the lack of money, space, and staff – the same problems facing most organizations and departments.

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

USER GROUPS

Serials Solutions
Gary Ives, Texas A & M.
Reported by Virginia Taffurelli

At Texas A & M access to electronic journals grew from a single born-digital title in 1995 to over thirty-five thousand titles in 2003. Of these, twenty thousand are unique titles from five thousand publisher sites, as well as aggregations. A home grown interface with a static Web page was abandoned last summer when Texas A & M implemented the Serials Solutions spread sheet format.

Gary Ives discussed some of the issues faced at Texas A & M. Not all titles in some publisher packages were included in the Serials Solutions list. Not all titles in the Serials Solutions list were licensed for Texas A & M. Some titles were dropped from the list. Differences in the form of the title caused problems; for instance, "and" and "&" and presence or absence of an initial article. Some publishers offer current access with open entries; some have embargo periods. When publishers offer back files, the titles often appear on the list twice – once for the current package, and once for the back file. Capability to edit the start and end dates locally is not yet available. There is a growing need to monitor the list.

Ives suggests a functional User Group to serve as advisors to Serials Solutions. This should be a forum for users to discuss their concerns, as well as to share individual experiences with implementation of various products offered by Serials Solutions. At ALA in Toronto the User Group meeting more resembled a product demonstration. Ives has already established a Serials Solutions discussion list as a first step.

Following Ives' presentation, the floor was opened to discuss concerns of the individual participants. There were many questions about the MARC records offered by Serials Solutions. Clients can select either the record for the print or the electronic version of the title. Although the records are CONSER level, there was some concern about authority errors; is Serials Solutions using an old CONSER database? Sherry Palmiter, a consultant to Serials Solutions, responded that publishers provide only a single link per title, even when there are multiple title changes. The ISSN supplied by the publishers is not always accurate. Palmiter promised to report these concerns to Serials Solutions.

Endeavor Voyager
Reported by Maggie Rioux

About 20 people attended a meeting of Endeavor Voyager users held just after the conclusion of the recent NASIG Conference. As has become traditional, the meeting was co-facilitated by Bob Persing (University of Pennsylvania) and Maggie Rioux (MBL/WHOI Library). Discussion centered around current and planned releases. Dianne McCutcheon from the Library of Congress talked about their progress in working with Endeavor on the Unicode Release. Bob Persing, who is a member of the Acquisitions Task Force, updated us on some of the plans for the release following Unicode. Attendees also traded experiences using EDI for claiming, ordering and invoicing. As usual, it was good to get together.

NASIG PROFILE

ANNE MCKEE, NASIG's PRESIDENT
Maggie Rioux

Remember the Tasmanian Devil cartoon character from Warner Brothers – he was always in a big hurry and would show up in the midst of a tornado, whirling to a stop. Well, aside from the fact that she's got a *much* more pleasant personality (and she's better looking too), this is the mental image I have of Anne McKee, our current NASIG President. Anne is one of the most efficient, organized and busy people it has been my pleasure to know in NASIG. Actually, come to think of it, a better image for Anne might be that of a juggler, always keeping a whole bunch of balls in the air and never dropping a single one. What Anne appears to be juggling so skillfully is three very big balls. Let's take a closer look at what she's got overhead.

First (but not most important, I'm sure she'd agree) is her career as a librarian. Anne tells me she actually decided in the second grade that she was destined for the library field. It seems she was taken under the wing of her elementary school librarian, Miss Tussy, and never looked back. She even chose her college (Western Kentucky) because it had an undergraduate degree in library science (she couldn't wait for graduate school). While pursuing that undergrad degree, Anne worked in the library in (guess what?) their new serials unit – setting up the paper Kardex files and keypunching serials cataloging cards. Warped into being a serialist at the tender age of nineteen! Her BA led to a fulltime job at Western Kentucky, which led to the decision to get an MLS (at Indiana University), which led to more jobs – all related to serials. During her varied career Anne has worked in academic libraries (Indiana University, George Mason University and Arizona State University West), for vendors (Faxon and Blackwell's Periodicals) and now for the Greater Western Library Alliance, a large regional academic consortium.

Her current position has aspects of all she has done before and lets her use all her extensive organizational talents. Anne is the Program Officer for Resource Sharing for the Alliance, which entails being the consortium staff liaison to the Resource Sharing/Document Delivery and Collection Development committees, both of which are heavily concerned with serials. In addition, Anne negotiates the terms of agreement and licenses for any products the consortium purchases as a group and also is the main meeting planner for all consortium meetings. Whew! Never a dull moment, but plenty of opportunity to multitask and keep things organized and on track.

The second large ball that Anne so skillfully keeps in the air is NASIG. She's been juggling this one for a long time – almost since the beginning of NASIG. She heard about this neat new organization while studying and working at Indiana University – it was Connie Foster, her former boss, who told her about it. Of course she applied for one of the first student grant awards in 1988, convinced that it had been designed with her in mind. Imagine her chagrin when the awards committee didn't agree! Although we've had a number of NASIG Presidents who have been former student grant winners, Anne is undoubtedly the only one who's a former student grant *loser*.

It took Anne a few years to get into a job with travel money and finally get to a NASIG conference, and also a few years to get appointed to a committee. Since then she's been on Continuing Education (her first committee), Awards and Recognition (how's that for irony), the 1996 Conference Planning Committee, the 1999 Program Planning Committee and a whole long list of task forces

and *ad hoc* committees. Anne was elected to the Executive Board as a Member at Large in 2000 and then to the office of Vice-President/President-Elect in 2002. She began her year as President at the end of the 2003 Conference and will then have another year to serve on the Board as Past President beginning in June 2004. After that, who knows – she'll find (or be drafted for) something interesting and valuable to the organization.

And that third big ball? Well, that's the one Anne would probably tell you is the most important to her - her family. Her husband, Kenneth K. Haycraft, is a financial planner for Merrill Lynch, Inc. She actually met him at the Reference Desk while working at George Mason University (sort of like that scene in *The Music Man* where Marian asks Harold Hill is there's something in the library he'd like to take out and he replies, "Yes, the librarian"). Anne also has two extremely cute kids who are also, she assures me, extremely gifted. Charles James Nam Haycraft-McKee (also known as C.J.) is five and Grace Elizabeth Gyeong Haycraft-McKee is just three. Both were adopted from South Korea. Anne found out C.J. was on his way while on *her* way to a NASIG Board meeting as PPC Co-Chair, and Grace came on scene just after Anne was elected to the Executive Board. Is everything in her life connected to serials and NASIG? It would seem so, although she claims she still has about three minutes a week spare time to spend on cross-stitch, church, community activities and sleep, none of which seem to be serials-related, at least at first glance.

And there you have in a nutshell our dynamic, efficient, juggling whirlwind of a President, Anne McKee. There are a number of high priority issues she (and we) will be dealing with in the coming year and beyond. Implementing the new Strategic Plan will be high on the list, as will furthering the evolution of our annual Conference model – both physical setting and programming. And there are serials issues she (and we) will be addressing as well – Anne foresees the continuation of trends which started long before she (and most of us) got into serials – the continuing move from paper to electronic in records, publishing, content, archives, everything. Another trend she sees is the continuing consolidation going on in the field – serials units being reincorporated with acquisitions units, publishers and agents consolidating into fewer, larger companies, all of which seems to result in fewer positions available for newly-minted serialists. All of these issues are ones that NASIG will be facing, both as an organization and as individual members. But with Anne McKee at our helm for the next year, we should do well. And after all, we're all serialists – we know how to deal with change.

NASIG AWARDS

REPORT FROM 2003 CONFERENCE AWARD RECIPIENTS
Carol Green, Awards & Recognition Committee

The Awards & Recognition Committee received dozens of applications from deserving candidates. As always, the selection process was difficult. Each application was reviewed by all committee members and rated according to established criteria. The ratings were totaled, and those with the highest cumulative scores were selected. This year we awarded one Fritz Schwartz Serials Education Scholarship, one Horizon Award, and five student grants. The committee also worked with the Continuing Education Committee to award the Mexico Student Conference Grant. The awards covered the cost of travel, room, board, and registration for the 18th NASIG Conference held June 26-29, 2003 in Portland, Oregon. In addition, the Fritz Schwartz Scholarship winner received $2,500 to help defray library school tuition. The 2003 award winners were:

Fritz Schwartz Serials Education Scholarship
Lyudmila Shpilevaya
Long Island University, Palmer School of Library and Information Science

Horizon Award
Sarah Sutton
Serials Librarian, Texas A & M University

Mexico Student Conference Grant
Pablo Carrasco Renteria
Escuela Nacional de Biblioteconomia y Archivonomia, Mexico City, Mexico

NASIG Conference Student Grants
Dana Antonucci-Durgan
Queens College, City University of New York
Lisa Bowman
Emporia State University
Fang Gao
University of Illinois at Urbana-Champaign
Rebecca Soltys Jones
University of North Carolina at Chapel Hill
Jacalyn Spoon
State University of New York at Buffalo

Each of the winners was asked to complete a survey about their experience at the NASIG Conference. Here are their responses:

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

- I think it's important for students and new serials librarians to become aware that, more often than not in their careers, there will be the expectation that they will contribute to the profession and participate in professional development. Attendance at a NASIG conference is one of the very best ways for aspiring serialists and seasoned professionals to accomplish both.

- New opportunities in Serials related Librarianship were presented to me.

- It is a very valuable opportunity to interact with and learn from experienced serialists. Both the formal sessions and the informal exchange of ideas are invaluable to students who are interested in serials because, for most of us, there is little emphasis on serials in the LIS curriculum, and it allows students to learn what serialists are doing at other institutions. The passion that attendees have for their work is infectious.

- The NASIG conference offers students a unique opportunity to meet with professional librarians in a relaxed, informal atmosphere to discuss overall trends in serials librarianship as well as look at the future of the profession. The workshops and sessions allow students to learn how librarians are managing the changes in serials publications. Another striking discovery was the diversity of library policies and procedures and the creative solutions designed to address particular problems.

- The NASIG conference provided a friendly environment for students to interact with library professionals and to learn about current concerns and issues related to serials as well as various other aspects of librarianship. It is important for students to listen to other people share their experience and get advice and support from them.

- The NASIG conference gives useful experience of professional communications, which is very helpful for library school students. The unique atmosphere of informal and at the same time professional environment embraces everybody in complex world of serials. It helps a student to see

and understand better how large and complicated might be work with serials, how much different knowledge that work requires, and how interesting is to participate in serials relating work.

- The NASIG conference allowed me the opportunity to learn more about the serials world. I have worked in a university library for 12 years and the last 7 in the serials department as the periodicals supervisor. I feel I have a good understanding for what we do at the library and why, but the piece I was missing was the understanding that not all libraries do things the same way. This was an exciting wake-up call. Attending NASIG has empowered me to think more globally and to question why things are done a certain way. Not that we are doing them wrong or that anyone else is doing them wrong, but to allow me to find the BEST way for my department to serve the patron.

  As a student I was thrilled to meet some of the BIG names that I have read about in my class readings, and gave me the opportunity to discuss their views with them in person. In my library the serials department is very small and people outside the department don't have a good understanding for how morbid we have to be to work with serials on a daily basis. It was reassuring to me to meet so many great people who understood what serials is all about. I love serials and all its inconsistencies, but for a student who hasn't had much experience with serials I feel the conference would definitely be a selling-point to encourage a person to specialize.

How did attending the conference benefit you personally?

- I have never been in a room of people who enjoy so many the same things that I do. I actually enjoy untangling title changes, I enjoy the detail of building records. My co-workers think I'm slightly insane. I've talked to other students at Library School about the joys of cataloging and they think I'm crazy. I feel that my skills are valued but misunderstood.

- The NASIG conference was a great benefit for me. I have met many outstanding people and made new friends. I have learned a lot, I got new knowledge, now I understand the strategy of serials processing and serials cataloging as a part of that process better. The conference helped me to see the whole picture of the serials world.

- It made taking my first steps towards making my own contribution to the profession seem far less formidable. Attending the conference provided a forum for sharing challenges and ideas (and horror stories) with colleagues who both sympathize and often offered constructive solutions. I found the workshops and concurrent sessions to be extremely valuable and relevant to the day to day tasks that I perform in my job, both in terms of new information and knowledge and in terms of validating that some of the things I'd worked out on my own were accepted practice.

- The conference allowed me to network with people from around the world. Although I know names from Serialst, it's just not the same as putting a face with an idea. The conference also empowered me to believe that things can always be improved upon, and in fact we should make it our mission to always keep striving to improve by evaluating how we do things and whether all the same steps are necessary to get the optimum results.

- I currently work in the serials department of a medical library. The poster sessions and workshops addressed some of the technical and financial challenges my library is currently facing. Also, I was able to speak with other librarians about some of the major issues libraries are facing and gather information on how other libraries are handling similar issues. I also gained advice on interviews and career growth, which as a recent graduate is invaluable information.

- The conference has made me aware of many issues in the dynamic and challenging world of serials. Shadle's *Case Studies in Electronic Serials Cataloging* is both instructive and practical, and is directly related to my work. Others, for instance, Molto, Gatti and Miller shared their experience on how best to provide accurate and comprehensive access to all formats of journals and how to maintain ejournal records. I also liked Dygert and Tumlin's session on *Tools for Tenure Trailblazing: Planning Productive Paths for Green Serialists*. They offered good advice for new tenure track librarians to be better prepared for tenure. Healy's keynote speech *Trends in the Information Content Industry* described the challenges the information industry has to face in order to meet information users' needs.

- I felt invigorated and inspired by the exchange of ideas and information at the conference. It was exciting to spend time with a large group of people who share an enthusiasm for serials. Meeting people whose names I recognized from the serials literature and listservs was great, and I found everyone, including the "big names" in the field, to be very approachable. It was also beneficial to meet other students who share my interest in serials – not many of the students in my LS program share my interest.

Did attending the conference influence your career plans? How?

- I am considering the possibility of expanding my job search area to allow me to stay in Serials. I need to weigh the possibilities further.

- The conference reinforced my beliefs that technical service work is in need of creative, ambitious, and outgoing people. Fortunately I fit the bill. In library school we were told the typical librarian scores an "ISFP" on the Meyers and Briggs scale, which is great, but when I took the test I scored just the opposite "ENTJ". This initially made me sit back and question my career path, but I quickly realized that libraries are continually changing and becoming more of a business (god forbid) and my personality traits will be of great value to the library.

- Attending the conference solidified my commitment to work in technical services and ideally, in a serials department. The overwhelming theme of the conference seemed to be that serials librarianship is a dynamic, ever-changing field which will be facing many new challenges in the years to come. The diversity of the profession was apparent throughout the conference and perhaps this characteristic, above all others, is the most appealing trait of serials librarianship. I also realized that serials management involves many different aspects of librarianship and there are many careers involving serials.

- Perhaps so in that it served to further confirm my enthusiasm for serials work.

- My attending the NASIG conference just approved that my decision to dedicate myself to serials cataloging is right.

- Although I have done serials related work for many years, this is my first NASIG conference and I really benefit from it a lot. It is encouraging to see so many people who care about serials sit together and talk about serials related issues. I feel that I am not isolated anymore. The conference has reinforced my interest in serials and has presented me with many intellectual challenges of serials librarianship. I would like to get more involved with NASIG by serving on the committees or writing research papers to be presented at the NASIG conference.

- The conference reaffirmed my goal of becoming a serials librarian. The challenge now will be for me to find a serials position, and I hope to attend the conference every year.

Comments and suggestions

The last two questions solicited comments and suggestions for future conferences. The award winners were very appreciative of the opportunity to attend and had positive comments about the conference, the mentoring program, and NASIG as a whole. Many expressed interest in attending future conferences and becoming involved in the organization. They also made some very good observations and suggestions which were forwarded to the Awards & Recognition Committee members. Overall, the award winners' responses validate our objective of encouraging career choices and career development in the serials profession.

NASIG COMMITTEE ANNUAL REPORTS

AWARDS & RECOGNITION
Joan Lamborn and Philenese Slaughter, Co-Chairs

Committee Members: Joan Lamborn (Co-Chair), Philenese Slaughter (Co-Chair), Randi Ashton-Pritting, Susan Davis, Jessica Gibson, Carol Green, Judy Irvin, Beth Jedlicka, Janice Krueger, Cheryl Riley, Andrew Shroyer, Priscilla Shontz, Reeta Sinha, Jeffrey Slagell, Virginia Taffurelli, Kaye Talley, Marjorie Wilhite, Sue Williams

Board Liaison: Joyce Tenney

PART I: CONTINUING COMMITTEE ACTIVITIES AND RECOMMENDATIONS

Electronic submission/distribution of award applications
The committee's proposal for the electronic submission of application materials and the distribution of all application materials electronically to committee members for review was approved by the NASIG Executive Board at its meeting in October 2002. The proposal was implemented for the 2003 awards. Out of 27 complete NASIG Conference Student Grant applications, 20 applications and 19 references were submitted electronically. For the Fritz Schwartz Serials Education Scholarship, 7 out of 14 applications with resumes were received electronically; 17 out of a possible 28 references were received electronically. For the Horizon Award, 5 out of 7 applications with essays and resumes were received electronically; 5 out of 7 reference questionnaires were received electronically. Only one Marcia Tuttle International Grant application was received. Neither the application nor the three letters of reference were received electronically.

Jeff Slagell, the liaison to the Electronic Communications Committee, mounted all of the applications on a password-controlled web site accessed by members of the committee. The co-chairs faxed applications and references received in print to Slagell. He then scanned those materials and mounted them on the web site. Electronic applications were simply forwarded to Slagell via email and mounted. Preparing the web site was quite time consuming, especially working with the print applications. While it took time to mount the materials on the web site, using the web site eliminated time necessary for mailing materials and saved the cost of postage. Those members of the committee who commented on the use of the web site for application materials were enthusiastic and preferred that procedure to the snail mail system.

> Recommendation: We recommend that all applications be submitted electronically. Handling print applications and references as well as electronic submissions complicated the process. Mounting the print materials was more time consuming. It was also more difficult to track materials received and ensure that all materials were mounted on the web site. In addition, electronic submissions would eliminate problems with handwritten materials that had to be deciphered before they could be faxed and scanned.

Marcia Tuttle International Grant Award
The NASIG Executive Board approved revisions to the Tuttle award for 2003 recommended by the committee. The announcement for the award was revised to include international applicants coming to North America, as well as North American applicants interested in going abroad.

The award was also changed to an annual one following the schedule of the other awards, and the amount of the award was doubled to $2000 to encourage more applicants. A one-year free membership to NASIG was added to promote international participation in NASIG.

One application was received for the 2003 grant. That application presented a difficult situation for the committee. While the proposal described a valuable project to be undertaken by a well-known and well-qualified serialist, the project did not meet all the criteria for the award and was rejected after consultation with the Board.

> Recommendations to be implemented: To make the criteria clearer and to facilitate the process in the future, the 2003/04 committee will make the following changes recommended by the co-chairs and endorsed by the Board:
>
> 1. State in the announcement that the grant involves travel between a NASIG member country and a non-NASIG member country if that continues to be the purpose of the grant. Or consider changing the scope of the grant to include travel between member NASIG countries, as well as between member and non-member countries, since such travel is also important and has value.
>
> 2. Incorporate the "serials aspect" into the first paragraph of the announcement.
>
> 3. Make the review process a blind one.

Hopefully, the first two suggestions will help the applicants better understand the parameters of the grant and will keep the grant review process free of the complications that arose this year. The third suggestion should reduce if not eliminate the name recognition issue that has plagued the process this year. Blind reviews are not uncommon where name recognition might sway the reviewer.

Mexico Student Conference Grant
Joseph Hinger joined the 2002/03 Awards & Recognition Committee as an understudy to the Mexico Student Conference Grant liaison who is a member of the Continuing Education Committee, Lisa Furubotten. The responsibility for the award is expected to move to the Awards & Recognition Committee in 2003/04. Hinger will become the liaison for the Mexico Student Conference Grant at that time when he will be in the second year of his first term. The NASIG Executive Board also expects to recruit at least one other person to assist Hinger and understudy with him beginning in 2003/04.

Hinger and Furubotten have been working closely together on the Mexico Student Conference Grant process. Furubotten has been keeping Hinger informed of all the procedures she uses and sharing copies of the documentation for her procedures. Bringing the Mexico Student Conference Grant under the purview of the Awards & Recognition Committee should make it easier to mainstream that award into the procedures for the other NASIG awards.

PART II: COMPLETED ACTION ITEMS

NASIG's new strategic plan
In early July the committee submitted several topics to be considered for NASIG's new strategic plan as requested by the NASIG Executive Board. The topics were based upon discussion at the committee's business meeting held on June 22, 2002, at the 2002 NASIG annual conference.

1. Liaison relationships: Expand liaison relationships with NASIG peer associations (United Kingdom Serials Group, German Serials Interest Group, Australian Serials Special Interest Group) to encourage the sharing of information and expertise related to serials in the international community. Continue to develop liaison relationships with other organizations that share common interests and concerns with NASIG to enhance effectiveness of all the participating organizations.

2. Leadership development: Institute a new member orientation to encourage new member involvement, something equivalent to the ALA New Member Round Table. Promote broad, active participation in committees and nurture leadership skills of committee members.

3. Technology: Apply technology to facilitate NASIG operations, for example, electronic submission of applications for NASIG awards.

4. Awards: Mainstream the Mexico Student Conference Grant Award as much as possible to facilitate the administration of that award.

Award announcement revisions
Prior to the distribution of award announcements, the committee revised wording in the applications and announcements for the NASIG Conference Student Grant awards and the Fritz Schwartz Serials Education Scholarship. The revisions allow award eligibility for local volunteers at NASIG conferences and require attendance at a library school that is ALA-accredited at the time of enrollment. Wording for the Horizon Award was also modified to state that the purpose of the award is to promote active participation in NASIG and to indicate that strong preference will be given to North American applicants, but all applicants will be considered.

Award information on the NASIG web site
Prior to distribution of the award announcements, FAQ's for the 2003 NASIG Conference Student Grant and the Tuttle award were finalized and posted on the NASIG web site. The FAQ for the Fritz Schwartz Serials Education Scholarship that was already available on the NASIG web site was updated prior to distribution of that award announcement.

Thank you gifts for outgoing committee chairs and board members
Maggie Rioux and the co-chairs explored alternatives to the pewter boxes as expressions of thanks for outgoing committee chairs and board members. Effective with the 2003 NASIG conference, the co-chairs purchased crystal boxes from Brandon's, the same company that prepares plaques for the NASIG award winners.

PART III: 2003 AWARDS

Twenty-seven NASIG Conference Student Grant applications were received; fourteen Fritz Schwartz Serials Education Scholarship applications; seven Horizon applications; one Tuttle International Grant application. All applications were reviewed and rated by all committee members. The ratings were compiled by the co-chair responsible for the particular award. Lamborn received and compiled the ratings for the student grant and Schwartz scholarship. Slaughter received and compiled the ratings for the Horizon Award and coordinated the review of the Tuttle application. The committee is pleased to list the 2003 award winners for the NASIG Conference Student Grants, the Fritz Schwartz Serials Education Scholarship, and the Horizon Award. It should be noted that the highest scorer for the Schwartz scholarship was Heidi Arnold who had to decline for personal reasons. The scholarship was then offered to the next highest scorer, Lyudmila Shpilevaya, who accepted.

NASIG Conference Student Grants

Dana Antonucci-Durgan
Queens College, City University of New York

Lisa Bowman
Emporia State University

Fang Gao
University of Illinois at Urbana-Champaign

Rebecca Soltys Jones
University of North Carolina at Chapel Hill

Jacalyn Spoon
State University of New York at Buffalo

Mexico Student Conference Grant
Pablo Carrasco Rentería
Escuela Nacional de Biblioteconomía y Archivonomía, Mexico City, Mexico

Fritz Schwartz Serials Education Scholarship
Lyudmila Shpilevaya
Long Island University, Palmer School of Library and Information Science

Horizon Award
Sarah Sutton
Serials Librarian
Texas A & M University

As in previous years, all winners will be assigned a mentor (in cooperation with the mentoring program co-chairs) to enhance their conference experiences. Also, the essay written by the 2003 Horizon awardee and selections from the post-conference questionnaires completed by the Horizon and student grant recipients will be published in the *NASIG Newsletter*. [Ed. note: the Horizon winner's essay is in the June 2003 issue; the post-conference questionnaire is published in this issue of the *Newsletter*.]

Acknowledgements
The work of the committee could not be accomplished without the support of the committee online discussion list. The co-chairs wish to take this opportunity to thank members of the committee for their willingness to share ideas and discuss issues related to committee activities. Special thanks go to Jeff Slagell for all his work setting up the committee web site for award application materials. His efforts made it possible for the committee to receive applications electronically and access them online. The co-chairs also wish to thank other members of the committee for their special contributions: Joseph Hinger who served as the liaison for the Mexico Student Conference Grant with Lisa Furubotten of the Continuing Education Committee; Susan Davis who made travel and hotel arrangements for the 2003 winners; Virginia Taffurelli who served as her backup; and Carol Green, who has volunteered to distribute post-conference questionnaires to the 2003 award winners, then collect and excerpt their responses for the *NASIG Newsletter*.

The Co-Chairs of the Awards & Recognition Committee are very thankful for the hard work and dedication of the committee members. We would like to extend special thanks to those members cycling off the committee and extend a warm welcome to the new members who will be joining the committee in 2003/04.

PROFESSIONAL LIAISONS
Eleanor Cook

[Ed. note: Eleanor Cook submitted this report for Danny Jones since he resigned from his position as Member at Large on May 30, 2003]

We made some significant strides in updating and enhancing the professional liaison program this year, although we still have a way to go.

In the spring of 2002 Eleanor, as President-elect, was making committee assignments and noticed that several of the Professional Liaisons listed were not NASIG members and had not been for some time. She asked Danny, as Board Liaison to the Professional Liaisons, to review the list to see who was still interested in serving, by what manner their appointment was made, and generally to investigate the status of all Professional Liaisons. We were able to determine that a number of liaison assignments were still viable and active. Some liaison appointments are made by NASIG, but others are appointed through the association with whom we are liaising. Danny worked with the NASIG web spinner to have the Professional Liaison web page reorganized so that like organizations are grouped together.

New appointments made this year include:

Keith Courtney, United Kingdom Serials Group, 2003-

Maggie Wineburgh-Freed, Medical Library Association, 2003-2005

October Ivins, Society for Scholarly Publishing, 2003-

Rollo Turner, Association of Subscription Agents, 2003-

The establishment of a liaison relationship with ASA is new this year. We dropped the liaison relationship with the Journals Committee of the Professional Scholarly Publishing Division of the Association of American Publishers, the Canadian Serials Industry Systems

Advisory Committee, and with the STM Library Relations Committee, as these groups are either dormant or not active enough to maintain such a relationship at this time.

Still pending are appointments to the Special Libraries Association and to the Canadian Library Association. It had been suggested to attempt to establish a liaison with ICEDIS, but that remains to be investigated.

Another issue related to Professional Liaisons raised this year concerned membership status of liaisons. After discussion at the Fall Board meeting, we asked the Bylaws Committee to put together a bylaws change proposal to establish a "Corresponding member" category. This category of membership requires no payment of dues and is non-voting. Such a category is perfect for Liaisons who wish to share news of their organization with NASIG, but who generally cannot attend the conference and/or participate actively in our organization. The bylaws change proposal was sent to the membership in the spring and it passed (for details, see the Bylaws Committee annual report).

We look forward to a renewed and energetic group of Professional Liaisons for next year and beyond.

ERRATA

The Continuing Education Committee co-chairs report that inclusion of a November program on e-journals at the Pennsylvania Library Association Annual Conference was in error in their annual report published in the June issue of the *Newsletter*.

That information has been removed from the HTML version of the June *Newsletter*.

NEWSLETTER NEWS

The *NASIG Newsletter* Editorial Board is pleased to announce its new members:

Sharon Heminger
JSTOR
Copy Editor

Susan Andrews
Texas A&M—Commerce
Columns Editor

Kathleen Kobyljanec
John Carroll University
Conference Editor

Maggie Rioux
MBL/WHOI
Profiles Editor

Mykie Howard
George Washington University
HTML Editor

Please join us in welcoming these NASIGers to our staff

OTHER NASIG NEWS

CALLING ALL SERIALISTS

Char Simser, *NASIG Newsletter* Editor-in-Chief

Trivia answers: NOTE: Some members may have multiple talents/trivia

Member Trivia or Talent		NASIG Member
A. Navy veteran	HKMN	Anne McKee, GWLA
B. Army wife / moved 16 times in 16 years		
C. Guitarist	B	Mary Bailey, KSU
D. Peace Corps volunteer in Zimbabwe		
E. Pachypodium and Crassula owner	C	Kevin Randall, Northwestern
F. Member, all girl rock band in high school		
G. Production engineer and part-time DJ at heavy metal radio station (pre-library school)	E	Step Schmitt, Yale
H. Majorette – baton twirler	AFJ	Char Simser, KSU
I. 1993 Conference at Brown marked a first "date" for this NASIG member and another member (They are still together 10 years later)	D	Katy Ginanni, EBSCO
J. Short story writer (science fiction)		
K. Member, contemporary Christian rock band (a few years back)	L	Denise Novak, Carnegie-Mellon
L. Bass clarinetist	G	Pam Cipkowski, UW-Milwaukee
M. Water skier		
N. College sorority president	I	Steve Savage, San Diego State

Crassula

Pachypodium lamerei

OTHER SERIALS NEWS

ALA CSSC
John Radencich

The Committee to Study Serials Cataloging had a full agenda. This was a special meeting, as it was the last official ALA act by Jean Hirons, CONSER Coordinator at LC, before her retirement at the end of the month.

David Van Hoy, the CSSC's Liaison to the CC:DA started the meeting with the CC:DA report. There were two items of particular interest to serial catalogers. First, the Task Force on an Appendix of Major/Minor Changes completed its charge and created a document that is ready for publication. No publisher has been identified yet, but there are several possibilities for publication. Second, after making some changes, the CC:DA approved a Chapter 12 rule revision proposal to bring integrating resources under the same guidelines as serials.

The LC report was given by Jean Hirons in place of Regina Reynolds. Among items reported: LC has eight

new serials catalogers, LC is continuing its serials holdings conversion and inventory clean-up on uncaught title changes, the ISSN standard is up for a five-year review.

Chris Oliver, from McGill University in Montreal, gave a presentation on "Implementing the New Chapter 12 in Canada." In general, Canada was very well prepared for the coming changes in serials cataloging brought on by the AACR2 Chapter 12 revision. They had a high level of awareness before the changes thanks to conference attendance, SCCTP workshops, and by keeping up with the literature, especially that available through listservs and web sites. They had a variety of training material ready and used it in extensive training sessions. When the time for implementation came they were ready. There are still some points of concern, in particular who is to take care of integrating resources and how the major/minor changes area of the revised rules is to play out.

Finally Chris gave an overview of "Projet TRAP" (TRAitement Partagé). This is a cooperative venture among all the university libraries of Quebec to share the work of cataloging electronic resources and to maintain the resulting records.

Jean Hirons gave a report on the CONSER Task Force on FRBR and Serials. She gave it in place of the task force's co-chairs, who could not be present. The task force met earlier at this conference and looked at what they considered the desired outcome of FRBR for serials. Among these outcomes: Navigation among records is to be easier, with better search results; holdings displays would be better and not title dependent; there is to be a clear indication of physical manifestations, along with a decrease in workload; and there will be better displays of relationships. It was noted that, despite all the work and talk in the library world over FRBR, little of it involves serials and the focus seems to be on non-serial material.

Ed Glazier of RLG gave a brief presentation on RLG's implementation of Bib Lvl "i". The "i" code in Leader/07 was implemented in Dec. 2002, as well as the new frequency code "k" for "continuously updated." Repeatability of field 260 is expected to be implemented next year.

Following this, John Radencich, CSSC Chair, read a statement supplied by Robert Bremer of OCLC on that organization's plans on implementing Bib Lvl "i". Due to the need to focus on its new Oracle-based system, implementation of "i" at OCLC will not occur until some time after June 2005.

Finally Jean Hirons gave her presentation on "The Aggregator-Neutral Record." This involves the decision by CONSER libraries to use one record to represent all the online manifestations of an electronic serial. Since one record is to represent several serial manifestations, cataloging will be done at the basic level, with no notes or other data specific to a particular aggregation. (Exception is each URL for the different aggregations will be noted in the record.) As a result, some areas in the cataloged record will move closer to identification than description. This new way of cataloging electronic serials will be implemented July 1, 2003.

After this presentation, which was detailed and serious, Jean decided to have some fun and gave a surprise presentation on "GRBR, the Graphical Representation of Bibliographic Records." It was an "artist's interpretation" of FRBR and was done in a humorous vein, which was very much enjoyed by the audience.

Finally, Jean took some time to talk with the audience on her career as a librarian and her new career as a pastel artist. As a librarian she had many accomplishments, which she was proud of, with which the audience heartily agreed. She is already an accomplished artist, but now she is looking forward to devoting her full time to it so that she can become even better.

The meeting ended precisely at 4:00 p.m.

2002 WORST SERIAL TITLE CHANGE OF THE YEAR AWARD WINNERS
Maggie Horn

The ALCTS-SS Worst Serial Title Change of the Year Awards Committee is pleased to announce this year's winners of the coveted trophy(ies). Each year the Committee creates and presents awards for serial titles which changed in the previous year for what appear to be spurious and doubtful reasons. Awards are occasionally given for other variations in publication, such as changes in format, frequency, and numbering. This year's awards, honoring titles which changed in 2002, were selectively presented in Toronto at the ALCTS annual award meeting.

Presented below is a précis of the presentation and a complete list of the award winners.

Here we are in Toronto … a very unusual place for the American Library Association to be holding its conference. So this year, we thought we'd have an unusual award recognizing a momentous event that occurred this past year, but which was based on work done in Toronto a few years ago.   We would like to present to the *Anglo-American cataloging rules*, 2nd edition, 2002 revision, the **"We're Not About to Change the Title of Our Committee to the 'Worst Continuing Resource Major/Minor Change of the Year Award Committee' Award"**

Now for the formal list of award winners:

1) The **Gender Bender Award** goes to the *Journal of women's health*, which changed title from the *Journal of women's health & gender-based medicine* in Sept. 2002, thus reverting to the title which it had from 1992-1999.

2) **The Ranganathan Save the Time of the Reader Award** goes to *Utne reader*, which changed to *Utne* in Nov. 2002 because "…we are not simply about reading but also about thinking." Maybe they should have put more thought into the title change!

3) **The It's About Time Award** goes to the Association for the Study of African-American Life and History which finally changed the titles of its two publications: *Journal of Negro history* to *Journal of African American history* and *Negro history bulletin* to *Black history bulletin*.

4) **Snake in the Grass** is a tie! To:
   a) ALA's Federal and Armed Forces Libraries Roundtable who, after 21 years of producing *Federal librarian* changed the title to *Federal and armed forces libraries* in 2001 and then reverted to *Federal librarian* in fall 2002 with vol. 1, no. 5; even though this is a quarterly magazine.
   b) Michigan Library Association for changing their publication *Michigan librarian* to *Michigan libraries*. They were so excited about the title change that the last issue of *Michigan librarian* and the first issue of *Michigan libraries* are both v. 67, no. 3!

5) **The Birkenstock Flip-Flop Sandal Award** goes to *Friends of the earth*, published for 10 years under that title; for two years as *Earth focus*; and now as *Friends of the earth*. They're learning how to reduce, reuse, and recycle titles.

6) **The M-I-C-R-O-C, Why? Because it's Latin Award** goes to *Microchimica acta*, whose new editor was so bothered by the mix of Latin and Greek spellings in the title *Mikrochimica acta* that he received permission from the publisher for a change in spelling, "…. even though

this initially may lead to some confusion when looking for the journal in the listing of a library or on the net."

7) **The Carpal Tunnel Award** goes to *The occupational therapy journal of research*, which changed to *OTJR: occupation, participation and health*, causing us all to keyboard yet another correction to records

8) **The Research? We Don't Need no Stinkin' Research** and **The Give Me an "s" Award**s go to the *Journal of receptor and signal transduction research* for changing its title to *Journal of receptors and signal transduction*.

9) **The Why Should I Change My Monogram When I Upgrade my Image Award** goes to *Computers in nursing*, which changed to *Computers, informatics, nursing: CIN*.

10) **The Hands Across the Sea or Even non-English Titles Can Change Award** goes to *Comptes rendus de l'academie des sciences* whose 6 series all dropped their series numbering, changed the main series title to *Comptes rendus*, changed most of the subseries titles, and added one more. This is just the latest in a long-standing history of merges, renumberings, and main series changes … and we're sure it won't be the last.

11) **The Ugly Duckling Award** goes to *Beautiful British Columbia* which changed to *British Columbia magazine*. British Columbia isn't beautiful anymore?

12) **The Matthew Brady Is Very Disappointed Award** goes to *Civil War times illustrated* which changed to *Civil War times*.

13) **The Fresh and Not Boring Award** and **The No New ISSN for You Guys Award** goes to *People weekly* who dropped "weekly" from the title, but haven't technically changed their title (according to their customer service) because they wanted to "keep everything fresh and not boring."

14) **The If You Can't Reduce It, at Least You Can Manage It Award** goes to *Inventory reduction report* which changed to *Inventory management report*.

15) **The Bouncing Ball Award** goes to *AIHAJ* which changed to *AIHA journal* and which won an award in 2000 for the 1999 change from *American industrial hygiene journal*.

16) **The Boldly Go Where Many Have Gone Before Award** and **The Worst Serial Title Change of the Year Award** goes to *Science fiction chronicle* which changed its title to *Chronicle*. We read from the Editorial pages:

"… frankly the current title is misleading. The name Science Fiction Chronicle implies that all we cover is science fiction, which just isn't so…." *So, Chronicle is better????*

The Worst Serial Title Change of the Year Award Committee for 2002/2003:
Marguerite (Maggie) Horn, Chair
Jennifer O'Connell
Nancy Slight-Gibney

TITLE CHANGES
Susan Andrews

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

Congratulations to all!

Marla Whitney Chesler writes: "I've had two "title" changes in the past year. Last October [2002], I started at Northeastern University as Collection Development Librarian. I enjoy being back in a library after spending many years on the vendor side. In April, I married Adam Chesler. My new name is Marla Whitney Chesler or just Marla W. Chesler."   Marla was previously the Director, Academic, Federal & Medical Sales for Faxon/RoweCom. Her new addresses are:
    Northeastern University Library
    360 Huntington Ave.
    Boston, Massachusetts 02115-5000
    Phone: (617) 373-2001
    Fax: (617) 373-5409
    E-mail: m.chesler@neu.edu

On May 1, 2003, **Tony A. Harvell "**went from being Head of Collection Management at the University of San Diego to becoming Head of Acquisitions at the University of California, San Diego Libraries. (note the institutional change - people often confuse the two!)." Tony's new addresses are:
    UCSD Libraries
    9500 Gilman Drive 0175-A
    LaJolla, California 92093-0175
    Phone: (858) 822-5890
    Fax: (858) 534-1256
    E-mail: tharvell@library.ucsd.edu

Former Acting Assistant Music Librarian at Cornell University's Sidney Cox Library of Music and Dance, **Julie Kabelac** is now the Technical Services Assistant at Wells College. She says that she is "very happy" in her new job. The new addresses for Julie are:
    Wells College
    Aurora, New York 13026
    Phone: (315) 364-3357
    E-mail: jkabelac@wells.edu

CALENDAR

[Please submit announcements for upcoming meetings, conferences, workshops and other events of interest to your NASIG colleagues to the *Newsletter*: newsletter@nasig.org]

September 28-October 3, 2003
Dublin Core Conference
"Supporting Communities of Discourse and Practice–
Metadata Research & Applications"
Seattle, Washington
    URL:
    http://dc2003.ischool.washington.edu/index.html

October 1-4, 2003
Access 2003
"Extending Our Abilities"
Vancouver, British Columbia
    URL: http://access2003.lib.sfu.ca/

October 2-5, 2003
Library and Information Technology Association (LITA) National Forum
"Putting Technology into Practice"
Norfolk, Virginia
    URL: http://www.ala.org/Content/NavigationMenu/
    LITA/LITA_Home.htm

October 31-November 3, 2003
Charleston Conference: Issues in Book and Serial Acquisition
23rd Annual
Charleston, South Carolina
    URL: http://www.katina.info/conference/

January 9-14, 2004
American Library Association
Midwinter Meeting
San Diego, California
    URL:
    http://www.ala.org/Template.cfm?Section=Events1
    (choose ALA Midwinter meeting)

June 17-20, 2004
NASIG
19th Annual Conference
Milwaukee, Wisconsin

See also the *American Libraries* "Datebook" at:
http://www.ala.org/alonline/datebook/datebook.html.

The *Newsletter* is published in March, June, September, and December. Submission deadlines (February 1, May 1, August 1, and November 1) are 4 weeks prior to the publication date. The submission deadline for the next issue is:
1 November 2003
NO LATE SUBMISSIONS WILL BE ACCEPTED

CALL FOR NOMINATIONS
2004/05 NASIG EXECUTIVE BOARD AND OFFICERS**

[Members of the Nominations & Elections Committee may not be nominated. Committee members for 2003/04 are Ladd Brown, Donnice Cochenour, Pat Frade, Katy Ginanni, Catherine Nelson, Christine Samison, and Kathryn Wesley.]

Vice-President/President Elect

Name:
Affiliation:
Address (if available):
Phone (if available):
Email:

Secretary

Name:
Affiliation:
Address (if available):
Phone (if available):
Email:

Members-At-Large (Three to be elected)

Name:
Affiliation:
Address (if available):
Phone (if available):
Email:

Name:
Affiliation:
Address (if available):
Phone (if available):
Email:

Name:
Affiliation:
Address (if available):
Phone (if available):
Email:

**Position descriptions are at http://www.nasig.org/public/htmoffc.htm

Deadline: October 15, 2003. Nominees must be current NASIG members.

Send the form to:
    Katy Ginanni
    Training Specialist
    EBSCO Information Services
    PO Box 1943
    Birmingham, Alabama 35201