Information Outlook, 1999 Information Outlook, 1990s

2-1-1999

Information Outlook, February 1999

Special Libraries Association

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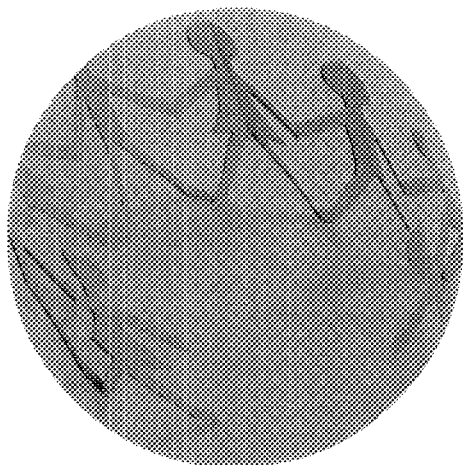
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FEATURES

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90

YEARS OF
KNOWLEDGE

Special Libraries
Association

DEPARTMENTS

The information in the *Who's Who in Special Libraries 1998-99* regarding the Legal Division Officers is incorrect. Please refer to the following list to contact members of the executive board.

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For the most up-to-date information on SLA unit leaders, please visit the web site at www.sla.org/membership/leader/index.html.

Visit us Online!
www.informationoutlook.com
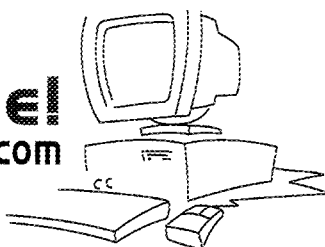
It's Time to Exercise Your Resources

The physical fitness craze has been with us for years. We all have experienced a desire to look and feel better through hard work, determination, careful consumption of the right foods, and patience. With the right attitude and a commitment to achieve a set goal, we can all meet with success. Shouldn't these same principles apply to our professional lives, too?

In the working world, information flows in astonishing patterns, at staggering rates, and from a breathtaking variety of sources. We, as information professionals, must take great care to capture it in a timely manner, control the flow to our colleagues so as not to overwhelm them, and ensure the accuracy and usefulness of it for the benefit of the user. It would seem appropriate that we should apply the principles of "information fitness" to the work we produce. In the development of our careers, we should also seek to make ourselves as fit as possible for the benefit of our organizations and our future. After all, a competent and competitive librarian will not only survive such things as downsizing, but will blossom.

It is for this reason that you and all other SLA members will celebrate International Special Librarians Day, which occurs on Thursday, April 15, 1999. The theme for this year is "Exercise Your Resources," which explains my rantings about information fitness. This wonderful day will help us to focus our collective thoughts and actions on the mastery of managing the information that drives our respective organizations. How do we do this?

We must define the goals for our future today. This should begin with our own acknowledgment of the true information needs of our organizations. Such an affirmation is the first step toward building services that actually exceed the needs of our clients and/or colleagues. If you think you've already accomplished this, don't assume it's time to rest! Now is the time to develop new strategies and set new goals. Ultimately, your value—and that of your services—should become apparent to your organization's leaders. And if you still have to market your competencies to your organization, you should have the results to back it up!

The December 1998 issue of *Knowledge Management* says that "Once considered merely reference librarians, the new breed of [sic] information specialists provide value to the information they manage by authenticating, synthesizing, and distributing it to employees across the hall, across applications, and across the world." Does this sound familiar to you? It should, but now the whole world is starting to see and hear it!

The January 1999 issue of *Inc. Magazine* suggests "technology and librarians are the yin and yang of information management." We are now seeing the words we have preached for years on the pages read by leading executives and managers around the globe. The world is waking up to our special talents. Are you? Remember that our profession has a long history of success and a tradition of innovation.

This issue of *Information Outlook* features several articles that lend to maximizing our potential for the benefit of our organizations and our careers. From developing tools for delivering web-based documents to understanding new laws that may save litigation costs for your organization, this issue can help you to prepare for ISLD '99. And be sure to check out the Conference Countdown report on side trips around the Twin Cities area. Now is the time to prepare for SLA's 1999 Annual Conference!
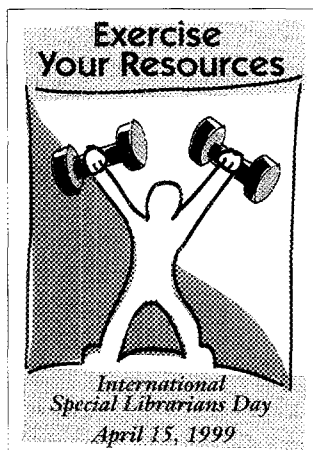
David R Bender

David R. Bender, Ph.D.
Executive Director

Exercise Your Resources

International Special Librarians Day
April 15, 1999

News
MAKING

SLA Member Gets Ink in *Inc.*

Check out the cover story for the January 1999 issue of *Inc. Magazine*. Okay, maybe you don't recognize the woman gracing the cover, but she's making

your profession famous. She's **Lisa Guedea Carreño**, an SLA member employed by Wisconsin-based Highsmith, Incorporated, a library supplier. *Inc.'s* Leigh Buchanan penned a wonderful piece that highlights Highsmith's commitment to knowledge management through the best tools they have: their library staff, headed by Guedea Carreño.

When asked about the three month process for developing

the article, Guedea Carreño said, It was a lot of work and time, but well worth the effort. I hope the pro-librarian message of the story will help convince executives and business owners that they need to use their librarians more, and if they don't have librarians, they need to hire them. We couldn't agree more!

You can read the article by visiting the *Inc. Magazine* archives on the web at http://www.inc.com/incmagazine/archives/01990421.html.

Smith Receives Honors from ALISE

Linda Smith, associate dean and professor at the University of Illinois—Urbana, Graduate

School of Information Science was honored at the annual meeting of the Association for Library and Information Science Education (ALISE). The award is given in recognition for dedication and excellence in teaching library and information science. Smith is a member of the Illinois Chapter as well as the Biomedical & Life Sciences, Information Technology, and Science & Technology Divisions. Smith was presented the award at the conference and award ceremony in Philadelphia in January.

Buckley Tours Japanese Legislative Library

Francis J. Buckley, Jr., superintendent of documents for the Government Printing Office in Washington, DC, recently visited Tokyo, Japan, as a featured speaker during a symposium at the National Diet Library (NDL). The symposium, held in honor of the fiftieth anniversary of the NDL branch libraries system, focused on planning for the digitization of information by the Japanese government. Buckley's presentation was on the "Dissemination of U.S. Government Information in Tangible and

Electronic Formats." He also reviewed the U.S. system for printing and distributing tangible publications and providing public access to electronic federal information. Buckley is an active member of the Cleveland and Michigan Chapters as well as the Information Technology Division.

Ettinger Receives Award

Andrew Ettinger, director of learning resources, Ashridge Management College, Berkhamsted, England, was awarded the first annual European Business Librarian of the Year Award. Sponsored by Information Access Company (now the Gale Group), the award recognizes excellence and innovation within the profession during 1998. Ettinger was named this year's winner based on his vision and innovation in developing the Learning Resource Center concept and implementation. The award was presented at Online Information '98 in London, England this past December. Ettinger is an active member of the European Chapter as well as the Business & Finance and Information Technology Divisions.

Vermont Law Librarians Create Organization

Vermont Law Librarians recently voted to create an official professional organization from a casual gathering of professionals, who met to discuss law and library related issues. The mission of the Vermont Law Librarians organization is to articulate the value of

law libraries to both the legal community and the public at large, while advancing the profession of law librarianship and providing leadership in the field of legal information, and fostering a spirit of cooperation among the members of the profession. SLA members **Kimberly Gazzo** and **Trina Stephenson** are the newly elected president and president-elect for 1998-1999.

Bernice M. Hetzner

Bernice M. Hetzner died October 9, 1998, in Omaha, NE. She was 89. Hetzner graduated with a Bachelor's degree in social sciences and French from Creighton University in 1933. She received her master's degree in library science from the University of Denver in 1934 and a Master's degree in education from Colorado State University in 1935. Hetzner served as director of the University of Nebraska Medical Center Library from 1948 to 1973. During her thirty-five year career as a librarian, she helped raise funds for the Leon S. McGoogan Library of Medicine, which opened in 1970. Hetzner was also head of the Midcontinental Regional Library Program from 1970 until 1973. In 1974, she received the Distinguished Service to Medicine award. The Medical Center established an endowment in her honor in 1986. In 1990, Medical Library Association named her a distinguished member of the Academy of Health Information Professionals. She was instrumental in establishing the SLA Omaha Area Chapter.

Joseph M. Simmons

Joseph M. Simmons, retired director of Information at Towers, Perrin, Forrester and Crosby, New York, NY, died on October 16, 1998, in Bridgeport, CT. Simmons was born and raised in Fairfield, CT, where he graduated from Roger Ludlowe High School. He later served the U.S. Army Intelligence Service during World War II. After the war, he attended Georgetown University's School of Foreign Service in Washington, DC, and Columbia University Graduate School. During his career, Simmons was employed with the *Chicago Sun Times* and the *Daily News*. He also lectured at Southern Connecticut State University and was a reference librarian at Fairfield University. A longtime active member of the association, he served as the Illinois Chapter president and chair of the Placement Policy Committee in 1964. In 1969, he served as the chair of the Chapter Relations Committee. He was also a member of the Connecticut Valley and Fairfield County Chapters, Retired Members Caucus, and the Business & Finance Division.

Francis Verble

Francis Verble, bibliographic control librarian at the Health Sciences Center, University of Tennessee, Memphis, TN, died on November 12, 1998. Born in Memphis, Verble began working at the University of Tennessee in 1971. As a member of SLA, she held several positions in the MidSouth Chapter, serving as secretary, treasurer, archivist, chapter president, and most recently as chair of the Government Relations Committee. Verble also served as bibliographic editor of the Tennessee Health Sciences Library Association Union's list of serials. Verble was very actively involved in library issues, rallying colleagues to speak out to their elected officials and providing round table discussions for young librarians as a forum for leadership training. She was also actively involved in local and state library associations.

Information Outlook®, SLA Motto Receive Trademark

Information Outlook®, the monthly magazine of the Special Libraries Association, received trademark recognition by the U.S. Patent & Trademark Office and the Canadian Intellectual Property Office. SLA's motto, Putting Knowledge to Work® also received trademark recognition from the U.S. Patent and Trademark Office.

Broussard to Head Leadership Development

Linda N. Broussard was selected to serve as senior director for leadership development for SLA. She will be responsible for the education and communication of activities relating to SLA's volunteer leadership, excluding the Board of Directors. Prior to joining SLA, Broussard served as director of funding, development and training for local units of the American Society of Civil Engineers. She also served similar roles with the Young President's Organization and Meeting Professionals International. She may be reached by calling 1-202-939-3682, or via e-mail at linda@sla.org.

Minnesota Chapter Presents Quality in Action Award

The Minnesota Chapter recently presented its 1998 Quality in Action Award to **Donna Koenig** of Land O'Lakes Inc., St. Paul, MN. The award recognizes a significant quality improvement initiative that strengthens services to clients, advances the organization's mission, goals, and enhances the information process. Koenig was noted for her initiative in developing the Land O' Lakes Electronic Notebook that provides research and development scientists with a convenient technological method to record and access experimental information. Koenig spearheaded a cross functional team to determine the best format and content options for the electronic notebook.

Retired Members Caucus Update

Please note the phone number of **Catherine "Kitty" Scott**, convener of the Retired Members Caucus. It was inadvertently omitted from the caucus listing in the *Who's Who*. It is 1-202-554-3928, fax: 1-202-554-0877. This year in Minneapolis, the caucus (which is the association's largest) will sponsor "Who Gets Grandma's Yellow Pie Plate," a program discussing how to transferring non-titled property when settling an estate. For more information about the program, please contact Scott.

SLA Enhances Customer Service Pledge with Direct Dial and Fax on Demand

SLA recently implemented a customer service pledge acknowledging a commitment to the membership, with a goal of providing superior customer service. Signed by each association staff member, the customer service pledge is published in the January 1999 issue of *Information Outlook*. Within the framework of the commitment, the new direct dial numbers and Fax on Demand will enhance communication and customer service between members and staff. Administrative services decided to implement easier ways for members and customers to communicate with the staff through the direct dial system. Now members and customers will be able to reach the appropriate staff member directly, without having to dial the main number, wait for the recording, and then dial the extension. The new system will decrease the time it takes for someone to reach a staff member. However, the main number will remain intact, still requiring callers to dial the correct three digit extensions. All updated phone extensions are in the *Where to Turn to Guide*, which can be downloaded from the SLA web site. Last year the Fax on Demand system was established to provide members and non-members with 24 hour access to association information seven days a week by dialing a toll-free number (1-888-411-2856) U.S. only. If you are calling internationally contact SLA's concierge Helen Ortega via phone (1-202-234-4700, ext. 660) or e-mail (helen@sla.org) with the document number you wish to receive, as well as a fax number to where it can be sent. The system allows

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Fax on Demand Menu

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715   2/9/98 US Patent and Trademark Office Declares Information Professionals —Putting Knowledge to Work® (#6)
716   2/19/98 School's in Session for Knowledge Executives (#7)

callers to request membership information, publication order forms, bibliographies, professional development registration forms, press releases, and so forth. In order to reach the system, the caller must have a touch tone phone and access to a fax machine. Once the caller has entered the system, they are asked to enter either a one (for a list of available documents) or a two (if they know the three digit document number). To select a document, enter the number followed by the pound key. The caller can request as many documents as needed. Finally, enter the fax number including the area code and the document will be faxed to the caller. The complete menu of available documents will be available via the SLA web site.

Six easy ways to communicate electronically with SLA:

- SLA on the World Wide Web: Visit SLA's home page by going to www.sla.org for access to information and commerce.
- E-mail: Send us e-mail by using the staff member's first name followed by @sla.org.
- Fax: Send us a fax at 1-202-265- 9317. Fax us your book order, dues renewal, or registration form at 1-202-234-2442.
- Fax on Demand: Order all sorts of information at no cost; request the index to see all that is available. Call us at 1-888-411-2856.
- SLA Listservs: Many listservs are available to SLA members. In fact, each of SLA's units has its own listserv. To learn more, contact maurice@sla.org
- Voice Mail: Communicate with staff directly or use our 24-hour voice mail system and informational boxes.

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Swedish Corporations Value Information

Concerned about the future of special librarians? Worried about the roles that information professionals will play? If you need reassurance, a recent study by Swedish librarian Margareta Nelke should make you feel comfortable. Published by Tekniska Litteratursällskapet (The Swedish Society for Technical Documentation, P.O. Box 55580, 102 04 Stockholm, Sweden, http://www.tls.se), *Knowledge Management in Swedish Corporations: The Value of Information and Information Services* details how important information management is in the corporate world.

Nelke's objectives in conducting the study were to try to quantify the value of information and look into the management of information, to show the role of the corporate library in the information management process, and to classify what will be important in the future for knowledge management. As part of her job as manager of the Research Intelligence Library at Tetra Pak Research & Development AB, Lund, Sweden, Nelke surveyed nine corporations, five of which had an established corporate library. The corporations covered a wide range of industries, including medical, food, chemicals, tobacco, energy, and automotive.

Nelke's questionnaire went to 239 people in marketing and research and development departments within the nine companies. With a respectable response rate of 45 percent, she was able to quantify the value of external information within a range of 20,000 to 120,000 Swedish kroner ($2,500 to $15,000) per used document.

Significantly, end-user researchers identified two major areas in which the use of information generates direct revenues. New product ideas develop and new markets open up. More specifically, Nelke's respondents told her that information is valuable when it provides the answers that would otherwise be gained through extensive experimentation, when it prevents patent infringement, and when it facilitates investigations into the business environment, markets, competitors, and customers. Most SLA members know this instinctively, but Nelke puts the numbers to our intuition.

Nelke found the time devoted to handling and assimilating information to be quite high. The reading time cost far exceeds the handling cost for all document types, with the exception of electronic documents. Her figures include an average reading cost of 500 Swedish kroner ($62.50) for a journal article and 5,000 kroner ($625) for a book.

Follow-up interviews to the questionnaire revealed a strong interest in desktop delivery of information. Interviewees, however, wanted this information to be selective and relevant in order to decrease the amount of information they received and cut down on paper storage. Encouragingly, almost every person Nelke contacted affirmed the importance of having a formal corporate library. Advantages include money saved by not duplicating work, by making data available in a structured, retrievable manner, and by offering help in accessing relevant information.

The arrival of Intranets has made feasible the virtual library. Gradually, Swedish libraries can minimize their purchasing, circulating, and collection maintenance activities. In Nelke's view, the virtual corporate library must be proactively engaged in the information strategies and structures of the companies with which they are affiliated. The future tasks of the corporate library include engaging in the development and use of corporate intranets, acting as consultants in developing business intelligence systems, and following the progress of automated tools for the retrieval and handling of information. Working cooperatively with the corporate IT department to achieve goals is important as well.

Nelke concludes by saying, "I am strongly convinced that one of the most important tasks a corporate library can undertake to motivate its existence in the future is to make selected, relevant, and reliable information and information sources available at the desktops as well as making good tools available and train the clients in using them. The path ahead is narrow, winding, and thorny, but the reward will be that the library at last can play the strategic role it aims to play in the company."

Although the study was limited to Sweden, it provides excellent benchmarking examples for special libraries worldwide. ❧

by Margareta Nelke. Nelke is chief, Tetra Pak Research & Development AB Research Intelligence Library, Lund, Sweden. She may be reached via e-mail at margareta.nelke@tetrapak.com. For more information on International News or to contribute to the column, please contact Marydee Ojala (marydee@xmission.com).
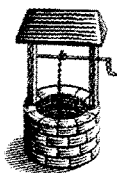
Professional Development

Mentoring: A Key Resource to Develop Professional and Personal Competencies

The changes and challenges of the information environment call for ongoing assessment of skills, career goals, and direction by today's information professional. As detailed in *Competencies for Special Librarians of the 21st Century*, extensive knowledge, skills, and attitudes are needed for information professionals to thrive in their careers. Mentoring is a tool for evaluating your current competencies, identifying competency gaps, and developing strategies to acquire new and required competencies.

What is a mentor?

The word "mentor" originates from the book *The Odyssey*. The character Odysseus had a close friend named Mentor who cared for his son for ten years while he traveled. Mentor embodied male and female qualities such as being nurturing, supportive, protective, as well as aggressive and risk taking. Mentor acted in the role of parent, teacher, friend, guide, and protector to Odysseus's son.[1] Typically, a mentoring relationship is developed between someone who is new to the profession and a more experienced person in the field. However, mentoring relationships can involve someone who has been in the field for awhile but is changing career paths, or someone who is just looking for guidance and support.

Would I make an effective mentor?

Since the mentee has chosen to find a mentor, this person is most likely looking for a role model, a leader to look up to who has what he/she wants. As a mentor, you can convey your aspirations and goals and share with the mentee the knowledge, skills, and attitudes (competencies) necessary to get where you are. In turn, you can assist the mentee in assessing his/her strengths and weaknesses and determine which competencies need to be developed. It is important to have good communication skills, especially the ability to be an active listener and to provide feedback in an effective manner.

What type of commitment is involved with serving as a mentor?

This really depends. Though you must be willing to invest some time and energy, how much is up to you. It is essential that you are up front with your mentee as to

what your expectations are from the relationship including how much contact you will have and how you will be in touch with one another. A mentoring relationship certainly does not have to be an all encompassing one. Maybe it means just talking on the phone once a month.

I am interested in being mentored—how do I know if I would be a good mentee?

Your most important attribute is your desire to grow. Just the fact that you want someone to assist you with assessing your competencies shows you have potential as a mentee. Being open to feedback and advice is also necessary.

How do I go about finding a mentor?

There are a variety of ways to find a mentor. One excellent resource is your chapter or division. Many of them already have mentorship programs in place. SLA recently distributed a mentorship handbook to the chapter and division leadership to help them establish mentorship programs. Another resource is your professional network. Let people know that you are looking for a mentor. Someone in your network may know of an excellent match for you.

### Do I have to live in the same geographic location as my mentor?

This is not necessary. Though many people like the personal contact of an in-person relationship, mentoring can be done through telephone contact and via e-mail. This is especially convenient for members who are looking for mentor with a specific subject specialty but discover that someone meeting this criteria lives outside of his/her area.

If you are interested in helping your chapter or division establish a mentorship program, be sure to go to our web site www.sla.org to read *The Mentorship Handbook: A Guide for SLA Chapters and Divisions to Establish Mentorship Program* or call the Professional Development department at 1-202-939-3627 for your copy.

[1] *Women, Mentors, and Success*. Joan Jeruchim and Pat Shapiro. New York: Jawcett Columbine, 1992.
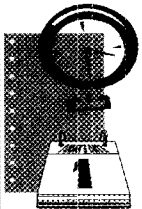
For more information, contact Valerie Taylor (valerie@sla.org).

WHAT YOU NEED . . . WHEN YOU NEED IT
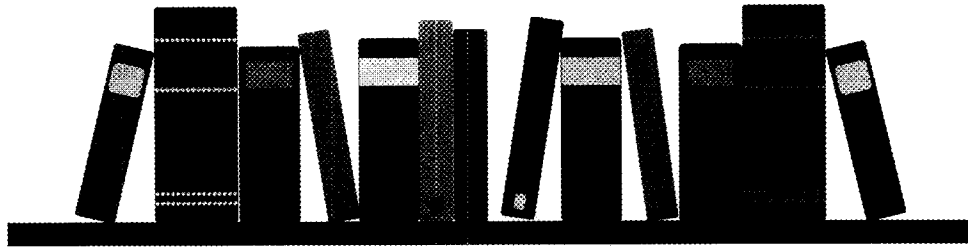
SLA's VIRTUAL BOOKSTORE

IT'S OPEN 24 HOURS A DAY, 7 DAYS A WEEK.

You can browse through our virtual shelves from anywhere around the world at any time. With the click of a mouse, search our extensive catalog of resources geared specifically for the information professional.

It's your source for the most comprehensive and up-to-date publication information.
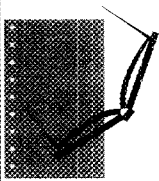
The Virtual Bookstore is updated regularly and includes the most recent information on publication dates and prices. Each book entry includes a full length description, table of contents, and book reviews (when available).

It's safer to use your credit card here than it is to give it to a waiter at a restaurant.

The Virtual Bookstore utilizes the latest Internet technology (Secure Socket Layer) to encrypt your account so you may rest assured that all credit card transactions are private and secure.

It's resources at your fingertips. Come and see for yourself.

Link to "Publications" at www.sla.org

Internet Resources on E-Money and Smart Cards

The money in your wallet...the change in your pocket...they are all on the verge of becoming obsolete—relics of a past where a person had to actually hold tangible currency that equaled a specific value set by a government. The jar of coins you now have in your home will become a collector's item or a conversation piece; much like stone beads or gold doubloons are now.

Some outrageous statements? Perhaps. Impossible you say? Perhaps not.

creation of the debit/credit card? Several European countries are using smart cards on a regular basis. Companies such as Quicken and CheckFree that allow you to pay bills and conduct other transactions electronically are becoming increasingly available. I could go on and on.

The Internet is pushing this need/demand for electronic payments. The desire is to have the safe, secure, and anonymous ability to make purchases online or in a real store as if you were using hard currency. Some factors to consider: credit cards leave a paper trail for marketers to follow (not to mention the interest rates), currency can be stolen and used by anyone, and paper checks are inefficient.

My personal experience with this phenomenon was at the Atlanta Olympics where MasterCard was testing a smart cash card. It was very convenient. Every retailer participating in the test had a small reader, similar to a credit card scanner, through which you ran your smart card. It would show your total and how much the item cost. You would then agree or disagree to purchase the item and the remaining balance would be shown. Easy.

How can you be prepared for this paperless future? First, it is wise to find out about the systems and options that will be available.
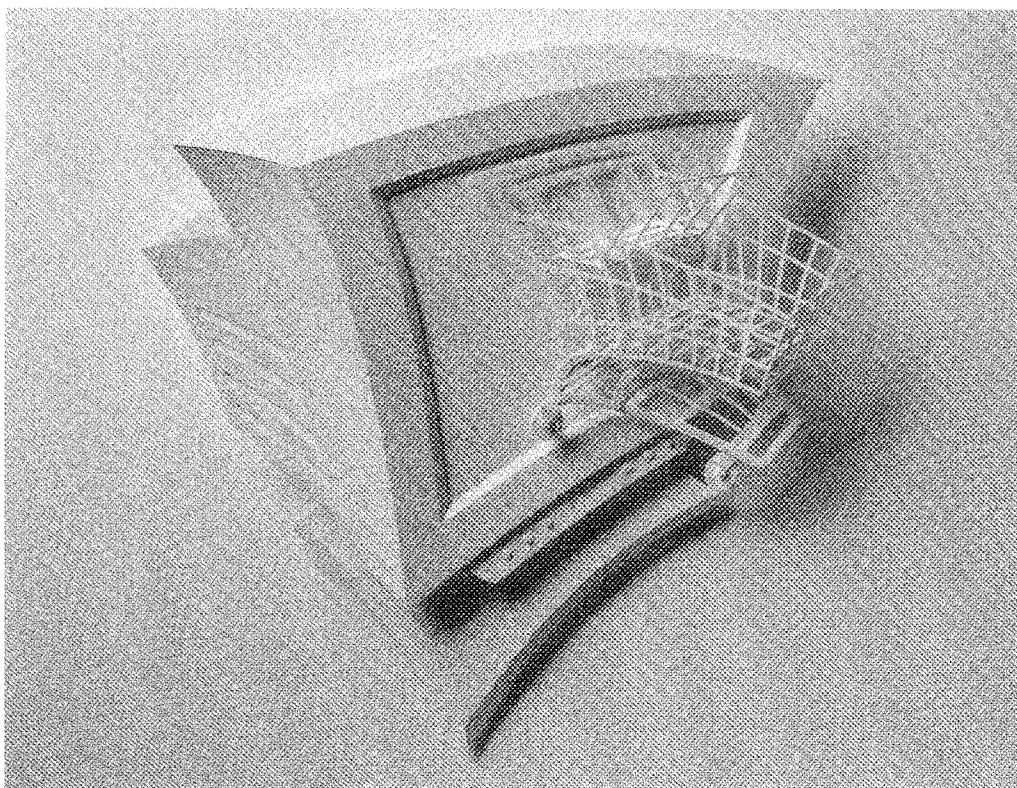
Smart cards and electronic cash are the future whether we are ready for it or not. Some proof? How about the increasing use of credit cards for purchasing goods and services, the increasing availability and use of long-distance phone cards that hold a specific value (money and time), the increasing use of student IDs on campuses for purchasing everything from books to lunch to beer, and the

Smart Cards

The major players currently are Visa, MasterCard (working together to set the standards), Bull, IBM, and Schlumberger.

* **Schlumberger** (http://www.slb.com/smartcards/) offers a whole set of options and features within

by Hal P. Kirkwood Jr. Kirkwood is assistant management & economics librarian, Purdue University, West Lafayette, IN. He can be reached via e-mail at Kirkwood@purdue.edu or http://www.geocities.com/CollegePark/Union/7290/. For more information on On the Net, contact Sharyn Ladner (sladner@miami.edu).

1999 Goldspiel Grant

Application materials for the **1999 Steven I. Goldspiel Memorial Research Grant**, a grant of approximately $20,000, are **NOW AVAILABLE!** Applications are evaluated based on the purpose and objectives of the proposed project, the significance of the topic to the profession, the project's methodology, qualifications of staff, and the appropriateness of the project's budget and timetable. According to SLA's Research Agenda, the following topics are of particular interest:

Futures; Current/User Issues; Measures of Productivity and Value; Client/User Satisfaction Measures; Staffing.

The postmark deadline for submission of proposals is **February 28, 1999.** International applications accepted.

For further information, utilize SLA's Fax on Demand Service (1-888-411-2856, items #1401-1406) or website (www.sla.org/research/index.html), or contact Director, Research Ruth M. Arnold, Ph.D. at: 1-516-679-3746; fax: 1-202-265-9317; e-mail: ruth@sla.org.
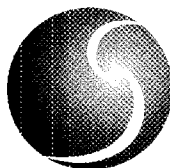
Special Libraries
Association

their "Smart Village" concept of smart card use. They provide an abundance of information on smart cards and the variety of areas that could be influenced by smart card development including payphones, parking, banking, and electronic purses.

- **Bull (http://www.cp8.bull.net/)**, a company based in Paris, France, is leading the development of smart card systems throughout Europe and the world. They focus primarily on their products and services with only a small amount of information on what a smart card is and on standardization developments.
- **IBM (http://www.chipcard.ibm.com/)** is one of several companies linking smart cards to the java programming language. They provide a selection of brochures on smart card usage and development including a Smart Card Redbook available full-text online. An abundance of other information is available as well. Of particular interest is a section on current smart card uses.
- **Visa (http://www.visa.com/cgi-bin/vee/nt/chip/main.html ?2+0)** provides answers to several standard questions regarding smart cards. The site also provides information on VISA Cash, a stored value card system.
- **Mastercard (http://www.mastercard.com/smartcard/)** and its electronic cash subsidiary **Mondex (http://www.mondex.com/)** provide a plethora of information on their products. An extensive FAQ list, a newswire section, and a multimedia tour of a smart card in action are just some of the resources available here.

Along with this concept of the smart card for transactions is also the burgeoning field of electronic cash. The impact on the Internet could be great if these systems succeed. The most interesting concept being discussed is the concept of micropayments where your browser or computer is loaded with a certain amount of electronic cash. As you surf the Net, sites that require payment will automatically deduct the amount from your electronic cash purse. The payments would be incredibly small—perhaps a few pennies or less. This creates a situation where the user does not perceive a significant cost, but the web site owner sees a significant inflow of money from the gross number of visitors. Would you be willing to pay a few pennies per page to view certain sites? Many companies are banking on it.

Electronic Cash

In addition to Mondex (mentioned above) there are several players in the electronic cash industry.

- **Cybercash (http://www.cybercash.com/)** offers an array of payment options including CyberCoin, SET, credit card, and others. Especially useful is the Micropayments 101 for a simple explanation of what micropayments actually are.
- **Digicash (http://www.digicash.com/)** has the e-cash product being used in Europe and Australia. An abundance of information is available for users and merchants as well as on the issuers of the e-cash currency.
- **Millicent (http://www.millicent.digital.com/)** is the Digital

(now Compaq) product for micropayments over the Internet. It is currently in beta testing, so this site allows a visitor to download the wallet and obtain $10.00 of free 'scrip' to test the new system. Take the future for a test drive by visiting a variety of vendors involved in the test.
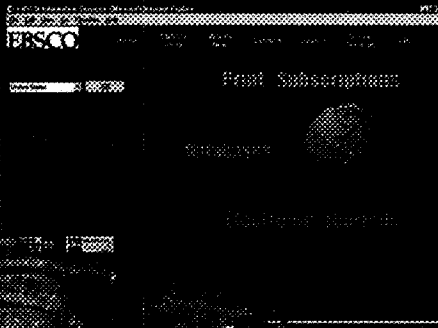
More Info

If the above sites on electronic commerce, electronic cash, and smart cards has piqued your interest, then there are several worthwhile sites to visit for more information.

- Leo Van Hove has compiled (with a little help from friends) a massive bibliography of e-wallet and e-cash sources in print and electronic format. This bibliography has been growing since June 1996. The URL is http://cfec.vub.ac.be/cfec/purses.htm. Internal links are available to resources on specific 'purses' and to country-specific information.
- Abrac@dabra (http://www.netlink.co.uk/users/abracad/emoney.html) is a UK-based site that provides a quick overview to e-money and a selection of relevant links. The most useful part of this site are the selections of links on the topics of Skeptics, Tax Dodging, and Key Essays and Articles.
- The National Technological University of Singapore (http://www.ntu.edu.sg/library/advrtise.htm) has compiled another massive list of web-based resources. The focus of the list is much broader and encompasses advertising, marketing, and electronic commerce as a whole. Numerous links to vendors and full-text articles are provided within this list.
- CNET conducted a comparison of the available e-cash options back in 1996. This article (http://www.cnet.com/Content/Reviews/Compare/Ecash/index.html) is still available and can provide a solid foundation for research into this developing area. Items that are especially useful are the "How E-cash Works" and "Future Watch."
- The magazine *Wired* also focused on e-cash in mid-1996 in there article "The Buck Starts Here: Will Nanobucks be the Next Big Thing, or are We Just Talking Pocket Change?" (http://www.wired.com/wired/archive/4.08/nanobucks.html) This is a very interesting and perhaps sobering article explaining there are still many bugs to be worked out if this concept of micropayments is to succeed. While it is a bit dated, it provides a good foundation for where this industry has developed from in the past. Several related articles are also available with *Wired's* usual cynical focus on the reality beyond the hype.

Electronic payments and electronic cash are the future. Corporations with visions of big money and constant, invisible charges for everything on the web will see to it that the security and stability issues are overcome. Electronic payment schemes such as these can be used in many library functions: acquisitions, serials payments, overdue fines, internal corporate billing, just to name a few. It would be best for special librarians to research this future now so we can make informed decisions later.   ✄

THE INDEXED WEB:

Engineering Tools
for
Cataloging, Storing
and
Delivering Web-based Documents

by

MICHAEL NANFITO

M y associate Gerald Edgar and I have spent countless hours downing innumerable Seattle espressos during lengthy discussions over the issues of Knowledge Management, Meta Data Insertion Tools, and the use of Controlled Vocabularies in the assignation of human intelligence to web resources.

Since the spring of 1996, we had been looking for a small-scale, subject specific venue to apply our ideas about Java-based, medium-neutral, and platform-independent tools and methodologies to the organization of information in the web environment. We sought to provide a means of assigning subjective human intelligence to that organization, and a vehicle to store and disseminate such information in compliance with emerging data

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definition and exchange standards such as XML (eXtensible Markup Language) and RDF (Resource Definition Format).

In June of 1997, the Law Library Resource Xchange (LLRX) approached us with a request to install a keyword search engine on their web site (www.llrx.com). We could easily provide such a service (and did in fact). We also spoke about the viability of creating tools that would enable the use of controlled vocabularies when subject indexing their web resources, and cataloging software and search interfaces. These tools would allow users to browse subject headings and authors while searching for relevant documents.

This article describes the development of Java-based software to use controlled vocabularies and subject headings in the cataloging of web-based articles on a subject-specific legal resources web site. The goals of that project, the tools that came out of it, and the next steps in the development process are described here.

First Principles:

The Internet is *not* self-organizing; Internet *users* are.

* Solutions to the problems of organizing, storing, and disseminating Internet resources include subjective human *analysis* of information, not merely objective technological *intervention* in the form of filters and agents.
* Librarians will re-assert their role in *engineering the tools* and methodologies enabling the organization and dissemination of information in this Internet-enabled world.
* Solutions based on *principles* rather than *transient technologies* succeed.

Project Profile

The Law Library Resource Xchange is an Internet resource for the legal and law library community. LLRX was founded by two law librarians, Sabrina Pacifici (Washington, DC) and Cindy Chick (Los Angeles, CA). It is a valuable compendium of articles and columns contributed by authors from the legal information community. It is updated twice monthly and includes a library of published articles and columns. The success of LLRX and the growth of that library of articles prompted the need for organization beyond web navigation and some sort of search capability.

Pacifici approached us in June 1997 to consider installing and configuring a keyword search for the LLRX web site. LLRX originally asked for a simple relevance ranking search tool. While we might easily install and configure a keyword search engine, this didn't sound particularly interesting. However, it did sound like an opportunity for a practical application of some of the first principles noted above, namely, the use of human intelligence in the analysis and organization of web resources using controlled vocabularies and subject headings and creating a searchable catalog of the subsequent records. It also presented an opportunity to test Java as the programming language of choice in the development of unified interactive software. We offered to go beyond her request and create the tools to subject index and catalog targeted resources, with the down stream goal of creating an organizational, storage, and dissemination environment. The small scale of the site (200+ articles), as well as the subject specificity

FIGURE 1
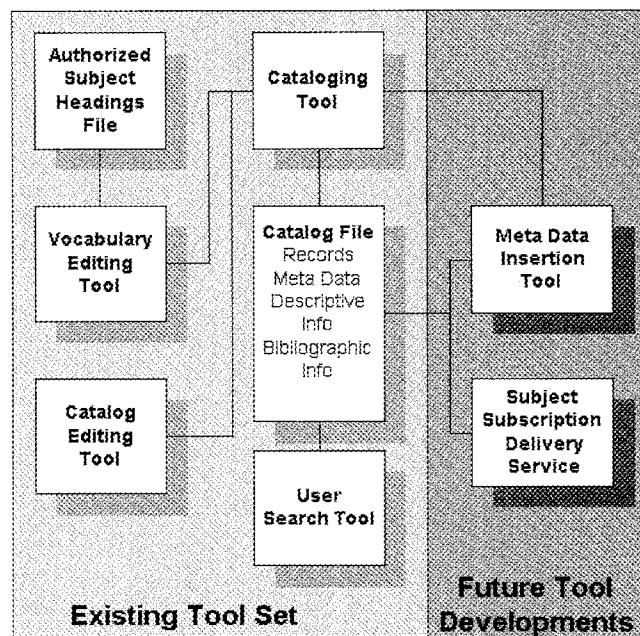
Schematic of modules included.

afforded a good test bed for our ideas. LLRX agreed to our proposal, so we began in earnest to outline the goals, methods, and structure of the project.

Project Goals

We sought to demonstrate the use and viability of the Java programming language in the development of portable, medium-neutral, and platform-independent software applications that afford a great deal of user input and interactivity. We wanted to engineer a unified set of tools, with the needs of information managers and librarians in mind, that can be used across platforms and are not reliant on vendors. Looking to the future, we wanted to build a foundation from which to design and implement tools to insert meta data into web-based documents and provide for user subject subscription to relevant articles, based on embedded meta data and user profiles.

In outlining the project we documented specific development goals:
* Cataloging Tool
* User Search Tool
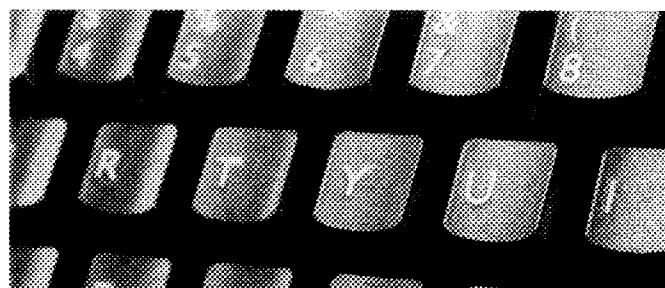* Controlled Vocabulary Management Tool

FIGURE 2

Fields in the Catalog Tool and resulting text file

- Record Editing Tool
- Subject Subscription
- Meta Data Insertion Tool

Cataloging Tool. The most immediate goal was to demonstrate the use of Subject Headings drawn from a simple controlled vocabulary in the use of cataloging web resources allowing the subject specialist to subject index and catalog articles, capturing bibliographic data and saving these to a text file.

Search Tool. The user search is the public face of the whole project. We wanted the interface to allow both subject and author search and provide the user the option of jumping right to the article or viewing a catalog record (since removed).

Controlled Vocabulary Management Tool. The core of the
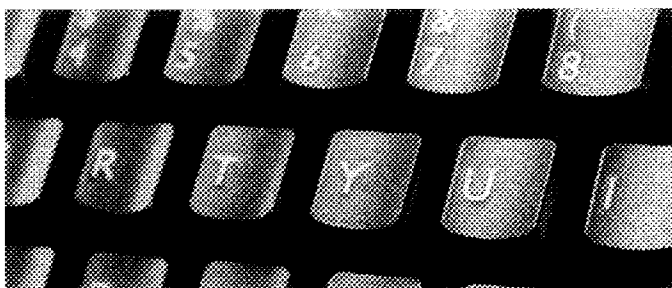
project is the ability to define, edit, and store a controlled vocabulary that may be used as subject headings. These headings must be accessible to the cataloger via the cataloging tool.

Record Editing Tool. Cataloged records must be editable in the event of update or discovery of errors.

Subject Subscription Service. We wanted to lay the foundation for a subject subscription service in which users could "subscribe" to selected subjects and receive e-mail notifications of new records.

Meta Data Insertion Tool. In addition, we wanted to build toward emerging data definition standards such as XML (eXtensible Markup Language) and RDF (Resource Definition Format), focusing on developing a Meta Data Insertion Tool which will modify existing web documents, inserting Meta Data into existing documents themselves.

Engineering the Tools

In conversations with LLRX, we outlined the specification of the project including cataloging needs, hardware and software requirements, programming languages, and data structures (**Figure 1**).

LLRX does not have root control of the Internet-connected computer the web site lives on and there is no relational database available to the clients of that machine. As a result, we were unable to construct a suite of tools that are driven by a relational database. Nevertheless, the relatively small size of the dataset enabled us to develop a simple text file as database.

Requirements: Cataloging

- Ability to view the resource being cataloged in a web browser on the computer screen.
- Cataloging tool must take up as little screen "real estate" as possible.

FIGURE 3

Vocabulary Control Tool

FIGURE 4
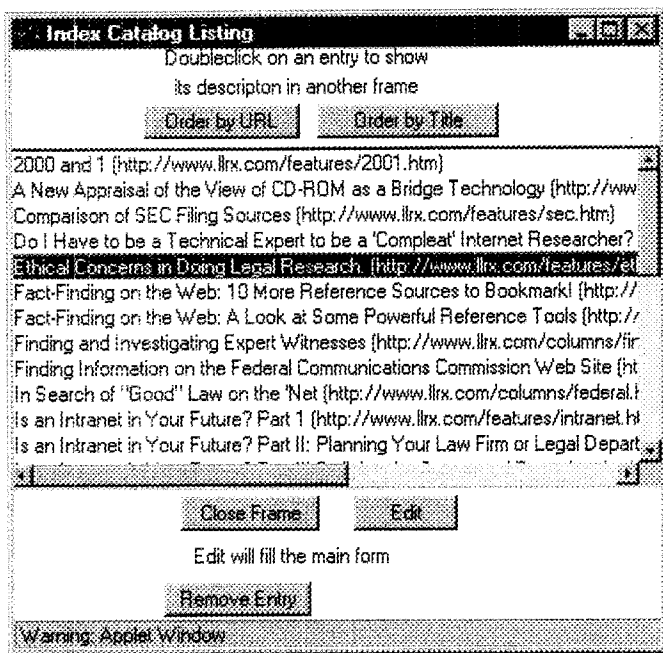
Record Editing Tool

- Ability to enter the URL and other data describing the resource.
- Ability to select subject headings from an authorized list.
- Ability to save new records.
- Ability to update vocabulary list with new subjects.
- Ability to view catalog and select a record for editing.

Requirements: Search

- Users need to be able to browse subjects and authors.
- Users need the ability to select subjects or authors and view a list of titles attributed to these.
- They must be able to jump to an article based on the titles displayed.
- They must have the option of viewing the catalog record if desired (since removed).

Programming Languages. The software tools are written in the Java programming language. The degree of interactivity and user input are well served by Java. Perl 5.0 is used to extract data from the catalog text file during user searches.

**Data Structure:** The project schema required two text files:
- Catalog Records File
- Authorized Subject Headings File

Catalog Records File: Generated by entries made using the *Cataloging Tool.* It includes the bibliographic data collected by the cataloger, noted in following records fields:

Authorized Subject Headings File: It is a simple text file and is accessible from the Cataloging Tool by clicking on the "New Subject" button.

Software Required: The suite of Java-based software tools required includes four modules:
- Catalog tool (*Cataloger use only*)
- Vocabulary Editing Tool (*Cataloger use only*)
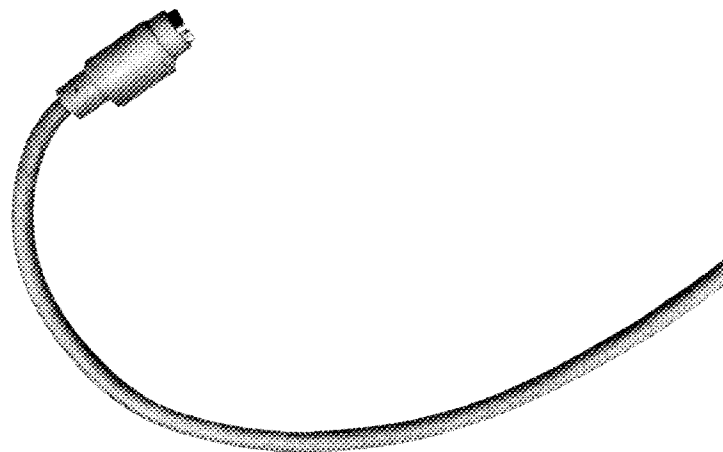
- Record Editing Tool (*Cataloger use only*)
- Search Tool (*Public use*)

Cataloging. The various components and modules are tied to the Cataloging Tool (**Figure 2**). This software tool provides the ability to enter the bibliographic data noted above. It is also the control from which the Vocabulary Control and Records Editing tools are accessible. As a result it was important to create point and click access to both the Authorized Subject Headings and the Record Editing tools on the Cataloging Tool. There are two buttons on this tool, "**Show Catalog**," and "**New Subject**" that enable the cataloger access to these modules. From these modules, new subject headings can be entered, saved, and made available and existing records can be selected, edited, and saved. After entry of the bibliographic data is made to the cataloger's satisfaction, the record is saved by clicking the "**Save Entry**" button. The data is then cleared and a blank form is presented to the cataloger. If it is necessary to view the record, the cataloger may click on **Show Catalog** to see a listing of records which may be sorted by title or URL.
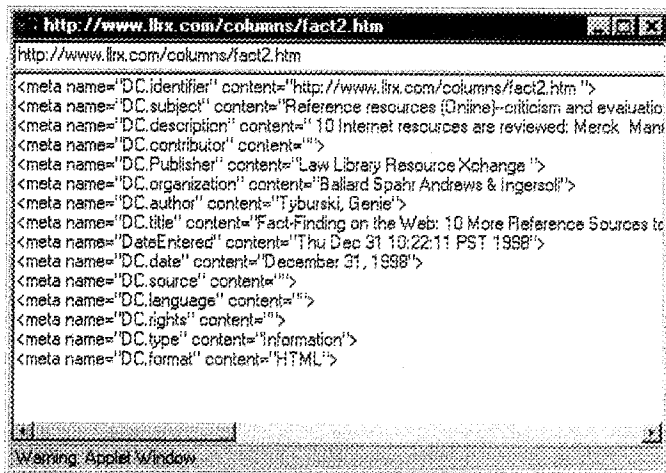
Vocabulary Control. Catalogers require access to the Authorized Subject Headings as they catalog the articles. They need to be able to add Subject Headings to the Controlled Vocabulary from the

FIGURE 5
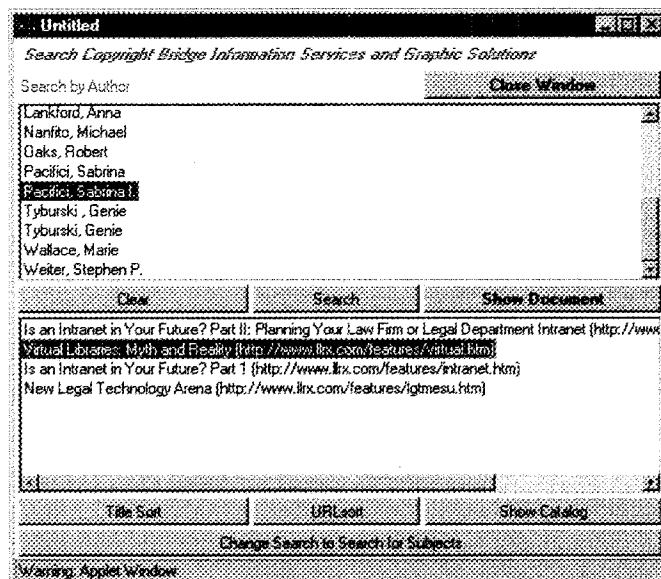
Subject and Author Search Screens

FIGURE 6

Meta Data Tags

Catalog Tool. Catalogers access the file from the catalog tool by clicking the **New Subject button** (**Figure 2**). The cataloger may type directly into the interactive Java interface, or cut and paste from another list. The updated file is saved by clicking on the **Send List to Server** button (**Figure 3**). The new headings are available in the catalog tool at this time.

Records Editing. Catalogers must be able to view, select, and edit existing records. By clicking on the **Show Catalog** button from the Catalog Tool catalogers are presented with the **Records Editing** module (**Figure 4**). This is a scrollable window of catalog records which may be sorted by title or URL. To edit a record the cataloger clicks on a title to highlight and select it. Clicking on the "**Edit**" button populates the cataloging tool with the current bibliographic data. All of this data is editable at this time and is saved in the normal fashion.

User Search. Users may search by *Subject* or *Author* (**Figure 5**). Activating the search tool presents the user with the Subject Search by default:

The author search is accessible by clicking on the **Author Search** button at the bottom of the tool. The user scrolls the Subjects or Authors and highlights the desired record. Clicking "**Search**" presents the relevant titles in the window. Users may sort the records returned by Title or URL, or display the entire catalog by clicking the appropriate button. The user then highlights the desired *title* and may jump to the article by clicking "**Show Document**," or see the catalog record by clicking "**Show Document Description**." A new browser window is generated at that point with the desired article or the catalog record of that article.

Next Steps

The next step in engineering the tools is the development of a Meta Data Insertion Tool, upgrade to Dublin Core compliance (complete as of 1/4/99), Maintenance Robots, and building a foundation for Subject Subscription services (**Figure 6**).

Meta Data Insertion Tool. In operation, it will not be visible to the cataloging staff. It is a procedure that is called when a catalog record is saved. The record saving action will simultaneously open the article referenced in the URL of the Meta Data, and insert appropriate Meta Data into the actual HTML document (e.g., URL, Author and Subjects, and Data Type). If a record is edited later these modifications will also update the embedded Meta Data (**Figure 6**).

Maintenance Robots. Software robots are necessary to update embedded Meta Data in the event of global modification of the Controlled Vocabulary. There are several modules and objects in the architecture that are not static. These include the Controlled Vocabulary, Catalog Records, and Meta Data in documents. The Maintenance Robot software will monitor the status of each of these. Error control will alert the administrator by e-mail of errors.

Subject Subscription. Users will have access to a Subject Headings tool. From this module they will be able to select subjects that are of interest and subscribe to these. Users will be notified by e-mail with embedded URLs of new records cataloged using the Subjects they have specified.

Lessons Learned

These tools were originally envisioned for use in an Intranet environment using relational database schema, rather than a publicly accessible web site and text files. Some of the issues that have arisen include:

Firewalls and accessibility. Java (and other) components are not allowed at some corporate sites.
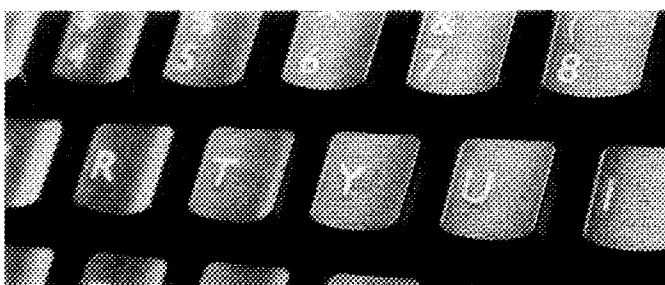
Browser software. Lack of control over what version of what browser a user has.

Speed. Java applications are challenging to deliver over analog phone lines via modems.

Multiple users and simultaneous logins. Need an application that deals with simultaneous login of multiple catalogers.

Error Control. We experienced many problems with browsers caching and displaying old and inaccurate data. Catalogers attempting to view newly edited records were presented with old data in the catalog, even though the new data was in the text file itself. This created a large problem which is being solved by re-writing the code to be more browser-independent.

Committment of human resources. This solution requires the application of human intelligence to the organization of web-based information. This in turn demands the committment of real people's time, and time is a commodity few of us have to spare. The proprietors of LLRX, both of whom have full-time library jobs, discovered the challenge of finding time to complete the task of ordering their documents! This is one of the single biggest hurdles in implementing new technologies—*supporting* them. To preview the LLRX project go to http://www.bridgeinfo.com. You must have a web browser version 4.0x or higher.

It Belongs in the Library

by

CHARLES V.

PHELPS

oo often, special libraries don't get the respect they deserve. This unfortunate fact has a long history. Nowadays, the web, the Internet and Intranets, and computer-based tools make it easy for any unit of an organization, such as a team within a company or research institute, or a department within a university, to offer the reports and other documents they produce online in a form of electronic "library." This practice has become quite widespread, and constitutes yet another threat to the general perception of the library's and the librarian's relevance and necessity.

Usually the impetus to do this comes from within the unit, and reflects a desire to make their work known and accessible to the organization or to the world. It is really a natural and seemingly constructive thing to do. It leaves the control of the document within the unit, where, it might seem to those who have not thought deeply on the matter, it should belong. Who needs the library? Why take the extra step to involve the library in the keeping and dissemination of these documents when it is clearly not necessary, now that information technology is so advanced and easy to use?

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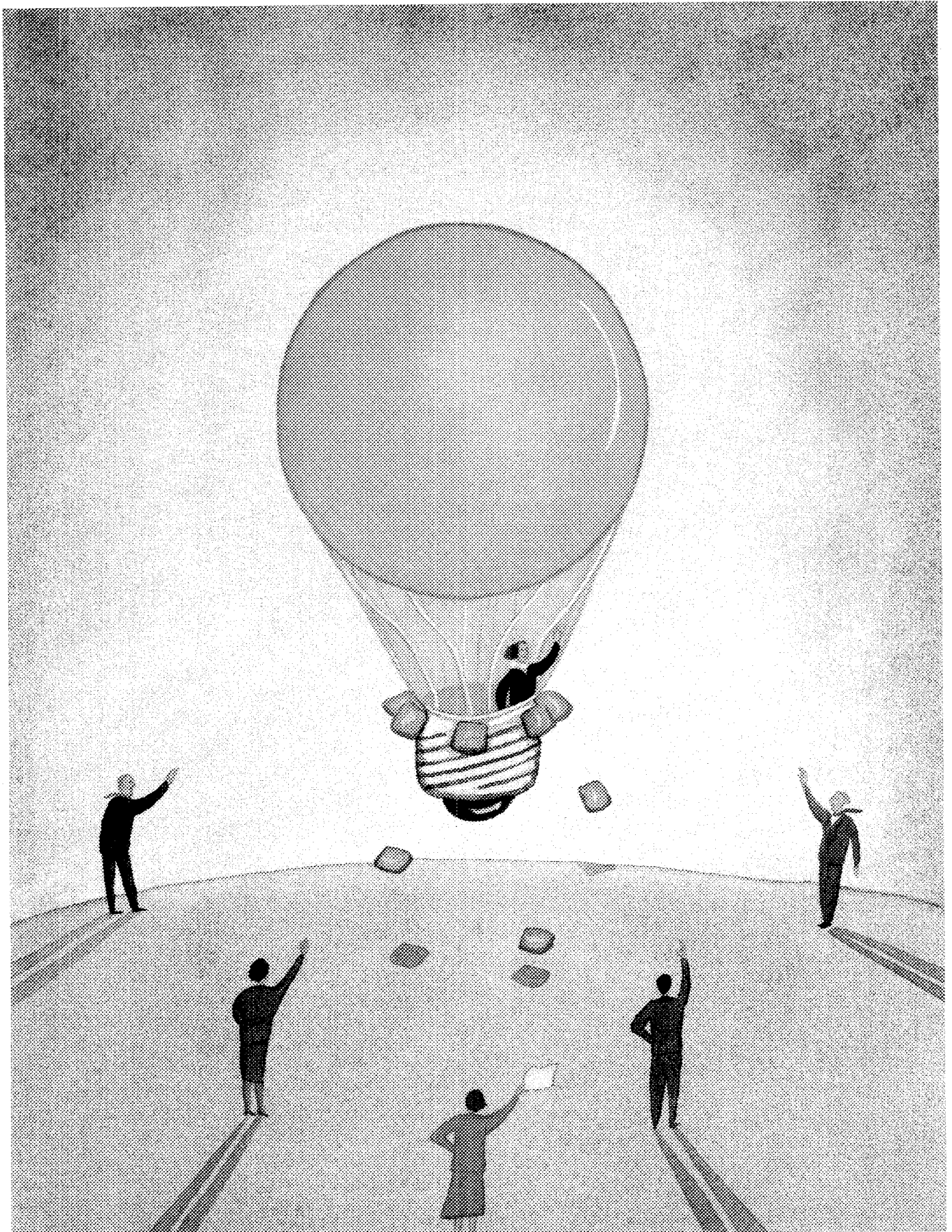
It is imperative that librarians within the organization make cogent, well-reasoned arguments, based on their best professional knowledge, on the best ways to handle the organization's publications.

Where does this attitude leave the library? Not in the loop, certainly. And why should it be? Why do we librarians think that we have a better way?

What follows are information and arguments with which you are probably already familiar, and my effort may be deemed preaching to the choir. What I have tried to do is sum up the librarian's point of view from my personal perspective, and provide a catchy mnemonic device that can be called upon in times of need, such as when you are making your case to management.

What We Offer That Others Don't

First off, I don't claim that we have all the answers. We don't. But I do claim that we have a professional approach and vision that makes it beneficial for organizations to involve the library if they care about the future of their publications. I sum this up in a word that could very well be the credo of librarians, or even a rallying cry: FIFI.

FIFI = Forevermore Identified Findable Instantiable

Let me explain what I mean by these words.

Forevermore

"Forevermore" applies to all the other elements in the mnemonic, and means that we have an eye on the long-term future of documents in our care. Web sites put up by organizations, divisions, and individuals tend to have a here-today-gone-tomorrow quality. Even if they are around a long time,

often they cease to be maintained after awhile. The person or persons charged with maintaining the web site and the documents attached thereto may leave the organization or be given other assignments. The priorities within the unit might change. After the initial flurry of activity involved in creating the site, its existence may quickly fade into the shadows of the organizational consciousness. By contrast, the library is an established part of the organization, whose outlook is toward the long-term preservation and accessibility of the documents of which it is in charge, in whatever electronic or physical form those documents exist.

Identified

"Identified" means that each item in the library's charge has an established unique identity. Too often in settings outside the library, different versions of a document appear, perhaps in the same electronic location as the original, and create mix-ups. Someone might download a document from an online site, and moments later, it is replaced with a different version that may have the same name; there may or may not be an indication that it is a new version. In other cases, a new version might have a completely new title, with no indication of its relation to the previous version.

Putting the document in the care of the library means that there will henceforth be a one-to-one correspondence between the contents of the document and its identifying information (e.g., title, document number, version number, date, etc.). When someone retrieves this document from the library, physically or electronically as the case may be, it will be exactly the same document that it was at the time that it was entrusted to the library—and it will be exactly the same document if it is retrieved one year later or ten years later. If an updated version is submitted to the library, the update information will be included in the catalog record, thus ensuring that the new version is distinguishable from the old. (Probably the act of submitting it to the library would prompt the producers of the document to be diligent in specifying versions, and adding version identification to the document.) The old version may be withdrawn if that is deemed to be appropriate.

No library or other work unit can guarantee against the deliberate clandestine alteration of a document, should that be someone's intention. However, if a document is in the care of the library, altering it becomes a trickier and riskier business, and less likely to be undertaken, than if it were stored within the boundaries of the department that created it.

Findable

This is probably the issue that comes up the most when departments keep their own documents on their own web pages. How does one know where to find these documents? Does everyone know where the web site in question is? Does everyone know that it exists? Among those who do, do they know that that is where the publications are kept?

People outside the unit, or outside the organization may come across a reference to the document and want to see it. Where is the first place they usually turn when they don't know where to find it? You know the answer—the library. The fact that a library is a library makes it a natural place for people to start their search when they don't know where else to look. Librarians do their best to keep track of where various types of information are kept, but if units just put their works up on their web pages without involving the library, it's not at all a sure thing that the librarians know about it and will be able to help people who inquire.

Making things findable is one of the main objectives of librarians, and in fact has been one of our paramount professional concerns since at least 1876, when Charles Cutter's *Rules for a Dictionary Catalog* was published. As much as possible, we try to unify the means of finding items by providing access to them via the catalog. In the case of some items or resources that, given their nature or the infrastructure in which the library operates, may not be practical to enter into the catalog, we still do our best to be sure they can be easily located, perhaps via a presentation of information resources on the library's web site.

Instantiable

Maybe you can find a document, but can

you actually see it? This question is not to be taken lightly in the case of digital documents. There has been a growing awareness in this decade of the problems associated with the impermanence of many digital media, and the impermanence of the software needed to present the digital object in a readable format. In recent times,
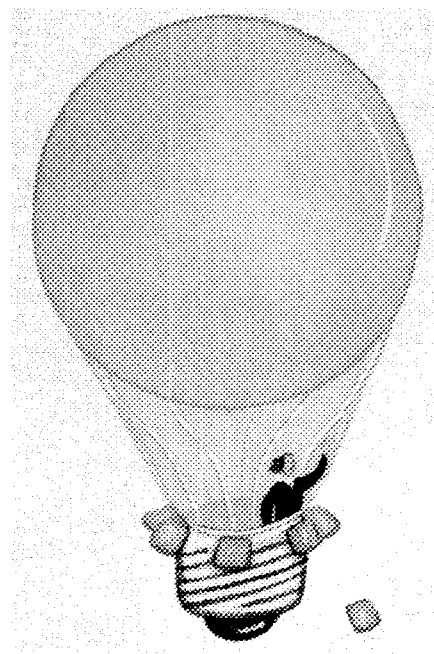
the latter problem has generally been the more pressing one, as software becomes obsolete much faster than the physical format deteriorates.

Librarians have been among the first to recognize the seriousness and pervasiveness of this problem, which threatens the whole gamut of digital information sources, from companies' internal records to documents of great historical value in the National Archives. Librarians have a long history of being attuned to the issue of preserving items in their collections, since paper manufactured since the latter part of the nineteenth century has contained acid, which causes it to deteriorate over time. Preservation of digital items follows naturally from this longstanding professional concern.

Obviously, librarians do not have a perfect solution, but the profession, via its professional organizations, has responded vigorously. The Council on Library and Information Resources' Commission on Pres-

ervation and Access has been actively studying the problem, as has the Association of Research Libraries, which recently published a report titled *Issues and Innovations in Preserving Digital Information.* The issue is a frequent topic of discussion at professional meetings. We may not be able to provide a quick fix to our organization's digital longevity problems, but the professional awareness and attitude with which we approach our work can go a long way toward seeing to it that items in the digital collection remain instantiable, using whatever techniques we have at our disposal. These techniques may include those of record-keeping, human management, and simply being the ones who make it their business to keep an eye on the situation and alert the appropriate parties and marshal the necessary resources when action (e.g., converting documents to a different format) is needed.

Conclusion

The ease with which units within an organization can make their own publications available on a web site can make doing so irresistible. This is not only bad for the library, it is bad for the organization. It is imperative that librarians or other information workers within the organization make cogent, well-reasoned arguments, based on their best professional knowledge, on the best ways to handle the organization's publications. Above all, we want people in our organizations to know that we want to work *with* them to provide the best means of handling their documents. For example, we could offer to help work units set up their own web sites, with links to their publications that are given a home on a library site. The best we can do is to keep presenting our case with professionalism and clear arguments. FIFI can be your guide to explaining the better way that we offer.

Acknowledgement

Safe Harbors

Online Liability Provisions Should Benefit Information Professionals

hroughout the process of development, debate, and enactment of the Digital Millennium Copyright Act (DMCA) in the United States, silver linings were not always visible within the clouds. The end result of the legislation certainly poses some challenges for information professionals in the coming years. However, upon further review, there are a number of positives that special librarians can take from the legislation. Most are merely opportunities to alter the direction of the law through the regulatory process. But one possibility involves that portion which offers a limitation on liability for online service providers (OSPs).

Title II of the DMCA limits an OSP's liability for copyright infringement in several key scenarios. The term "service provider" is defined very broadly in some instances ("a provider of online services or network access, or the operator of facilities therefor").[1] Many entities that are not in the business of providing online services may nonetheless take advantage of Title II's protection.[2] The ensuing article will detail the somewhat perplexing and definitely complicated new provisions of the law. No matter how confusing they are, special librarians should consider that the alternative of full exposure to liability would be far worse.

The exemptions from liability created by the DMCA are additional to any defense that an OSP might have under copyright or any other law.[3] In essence, the Act creates certain "safe harbors" for specified OSP activity. If an activity falls within the safe harbor, then the OSP qualifies for the exemption from liability; if the activity does not come within the safe harbor, then the questions of whether the activity in fact constitutes infringement and whether the OSP has any defense are to be decided under traditional copyright analysis. Qualification for any exemption is determined independently; a service provider *may or may not* qualify for some or all of the exemptions.[4]

by John Crosby. Crosby is director, public communications at Special Libraries Association and has been closely tracking this issue for SLA members. If you have any concerns or input on this matter, please contact Crosby. He may be reached at john-c@sla.org.
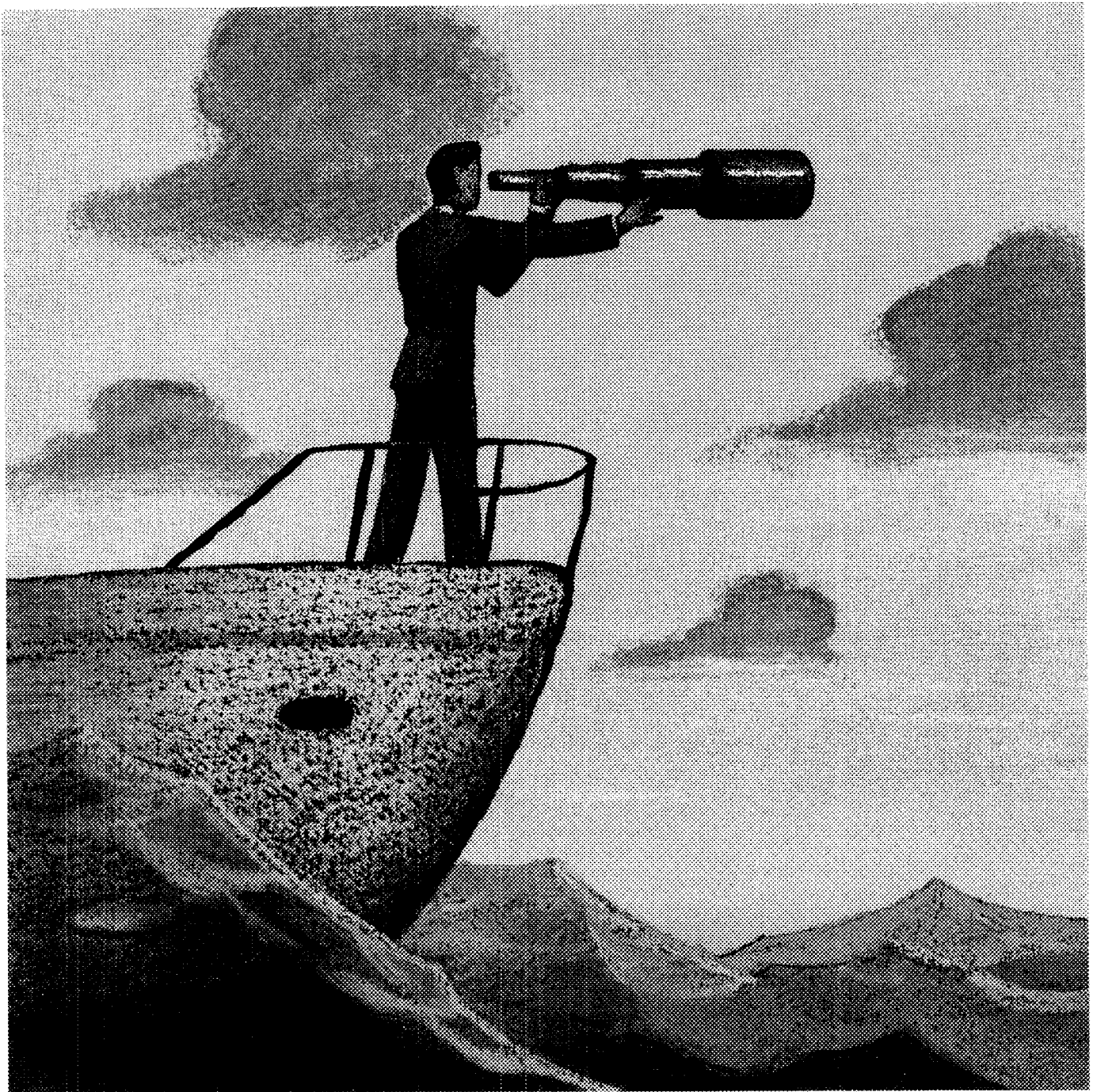
How Does an OSP Become Eligible?

Termination Policy. To be eligible for any of the exemptions, an OSP must adopt, reasonably implement, and inform its subscribers and account holders (its "users") of, a policy providing for termination of users who are repeat infringers.[5]

Accommodation of Technical Measures. In addition, an OSP must accommodate and not interfere with "standard" technical measures used by copyright owners to identify and protect copyrighted works. Such technical measures might include, for example, digital watermarks or technological means for preventing copying of a work. In order to qualify as "standard," such a measure must have been developed by a broad consensus of copyright owners and OSPs in a fair multi-industry process, must be available to anyone on reasonable and nondiscriminatory terms, and must not impose substantial costs on OSP's or substantial burdens on OSP systems.[6]

No requirement to Monitor or Access. The Act clearly states that, in order to qualify for the exemptions, an OSP **does not need** to monitor its service or affirmatively seek out information about copyright infringement on its service (except as part of the standard technical measures discussed above). In addition, the Act states that an OSP does not have to access, remove, or block material in order to qualify for its exemptions if such action is prohibited by law (for example, the Electronic Communications Privacy Act).[7]

If an OSP's activity qualifies for any of the safe harbors in the Act, then the OSP is not liable to be sued for claims of copyright.

How to Register your Organization's Interim Agent Designation with the Copyright Office

- Send notice of your organization's name and address
- Send notice of the agent's name, phone number, fax number and e-mail address
- Have an officer or other representative of the organization sign the notice.
- Send with a $20 check to:
  Copyright GC/I&R
  PO Box 70400
  Southwest Station
  Washington, D.C. 20024

Safe Harbors for System Storage and Information Locating Tools

The most explicit exemptions in the Act cover two common OSP activities: (1) storing material (such as a web page or chat room, for example) on an OSP's system at the request of a user and (2) referring users to material at other online locations by means of, for example, a search engine, a list of recommended sites, or a hypertext link.[8]

The Act limits an OSP's liability for copyright infringement based on the material stored or cited to if the OSP meets certain conditions:

(1) the OSP has no actual knowledge that the material is infringing;
(2) the OSP isn't aware of information from which the infringing nature of the material can be discerned;
(3) if the OSP acquires such knowledge or awareness, the OSP acts quickly to remove or block access to the material;
(4) the OSP doesn't get a financial benefit directly attributable to the infringing material while having the right and ability to control the material; and
(5) the OSP complies with the "notice and take down" provisions of the Act.[9]

Safe Harbors for System Caching

A third safe harbor in the Act limits an OSP's liability for system caching, in which an OSP makes a temporary copy of popular Internet material requested by a user so that the OSP can deliver that copy to subsequent users, which can be done more quickly and efficiently than obtaining the original material for each subsequent user.[10]

This exemption applies to material (a) that is originally placed online by someone other than the OSP (the "originator") and (b) that is transmitted from the originator, through the OSP's system, to a third party at that third party's request. To qualify for the exemption from liability for the intermediate and temporary storage of such material, the OSP must meet the following conditions:

(1) the OSP's storage of the cached material must be made through an automatic technical process and must be for the purpose of providing the material to subsequent users who request the material;
(2) the OSP must transmit the cached material to subsequent users without modifying its content;
(3) the OSP must comply with any rules on updating the cached material that are specified by the originator using a

generally accepted industry standard protocol, as long as such rules are not used by the originator to prevent or unreasonably impair system caching;

(4) the OSP must not interfere with technology associated with the cached material that returns certain information to the originator, as long as such technology doesn't significantly interfere with the performance of the OSP's system and is consistent with generally accepted industry standard protocols;

(5) if the originator has placed conditions (fees or a password) on access to the cached material, the OSP must allow access to the cached material only to subsequent users who have met such conditions; and

(6) if the original material from which the cached copy was made has been removed or blocked and a copyright owner provides notice to the OSP (pursuant to certain "notice and take-down" provisions discussed later), the OSP must act expeditiously to remove or block access to the cached material the copyright owner alleges is infringing.[11]

Safe Harbors for Transmission and Routing

A final safe harbor in the Act covers an OSP's transmission, routing, or providing connections for material through the OSP's system and for intermediate and transient storage of material in the course of such activity. This safe harbor essentially covers an OSP's activities in acting as a conduit for material traveling between other parties.

To qualify for this exemption, several conditions must be met:

(1) the transmission of the material must have been initiated or directed by someone other than the OSP;

(2) the activities covered by the exemption must be carried out through an automatic technical process and not by any selection of material by the OSP;

(3) the OSP must not select the recipients of the material except as an automatic response to another person's request;

(4) the OSP must not make any copy of the material ordinarily accessible to anyone other than intended recipients and must not keep any copy for longer

than reasonably necessary for the OSP's transmission, routing, or connection; and

(5) the OSP must not modify the content of the material as it transmits it through its system.[12]

Scope of Exemptions from Liability

The safe harbors of the Act provide somewhat different limitations on different types of remedies usually available for copyright infringement.

Monetary Relief. If an OSP's activity qualifies for any of the safe harbors in the Act,

then the OSP is not liable for any monetary relief for claims of copyright infringement based on that activity. Monetary relief includes damages, court costs, attorney's fees, and any other forms of monetary payment.

Injunctions. If an OSP qualifies for a safe harbor under the Act, then the possible injunctive relief against the OSP is limited. Under any safe harbor, a court may issue an injunction restraining an OSP from providing access to an identified user engaging in infringement by terminating the user's specified accounts. With respect to the safe harbors for system caching, system storage, and information location tools, a court can also issue an injunction restraining an OSP

from providing access to infringing material residing at a particular online site on the OSP's system. Any other injunctive relief must be necessary to prevent infringement of specified material at a particular online location and must be the least burdensome to the OSP among comparably effective forms of relief. With respect to transmission and routing, a court can also issue an injunction ordering an OSP to take specific reasonable steps to block access to an identified online location outside the U.S.[13]

The Act also sets forth several additional considerations, including the burden on an OSP's system, the technical feasibility, and the interference with non-infringing material, that a court must consider in the case of all the safe harbors in deciding whether to grant injunctive relief. The DMCA further limits the liability of nonprofit institutions of higher education that act as OSPs for the infringing acts of their faculty and graduate students when performing teaching or research functions.

Notice and Take-Down Provisions

Certain exemptions apply only if an OSP complies with the notice and take-down provisions of the Act. These provisions allow

copyright owners to notify an OSP of allegedly infringing material on the OSP's system and require the OSP to remove or block access to such material after receiving such notice.

Designated Agent of OSP. An OSP must designate, both to the Copyright Office and on its service, the contact information for an agent that will receive such notices.[14]

Form and Content of Notice. A notice from a copyright owner must be in writing and must be signed by such copyright owner or his or her agent and must include certain specified information, including an identification of the allegedly infringing material and information reasonably sufficient for the OSP to locate the material or the reference or link to it. If the OSP receives a notice that substantially complies with the Act's requirements, then the OSP must act expeditiously to remove or block access to the material that is alleged to be infringing in order to remain eligible for the exemption from liability.

Misrepresentations. The Act provides that anyone who knowingly materially misrepresents under the Act that material is infringing is liable for any damages incurred by an OSP or a user as a result of the OSP relying on such misrepresentation in removing or blocking material.[15]

Subpoenas. The Act also provides a procedure by which a copyright owner can obtain from a court a subpoena directing an OSP to disclose to the copyright owner information sufficient to identify an alleged infringer of material as to which the owner has sent a notice to the OSP.[16]

Take-Down Procedures

Exemption from Liability. If an OSP in good faith removes or blocks access to material that it has cached, stored at a user's request, or referred users to, either because the OSP has received notice from a copyright owner or because the OSP has become aware of information from which the infringing nature of the material is apparent, the Act exempts the OSP from any liability for such removal or blocking.[17]

Notice and Put-back. In the case where an OSP removes or blocks material stored on the OSP's system at the user's request (such as the user's web site) because the OSP has received a notice from a copyright

owner alleging infringement, the OSP must take additional steps designed to protect the user's rights, and which may lead to putting the material back on the system.

(1) The OSP must take reasonable steps to promptly notify the user that the OSP has removed or blocked the material.

(2) The user may then send a "counter notification" to the OSP stating that the removal or blocking was a result of a mistake or a misidentification of the material. (The Act provides for liability to the OSP and the copyright owner for knowing material misrepresentation in such counter notification.[18]

(3) If the counter notification complies with the statutory requirements, then the OSP, to remain exempt from liability for the take-down, must provide a copy of the counter notification to the copyright owner that sent the original notice.

(4) Unless such copyright owner then notifies the OSP that the owner has filed a court action seeking to restrain the alleged infringement, the OSP must replace or unblock the material within ten to fourteen business days of receiving the counter notification.[19]

Conclusion

Sounds confusing? It certainly is, but the alternative (legal exposure *without any* limitations or exemptions) is far worse. The U.S. Copyright Office is currently accepting submissions of "designated agents" from OSPs for their database. The cost is $20, although final regulations have not been issued—which means that

the price and complexity of this matter could get worse. To find out more, visit the Government Relations section of the SLA web site [www.sia.org/govt/current.html], or the U.S. Copyright Office's OSP Page [http://lcweb.loc.gov/copyright/onlinesp/].

Notes

1. 17 U.S.C. § 512(k)(1) (1998).
2. The House Judiciary Committee Report explains that the definition includes "services such as providing Internet access, e-mail, chat room and web page hosting...." Thus, a company which maintains an Intranet for its employees may be a service provider under the statute. Similarly, a company which maintains a bulletin board where customers can post comments concerning the company's products may qualify as a service provider.
3. 17 U.S.C. § 512(i) (1998).
4. 17 U.S.C. § 512(n) (1998).
5. 17 U.S.C. § 1203(i)(1)(A) (1998).
6. 17 U.S.C. § 512(i)(2) (1998).
7. 17 U.S.C. § 512(m) (1998).
8. 17 U.S.C. § 512(c), (d) (1998).
9. 17 U.S.C. § 512(c)(1), (d) (1998).
10. 17 U.S.C. § 512(b) (1998).
11. 17 U.S.C. § 512(b) (1998).
12. 17 U.S.C. § 512(a) (1998).
13. 17 U.S.C. § 512(j) (1998).
14. 17 U.S.C. § 512(c)(2) (1998).
15. 17 U.S.C. § 512(c)(3) (1998).
16. 17 U.S.C. § 512(f) (1998).
17. 17 U.S.C. § 512(h) (1998).
18. 17 U.S.C. § 512(g) (1998).
19. 17 U.S.C. § 512(g) (1998).

What's in It for Your Organization?

IF your organization qualifies for any of the safe harbors, it will be allowed certain limitations:

- Exemption from monetary relief for claims of copyright infringement.

- Exemption from injunctions requiring you to block access to allegedly infringing material online OR to refuse access to an identified infringer.

- No need to monitor its service or seek out information about copyright infringement on its service.

EIPs Expanded

In the first IRC Notes, issued one year ago, I introduced the IRC's Electronic Information Packets (EIPs). *http://www.sla.org/membership/irc/eip.html*. I am glad to report that the EIPs have been well received and complimented. Since last year, we have added more than ten subjects and have split the Internet EIP into Internet Issues and Internet Research. **Take a look at the latest one on Salary Surveys at** *http://www.sla.org/membership/irc/salary.html*. Over 500 resources of one sort
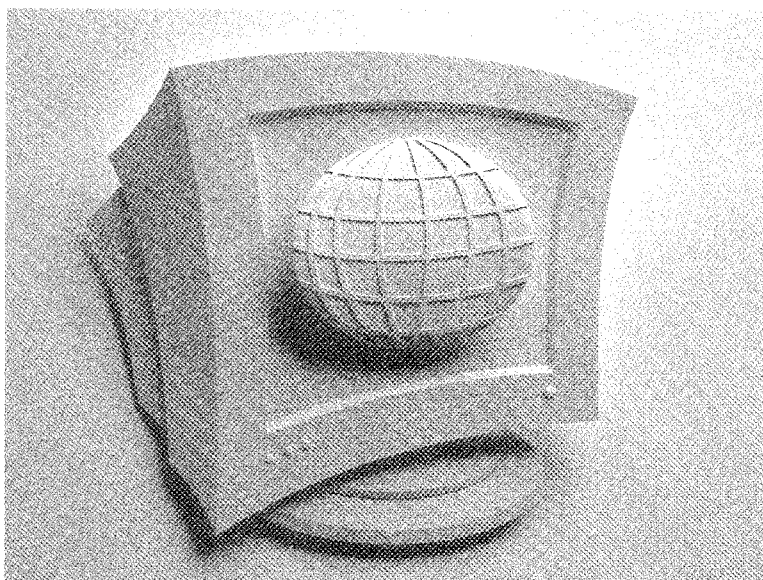
or another have been included during the year with an emphasis on adding web based sources such as full-text articles and web sites. We strive to keep the web links up to date on these ever increasing resources, and with the newly acquired web software that seeks out dead links, we hope to be able to reduce this inconvenience to a minimum. I am grateful to those of you who have notified us of broken links, and made suggestions for improvements.

We are currently composing new EIPs on International Topics, Records Management, Metadata, and Mentoring, and we will be considering splitting some of the very large ones into more manageable sizes. Any suggestions for topics or additional resources are truly welcome. Our new LEXIS-NEXIS Universe subscription will also help us to keep the EIPs current and relevant.

I am now including links to my bookmarks, which are web sites that have come to my notice, but have not been separately included in an EIP. Below are some of them which may be of interest.

For more information on IRC Notes, contact John Latham (john@sla.org).

Bio Type Info

Sources and Experts
http://metalab.unc.edu/slanews/internet/experts.html
Divided into sites that are useful for one-stop shopping for experts on a wide variety of topics; good places to look for authors and editors; and organizations arranged by specialty area.

Biography.com
http://www.biography.com/find/find.html Over 20,000 mainly historical "greats" but also covers the living.

Biographical Dictionary
http://www.s9.com/biography/ More than 25,000 notable men and women who have shaped our world from ancient times to the present day. More search options than the above.

Directory Type Sources

Grantmaker Info
http://fdncenter.org/grantmaker/index.html Links to more than 600 grantmaking foundations and institutions.

U.S. Zip Codes
http://www.usps.gov/ncsc/lookups/lookup_zip+4.html

Canadian Postal Codes
http://www.canadapost.ca/CPC2/addrm/pclookup/pclookup.html

UK Postal Codes
http://www.qfd.co.uk/PCSearch.htm Much easier than the Royal Mail site

Telephone Directories on the Web
http://www.contractjobs.com/tel/ Telephone directories of the Americas, Europe, Africa, and Asia Pacific

Martindale-Hubbell Lawyer Locator
http://lawyers.martindale.com/marhub Worldwide directory which can be searched by country as well as firm or individual. Some strange omissions.

CorpTech Database
http://corptech.com/ Detailed corporate information costs, but useful general directory of over 50,000 High-Tech companies.

Phonebook Gateway
http://www.uiuc.edu/cgi-bin/ph/lookup?Query= Useful for finding academics.

Table of Contents Services

CISTI's Electronic Table of Contents Service
http://www.nrc.ca/cisti/eps/alert/alert.html
UnCover Reveal
http://uncweb.carl.org/reveal/index.html These are just two examples and of course are not free.

Guides

A Guide for Proposal Writing
http://www.nsf.gov/pubs/1998/nsf9891/nsf9891.htm
Style Guide for Online Hypertext
http://www.w3.org/Provider/Style/Overview.html
Library of Congress World Wide Web Style Guide
http://lcweb.loc.gov/loc/webstyle/
Guide to Web Style
http://www.sun.com/styleguide/
Composing Good HTML
http://www.cs.cmu.edu/~tilt/cgh/

Web Citation Guides

Web Extension to American Psychological Association Style (WEAPAS)
http://www.beadsland.com/weapas/ Proposed standard for referencing online documents in scientific publications.
Karla's Guide to Citation Style Guides
http://bailiwick.lib.uiowa.edu/journalism/cite.html

Internet/WWW Training Guides

Make the Link Workshop (World Wide Web for Everyone)
http://www.bearfountain.com/arlington/links.html
Learn the Net
http://www.learnthenet.com/english/index.html
Internet Tutorials
http://www.albany.edu/library/internet/
The Best Information on the Net (BIOTN)
http://www.sau.edu/cwis/internet/wild/Internet/Training/trindex.htm
Search Engine Watch
http://searchenginewatch.com/
HTML Beginner Tutorial
http://www.publib.nf.ca/CAP/west/CornerBrook/tutorial/ Pretty basic, but it is free.

The Internet Research and Internet Issues EIPs have many more web site links like the above at *http://www.sla.org/membership/irc/internet2.html* and *http://www.sla.org/membership/irc internet1.html*

On a lighter note, for those who love to shop online, have a look at the Fortnum & Mason web site at *http://secure. fortnumandmason.com/giftservice/*. Even if you cannot afford to order anything, it will make your mouth water.   ⊠

Money MATTERS
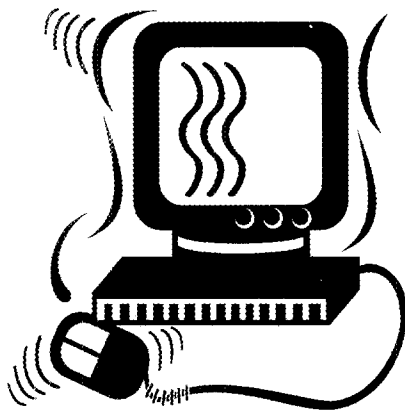
Pricing Strategy

A member recently asked me about how the prices for SLA's products and services are determined. As might be expected, price is one of the most effective marketing tools an organization has to promote a product or service. Price conveys an image of the organization, affects demand, and can be a tool for competitive and target market segmentation. A carefully designed pricing strategy enables an organization to respond to business conditions and opportunities.
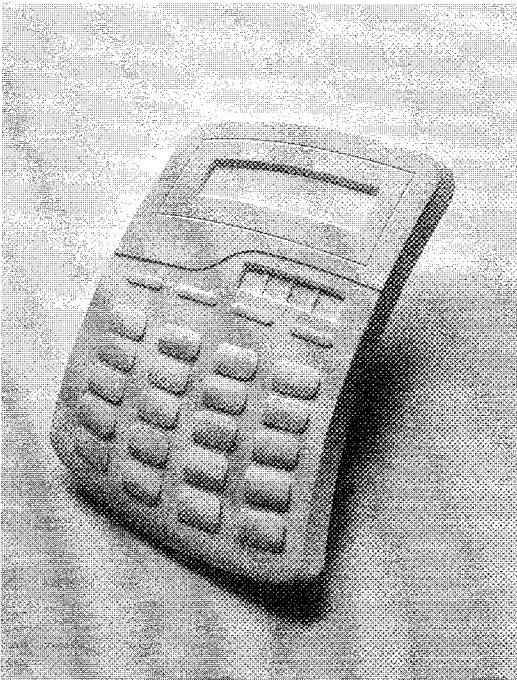
How are SLA products and services priced? The staff uses a structured pricing strategy for each of its products and services. The pricing strategy incorporates the notion that price should be based on the value of the product or service to the customer. Pricing follows directly in line with the association's overall goals as established by the Board of Directors and management. If the price does not generate the desired or necessary profits, then changes must be made or the product line discontinued.

The first step in selecting the proper pricing strategy is to determine the objectives(s) for the product or service. An individual product or service may have more than one objective and the objective(s) will most likely change over time depending on the product life cycle. For example, the objective of a new product may be to build market share or to provide a member service. As the product matures, the objective may change to use the product or service to attract new members.

The next step is to choose the appropriate pricing strategy. Pricing strategies generally take on three forms: profit margin (a specific net profit percentage or profit maximization); sales oriented (a specific dollar or unit sales growth, regardless of profit percentage or value); or status quo (match the competition and not "rock the boat"). There are also numerous pricing considerations in addition to the basic price of the product or service: member versus non-member pricing, group discounts, volume discounts, the competition, and cost allocations.

The staff also considers the product life cycle and the target market. There are four stages of the product life cycle: (1) Introductory: due to the high cost of research and development, initial prices are usually high. This is consistent with the consumer who is typically willing to spend more for something new and innovative. The opposite approach may be considered by pricing the product at break-even or at a loss to build market share; (2) Growth: the competition enters the market and price is often dictated by the competition; (3) Maturity: the price is usually well established and will remain constant; and (4) Decline: the price is set below market to get as much of the product sold as possible.

The target market is the group of members or customers that have a demand for the product or service. In defining the market, consideration is given to who actually makes the purchase decision, who will have an influence on that decision, and who will decide when and where to buy the product or service (initially and on a repeat basis, if applicable).

Once the pricing strategy is determined, staff examines the pricing strategy within the following parameters: (1) Does the strategy define means for achieving the objectives set? (2) Is the strategy consistent with the political environment within the association? (3) Is the appraisal of the competition open-minded and honest? (4) Have alternative strategies been thoroughly examined?

Once the pricing strategy is validated, staff uses pricing spreadsheets and templates to assist in predicting the effects of changes in costs and sales levels. One of the keys to successful pricing is knowing what you want to do, accurately estimating the costs to do it, and determining how it will be paid for and how much revenue it will generate. By consistently reviewing results, interim pricing adjustments can be more easily determined. The staff incorporates both direct and indirect costs into the pricing structure of each product and service to accurately reflect the "bottom line" of each.

The pricing strategy at SLA is based on the corporate model and is a critical component of the long-term financial health of the association. Accurately based prices assist in providing cost-effective products, services, and membership dues, and in providing superior service to the member base.

by Richard Wallace,
SLA Treasurer.
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Copyright

Copyright and Government Libraries

Libraries operated by federal and state entities such as administrative agencies and research groups must adhere to the copyright laws just as do corporate and educational libraries. Government libraries face similar problems when their uses of copyrighted works are not exempted by the Copyright Act or if their uses exceed fair use. One particular question is how these laws apply to various practices of the government libraries such as screening documentaries and showing films in staff meetings.
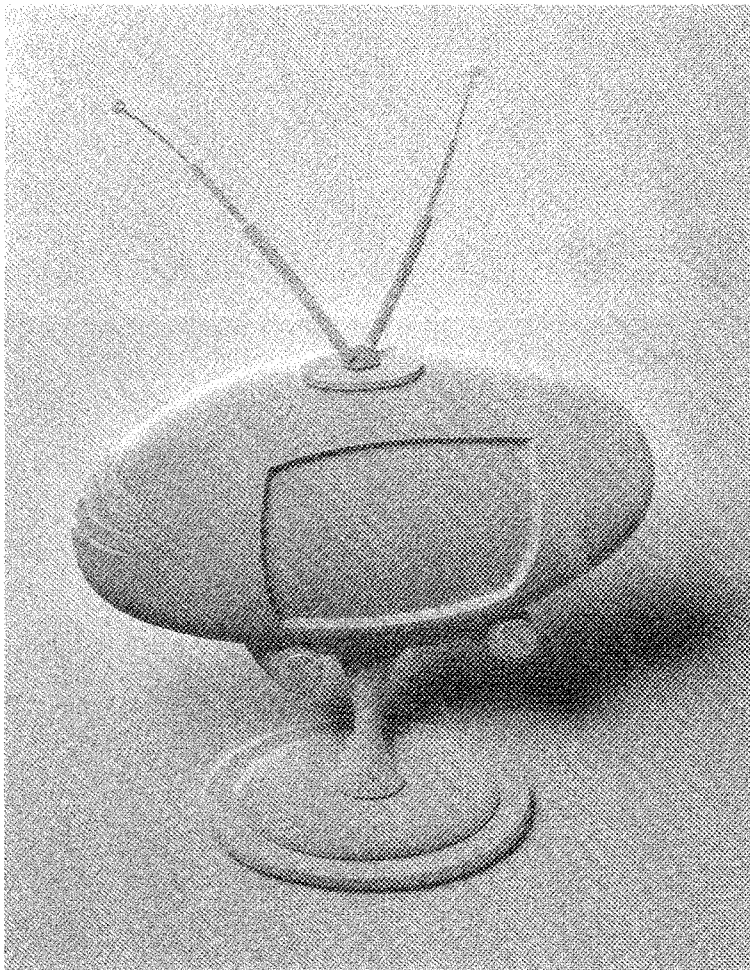
Many exemptions from protected uses are for educational purposes, but they are limited to nonprofit educational institutions, and a government library likely does not fall within this definition.

Government libraries may face problems in complying with copyright laws when they show copyrighted works such as a documentary to in-house personnel. Section 106(5) of the Copyright Act grants to an owner of a copyrighted work the exclusive right to control any public performance (or showing) of his work. On its face, Section 106 grants to owners total and complete control of the public dissemination of their works. These rights are balanced against the public's right to use the work under limited circumstances for socially beneficial purposes and for personal non-commercial use of works that fall under the protection of the copyright law.

Performances

Generally, when a library purchases a copyrighted motion picture, it does not obtain a performance right unless the right is purchased separately. Is the showing of a documentary for staff functions is a public performance? A public performance is defined as a performance at a place open to the public or at a place where a substantial number of persons outside the normal circle of family or friends might be gathered. Thus, when a patron checks out a videotape and watches it on her own, the performance is private and there is no infringement. However, as the group viewing the tape becomes larger, the chance of copyright infringement increases.

The House Report that accompanied the 1976 Act, H.R. 94-1476, gives as an example of a limited use (not a public performance) a closed audience such as a board of directors. Arguably, a showing to a small closed audience of eight to ten people is not a public performance. Thus, the showing of a documentary to a very small group in a staff meeting may be permissible. Section 110 of the Act exempts certain performances of copyright works if the copy has been lawfully obtained and will be shown in the regular course of instruction in a nonprofit educational institution providing several requirements are met.

When the Act first became law, many people believed nonprofit libraries were nonprofit education institutions; however, since the 1984 Amendments to the Copyright Act, it is clear they are not. Thus, government and agency libraries may not rely on the exemptions in Section 110(1) to perform videos without obtaining permission and/or paying royalties. Section 110(2) does allow the

by Sarah K. Wiant. Wiant is director of the law library & professor of law, Washington & Lee University, Lexington, VA. For more information on Copyright Corner, contact Laura Gasaway (laura_gasaway@unc.edu).

performance of a non-dramatic literary or musical work (but not a film or other audiovisual work) if it is part of the systematic activities of a government body and if employees are required to view it as a part of their employment.

If the public performance does not fall within the Section 110 exemptions, the government library or agency library might argue that the use is exempted nonetheless as a fair use, provided the showing meets the factors set out in Section 107: purpose of the use; nature of the work; the amount of the work used; and the effect on the market. Fair use is difficult to claim when the showing is of an entire audiovisual work and when more people are present than meets the small group requirement. Thus, without exemptions, in order for a government library to show performances of copyrighted works to anyone besides single users, or a very small closed group, the library must purchase a performance right along with the work. Only then can the library be positive that it is not infringing on the rights of the copyright owner.

Recording Performances

The off-air recording of copyrighted programs from television and subsequent performance of the show presents another important issue for many government libraries. Libraries generally do not have the right to copy programs off the air at will. Under the Guidelines for Off-Air Recordings of Broadcast Programming for Educational Purposes, libraries in nonprofit educational institutions may record copyrighted programs and can show them under limited circumstances without seeking a license. Any off-air recording and

subsequent use by government libraries must fall within fair use or the library should seek permission from the owner. If taping solely for a small closed audience, no other copies will be made, and the single copy will not be circulated, it is arguable the recording is a fair use copy. Nonetheless, it is recommended that the library check first to determine whether the work is easily available for purchase at a reasonable price, but some stations do not sell copies of broadcast programs. Thus, libraries that wish to maintain some type of film archive must negotiate with the broadcaster for permission to make and use the copies.
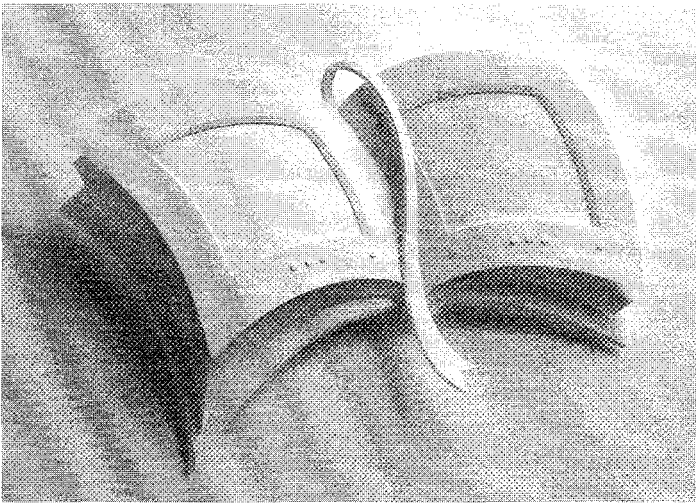
An exception permitted under Section 108 allows libraries to record purely news broadcasts off the air. This exception is limited to the real news broadcasts and does not include news magazine programs such as "20/20", "Dateline", or "60 Minutes." The library may make and distribute "a limited number of copies" of news programs.

In order for a government or agency library to qualify for the Section 108 exemptions, it must meet the three statutory requirements of Section 108(a). First, the reproduction must be made without direct or indirect commercial advantage. Second, the library must be open to the public or to researchers doing research in the same or a similar field; and third, the reproduction must contain either the notice of copyright contained on the work or, if there is no such notice, it must contain a legend that the work may be protected by copyright. A government library likely meets these requirements.

Thus, government and agency libraries may qualify for some of the exemptions provided in the Copyright Act relating to showing and reproducing documentaries and films, but not all of them. ⌘

Reviews BOOKS

Based on the premise that information technology investments are quite possibly the most important decisions that can be made within an organization, *Leveraging the New Infrastructure* is a guide that provides a framework for managers and technology decision-makers to collectively better understand the role that IT can play to further business operations and processes. Although this work is primarily geared toward functional departments traditionally outside the library realm (e.g., senior executives, financial managers or IT directors), it is by all means appropriate for library managers and any information professional personnel who affect and influence long-term decisions relating to information technology implementation and acquisition. As information resources produced within and acquired by organizations are made available and increasingly accessed in electronic formats, a book like *Leveraging the New Infrastructure* becomes more and more necessary.

In this work, Weill and Broadbent have based their assessments and observations on close to one hundred companies, including hundreds of managers and executives within those firms. This broad-based sample affords them the opportunity to recognize strategies and trends that have worked to varying degrees for participating companies, while not getting bogged down with specifics of operating systems, network architectures, or any exact enumeration of brands or products. In considering various situations, the authors identify and develop specific criteria for assessment and measurement of success. They recognize that there can be no absolutes in terms of strategy for investment or competitive development. Instead, the work is interspersed with concise diagrams and matrices within which to consider the caveats of different approaches and nuances of diverse business situations.

A fundamental principle set out early on in this work is that information technology investments are made to achieve four distinct management objectives. The authors identify these as transactional, infrastructure, informational, and strategic. In this section, the authors also present the idea of managing an information technology portfolio, in much the same manner that other business assets and investments are handled. From there, the authors build on these to depict specific examples of successes and failures in case studies that they have completed. The subsequent section deals with ways in which organizations can tie their infrastructure with strategy and business processes. The final portion of the work presents methods for managing technology investments to maximize value. The work is then well summarized with a succinct list of "Top Ten Leadership Principles", that relate back to the specific chapters within which each principle is considered.

The coverage of this work is very contemporary and appropriate for the rapidly changing world of information access and delivery. While many situations presented here relate largely to company-wide processes that are of interest to executives and managers, librarians and information professionals will benefit from the treatment of specific topics. In particular, these can be found in the authors' consideration of electronic commerce, knowledge management, information technology appraisal and justification, as well as organizational information politics. In addition, this work serves well to provide theoretical guidance and real life examples of ways in which companies have and are developing their business focus and practices in light of developments and planning for information technology.

by Roger Vicarius Skalbeck. Skalbeck is electronic services librarian at Williams & Connolly, Washington, DC. He may be reached via e-mail at rvicarius@erols.com.

Public Relations

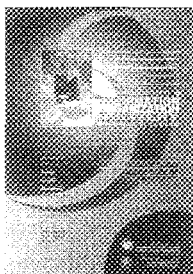## Arabian Gulf Chapter Members Join for a Successful Meeting

The Annual Special Librarians Association/Arabian Gulf Chapter Workshop and Conference was held in Manama, the capital of the State of Bahrain on 22-27 November 1998. The event was an unqualified success. The workshop and conference had a regional flavor with good attendance from all of the Gulf Cooperation Council countries for both events. Attendees praised the organizing committee of the workshop and conference for smooth execution and innovation. The accompanying conference exhibit attracted a large crowd of information professionals and librarians from the Gulf region.

The pre-conference workshop was held at the Arabian Gulf University on 22-24 November 1998. The main theme of the workshop was "Use of Electronic Utilities for Knowledge Organization." The workshop concentrated on the latest advances in information technology for use in organizing, cataloging, and indexing to improve library management. The use of CD-ROM based tools as replacement of the printed page was emphasized as well as the use of the Internet. Thirty-five information and library professionals attended the workshop.

The Diplomat Hotel in the middle of Manama Commercial Center was the venue of the main conference that took place between 25-27 November. The theme of the conference was "Achieving Excellence in Information Organization Delivery Strategies for the 21st Century." This year's conference concentrated on the challenges facing the information professional and librarian in the era of electronic information that requires they be well-prepared, up to date, and well-informed in the field of information gathering and dissemination. The conference focused on the skills needed to carry libraries into the twenty-first century.

A panel of international speakers specializing in information and library science delivered a number of papers. The conference was attended by 220 information professionals, librarians, and exhibitors from the Arabian Gulf Region and Europe. The SLA-AGC Annual Banquet was held at the Arabian Gulf University honoring individuals who have contributed to the success of the SLA-AGC. The SLA-AGC Business Meeting and Elections concluded the conference on Friday 27 November. The central attraction of the conference this year was the SLA-AGC Booth (see photo). The booth became the focus point for attendees to meet, register for membership, and purchase the SLA books that were displayed. The Membership/PR Chair, Kawther Dashti, who also supervised and staffed the booth, used it to update members' information. Book sales at the booth surpassed all expectations. The concept for the booth was appreciated so much that it was recommended by the board and other members to make a permanent feature in all future Annual Conferences.

The accompanying exhibition was also a good chance for companies to display their latest products and innovations in the field of information and library science—from CD-ROM's to library systems to subscription agencies to library security systems. Attendees had their chance to get acquainted with latest products in their field.
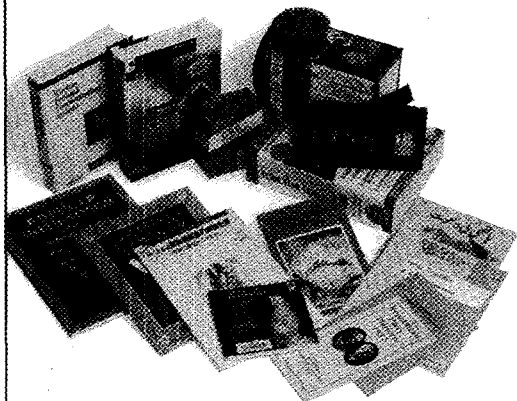
Overall, this SLA-AGC Conference will be a milestone for many years to come. The preparation, the effort, and the organization paid their dividends in making it a big attraction. ∞

by Kawther Dashti. Dashti is membership/public relations chair for the Arabian Gulf Chapter. She may be reached at kawther_dashti@bapco.net.

Conference Countdown

Side Trips from Minneapolis - "Up North"

Our state's Office of Tourism promotes Minnesota as a vacation wonderland with "thousands of places to stay and things to do." But, ask any Minnesotan where they're headed on vacation or just a weekend and you'll usually get one of only two destinations, "To the lake!" or "Up north!" For outsiders, given our 15,000 lakes, the first destination may seem a little vague, and the second, considering our latitude, ironic.

To understand the answers, one needs to appreciate that "to the lake" and "up north" describe not so much destinations, but a state of being. While more than half of Minnesota's population lives in urban areas, most of us consider it an unnatural existence, endured only for purposes of commerce. Any and every excuse is taken to escape, if even only for a short weekend, to our natural state, in both senses of the phrase.

As a result, we really do have thousands of places to stay, but most of them are really the same place. It's a place with a small cabin, or maybe a tent, perched on the edge of a clear, blue lake or shimmering stream, surrounded by tall, green pines filled with twittering and chirping birds, and with small, cute, furry critters skittering to and fro in the nearby underbrush. There's not a concrete tower, asphalt parking lot, or smoke-belching diesel for miles. The only thing disturbing the tranquility is the occasional sharp slap of a fish jumping in the water or the call of a loon on the opposite shore at dawn and sunset.

There are dozens of state parks, and hundreds of private resorts and campgrounds within a few hours drive of Minneapolis that meet the description. They all provide excellent places for introverted librarians to prepare for, or wind down from, the intense mingling at SLA's conference.

Of course, we aren't all introverts, and the conference may serve to whet our appetite for new vistas and experiences. In that case, there's no better experience than heading north on Minnesota's Highway 61, made famous by our own Bob Dylan's revisitation.

Leaving the Twin Cities, short side trips from Highway 61 lead to some of the state's best scenery. State parks, including Interstate, Wild River, St. Croix, Jay Cooke and several others are popular destinations. All offer campgrounds and hiking trails and include a mix of other ser-

vices including bike and canoe rentals, nature programs, interpretive exhibits, etc. Minnesota's state parks are very popular, so if you plan on camping you'll want to make reservations a couple months ahead of your trip. Reservations can be made by calling 1-800-246-CAMP.

Three hours north of the Twin Cities, approaching Duluth, the first glimpses of Minnesota's most spectacular scenery, the North Shore of Lake Superior, come into view. Duluth itself is a worthy destination. The city is often likened to a small San Francisco because of its scenic harbor, hills and steep streets. Spectacular views of the harbor and its famous lift bridge can be seen from Skyline Drive. The city takes pride in its history as a center of transportation. The local railroad and maritime museums are worth a visit, as is the public library, designed to resemble the ore boats that sail Superior.

From Duluth, for nearly 150 miles to the Canadian border, Highway 61 hugs Superior's North Shore. Small towns dot the route and their names reveal much about the area. Castle Danger, Beaver Bay, French River, Lutsen, Grand Marais—each has its own history and attractions. It's nearly impossible to drive this route without stopping to explore the towns and state parks along the highway. Waterfalls at Gooseberry Falls, Tettegouche, Temperance River, and Cascade River state parks are right on the highway and make great stops for a little leg stretching. Split Rock Lighthouse, with its shear, rock cliffs along with The Palisades are a favorite stops for photographers.

Near the border, Grand Portage National Monument is an excellent site to learn about Minnesota's early fur trade and the area's Native Americans. And, right at the border, lies Grand Portage State Park, with an easy trail leading to Minnesota's highest waterfall and views of Canada on the opposite side of the river.

Heading back to the Twin Cities, especially if you're traveling with kids, you'll want to take in other learning opportunities by heading inland to Ely, MN, one of Charles Kurault's "perfect places," and its International Wolf Center. Nearby, Soudan Underground Mine State Park and Iron World Discovery Center in Chisholm, MN explain our rich mining heritage. Or, you might want to do any of thousands of other things in our glorious North Country. For more ideas, check the links available from http://sla99.westgroup.com/. ☒
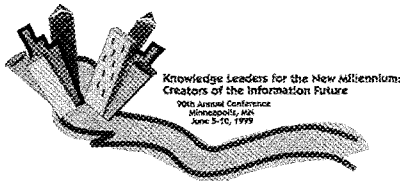
by Jerry Baldwin. Baldwin is a 1999 Conference Local Arrangements Committee member. For more information, contact Baldwin at jerry.baldwin@dot.state.mn.us.

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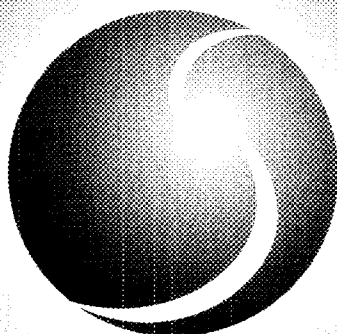
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Coming EVENTS

February

ACM Hypertext 99
http://www.kom.e-technik.
tu-darmstadt.de/~ht99
ACM
February 21-25, 1999
Darmstadt, Germany

**Management of the
Library in the Electronic Era**
SLA Mediterranean Conference
February 26-27, 1999
Barcelona, Spain

March

**Demystifying the Licensing
of Electronic Resources**
SLA/ARL Videoconference
March 4, 1999
Any location in the U.S., Canada,
and Europe

FORO IX
http://www.mxl.cetys.mx/foro/
March 4-6, 1999
Ensenada, Mexico

Computers in Libraries 99
Information Today
http://www.infotoday.com/
conferences.htm
March 7-11, 1999
Arlington, VA

Networking 2000
South Atlantic Regional Conference
(GA, FL/Carib, SC, NC, VA Chapters)
March 11-13, 1999
Charleston, SC

April

IEEE Meta-Data '99
http://www.llnl.gov/liv_comp/meta-
data/md99/md99.html
IEEE
April 6-7, 1999
Bethesda, MD

ACRL 9th Annual Conference
ACRL
http://www.ala.org/acrl/
prendex.html
April 8-11, 1999
Detroit, MI

**Multimedia Distance
Learning Courses**
April 12 - May 16, 1999
Any location in the world

**Association of Independent
Information Professionals**
http://aiip.org/aiipconf.html
AIIP
April 22-25, 1999
Berkeley, CA

Intranets + Libraries
http://www.onlineinc.com/
corporate/releases/press45.html
Online
April 26-28, 1999
San Francisco, CA

May

**1999 Information Resources
Management Association**
http://www.irma-international.org/
irma1999.html
IRMA
May 16-19, 1999
Hershey, PA

National Online & IOLS 99
http://www.infotoday.com/nom99/
nom99.htm
Information Today
May 18-20, 1999
New York, NY

ASIS Mid-year
http://www.asis.org/Conferences/
my99call.html
ASIS
May 24-26, 1999
Pasadena, CA

Canadian Association
of Law Libraries
http://www.kingston.net/iknet/call/
news.html
CALL
May 30-June 2, 1999
Banff, AL Canada

June

**SLA Knowledge
Executive Institute**
June 3-5, 1999
Minneapolis, MN

SLA 90th Annual Conference
June 5-10, 1999
Minneapolis, MN

Canadian Library Association
http://www.cla.amlibs.ca/conf.htm
CLA
June 16-20, 1999
Toronto, ON Canada

August

IFLA
http://www.nlc-bnc.ca/ifla/IV/
ifla65/65intro.htm
IFLA
August 19-28, 1999
Bangkok, Thailand

Society of American Archivists
http://www.archivists.org/
annualmeeting/program.html
SAA
August 31-September 6, 1999
Pittsburgh, PA

October

ARMA
http://www.arma.org/hq/home.html
ARMA
October 17-20, 1999
Cincinnati, OH

Looking Ahead

SLAs 91st Annual Conference
June 10-15, 2000
Philadelphia, PA

Global 2000
"The Information Age:
Challenges and Opportunities"
October 16-19, 2000
Brighton, England

▄ɪ̃Summary   ▄ᴇᴺSomme   ▄ᴇᴺResumen

Indexed Web: Engineering Tools for Cataloging, Storing and Delivering Web-based Documents
by Michael Nanfito

In June of 1997, the Law Library Resource Xchange approached us with a request to install a fairly standard search engine on their web site. We could easily provide such a service (and did in fact) but convinced them of the viability of creating tools that would enable the use of controlled vocabularies in the act of subject indexing their web resources, and cataloging software and search interfaces that would allow users to browse subject headings and authors while searching for relevant documents. This article describes the development of Java-based software to use controlled vocabularies and subject headings in the cataloging of HTML articles on a subject-specific legal resources web site. The goals of that project, the tools that came out of it, and the next steps in the development process are described here.

It Belongs in the Library
by Charles V. Phelps

Too often, special libraries don't get the respect they deserve. This unfortunate fact has a long history. Nowadays, the web, the Internet and Intranets, and computer-based tools make it easy for any unit of an organization, such as a team within a company or research institute, or a department within a university, to offer the reports and other documents they produce online in a form of electronic "library." This practice has become quite widespread, and constitutes yet another threat to the perception of the librarian's relevance and necessity. However, librarians have a professional approach and vision that makes it beneficial for organizations to involve the library if they care about the future of their publications.

Safe Harbors: Online Liability Provisions Should Benefit Information Professionals
by John Crosby

Throughout the process of development, debate, and enactment of the Digital Millennium Copyright Act in the United States, silver linings were not always visible within the clouds. However, upon further review, there are a number of positives that special librarians can take from the legislation. Most are merely opportunities to alter the direction of the law through the regulatory process. But one possibility involves the portion that offers a limitation on liability for online service providers (OSPs). This article details the somewhat perplexing and definitely complicated new provisions of the law. No matter how confusing they are, special librarians should consider that the alternative of full exposure to liability would be far worse.

Web indexé: Outils conçus pour le catalogage, l'archivage et la livraison de documents sur le web
par Michael Nanfito

En juin 1997, le bureau de la bibliothèque de droit Resource Xchange nous a approchés pour nous demander d'installer un moteur de recherche assez standard sur leur site web. Nous aurions pu aisément fournir ce service (et l'avons effectivement fait), mais nous les avons convaincus de la viabilité de créer des outils qui nous permettraient d'utiliser des vocabulaires contrôlés dans l'indexation de leur documentation web par matière et de cataloguer les interfaces de logiciel et de recherche qui permettraient aux utilisateurs de naviguer sur le répertoire thématique par titre et par auteur tandis qu'ils recherchent les documents pertinents. Cet article décrit l'élaboration d'un logiciel basé sur Java visant à l'emploi de vocabulaires contrôlés et d'en-têtes des matières lors du catalogage des articles en langage HTML sur un site web de documentation juridique spécifique à une certaine matière. Il discute également des objectifs de ces projets, des outils qui en sont issus et des prochaines étapes dans le processus de l'élaboration.

Sa place est à la bibliothèque
par Charles V. Phelps

Trop souvent, les bibliothèques spécialisées ne sont pas tenues dans la haute estime qu'elles méritent. De nos jours, avec le web, Internet et les Intranets et avec les outils informatiques, il est plus facile à n'importe quelle unité d'une organisation – équipe au sein d'une société ou d'un institut de recherche ou département d'une université – de fournir en ligne sous forme de « bibliothèque » électronique les rapports et autres documents qu'elle produit. C'est une pratique devenue très répandue qui constitue une autre menace à la perception de la pertinence et de la nécessité des bibliothécaires. Toutefois, étant donné l'approche professionnelle et la grande perspicacité des bibliothécaires, les organisations se rendront compte que, si elles tiennent à l'avenir de leurs publications, il leur sera profitable d'inclure la participation de la bibliothèque.

Havres de grâce: Les dispositions relatives à la responsabilité en ligne devraient profiter aux professionnels de l'information
par John Crosby

Tout au long du processus de l'élaboration, des débats et de la promulgation aux Etats-Unis de la loi intitulée *Digital Millennium Copyright Act* sur la propriété intellectuelle dans le domaine des œuvres numériques, il n'était pas toujours facile de voir qu'à quelque chose malheur est bon. Toutefois, après un examen plus approfondi, les bibliothécaires peuvent dégager de ces lois plusieurs aspects positifs. Pour la plus grande partie, ce n'est qu'une occasion de changer la direction de la loi par le biais du processus de la réglementation. Mais il y a une possibilité dans la section qui limite la responsabilité des prestataires de services en ligne (*Online Service Providers* – OSP). L'article décrit en détail les nouvelles dispositions de la loi qui sont définitivement compliquées et nous laissent quelque peu perplexes. Quelles que déroutantes que soient ces dispositions, les bibliothécaires spécialisés devraient considérer que l'alternative – se trouver complètement exposé au risque d'être poursuivi pour non-respect du droit d'auteur – serait bien pire.

El Web indexado: Instrumentos de ingeniería para catalogar, almacenar y distribuir documentos basados en el Web
por Michael Nanfito

En junio de 1997, el Intercambio de recursos de bibliotecas de ley llamado Law Library Resource Xchange nos dirigió una solicitud para instalar una máquina de búsqueda o 'search engine' en su 'Web site'. Podríamos fácilmente proporcionar tal servicio (y en hecho lo hicimos) pero los convencimos de la viabilidad de crear instrumentos que facilitasen el uso de vocabularios controlados durante la indexación de temas de sus recursos de 'Web', y de catalogar la programática y los interfaces de búsqueda que permitirían a los usuarios a ojear los títulos de los temas y autores mientras buscan documentos pertinentes. Este artículo describe el desarrollo de la programática basada en 'Java' para usar vocabularios controlados y títulos de temas al catalogar artículos en el lenguage de texto 'HTML' en un 'Web site' de recursos legales específicos. Los objetivos de ese proyecto, los instrumentos que salieron de él, y los siguientes pasos en el proceso de desarrollo están descritos aquí.

Pertenece en la biblioteca
por Charles V. Phelps

Demasiado a menudo, las bibliotecas especiales no se respetan como se lo merecen. Este hecho desafortunado tiene un historial largo. Hoy en día, el Web, el Internet y los Intranets e instrumentos basados en computadoras facilitan que cualquier unidad de una organización, como un equipo dentro de una compañía, o instituto de investigación o un departamento dentro de una universidad, ofrezca los informes y otros documentos que producen en línea en forma de "biblioteca" electrónica. Esta práctica se ha convertido bastante corriente y constituye aún otra amenaza más a la apreciación del significado y la necesidad del bibliotecario. Sin embargo, los bibliotecarios tienen un concepto y una visión que hace beneficioso que las organizaciones utilicen a la biblioteca si les importa el futuro de sus publicaciones.

Recursos seguros: Disposiciones de seguros contra responsabilidades en línea deben beneficiar a los profesionales de la información
por John Crosby

Durante el proceso de desarrollo, discusión, y promulgación del decreto de registro de derechos de propiedad literaria llamado Digital Millennium Copyright Act en los Estados Unidos, las esperanzas no eran siempre evidentes. Sin embargo, con una examinación más profunda, hay un número de conclusiones positivas que los bibliotecarios especiales pueden sacar de esa legislación. La mayoría son oportunidades meramente para alterar la dirección de la ley através del proceso regulatorio. Pero una posibilidad implica la porción que ofrece una limitación sobre el riesgo de responsabilidad para los proveedores de servicios en línea (OSPs). Este artículo detalla las nuevas disposiciones, algo confusas o definitivamente complicadas, de la ley. No importa lo confusas que sean, los bibliotecarios especiales deben considerar que el alternativo de estar expuesto por completo al riesgo de responsabilidad sería mucho peor.

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