

recently. BL have added details of over 2.55 million BL bibliographic records to the Amazon.co.uk books catalogue, of which 1.7 million pre-date the 1970 introduction of the ISBN.

Amazon customers will have a wider choice of books, as specialist and antiquarian booksellers will be able to list their stock, which will include many old editions of popular titles as well as the esoteric. For example, the 1951 edition of Enid Blyton's *The Enchanted Wood* is mentioned in the news item detailed below. Who knows - I may be able to find those much loved 1950s editions of the *Rupert Annual* after all. For the full story see: <http://www.bl.uk/cgi-bin/press.cgi?story=1391>

Also: ZDNet UK News Nov 24th 2003:

<http://news.zdnet.co.uk/>

Reveal – launch of resource for Visually Impaired People

The Reveal website was launched in September 2003 providing much needed information about services and resources for visually impaired people. Reveal comprises a catalogue of resources and a register of suppliers. The catalogue lists books in Braille and Moon, audio books and digital talking books, tactile diagrams and a host of other accessible materials. Reveal includes details of who produces, loans or sells accessible materials, and information about the different kinds of accessible materials.

Reveal adheres to W3C accessibility guidelines and MARC 21 bibliographic standards, and is compatible with the Z39.50 protocol. Funders included: the Department for Culture, Media and Sport; Resource; the British Library; Lloyds TSB; the Ellerman Foundation; the National Library for the Blind, and the RNIB.

UKOLN, based at the University of Bath, <http://www.ukoln.ac.uk/> was involved in the design of the overall Reveal strategy, and the development of the bibliographic standard and collection descriptions schema <http://www.revealweb.org.uk/>

Current Awareness

Column editor: Jane Grogan; e-mail: Jane.Grogan@gchq.gsi.gov.uk

This column contains summaries of articles (print and electronic) about online services, CD-ROMs, networked information, electronic publishing, multimedia etc. including, with permission, abstracts identified with an * next to the author initials, drawn from Current Cites, the monthly publication distributed electronically by the Library, University of California at Berkeley:

<http://sunsite.Berkeley.edu/CurrentCites/>

The Current Cites database of citations now numbers over 1,000 and is searchable at <http://sunsite.berkeley.edu/CurrentCites/bibondemand.cgi>. This service is called "Bibliography on Demand" because it can be easily used to create printable or linkable bibliographies on information technology topics. Another service offered is full-text searching of all cited articles that are freely available in full-text. You can try it out at <http://sunsite.berkeley.edu/CurrentCites/articlesearch.html>

ELECTRONIC PUBLISHING

Coyle, Karen. "E-Books: It's About Evolution, Not Revolution" netConnect (Fall 2003): 8-12.

(<http://www.libraryjournal.com/article/CA323334>) . -

Coyle has long tracked the e-book phenomenon, and is active in professional and industry groups such as the Open eBook Forum. Therefore, she knows whereof she speaks, and thus this is a piece that anyone interested in e-books should read. Beginning with the fall of the Rocket Reader, Coyle contrasts that debacle with the countervailing statistic that ebook sales are growing (albeit for different platforms). After a quick nod to public domain and university-based projects, Coyle surveys the commercial landscape and variant models for ebook publication and marketing, with an eye toward the particular needs of libraries. – [*RT]

Hane, Paula J. Stable and Poised for Growth: Interview with Mark Rowse. Information Today (USA) 20 (10) November 2003: p1, 22-28.

Mark Rowse is founder and CEO of Ingenta, founded 1998 as a public/private partnership with the University of Bath, now with 160 staff worldwide. The interview covers the company's technology investments and product initiatives, and industry trends. Ingenta has made key acquisitions and partnerships, and now has multiple revenue streams, but within a single vision – as a business serving the needs of publishers, and also helping libraries and users to access publisher content, via its e-journal access platform. The original STM and academic focus has been extended to the corporate market. Now profitable, Rowse promises more responsiveness to customers, investment in servers and enhanced digital rights management technology. A new 'e-book' business is being developed with Oxford University Press, also tools for publishers to upload their own content, and automated reference extraction. – [PL].

Lin, Nancy. ACLS History E-Book Project: Report on Technology Development and Production Workflow for XML Encoded E-Books New York:

American Council of Learned Societies, 3 October 2003. (<http://www.historyebook.org/heb-whitepaper-1.html>) . - The History E-Book Project of the American

Council of Learned Societies seeks to "assist scholars in the electronic publishing of high-quality works in history, to explore the intellectual possibilities of new technologies, and to help assure the continued viability of the history writing in today's changing publishing environment." The project released 500 books on the web in September 2002, to those who have licensed access to the collection. In this whitepaper, Ms. Lin lays out in an informative, readable, and understandable way the technical infrastructure they created to put these books online. Decisions are documented, with accompanying justification, as well as sufficient detail to fully understand what they chose to do and why. Overall, this whitepaper is a rare glimpse into why and how a particular technical infrastructure was developed to support publishing books online, and should be required reading by anyone seeking to do the same. – [*RT]

O'Leary, Mick. "E-Books Scenarios Updated"

ONLINE 27(5) (September/October 2003)
(<http://www.infotoday.com/online/sep03/oleary.shtml>).
- In this column O'Leary takes a look back at some forecasts of the future of e-books he made some three years ago. He admits that a few of his predictions were off, including that the use of e-book readers would be "commonplace" by now. But he believes his predictions about the uses of e-books were "right on". These predictions include: 1) use, not read (that is, that e-books will be mostly for using for reference types of activities rather than sustained reading, 2) aggregations, not single works (for example, for searching), 3) institutional customers, not individuals, and 4) subscription pricing, not transactional. In association with his "use, not read" trend, he puts forward this rule of thumb: "The more time you spend with a book at one sitting, the less attractive it is as an e-book," which seems true to this reviewer. – [*RT]

Pedley, Paul. "Tips on Negotiating Licences for Electronic Products"

Free Pint (145) (18 September 2003)
(http://www.freepint.com/issues/180903.htm?FreePint_Session=8baf0efb6b21698e1891023742586e74#tips). - "Electronic products" are not just databases. These days, we are also talking about "news feeds, e-books, reference materials, encyclopaedias, newspapers or electronic journals." If you haven't been there already, you may one day find yourself in the position of having to wrangle with vendors in order to obtain an optimum licensing agreement for your institution. One key point the author makes here is that "a licence does not confer ownership rights. It merely specifies the conditions upon which databases and other copyright works can be used and exploited, and by whom." He provides a well-thought-out list of ten things to keep in mind when you are negotiating such agreements. These includes such basic things as understanding what you are reading and knowing what will happen if there is a

dispute, and issues you may not have considered, such as being sure the contract can not be reassigned without your permission. – [*SK]

Rehmann, Ulf. "Documenta Mathematica: A Community-Driven Scientific Journal" High Energy Physics Libraries Webzine (October 2003)
(<http://library.cern.ch/HEPLW/8/papers/3/>). - This article provides a brief overview of Documenta Mathematica, a free peer-reviewed mathematics e-journal (founded in 1996) that also has a low-cost annual print-on-demand edition. What did it cost to produce the e-version of this journal in 1999? The author, who is the journal's Technical Managing Editor, estimates it cost approximately 200 euros. Of course, the authors, editors, and referees were not paid; however, the author notes that this is typical for mathematics journals, which also usually require authors to submit TeX typeset files for their manuscripts. Assuming a modest 400 libraries worldwide accessed the journal, the author estimates that they saved 128,800 euros compared to what it would have cost if the journal were priced like the typical mathematics journal. (The author does not attempt to calculate the costs of readers printing e-journal articles.) The author also provides production cost information for the proceedings of the 1998 International Congress of Mathematicians. – [*CB]

Youngstrom, Erica. "Technology poses problems for journals"

Yale Daily News (21 November 2003)
(<http://www.yaledailynews.com/article.asp?AID=24250>). - Lots of us assumed that journal subscriptions online would naturally be cheaper than the print versions. It has not turned out that way. Granted, the online versions are easier and more convenient to use, but according to Yale Associate University Librarian Ann Okerson, journal subscription costs are going up at a rate of nine percent a year...and how many library budgets are increasing at that same rate? The problem is particularly acute in the sciences; at Yale, for example, of the \$6.5 million Yale spent on journal subscriptions in 2001-2002, \$3.6 million went for scientific, medical and technical journals. Price increases for journals in other disciplines have not seen such dramatic increases, but prices are not dropping, either. A key issue is whether it is necessary to also continue with print subscriptions. Most faculty members understand the economic issues involved, but some worry about ongoing access to out-of-print materials, etc. One professor conceded, "Maybe not every department has to have a hard copy at every university." Another professor said that although he acknowledges the financial aspects involved in the dissemination of information, "as a researcher I sincerely wish it was free." – [*SK]

GENERAL

Bennahum, David S. "Warren Buffet for Coupon-Clippers" Slate (12 November 2003)

(<http://slate.msn.com/id/2091142/>). - You may have seen a sign in your local grocery store telling you it is no longer accepting coupons downloaded/printed from the Internet due to fraud/counterfeiting. This article discusses a new and intriguing way that people are using the Internet to maximize their savings from grocery coupons. A website called The Grocery Game analyzes the dead tree coupon inserts from Sunday newspapers all over the country and identifies whether each coupon offers a "'rock bottom sale' (buy now!) or a mere 'phantom sale'." The website takes all this information and provides a shopping list geared to each subscriber's local supermarket. (Subscribers pay \$10 for eight weeks of shopping lists.)

It is interesting to read how Teri Gault, The Grocery Game's founder, got her start analyzing coupon amounts and grocery prices in Southern California, mainly due to financial necessity. She began publishing her findings online in February 2000, and now "she franchises the business across the country, with six franchisees covering supermarkets in 22 states." The website also includes a message board for subscriber discussions. The author speculates about how "a collaboratively filtered, 'smart mob' nation of coupon-clipping shoppers" could significantly change the coupon business as a whole. And, he points out, "When it comes to consumer services, Internet companies can be divided into two broad categories: those with gee-whiz technology that isn't necessarily useful, and simple ideas that help people to better accomplish an existing task. The latter have fared better than the former." – [*SK]

Borbone, Martin. Common sense content management: what organisations need to know. *Managing Information*, 10 (10) (December 2003): 36-38.

Looks at the preparatory steps to take and questions to ask before choosing a content management system (CMS). Emphasises the need to view the CMS as a business system, rather than an IT system and to analyse information needs and the ways the content will be used. Identifies three core principles to be adopted when implementing a CMS: "Design the content before you design the solution," auditing, analysing, classifying and structuring the information should all be done before looking at the CMS. "Adopt a content-centric perspective," the technology is only supports information management processes, it is not the solution. "Manage content for what it is, not what it looks like," content management must be independent of presentation or delivery format to ensure flexibility for the future. The author also addresses the issue of cultural change and the importance of getting the support of users at an early stage to ensure the success of the system. – [LR]

Cedergren, Magnus. "Open Content and Value Creation" *First Monday* 8(8) (4 August 2003)

(http://www.firstmonday.dk/issues/issue8_8/cedergren/index.html). - The author defines open content as materials that others can improve upon and redistribute, or as content that is produced without expectation of immediate financial reward. He argues that this sort of open content is becoming an important development track in the shifting media landscape. He suggests that open content is distinct from open source programming, yet related in some ways. However, content by definition is not programming, and invites additional, extensive and subjective responses and review. Therefore content creates new value streams, often with broad appeal to non-technologists. The author explores the dynamics of value creation in terms of the economic literature as well as the dynamics of software piracy. He asserts that the lifespan of open content will be heavily influenced relationships between producers and distributors, all of whom are presumably working for free. – [*TH]

Fox B. Digital double act. *New Scientist* 180, 2417, 25 (18 Oct 2003)

A German inventor has developed a single disc of the usual thickness that can serve as a CD and a DVD [DJH]

Hirtle, Peter B. "Digital Preservation and Copyright" *Copyright & Fair Use* (November 2003) (http://fairuse.stanford.edu/commentary_and_analysis/2003_11_hirtle.html). - Hirtle provides a very useful overview of all the various aspects of copyright law that may apply to a library or archive's work to preserve digital content. The upshot of the piece is probably contained in this excerpt: 'Fortunately, while there is no general exemption for preservation activities in copyright law, there are exemptions that can help individuals and especially libraries and archives legally preserve expressive works for the future. There are some specific exemptions for certain types of actions and for certain actors. Furthermore, in the absence of a specific exemption, one can always consider fair use as a defense when making a preservation copy.' Most the remainder of the piece provides the justifying details for that statement. This should be required reading for any library or archive intent on preserving digital material that may be under copyright. – [*RT]

Hugos, Michael. "Toward A New Technology Strategy" *Darwin* (October 2003) (<http://www.darwinmag.com/read/100103/itstrategy.html>). - Getting IT "stuff" these days is easy. Much is available at attractive price points. However, utilizing this "stuff" to maximize its potential involves people. The basic point here is that computers should be used for things that they do best -- crunching data, managing inventory, running accounting and financial systems -- which frees people to do what they do best -- "think and communicate and solve problems." This

essay identifies "six basic IT building blocks" -- ASCII flat files, ftp, e-mail, batch processing, relational databases and Web pages. An organization looking to maximize its IT investment can mix and match these in different combinations or tack them onto existing systems to create something entirely new. The objective should be to have systems that handle all of the routine transactions. The oddball stuff "that does not follow one of the simple routine processing rules" can be bounced to a live human being, who uses brainpower to fix the problem. People enjoy working on non-routine tasks. Says the author, "The human brain has been evolving for the last 150,000 years to do just this kind of work." Hard to argue with that. – [*SK]

Jordan, Mark. "The Self-Education of Systems Librarians" Library Hi Tech 21(3) (2003): 273-279 (<http://www.lib.sfu.ca/~mjordan/presentations/misc/self-education-systems-librarians.pdf>). - If you are a systems librarian, the article title no doubt caught your eye -- I mean, who among us can't say they are self-educated to one degree or another? So if you've read this far you will likely find Jordan's piece to be informative and insightful -- perhaps even comforting. After first discussing the definition of systems librarianship, Jordan provides a brief literature review, highlights essential attitudes and traits of systems librarians, and then provides specific methods to keep up-to-date in key technology areas. Thankfully, as Jordan notes, these days opportunities for developing important skills are "open to anyone with a connection to the Internet and a motivation to learn." Full disclosure: Jordan cites some of my work. – [*RT]

Karat, J., and C. M. Karat. "The Evolution of User-Centered Focus in the Human-Computer Interaction Field" IBM Systems Journal 42(4) (November 2003): 532-541. (<http://www.research.ibm.com/journal/sj/424/karat.pdf>). - Interesting look at Human-Computer Interaction (HCI) over a twenty year period. In the beginning, the authors see a terrain divided into two parts: In one part were the theorists who came out of the behavioral sciences and who emphasized clinical observation of users interacting with technology; In the other part were the technologists who concentrated on improving the hardware and software. These two parts gradually drew together as the general goals of HCI became clearer. Along the way, what practitioners called themselves underwent a change. First, they were "human factors specialists", then "usability engineers", and finally "User-Centered Design (UCD) specialists". This change suggests a broadening of focus and approach. The article is part of a special issue devoted to Ease of Use. – [*LRK]

Kaser, Dick. Execs Agree that Customers are Key: Seeing the bigger picture (CAS); The Secret to our Comeback (LexisNexis); Pushing the envelope

(OCLC). Information Today (USA) 20 (11) December 2003: p1, 21-29,50.

Dick Kaser interviews Bob Massie, president of Chemical Abstracts Service (CAS), Bill Pardue, one of LexisNexis' CEOs, and OCLC's CEO Jay Jordan. All agree that corporate success involves customer orientation, ongoing investment, good fiscal policy, strong financial performance, constant improvement, and strength from ownership (even if the nature of the ownership varies). Includes updates on the companies' plans and financial positions. CAS is owned by the American Chemical Society and operates as a not-for-profit company with a different perspective therefore. LexisNexis has made a comeback in the last 5 years by adding more value to delivery of its content. OCLC is actively exploring the space beyond libraries in terms of retrieving digital knowledge objects. – [PL].

Norman, D. A. Emotional Design: Why We Love (or Hate) Everyday Things [sample draft chapters] New York: Basic Books, [eta:] January 2004. (<http://jnd.org/books.html>). - A thing of beauty is a joy forever. That no one disputes. But quantifying exactly how much of a joy has always been a problem. Researchers know aesthetics play a role in how we evaluate a product but few know exactly to what degree. These things, after all, are hard to measure. So more often than not the pure utility of an object, its "cognitive" aspect as Don Norman would say, is emphasized over more emotional considerations. This produces a lopsided view of how people interact with things, making the prediction of their acceptance or rejection extremely difficult. Don Norman believes both emotional and cognitive aspects are necessary. This belief is backed up by research he discusses in the rest of the book. "Aesthetically pleasing objects," he concludes, "actually work better." – [*LRK]

OCLC Online Computer Library Center. Libraries: How They Stack Up Dublin, OH: OCLC Online Computer Library Center, 2003. (<http://www5.oclc.org/downloads/community/librariesstackup.pdf>). - How much do you think that U.S. libraries spend each year? If you said \$14 billion dollars, you're right according to an estimate in this new OCLC document. That's about half of the \$31 billion that libraries spend worldwide. How many people worldwide are registered library users? One out of every six. Think that libraries are irrelevant in the age of Amazon.com? U.S. libraries circulate almost four times as many items each day as Amazon handles, and that's nearly as many items as FedEx ships each day. If you find such statistics about the economic aspects of libraries intriguing, this six-page compilation of facts from diverse sources is for you. – [*CB]

Stott, Victoria. "A Museum Library in Transition" Library + Information Update [Chartered Institute of

Library and Information Professionals (CILIP)] (November 2003): 5pp.. (<http://www.cilip.org.uk/update/issues/nov03/article3nov.html>). - This article encapsulates the history of an old and venerable British institution, the National Art Library (NAL), based in the Victoria & Albert Museum. As librarians we face both continual change, and uncertainty over our roles. It is both encouraging and refreshing to see that this dichotomy is not new. In 1837 the Museum and its adjunct Library were created in order to train artisans in design, which could be applied to British manufacture. This measure was implemented in an attempt to improve the floundering fortunes in the export of British products. Over the years the MAL saw its mission and services expand and erode in step with the vagaries of the times. The 1960s through to the 1980s proved to be dire times for the NAL. Increased user demand, explosive publishing, combined with the twin evils of budgetary cutbacks and staff lay offs forced the Library to serve only as a 'library of last resort.' Finally at its nadir, the Library was forced to shut down frequently. Presently the NAL is being revitalized. It now has a firm mission, to serve and support the Museum. It will be the Gateway, as single access and process for client enquiries related to the Museum's collections. New communications technologies are being utilized to develop a host of user connectivity products and services. All should be in place by 2006. – [*MG]

Young, Arthur P., Ronald R. Powell, and Peter Hernon. "Attributes for the Next Generation of Library Directors" Proceedings of the ACRL 11th National conference, Charlotte NC, April 10-13 2003 (http://www.ala.org/Content/NavigationMenu/ACRL/Events_and_Conferences/hernon.pdf). With so many library administrators retiring within the next decade, there will be a critical need to recruit senior library staff. This paper attempts to identify the attributes (defined as traits, skills and knowledge) that the next generation of library directors should have. In order to identify these attributes, Delphi Technique surveys were conducted amongst incumbent library directors from ARL member universities, ACRL member institutions, and large public libraries. [More information on the Delphi Technique of consensus development may be found at: The Delphi Method: Techniques and Applications by Harold A. Linstone and Murray Turoff, Editors, 2002 or The Delphi Technique] While variations exist, primarily based on the survey participants' background, i.e. on the type of their library affiliation, six common attributes were identified: 1. Leadership Abilities and Skills, 2. Management Skills, 3. Knowledge Areas (technical competencies), 4. Cognitive Skills/Abilities, 5. Interpersonal Abilities, 6. Personal traits. This article will be amplified, as well as survey specifics presented in the authors' book currently in press: The Next Library Leadership: Attributes of Academic and Public

Library Directors, Westport Conn.: Libraries Unlimited. – [*MG]

INFORMATION RETRIEVAL

Fritch, John, W. **Heuristics, tools and systems for evaluating Internet information; helping users assess a tangled web.** Online Information Review Vol 27 (5) 321-327

Fritch notes that research highlights the increased need for more effective evaluation of web based information and considers the types of questions users should be asking themselves. He states that heuristics and tools can provide three vital functions: the 'reinforcement of the importance of verifying information', a 'catalyst to produce self-articulated and meaningful criteria' and for 'point of need instruction'. The article highlights the amount of work carried out in developing tools within the health sector and explains and discusses 7 types of tools including; evaluation criteria lists, branding, metadata, directories, context sensitive, interactive and tools that use a mixed approach. He notes that although the tools discussed have helped advance a users' ability in, for example, the evaluation of the quality of information over the Internet, each of them has a number of drawbacks and as such users need to be aware of their limitations. As it would appear that no fail proof tool exists education is required to reinforce the importance of evaluation but Fritch suggests that with the proper educational framework heuristics and tools can help users assess authority at point of need plus help establish 'conscious criteria for evaluation' in users' minds. This article provides a useful evaluation of examples of tools within the above categories. – [SM]

Kanellos, Michael. "Microsoft aims for search on its own terms" CNET News.com (24 November 2003) (http://news.com.com/2100-1008_3-5110910.html). - Microsoft is tinkering with various technologies that, essentially, would link search functions more closely to the operating system -- specifically, the forthcoming Longhorn OS, a major update that should hit the streets in 2006. This article specifically mentions an experimental application, Implicit Query, that "retrieves links, music files, e-mails and other materials that relate to applications running in the foreground" -- without the user specifically having to search for them. The author says that such applications may "undermine the utility of commercial search engines," by making its own software the most convenient place to initiate a search. More than 1,000 internal users at Microsoft are currently using a prototype application called Stuff I've Seen, that stores "every screen that has popped up on a given computer monitor for a year" right on the hard drive, creating a local database that is easily queried. In fact, the experimental search applications mentioned here are concerned mainly with the universe of information that exists on the local hard drive -- which may not be so

limited when, according to studies conducted by the company, "up to 81 percent of Web pages accessed are repeat visits." Thus, the links someone is interested in may already be residing on his or her computer. – [*SK]

Klein, Leo. "The Expert User Is Dead" Library Journal (15 October 2003) (<http://www.libraryjournal.com/article/CA323336>). - This essay, by fellow Current Cites contributor Leo Robert Klein, touched a very sensitive nerve. It is a wonderful, articulate rant against bibliographic "experts" who are fixated on giving users what the experts think they need rather than what the users really want. We make a huge mistake, Klein maintains, by assuming that our users are just like us. They aren't. Like it or not, most library users carry over their Web search habits into proprietary database searching. The returned results that come up first are the ones most likely to be utilized; many users do not scroll down or click to go onto the next page of results. Their objective is to seize on something usable as quickly as possible, so they can complete their research projects. As information professionals, we may lament this, but we are hard-put to change peoples' habits. So we need to be working with them rather than against them, by designing library websites with user-friendly interfaces rather than sites for "expert users." Says Klein, "The expert user is dead, not because we no longer need sophisticated tools to find information -- emphatically we do -- but because we can no longer get away with designing for expert users only." – [*SK]

Ramalho Correia, Ana Maria, Teixeira, José Carlos. Information literacy: an integrated concept for a safer Internet. Online Information Review Volume 27 (5) 311 – 320.
This article highlights the need for the further promotion of, and education in, information literacy emphasising the need for people to be successful exploiters of information from the Internet whilst appreciating the ethical and moral issues concerning the dissemination of information over the Internet. The authors provide an excellent overview, through a brief review of the literature, as to what is meant by information literacy and this is found to include information literacy, library literacy, media literacy, computer literacy, network literacy and digital literacy. The article then goes on to discuss these in relation to the European Commission's focus on ICT literacy. In conclusion the article identifies that information literacy has been to-date very much contained within the library profession and argues that the concepts surrounding information literacy as discussed in this article need to be promoted at all levels of the education system and should be incorporated into the national curriculum as one of the key skills of students. A very interesting article and one that will be of interest

to all working within education and the information profession. – [SM]

Sinclair, Jenny. "Online Health Sites a Worldwide Worry" The Sydney Morning Herald (16 September 2003) (<http://www.smh.com.au/articles/2003/09/15/1063478109311.html>). - A study by a Melbourne researcher -- who is also a nurse and a communications consultant - - concluded that most health-oriented websites "failed to meet basic standards." Many are "commercially driven," the study found, and others are downright misleading. The study reviewed the top 100 sites returned by a Yahoo! search for breast cancer, diabetes and depression, and compared them to the Health On the Net Foundation's code of conduct. The biggest failing was the amount of unverified information found on 58 of the sites. Other issues: "user confidentiality, openness about sponsorship and, importantly, making sure that users treat the information as complementary to proper medical treatment, rather than replacing it." The study did find that there was plenty of good information out there, and that it is generally a good idea for people to have unfettered access to online health information. – [*SK]

INTERNET ACCESS

Bialik, Carl. "Radio Reporter Tests Wi-Fi for Filing Stories on the Go" Wall Street Journal (17 October 2003) (http://online.wsj.com/article_email/0,,SB10661702513143900-H9jeoNplaN2npyna3yHaayFm4,00.html). - ABC News Radio correspondents, as part of a current trial, have been filing their stories via public Wi-Fi connections rather than using their traditional digital audio recorders and then rushing back to the studio to file. Not only does this save time, but "the station gets live reports complete with ambient street sounds." This story follows Bob Schmidt, a veteran correspondent in New York City, as he gathers man-in-the-street reactions to a revelation that some Manhattan movie theatres will begin selling reserved seats for \$15. Filing stories via Wi-Fi is not exactly a smooth, trouble-free process. Before he even does any interviews, Schmidt scopes out a potential Wi-Fi hot spot. "As with many such access points, its origin is unclear; some individuals and businesses leave their connections open to the public, sometimes unwittingly." Since this one provides too faint a signal for Schmidt to use, he misses filing in time for the 11 a.m. newscast. He also runs into several technical issues involving his laptop, and the whole experience proves somewhat frustrating. In spite of the precarious Wi-Fi situation -- "It's really the wild, wild west," Schmidt said -- he is bullish on the future of the this technology as a media tool. – [*SK]

Cochrane, Nick. "Too Much Information" The Age (11 November 2003)

(<http://www.theage.com.au/articles/2003/11/10/1068329472603.html>). - "Despite having more information at our fingertips than any generation before, there is little evidence that our ability to make good, timely decisions has improved." Who can argue with this? We are increasingly computer-literate and Internet-literate, but we are woefully lagging when it comes to information literacy -- this refers to society as a whole, of course, and not to information professionals. We are bombarded with facts that we can memorize, but we don't know how to sift and synthesize. According to Ralph Catts, a University of New England researcher, "people need to check for authenticity, currency and reliability." British researcher Sheila Webber points out that "information illiterate doctors are 'literally a disaster area' because health is 'a matter of life and death'." One thing we can do is pay more attention to how our personalities influence our information-seeking behavior. Read information literacy researcher Jannica Heinström's study, *Fast Surfers, Broad Scanners and Deep Divers*, to find out which one of the three you are. Other issues having a negative impact on information literacy: "the spread of unfiltered information" and unequal access to technology and connectivity. – [*SK]

Rennie, Frank, and Robin Mason. "The Ecology of the Connection" *First Monday* 8(8) (4 August 2003) (http://www.firstmonday.dk/issues/issue8_8/rennie/index.html). - The authors argue that the growing pervasiveness of broadband access, combined with the increasing educational opportunities that follow access, are reshaping how the Internet works. They see the seeds of "self organization" and complex processes, combined with greater technological stability. They describe this more "organic" version of the Internet as the Connecticon. The Connecticon operates at three levels: infrastructure (servers and clients, etc), "human resources (the people who are online), and complex and creative interaction between the people. As the network grows and becomes adaptive, people use it in increasingly subtle and organic ways. The authors give several examples, all with a distinctly British flavor, of how the Connecticon works. These include Welsh Internet Radio, The Great Book of Gaelic, and The Cambridge Ring North East, a non-profit, home grown effort to bring broadband access to residents in the Cambridge region. This article's principal theories restate and extend some of the longstanding beliefs that Internet futurecasters have promoted -- namely, that creativity takes on local characteristics, and serves local constituencies better, if high speed access becomes affordable. – [*TH]

METADATA

Cataloging Culultural Objects: A Guide to Describing Cultural Works and Their Images NY: Visual Resources Association, September 2003. (<http://www.vraweb.org/CCOweb/>). - It may be

jumping the gun a bit to review this publication before it is actually published, but we are nothing if not current here at Current Cites, so we will do it anyway (so sue us!). This publication-in-process is a joint effort of the Visual Resources Association and the Digital Library Federation. It aims to "provide guidelines for selecting, ordering, and formatting data used to populate catalog records" relating to cultural works. Although this work is far from finished (Chapters 1, 2, 7, and 9 are available, as well as front and back matter), the authors are making it available so practitioners can use it and respond with information about how it can be improved to better aid their work. A stated goal is to publish it in print at some point in the future. Besides garnering support from the organizations named above as well as the Getty, the Mellon Foundation and others, the effort is being guided by experienced professionals at the top of their field. Get the point? If you're involved with creating metadata relating to any type of cultural object and/or images of such, this will need to be either on your bookshelf, or bookmarked in your browser, or both. - [*RT]

Proceedings of the 2003 Dublin Core Conference

Seattle, WA: Information School, University of Washington, October 2003.

(<http://www.siderean.com/dc2003/search.jsp>). - The Dublin Core Conference has emerged as a rich source of technical papers squarely focused on practical, down-to-earth library issues. Surprisingly, although DC often shows up in many of these papers, it doesn't show up in all by any means, and the breadth of the papers belies the apparent narrowness of the conference title. Were I to be asked to come up with a name for the conference based solely on the papers, the word "metadata" must surely be a component, as that appears to be the binding thread of this conference. From all appearances, all of the papers given at the conference are here in Adobe Acrobat format, and presented through an interesting application called "Seamark" from Siderean Software, which also serves as the host for the papers (I can't help wondering if anyone is backing these up somewhere, but maybe it is my proximity to the Silicon Valley that makes me loathe to trust preservation to a dot.com). Thus, a trip to this site can be a two-fold benefit -- the papers themselves, and the system that makes the papers searchable and browseable in new and interesting ways. In other words, this is a "don't miss" site. – [*RT]

PRESERVATION

A Guide to Institutional Repository Software New York: Open Society Institute, October 2003.

(<http://www.soros.org/openaccess/software/>). - This brief guide identifies open source software for building repositories. The criteria for inclusion include that they are distributed under an open source license, they comply with the Open Archives Initiative Protocol for

Metadata Harvesting, and they are "currently released and publicly available". Although the descriptions are very brief, this document provides a quick overview of the choices for institutions seeking to launch a repository. Of particular benefit is the summary table at the end, where it is easy to compare features between competing choices. Well, easy if you have a magnifying glass or read it online with Acrobat's zoom feature, given the size of the print. – [*RT]

Applying Fair Use in the Development of Electronic Reserves Systems Washington, DC: Association of Research Libraries, 2003.

(<http://www.arl.org/access/eres/eresfinalstmt.shtml>). - This document, which was drafted by noted copyright experts Georgia Harper (Manager, Intellectual Property Section, University of Texas System Office of General Counsel) and Peggy Hoon (Scholarly Communication Librarian, North Carolina State University Libraries) provides U.S. academic libraries with guidance about how to provide electronic reserve systems that both maximize access to needed materials and comply with copyright law. Given the failure of the CONFU talks to develop electronic reserves guidelines, academic libraries must directly interpret the fair use provisions of Section 107 of the Copyright Act to support electronic reserves use. The authors believe that this section provides strong support for electronic reserves if it is properly applied, and they note that under Section 504(c)(2) when academic libraries "act in good faith, reasonably believing that our actions are fair use, in the unlikely event we are actually sued over a use, we will not have to pay statutory damages even if a court finds that we were wrong." This document was endorsed by the ARL Intellectual Property and Copyright Committee and by ALA, AALL, MLA, and SLA. – [*CB]

Byers, Fred R. Care and Handling of CDs and DVDs: A Guide for Librarians and Archivists

Washington, DC: Council on Library and Information Resources and the National Institute of Standards and Technology, October 2003.

(<http://www.clir.org/pubs/abstract/pub121abst.html>). - Written by a technical staff member at the National Institute of Standards and Technology, this guide should be enthusiastically welcomed by any librarian or archivist who must store and manage CDs or DVDs. When optical discs were first introduced, the hype was that they were virtually indestructible. Of course that was simply hype, and librarians and archivists are only too familiar with the many ways in which optical discs are vulnerable. But what has been difficult to find until now has been solid, authoritative information on this topic presented in an easy to understand manner. This slim report (42 pages including bibliography) is just such a resource. Included are diagrams and explanations of all the various physical architecture of these discs, a discussion about each type of disc regarding life expectancy (as you might imagine, it

depends on a number of factors), how to properly clean them, and perhaps most important given its potential impact on life expectancy, conditions that affect CDs and DVDs. Highly recommended for anyone with something on an optical disc they care about keeping. – [*RT]

Darlington, Jeffrey. "PRONOM -- A Practical Online Compendium of File Formats" RLG

DigiNews 7(5) (15 October 2003)

(<http://www.rlg.org/preserv/diginews/diginews7-5.html#feature2>). - As anyone familiar with the issue of digital preservation knows, the real problem facing those in the field is migration. That is, bringing files forward from dead file formats into formats that can be used with current software. Clearly, one piece of this problem is simply knowing what you have in hand and what you need to make sense of it (i.e., which software may be able to read it). This article describes efforts to help this problem, through an online registry of file formats and associated information. The web site, called PRONOM, is a project of the National Archives of the UK, the contents of which ("over 250 software products, 550 file formats and 100 manufacturers") will be searchable online any day now. With this service, as well as the web site highlighted in this same RLG DigiNews issue, JHOVE, which identifies file formats based on the file itself rather than the often missing or inaccurate filename extension, we are beginning to get some real traction with the migration issue. – [*RT]

Schonfeld, Roger C. JSTOR: a History Princeton, N.J.: Princeton University Press, 2003. - As the

struggle continues over the problem of costly academic journal subscriptions for libraries it can be a welcome break to read this detailed and clearly-written history of JSTOR, the digital archive of the backfiles of hundreds of scholarly journals, which grew through careful negotiations with publishers who have actually agreed to give up royalties. A crucial point of agreement was the exclusion of the most recent years (usually five) of a serial, seen by publishers as the revenue-producing segment of the serial's lifespan; the phrase "moving wall" which describes the concept is now part of the librarian's lexicon. From its beginnings as a Mellon Foundation grant-funded project attempting to provide a solution for shelfspace overcrowding, to its status today as an independent non-profit treasured by scholars worldwide, there is fascinating organizational analysis here, treating issues in intellectual property, the economics of pricing and marketing, management politics, and of course the capabilities and limitations of digital technology. The author has been very thorough in documenting each twist and turn in the narrative, citing sources for every fact and providing a time line, list of abbreviations, extensive bibliography and statistical tables and graphs. This is valuable for all involved in digital archive projects and interesting for the endusers of JSTOR; for any readers who might be undecided

about taking this book on, I'd recommend browsing the epilogue titled "Lessons Learned." It will whet your appetite for more. – [*JR]

SECURITY

Knezo, Genevieve J. . 'Sensitive But Unclassified' and Other Federal Security Controls on Scientific and Technical Information: History and Current Controversy Washington, DC: Library of Congress, Congressional Research Service, 2 April 2003. (<http://www.fas.org/irp/crs/RL31845.pdf>). - The U.S. Government has always maintained a level of security over the release of scientific and technical information that is deemed vital to national interests. The events of 9/11 have added to and broadened existing controls governing access of this type of information. The challenge to policy makers is how to balance the free flow of scientific information with the needs of national security. Ms. Knezo has produced a well researched and well documented (There are 163 footnote references) report that examines the background of these safeguard measures. She also explores several key policy issues pertaining the release of data. The report is organized into four major sections. The report begins with a review and summary of significant pieces of legislation, including patent law, the Atomic energy Act, the USA Patriot Act, etc. Secondly the author examines the various definitions of 'Sensitive But Unclassified' (SBU), and how this term has evolved for use by various governmental and military organizations. The third and fourth sections of the report cover controversies and policy options respectively. The policy options seek to develop a coherent, consistent and balanced definition of the SBU classification, and its application to the publication of scientific and technical information, emanating from both governmental and private sectors. All this shielded by controls designed to prevent sensitive data from getting into the hands of terrorists. A good read for those seeking background information, and current status in understanding how information is to be protected. – [*MG]

Tognazzini, Bruce. "D'ohLT #2: Security D'ohLTs" AskTOG (November 2003) (<http://www.asktog.com/columns/058SecurityD'ohLts.html>). - If you've ever been irked by seemingly inane computer security measures, this article is your revenge. In it, well-known human interface evangelist, Bruce "Tog" Tognazzini points to self-defeating practices that are so confusing they inherently lead to workarounds, say a post-it full of passwords stuck to the computer monitor. These workarounds lead in their turn to very insecure computer systems. Favorite line: "Excessive security can not only turn your financial and medical information into an open book, it can actually kill you." – [*LRK]

VIRTUAL LIBRARIES

Kawakami, Alice, and Pauline Swartz. "Digital Reference: Training and Assessment for Service Improvement." Reference Services Review 31(2) (2003): 227-236. - It must be a sign of our maturity with electronic reference that many libraries have moved from simply getting the system off the ground to assessing quality of service. This progression was inevitable of course. But even here the newness of the service is reflected. The article looks at an assessment of technical competencies needed to work the digital reference desk at UCLA. The authors found that librarians were still having problems either getting the software to work or taking full advantage of its capabilities. Some of these problems could (and should) be alleviated by improvements to the software, in addition of course to more training. Once that happens we can start looking forward to quality assessments that go beyond the more immediate technical issues. – [*LRK]

Ronan, Jana Smith. "Staffing a Real-Time Reference Service: The University of Florida" Internet Reference Services Quarterly 8(1/2) (2003): 33-47. - Here's another article on e-Reference, this one on staffing issues. It's billed as the "University of Florida Experience" but the author shows a wide familiarity with operations of all kinds both near and far, in academic and public libraries. It touches on everything from user expectations and skills required to the relative merits of centralized versus distributed workplace environments. All in all, it's a good introduction to the nuts-and-bolts of running such an operation. – [*LRK]

Van de Sompel, Herbert. "Developing New Protocols to Support and Connect Digital Libraries: An Interview with Herbert Van de Sompel" OCLC Newsletter (261) (July 2003) (<http://www5.oclc.org/downloads/design/e-newsletter/n261/interview.htm>). - As the "father" of the OpenURL standard and a key moving force behind the Open Archives Initiative, Van de Sompel is clearly on of librarianship's leading lights. His ability to think imaginatively about library problems, and to create simple yet effective solutions is remarkable. Therefore, this interview is both interesting and likely to prove prophetic regarding new ways libraries will be able to interoperate (e.g., a SOAP version of the OAI Protocol for Metadata Harvesting). His comments on RDF and the Semantic Web are particularly worthy of your attention. – [*RT]

WEB DESIGN

Broun, Kevin. "Integrating Internet Content" netConnect (Fall 2003): 20-23. (<http://www.libraryjournal.com/article/CA323333>). - When someone refers to RSS, most people think blogs

(web logs or "diaries"). But as this article explains, one of the best uses of RSS is in automatic web site updating. Broun, Senior Web Developer at the National Cancer Institute (NCI) provides an informative explanation of how they use RSS to automatically update their web site. He also explains how they are also producing RSS feeds themselves, so that others can discover what's new from NCI. – [*RT]

Ryan, Terry, Richard H. G. Field, and Lorne Olfman. "The Evolution of US State Government Home Pages from 1997 to 2002" Journal of Human-Computer Studies 59(4) (October 2003): 403-430. (<http://www.sciencedirect.com/science/article/B6WGR-4938JRM-2/2/26fb7e232b69d72e2f09bedae366dc75>). - If home page design is your shtick, you're going to love this article examining state government home pages over a five-year period. The authors made screenshots of the various home pages courtesy of the Wayback Machine. They then asked volunteers to group the pages however they thought fit. By analyzing patterns in the groupings, the authors came up with a set of criteria ("dimensions") such as navigation, layout and information density. They then developed additional categories of design from "Simple Rectangle" and "Long List" to Portal. Finally, they discuss how their set of measures relate to the original home pages over time, what was hot, what simply shrivelled up and died. (Available through ScienceDirect.) – [*LRK]

WEBLOGS

LePoer, Peter, and Judith Theodori. "The Design and Management of a Dynamically Created Intranet at Johns Hopkins Applied Physics Laboratory" Intranet Professional: Managing Knowledge Ecosystems 6(5) (September/October 2003) (<http://www.intranetstoday.com/Articles/?ArticleID=5510&Issued=184>). - This is a short article focusing on the development and maintenance of interactive resources on the intranet at the Applied Physics Laboratory of Johns Hopkins University. After reading the article, it is evident that success in providing web based interactivity is the result of close collaboration between a librarian and an IT professional. The foundation of the system is a Microsoft SQL Server database at the back end, which when queried, dynamically generates content for their intranet websites. Library staffers maintain the database using a Microsoft Access 2000 front end. It is here that adding, editing and deleting occur via data entry forms. Microsoft Active Server Pages (ASP) are the "glue" which connect the front end interface with the back end database. Scripts running on the server, rather than the client, communicate information to the SQL Server. Based on user input they construct a SQL query, receive the desired content matching the query, then build HTML to dynamically generate standard

web pages. A 'User Favorites' feature, developed using cookies, and server-side and client-side scripts, further enhance the system. The Microsoft.Net platform is being considered for future developments. – [*MG]

Suitt, Halley. "A Blogger in Their Midst" Harvard Business Review 81(9) (September 2003): 30-40. (http://harvardbusinessonline.hbsp.harvard.edu/b02/en/common/item_detail.jhtml?id=R0309A). - Interesting case study in the September issue of the Harvard Business Review, for those who have access either online or receive the dead tree edition. Executives at a fictitious medical supply company learn that one of their employees ("Glove Girl") is commenting on their products and relationships with customers in her own weblog, which has developed quite a following. Largely because of Glove Girl, there has been a significant upsurge in the demand for their surgical gloves. And yet, some of her comments are edgy and not particularly flattering to the company. The executives are unsure what to do about this "unofficial" non-sanctioned communications vehicle. Weighing in with suggestions: David Weinberger, Pamela Samuelson, Ray Ozzie, Erin Motameni (VP of human resources, EMC). The author of the case study, Halley Suitt, maintains her own weblog. – [*SK]

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Book Review

Staying legal: a guide to issues and practice affecting the library, information and publishing sectors. 2nd edition.

Chris Armstrong and Laurence W. Bebbington, editors
London; Facet Publishing, 2003. 288pp. 1856044386
£49.95

Since the first edition of this book was published in 1999 there have been a number of changes in the law which impact directly on our work as information professionals. This guide supports the need to be aware of the legal and regulatory framework in which we operate and the ongoing key developments in the area. Its aim is to provide an outline of some of the major areas of information work now increasingly affected by developments in the law.