



Smart LibrariesTM

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PIM is coming to stay

Personal Information Management (PIM) software is poised to make another run at the hard drives and hearts of individuals. In October at the LITA National Forum in St. Louis, Susan Dumais, a senior researcher in the Adaptive Systems & Interaction Group at Microsoft Research, spoke to forum attendees about the "Stuff I've Seen" (SIS) project at Microsoft. SIS is a research prototype system that compiles a full-text index to all the files on a personal computer.

SIS will provide unified access to all types of digital documents, including textual, audio, image, and video files, with full-text indexing, good metadata, and automatic real-time updating. SIS is being tested by hundreds of Microsoft employees. Dumais did not indicate when SIS would be made available to the public.

Also in October, Google made available to the public a beta version of Google Desktop Search. According to the Google Desktop webpage, the software creates a full-text index to information contained in seven applications: Outlook (including Outlook Express), AOL Instant Messenger, Internet Explorer, Microsoft Word, Excel, PowerPoint, and plain text files. The inability of this beta version of Google Desktop to index Adobe's PDFs is a drawback.

Like the SIS beta version, Google Desktop also claims to continuously update the

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Automation vendors report strong sales

Libraries depend exclusively on commercial companies to provide automation software and have much at stake in the success of that industry. A library benefits when its automation vendor prospers. An expanding customer base means better long-term viability for the company and improved resources for support and development of its products and services.

A tally of recent system sales provides a barometer of the current industry climate, providing a sampling of relative success of each company. Any assessment of the sales reflected in these announcements should consider that not all sales are made public.

Companies tend to announce only large contracts. Nonetheless, the systems selections announced reveal important trends in advance of what will be shown in the comprehensive annual industry reports. The following summaries describe sales made public in September and October 2004.

Endeavor Information Systems Inc. marked its 10-year anniversary since its initial incorporation on Sept. 29, 1994. Founded by former Ameritech Library Services principals, the company evolved through venture capital support to

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full-text index for most file types. Even people with added short-term memories will be able to find those messages and files they vaguely remember seeing just a few minutes ago.

The FAQ for Google Desktop cautions that several hours are likely needed to create the initial index to a messy hard drive. Google recommends taking a long lunch—a very long lunch—while downloading Google Desktop.

Other brands and types of PIM software are being developed. Demais summarized several, such as MyLifeBits, which is being created and tested by Jim Gemmell and others at another branch of Microsoft with the faintly disturbing name of “Media Presence Group.”

Other PIMs include the following: The “Keeping Found Things Found” project at the University of Washington is a study to better understand how people manage information found on the Web, especially in the context of how people revisit and reuse previously viewed Web content. Yale University’s Lifestreams project appears to be caught in an interminable eddy. Haystack at MIT purports to be “the universal information client.” David Pogue mentions several other programs in his Oct. 21 *New York Times* article about Google Desktop Search.

PIM software seems to be grounded in two immutable truths. First, many people often seek information that they already have seen, however fleetingly. Second, people generally do a PIM-poor job of organizing their hard drives. People tend to be digital slobs.

Libraries should be interested in PIMs for several reasons—PIMs in this context

could be called GIMPs (Group Information Management Programs). Within any library exists many personally controlled hard drives. A tentative thesis, subject to rigorous testing, is that librarians and library staff members are no better or worse than the general public in organizing a hard drive.

Even organizations dedicated to GIMPs could use a site license for a good PIM. As librarians move farther into the digital era, a library’s collection organization and metadata should conform not only to the schematics of librarianship but also to the learning goals, information seeking habits, and PIMs of individual library users.

Although GIMPs may continue to provide better cultural memory than any cluster of PIMs, the SIS PIM and its gang are coming, and they may stay for a long time.

A logical next step in the development of PIM software is to assist people with information discovery, described by Dumais as “Stuff I Should See.” This goal is perilously close to what libraries should be about.—*Tom Peters*

Contact: Google Desktop,
www.desktop.google.com

MyLifeBits,
www.research.microsoft.com/barc/MediaPresence/MyLifeBits.aspx

Lifestreams,
www.cs.yale.edu/homes/freeman/lifestreams.html

Keeping Found Things Found,
<http://kftf.ischool.washington.edu/projKFTF.asp>

Haystack, <http://haystack.lcs.mit.edu>



NDIIPP takes the plunge

Earlier this fall the National Digital Information Infrastructure and Preservation Program (NDIIPP), a collaborative initiative headed by the Library of Congress, awarded nearly \$15 million to eight institutions and their partners. This money will be used to preserve digital documents within the context of a national digital preservation plan and infrastructure.

The goal of NDIIPP is to preserve at-risk born-digital documents that have significant cultural and historical value to the United States. For example, the California Digital Library will be the lead institution on a project to develop Web archiving tools that will enable libraries to capture and preserve transitory governmental and political information on the Web.

Other content to be preserved through the other initial projects includes public TV programs in digital formats, Southern cultural materials, digital business materials, social science survey data, and geospatial data.

NDIIPP received its initial funding from the U.S. Congress late in 2000. Quoting from the NDIIPP website, “The Miscellaneous Appropriations Act of 2001, (Public Law 106-554), Dec. 21, 2000, appropriated \$100,000,000 (subsequently reduced by a rescission of \$220,000) to the Library of Congress to carry out

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SAKAI PROJECT IS COOKING on the front burner

The Sakai Project released Version 1.0 of its software suite Oct. 18. Sakai created an open-source, pre-integrated, modular set of software tools that support online teaching and learning in higher education.

The two-year project, funded in part by a \$2.4 million grant from the Andrew W. Mellon Foundation, is pursuing an open-open licensing strategy. The result will be open-source software but also open to commercialization.

Sakai could interface with online public-access catalogs, online course reserves systems, virtual reference services, digital repositories, and other digital library initiatives at academic libraries throughout the world. The Sakai Educational Partners Program (SEPP) was launched in March 2003 to help higher education institutions adopt and implement the Sakai software toolset.

The SEPP Library and Repository Discussion Group, one of many discussion groups formed to examine specific clusters of issues and opportunities, is exploring how digital libraries and online library services can be integrated into Sakai. The goal is to make library resources integral to the online teaching, learning, and collaborative activities that Sakai will facilitate.

In addition to exploring the issues related to metadata for various learning objects, digital content management systems, and access rights to course reading lists and digital repository items, this group also is examining how existing

digital repository systems could work within the context of Sakai.

Because the project builds on the Comprehensive Collaborative Framework (CHEF) initiative at the University of Michigan, the name *Sakai*, a Japanese French fusion culinary artist, was selected. The Sakai Project was founded by the University of Michigan, Indiana University, MIT, Stanford University, the uPortal Consortium, and the Open Knowledge Initiative.—TP

Contact: Sakai Project,
www.sakaiproject.org



Portable, personal information and communication devices, such as PDAs, smartphones, and tablet PCs, continue to morph in new and interesting directions. Earlier this fall a new company called OQO launched its Model 01. This “ultra personal computer” (uPC) weighs 14 ounces and measures less than 5 inches wide, 3 inches deep, and 1 inch thick, yet can run the full version of Windows XP.

It's not just personal, it's **ULTRA** personal

because it is well-equipped for wireless connectivity. For them, the uPC is another nail in the coffin of the traditional PDA.

Others balk at the price (close to \$2,000) and the design and functionality compromises required to create such a small PC. Nevertheless, uPCs probably will start showing up in libraries soon, touted by patrons as well as by librarians who need an eminently portable PC with good, persistent wireless connectivity and running a big operating system and mainstream applications.—TP

Contact: OQO, www.oqo.com

Early reviews have been mixed. Some people like the ability to take their main computing device with them, especially

Automation *from page 1*

complete employee ownership until Elsevier Science acquired it in April 2000.

Endeavor achieved remarkable success in its early-to-mid years, capturing an impressive number of large and prestigious academic libraries. The large academic market shows signs of saturation. Recent sales have been primarily to smaller institutions.

As sales of its Voyager library management system slowed, Endeavor focused its efforts on ENCompass, its environment for providing access to electronic content; LinkFinderPlus, its OpenURL-base link resolver; and on its soon-to-be released Meridian electronic resource management application.

In September-October 2004, Endeavor sold ENCompass for Resource Access and LinkFinderPlus to the Templeman Library at the University of Kent in the United Kingdom. The Art Research and Reference Library of The Minneapolis Institute of Arts, Minneapolis purchased Voyager. The system appeals to museum libraries. To date, it has about 50 implementations.

Sirsi Corp. saw sales of its Unicorn system to a two mid-sized public library systems and to a small two-year community college library. The Cochise County Library District, serving 11 libraries, will migrate from DRA Classic to Unicorn. The John F. Kennedy Library of Hutchinson Community College in Kansas will use Unicorn to manage its collection of 44,000 volumes.

In New Zealand, 14 libraries also are migrating from DRA to Unicorn. Though Sirsi's sales for this two-month period were not impressive, many large contracts were reported earlier in the year.

Geac Software Solutions Ltd., once a powerhouse automation vendor in North

Recorded Books LLC and netLibrary form partnership

In late October netLibrary, a division of OCLC Online Computer Library Center, Inc., formed a partnership with Recorded Books, LLC, to deliver digital audio books over the Internet.

The new program plans to launch in December 2004 with a collection of 500 titles, primarily popular fiction. A library's netLibrary digital audio book collection will be able to integrate with other netLibrary e-books the library owns, or it can be presented as a separate collection.

Digital audio books from netLibrary and Recorded Books can be checked out and played back on desktop computers, laptops, and portable digital audio devices that accept protected WMA (Windows Media Audio) files.

This partnership is likely part of a long-term netLibrary strategy to provide access to digital content through the netLibrary content management and delivery system. NetLibrary and Recorded Books promise an innovative pricing structure that enables unlimited access to the content.—*TP*

Contact: OCLC Press Release, www.oclc.org/news/releases/200414.htm
Recorded Books, LLC, www.recordedbooks.com

America, has found most of its recent sales abroad. The company won a large contract for its new Vubis Smart library automation system in the United Kingdom and made its first sale of the system in the United States.

The Essex Library Consortium, representing 90 library service points in Essex county in England, selected Vubis Smart continuing the strong European sales of the system. Geac has completed more than 100 installations of Vubis Smart throughout Europe since its release two years ago.

The Harnett County Public Library in North Carolina, with five member libraries and a combined collection of 200,000 volumes, became the first library in the United States to select Vubis Smart.

With the ice broken, perhaps Geac will regain a portion of its former prominence on this continent.

Dynix Corp.'s contracts for Horizon were primarily sites migrating from the company's legacy system. Public libraries moving from Dynix to Horizon from September to October 2004 include: Sparta Public Library, East Brunswick Public Library, and Warren County Library all in New Jersey; the Tuolumne County Library in California; Orcas Island Library District in Washington; the New Albany-Floyd County Public Library in Indiana; the Porter County Public Library System in Indiana; The Corpus Christi Public Libraries and Friendswood Public Library in Texas; Bridgeport Public Library in Connecticut; Coffee

County Library in Kansas; Lafayette Public Library in Colorado; Fairfield County Library in South Carolina; and Glendale Public Library in Arizona.

In the United Kingdom, the seven libraries in the Reading Borough and the libraries of Trinity College in Wales are migrating to Horizon. Schools implementing Horizon include the Park Hill School District in Missouri, the Bethlehem School District in New York, and the Merrillville Community School Corp. in Indiana.

Innovative Interfaces, Inc., won three major contracts. Ohio's Upper Arlington School District migrates from Inlex/3000 and becomes the first school system to join OhioLink, the statewide system of academic libraries. Escuela Superior De Administración Y Dirección De Empresas, a major international business school in Barcelona, Spain, will implement Millennium.

The San Antonio Public Library in Texas will move from Carl.Solution to Millennium. Carl, initially developed in the 1980s, was once one of the preferred systems for library consortia and large public or academic library systems.

In recent years, many libraries have migrated from Carl to other systems. Large municipal libraries have generally remained loyal. San Antonio's decision to migrate to Millennium counters this trend.

The Library Corp. renewed its contract for Carl.Solution with the Monroe County Library System in New York for another five years, will upgrade its server hardware, and will purchase additional software modules. The company also sold Library.Solution to the Union Free Public Library in New Jersey, Jackson Parish Library in Louisiana, The Fanwood Memorial Library in New Jersey, the 10 libraries of the Lonesome

Pine Regional Library in Virginia, and the Woodrow Wilson International Center for Scholars in Washington, D.C. The Residence Hall Library System, serving the students in the eight residence halls of the University of Illinois at Urbana-Champaign, purchased Library.Solution.

GIS Information Systems, Inc., a company that markets solely to public libraries, made its largest sale for its Polaris automation system during the period to the newly formed South Carolina Polaris Palmetto Consortium, serving 20 public libraries with a combined collection of 1,166,000 items.

Other contracts for Polaris, all migrating from Galaxy, include the Brunswick County Public Library in North Carolina, Dorchester County Library in South Carolina, the Campbell County Public Library in Kentucky, Suffolk Public Library in Virginia, Sapulpa Public Library in Oklahoma, and Tyson Public Library in Indiana.

VTLS Inc., announced contracts to the Helen Crocker Russell Library of Horticulture at the San Francisco Botanical Garden and to its Eliot D. Pratt Library at Goddard College in Vermont.

- The Museum of Taiwan History plans to use Aleph 500 to manage its collections, which include books, manuscripts, photographs, videos, and artifacts.
- The Hebrew University Library Authority, which includes the university's libraries as well as the Jewish National Library, will upgrade to Aleph 500 systems from Aleph 300. Hebrew University was the library that first implemented Aleph.

Ex Libris also made closed contracts for MetaLib and SFX to the 22 libraries of Pennsylvania State University and the Royal Library in Sweden.

Fretwell-Downing Informatics, Inc., sold its OLIB7 library management system to the new institution that was formed with the merger of Rotherham College of Art and Technology Rother Valley Colleges in the United Kingdom. Few U.S. libraries have adopted OLIB, though the company's resource sharing and interlibrary loan systems gained a following.

The number of contracts announced during this two-month period represents a surge of sales in what had been a quiet year. The sales were distributed among

The number of contracts announced during this two-month period represents a surge of sales in what had been a quiet year.

Ex Libris (USA), Inc., closed a number of international contracts for Aleph 500, which appeals to libraries with large collections and many library sites:

- The Aargau Cantonal Library, a library serving one of the 23 states of Switzerland, selected Aleph for its central library's collection of 650,000 items and many schools in the canton.

the major companies, generally according to traditional market niches. No single company dominated, though Dynix's volume of sales led the pack.

The library automation economy has been flat for several years. If this period stands as an indicator, the industry may finally see some growth.
—*Marshall Breeding*

TLC REVAMPS OSA

The Library Corp. released Version 2 of its collection development and acquisitions service in October 2004. The initial version debuted in January 2003 as the Online Selection Assistant (OSA). TLC renamed the product “Online Selection and Acquisitions” to more accurately reflect its scope. Since it is an application service provider (ASP) product, libraries access the system through Web-based servers maintained by TLC, relieving libraries from operating software on their local site.

OSA assists collection development librarians in selecting new materials for the library to purchase via a database of available titles from publishers, and wholesalers. The service includes many features related to the library acquisitions process: fund accounting, invoice and purchase order management, cancellations, and claims.

Electronic orders can be transmitted to publisher and wholesalers. The library can receive MARC records corresponding to items ordered for loading into its local automation system. OSA works as standalone application, suitable for libraries whether or not they use one of TLC’s automation systems.

Some of the wholesalers that offer their catalogs through OSA include Baker & Taylor, Book Wholesalers, Inc. (BWI), Brodart, and Crimson Multimedia, and Independent Publishers Group (IPG).

The financial model for OSA generates revenue for TLC in several ways. TLC collects commissions from publishers and wholesalers, and libraries pay

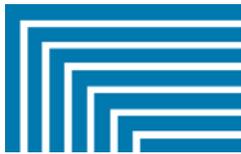
subscription fees for their use of the service. Banner ads generate additional revenue. Though recent figures are not available, in 2003 libraries used OSA to order more than 66,000 items valued at \$1.5 million.

OSA assists collection development librarians in selecting new materials for the library to purchase via a database of available titles from publishers, and wholesalers.

Since its initial release, OSA has attracted more than 60 subscribing libraries. In September through October 2004, two major library systems elected to use OSA:

- In the Los Angeles Public Library, with its 72 branches and a collection of more than 6.3 million volumes, OSA will find use in a large metropolitan library. This library uses TLC’s Carl.Solution automation system.
- The Fairfax County Public Schools, with enrollment totaling 166,000 in its 182 schools will begin using OSA in January 2005. The school system does not use TLC’s automation systems, demonstrating OSA’s appeal as a standalone utility.—*MB*





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