



# Smart Libraries™

Formerly Library Systems Newsletter™

50 East Huron Street, Chicago, Illinois 60611-2795, USA

September 2004 Volume XXIV Number 9

## More vendors offer ERM

The major shift toward the electronic delivery of content over the last five years has large implications on how libraries provide access to these resources and on how they manage them internally. Electronic resources present significant differences in processing requirements and business arrangements compared with traditional print materials.

These concepts and elements must be managed for each electronic resource the library acquires:

- Terms of license agreements
- Simultaneous user restrictions
- IP authentication details
- Technical support contacts
- Archival rights
- Usage statistics provisions

Library automation systems, specifically the acquisition and serials modules, were designed for traditional library materials and still lack the ability to efficiently manage electronic resources. Many libraries depend on informal approaches to track their electronic resources, such as spreadsheets and local databases. Some have developed electronic resource management (ERM) applications.

The Digital Library Foundation (DLF) has extensively analyzed the requirements for ERM. Its requirements are the functionality benchmark for the products in this new genre of software.

Many library automation companies have developed or announced ERM products to meet this growing need.

*See ERM on page 3*

## The changing face of content

Library systems are getting smarter and librarians expect them to. The steady evolution of online resources has transformed expectations, and the gap between what was accepted in print and what is required in electronic is widening. Electronic journals that allow the end user to download citations, set up e-mail alerts, and link to other databases make the print version look poor by comparison.

Acquisition of digital content dominates library budgets and opting for print is increasingly difficult when the electronic version can do so much more for users, saving them time and delivering better results.

A notable product innovation introduced in 2001 by Questia was the ability to export citations in the required format (APA, MLA, Chicago Manual of Style, or Turabian). Although Questia offered one of the early e-book collections, it bypassed the library, alienating librarians by marketing directly to students.

ProQuest announced this citation export capability last year, and Cambridge Scientific Abstracts (CSA) debuted the innovation during the American Library Association's (ALA) annual conference in June. Such enhancements are developed by observing how users work and incorporating functions that save users time.

*See Content on page 4*

### IN THIS ISSUE

More Vendors Offer ERM  
PAGE 1

The Changing Face of Content  
PAGE 1

Letter to the Editor  
PAGE 2

Translating LC Subject Headings for Math Users  
PAGE 4

TLC Introduces New Automation System  
PAGE 5

Got Books?  
PAGE 6

NYU: A Major Win for VTLS  
PAGE 6

Geac Launches Vubis Smart in North America  
PAGE 7

Ithaka—Voyage into the Future  
PAGE 7



#### Receive *Smart Libraries* via e-mail

Subscribers who would like an e-mailed version of the newsletter each month should forward their e-mail address and ALA identifier (the 7-digit number printed on the top line of the address label that appears on page 8 of your newsletter) to jfoley@ala.org. Type "e-mail my Smart Libraries" into the subject line. Issues will be e-mailed in addition to your print subscription and at no additional charge.

ISSN 1541-8820

# Letter to the Editor

## Metasearch is doing just fine, thank you



First, I'm writing as an individual, not as a representative of my company [regarding Marshall Breeding's story "XML to the Rescue of Metasearch" in the July 2004 issue of *SLN*]. Second, I'm writing from the experience of being an active member of the Metasearch Initiative process from the beginning, and as a member of one of the active subgroups working toward Metasearch standardization.

The premise of the article—that metasearching is somehow in trouble or needs rescuing—is simply fallacious. Like any technology, metasearching can be made easier or more efficient, but the beauty (or perhaps skill or strong point) of the metasearch industry at this time is that it *does* handle all sorts of databases and that it *does not* require all database providers to act in the same way (which is an impossible dream, anyway).

Further, I disagree with his heading "Single Search Protocol Needed" (page 4). People have been arguing this point since I was in library school. One can argue that it might be useful under certain circumstances with certain similar databases, but it's a huge stretch to universalize a single search protocol to the whole area of database searching. Had Marshall characterized XML as one of several potential tools for metasearching, I wouldn't argue. But his assertion that nirvana for metasearching will be reached through XML is simplistic.

To his credit, Marshall notes that SRW/SRU is also not a solution. It shows promise, certainly, but has yet to prove itself anything remotely resembling real-life applications. There are lots of reasons why SRW/SRU ought to succeed (simplicity being at the top of the list), but there are just as many reasons (market, inertia, sunk costs, technophobia) why it might not.

I would characterize the metasearch search and retrieve standards activity differently from Marshall. The Metasearch Initiative Task Group 3 (see its wiki page at [www.lib.ncsu.edu/nisomi/index.php/Task\\_Group\\_3\\_Search\\_and\\_Retrieval](http://www.lib.ncsu.edu/nisomi/index.php/Task_Group_3_Search_and_Retrieval)) lists several specific activities. In my opinion, the end result of that group's effort will be to identify several "best practices"—some of which may be XML based, and others not—that will make metasearching more efficient.—*Ted Koppel*

edu/nisomi/index.php/Task\_Group\_3\_Search\_and\_Retrieval) lists several specific activities. In my opinion, the end result of that group's effort will be to identify several "best practices"—some of which may be XML based, and others not—that will make metasearching more efficient.—*Ted Koppel*

### Marshall Breeding replies

I appreciate the comments of Ted Koppel from The Library Corp., who sits on the Access Management Standards Committee of the NISO Metasearch initiative. Because he is a participant in the metasearch initiative, I mostly defer to his closer perspective of the issue.

But having looked at the many metasearch products available, I have more of a sense of how they fall short of my expectations in functionality and scope of resources supported. Although an ever-increasing matrix of products and resources are supported by metasearch products, a large portion of the products to which my library subscribes fall outside the fold.

In the article, I observed that "today's environment of information resources lack a single search protocol supported among all the products and services." I didn't advocate a single search protocol, but rather "a uniform framework." I agree that the community of database providers and publishers will never universally adopt a single rigidly defined protocol.

At the same time, I see a general progression in the way that systems communicate with each other toward an XML-based Web services architecture. My view is that, in time, most of these systems might evolve away from some of the current methods such as HTML screen scraping and MARC-based Z39.50 to XML-based methods.

Although I still hold that the Web services architecture will provide a more ideal framework for search and retrieval interoperability among diverse systems, I also realize that other approaches will endure indefinitely.

ERM *from page 1*

In the same way Ex Libris (USA), Inc., has been able to sell its SFX software to libraries committed to another vendor's integrated library system (ILS), ERM gives vendors the opportunity to generate revenues both from their existing customer base through an integrated solution *and* from their competitor's customers through standalone systems.

Demand for software to easily manage electronic resources is high. The only surprise is that interest took this long to peak and for products to emerge.

Innovative Interfaces, Inc., well known for its expertise in providing automation support for technical services—especially serials and acquisitions—was the first ILS vendor to offer an ERM software product, which it named Electronic Resource Management in June 2002, with sales and implementations underway by June 2003. Its early product development and accumulated sales over the last year establish Innovative as the market leader in this product category.

As of June 2004, Innovative reported sales of Electronic Resource Management to 63 libraries. Major library customers include Ohio State University, University of Washington, Glasgow

University, Utah State, the Library of Congress, Cornell University, SUNY Buffalo, and Yale University Law Library.

VTLS Inc., Ex Libris, Dynix Corp., and Endeavor Information Systems Inc. announced their ERM product intentions at the June 2004 American Library Association (ALA) Annual Conference in Chicago.

VTLS's ERM module, Verify (VTLS Electronic Resource Information and Funding utility), operates as a standalone product or as an integrated module of the Virtua ILS and was available in the summer of 2004.

Ex Libris unveiled its Verde ERM system during the ALA conference; it will be released by the end of 2004. Verde will be especially attractive to the large base of libraries using its SFX reference linking product since it will be able to leverage the holdings data held in SFX as it extends to provide ERM functionality.

Dynix discussed its plans to produce an ERM module for its Horizon ILS. The company designed its ERM to be integrated with the Horizon ILS rather than as a standalone product.

Two large academic libraries that use Horizon, Johns Hopkins University

and the University of Chicago, collaborated with Dynix to identify the design requirements for its ERM product. Dynix intends its ERM to be scaleable for all sizes of libraries, to manage all the elements of electronic resources, and to be fully integrated with all the relevant modules of Horizon—especially serials, acquisitions, and the Horizon Information Portal.

The public first viewed Meridian, the ERM software from Endeavor, at the ALA conference. The libraries at Columbia University, the University of Pittsburgh University, and Princeton University Library are Endeavor's development partners for the product. The Elsevier User Centered Design Group also will participate in its design.

The libraries most likely to purchase or create an ERM system are large academic libraries—these libraries have already accumulated large collections of electronic content. Other libraries will pick up these products as their electronic collections grow and as the products mature.

**Contact:** See [www.library.cornell.edu/cts/elicensestudy/home.html](http://www.library.cornell.edu/cts/elicensestudy/home.html) for detailed information on the DLF ERM initiative

**TABLE 1. ERM PRODUCTS OFFERED BY ILS VENDORS WITH A SIGNIFICANT PRESENCE IN THE LARGE ACADEMIC LIBRARY MARKET**

Vendor	ERM product	Date announced	Standalone	Integrated with ILS
Innovative Interfaces, Inc.	Electronic Resource Management	June 2002	x	x
Endeavor Information Systems Inc.	Meridian	June 2004	x	x
Dynix Corp.	Dynix ERM	June 2004		x
VTLS Inc.	Verify	June 2004	x	x
Ex Libris (USA), Inc.	Verde	June 2004	x	x
Sirsi Corp.	-	none to date	-	-

Content *from page 1*

ProQuest's Smart Search draws on its indexing to analyze a user's query. It maps the terms to a controlled vocabulary and suggests related topics and publications along with the search results.

Similar to Amazon's "if you liked this book . . ." Smart Search makes content transparent without requiring the user to learn the use of "see" and "see also" references. This transparency is particularly valuable for the novice searcher or anyone new to a particular field and is unfamiliar with the terminology.

Students who search the OPAC and are surprised to find appropriate content on the shelf that did not appear in their search results conclude that the OPAC was wrong since it did not display all related content on their topic. Intelligent library systems that automatically show related results or that allow browsing of virtual shelves make use of the classification system that is not visible in an online environment.

ProQuest's Smart Search technology powers pop-up tools that let users browse subjects, companies, people, and geographic locations. Users can navigate a database of content intuitively, without being trained in search strategies or having to know a

particular field. This approach is how the Web works, and how people learn software programs through a discovery process based on trial and error instead of rule-based instruction.

Scopus, Elsevier's soon-to-be-released database, enables users to sort their search results by various fields including: author, source, publication date, and citation level of the article. Being able to rank search results in order by the number of times each has been cited is the scholarly equivalent of Google ranking by URL links and is comparable to saying "display the most important or most popular articles at the top."

Personalization features such as those offered by Ebrary, which uses a fully functional PDF, permit users to highlight portions of the text of e-books and store their page notes online, which helps the user process information. New functionality will be focused on the user and as a result print will no longer be considered an alternative to the electronic form. —*Judy Luther*

Contact: [www.proquest.com](http://www.proquest.com)  
[www.elsevier.com](http://www.elsevier.com)  
[www.questia.com](http://www.questia.com)  
[www.ebrary.com](http://www.ebrary.com)



## Translating LC subject headings for math users

To simplify the process of discovering appropriate math resources, Scott Warren, physical sciences and mathematics librarian at North Carolina State University (NCSU), has devised an interactive thesaurus that links arcane LC subject headings with real terms that users would search. For example, searching with the term *linear algebra* returns books with the LC Subject Heading *algebras, linear*.

This project began with the creation when Warren was involved in working

with online subject guides to provide deep linking for e-reserves at NCSU by connecting users directly to articles within electronic journal packages. Since mathematics still relies heavily on print publications, including a link to the OPAC required additional work to allow students to use it without involving further training.

Warren created a script using modular HTML and Java to simplify searching the OPAC. Drop-down menus, which took half an hour to create and

seed, help users span a discipline without too many links or scrolling long pages. Once created, the guides were promoted to the faculty via e-mail to encourage providing the math literature to more students.

Warren is willing to share his templates and offer guidance to others who wish to create something similar. —*JL*

Contact: [www.lib.ncsu.edu/risd/guides/mathematics/mathbooks.html](http://www.lib.ncsu.edu/risd/guides/mathematics/mathbooks.html)

# TLC INTRODUCES NEW AUTOMATION SYSTEM

A new library automation system joining the fray is big news. The Library Corp. launched a new library automation system called Carl.X at the American Library Association (ALA) Annual Conference in Chicago in June.

Though launched as a new product, in many ways Carl.X can be considered the latest generation of the Carl automation system that has served large libraries and consortia for more than 27 years.

Carl.X represents an effort that The Library Corp. has undertaken over the last few years to reengineer Carl.Solution, taking many of its key components and depth of functionality forward, blending them with a new generation of search and navigation interfaces, and offering the system on a modern computing platform. Carl.X packages the advanced functionality of Carl.Solution in a computing environment accessible to mid-sized to large libraries.

Carl.Solution finds use in some of the largest municipal libraries, including the public libraries in Singapore, Phoenix Public Library, Chicago Public Library, Denver Public Library, Los Angeles Public Library, and Baltimore County Public Library.

At its peak, the Carl system enjoyed a huge customer base of academic library systems, consortia, and large municipal libraries. As the preferred computing environment evolved from the large centralized model inherent in Carl to distributed client/server systems, most of the libraries using Carl migrated to other systems.

Large municipal libraries continued to find the Carl system well-suited for their needs, especially its ability to handle a high volume of transactions, maintain high availability, and to handle complex libraries with many branches.

Carl.Solution traces its history to the Colorado Alliance of Research Libraries, which developed library automation software in the late 1970s to support its network of libraries. That organization successfully marketed the software to other libraries.

The Alliance spun off Carl Systems, Inc., as a privately owned for-profit company in 1988. In 1993, the company changed its

name to Carl Corp. At that time about 420 libraries has licensed the Carl software. Knight-Ridder Corp. acquired the Carl Corp. in September 1995. Ward Shaw, the company's original founder, purchased the Carl Corp. back from Knight-Ridder in early 1999.

Shaw subsequently sold Carl Corp. to The Library Corp. in July 2000. Following the acquisition of Carl Corp., TLC renamed the existing product to Carl.Solution and began the reengineering effort that has now culminated in the Carl.X automation system.

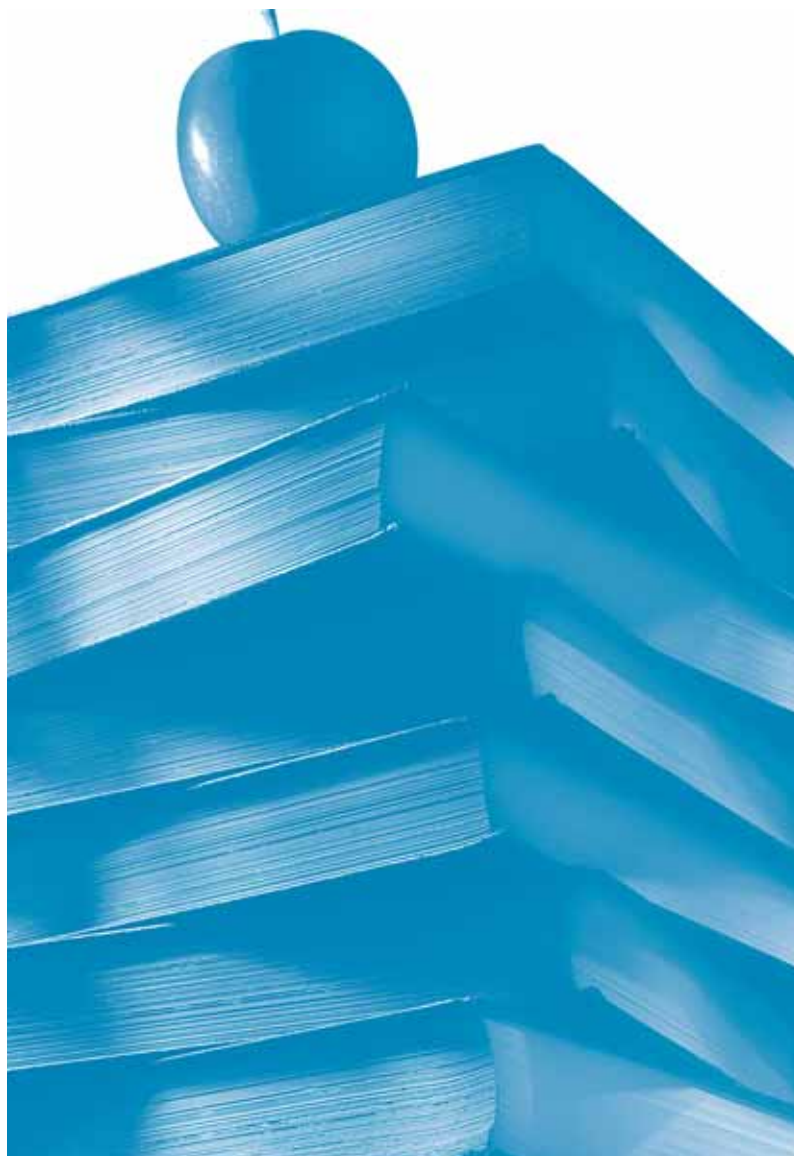
Carl.X offers a more flexible set of computing platform options than Carl.Solution. Although Carl.Solution, operating only on the enterprise-class HP Non-stop Servers, fits only the largest of libraries, Carl.X operates on computing platforms that can be scaled to a wider variety of library sizes.

The system has been reengineered, separating the business logic from the database layer to allow it to operate with a variety of computing platforms. The initial version of Carl.X will operate with the Oracle relational database management system under the Sun Solaris operating system.

Subsequent versions of the system will operate under the traditional Carl platform including the Enscribe database on the HP Non-stop servers. The Library Corp. plans a version of Carl.X using Oracle under Linux.

Although Carl.Solution appealed only to huge municipal libraries, Carl.X targets medium-sized and large public libraries. The Library Corp. also offers Library.Solution for small to medium-sized libraries and Library.Solution for Schools for large, centralized school districts. Carl.X fills the niche between Carl.Solution and Library.Solution, enabling the company to offer library automation software to any size of library ranging from the tiny to the huge.

Though Carl.X has not previously been publicly announced, its development is well underway. The system will be installed at its first customer site, the Arlington County Public Library, in December 2004 and will see general release in the first quarter of 2005.—*MB*



## Got books?

When print volumes are replaced by electronic content, libraries wanting to gain the space are challenged to find a conscientious way to dispose of the material without rousing the ire of their patrons. A new venture, Campus Community Outreach (CCO), solves the problem by finding new homes for unwanted books while raising funds for world literacy.

Award-winning and self-sustaining, CCO runs book drives across the country at bookstores, college campuses, corporations, and picks up books at no charge to the institution. Books are either sold online via Amazon or eBay to raise funds or shipped directly overseas. Every book that is sold pays for seven other books to be shipped overseas through two partnerships. All profits are donated to charity.

Books for Africa has shipped 10 million books to 23 African countries since its founding in 1988. Room to Read has helped build schools and libraries in Cambodia, India, Nepal, and Vietnam to fulfill on its mission of increasing literacy in Asia.

CCO uses its own software to warehouse, inventory, market, price, ship, and track books that are sold online. In addition to a main office in South Bend, Ind., CCO has regional offices in San Francisco; Los Angeles; Jackson Hole, Wyo.; Boston; Washington, D.C.; Austin, Texas; and Atlanta.—*JL*

Contact: [info@campuscommunityoutreach.com](mailto:info@campuscommunityoutreach.com)

## NYU A major win for VTLS

The Division of Libraries of New York University (NYU) is the first member of the Association of Research Libraries (ARL) to select Virtua from VTLS Corp. as its next library automation system, replacing its Geac Advance system that

has been in place since 1993. The Virtua system will serve the Research Library Association of South Manhattan, which includes the eight libraries of New York University plus the three libraries of the New School University and the library of the Cooper Union for the Advancement of Science and Art. The combined holdings for these libraries are 4.5 million volumes.—*MB*

## Geac launches Vubis Smart in North America

Historically, the Canadian company Geac has been one of the major providers of integrated library system (ILS) software in North America. But since 1999 the company has not marketed any of its ILS products in the United States or Canada.

In the 1980s Geac was known for its GLIS automation system. In the 1990s the company offered the Plus and Advance library automation systems. Today, GLIS has disappeared entirely and Plus and Advance are approaching the end of their viable life cycle and their customer base of libraries is rapidly dwindling.

In 1995, Geac acquired a library automation system called Vubis from

the Dutch company Odis NV. Vubis has enjoyed considerable success in Europe. The software has gone through several generations of product updates, culminating with Vubis Smart. Vubis Smart is based on the cache post-relational database environment.

Despite the major attrition of its customer base in North America, Geac withheld Vubis Smart from this U.S. and Canadian market. In June 2004, Geac began promoting Vubis Smart in North America.

The first library to acquire the system on this side of the Atlantic is the Kingston Frontenac Public Library in Ontario, Canada. The library will use Vubis Smart to manage a project called

Digital Kingston, which will provide access to historic and current regional information available in digital form.

The library will continue to use Advance as its automation system for the time being. This sale marks the beginning of Geac's effort to win back some of the market share it has lost in North America.—*MB*



## ITHAKA—voyage into the future

Three foundations—Mellon, Hewlett, Niarchos—have contributed to create a not-for-profit, entrepreneurial incubator that will accelerate the productive use of information technologies for the benefit of higher education globally. Ithaka has four areas of activity:

- Providing shared services to affiliates
- Providing advisory services to unaffiliated organizations
- Conducting research
- Incubating promising projects

Their two initial projects are Aluka and E-Archive. Aluka's mission is to build

an online database of scholarly resources from around the world for research, access, and preservation, beginning with Africa. The first three content areas are:

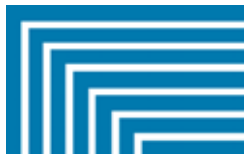
- Struggles for freedom in southern Africa
- African plants and their uses
- Cultural heritage sites

E-Archive's objective is to maximize system-wide benefits from the investment in developing the organizational and technological infrastructure necessary for the long-term preservation of electronic resources. This mission and scope extends well beyond JSTOR's. Ten publishers are participating in a pilot

for a prototype archive being developed with the goal of establishing a long-term sustainable business model.

Ithaka is about sharing resources, research, and strategies to develop solutions on a broader scale that can work for the entire scholarly community. It creates a vehicle for building on the experience of Ithaka's affiliates—JSTOR and ARTstor—and allows for a vehicle that can reduce costs and share technologies in seeking long-term answers to challenging questions.—*JL*

Contact: [www.arl.org/arl/proceedings/144/guthrie.html](http://www.arl.org/arl/proceedings/144/guthrie.html)



**ALA TechSource**  
www.techsource.ala.org

Smart Libraries Newsletter  
American Library Association  
50 East Huron Street  
Chicago, IL 60611-2795 USA

---

NON PROFIT  
US POSTAGE  
PAID  
PERMIT 1479  
ROCHESTER, NY

---

## September 2004 ERM a'plenty

### Smart Libraries Newsletter

Smart Libraries Newsletter delivers hard data and innovative insights about the world of library technology, every month.

#### Contributing Editors

Marshall Breeding  
615-343-6094  
marshall@breeding.com

Judy Luther  
610-645-7546  
judy.luther@informedstrategies.com

#### Editor

Chris Santilli  
630-495-9863  
chris@wordcrafting.com

#### Administrative Assistant

Judy Foley  
800-545-2433, ext. 4272  
312-280-4272  
jfoley@ala.org

### TO SUBSCRIBE

To reserve your subscription, contact the Customer Service Center at **800-545-2433, press 5 for assistance**, or visit [www.techsource.ala.org](http://www.techsource.ala.org).

The 2004 subscription price is just \$85 US.

Production and design by Angela Hanshaw,  
American Library Association Production Services.

Smart Libraries Newsletter is published monthly by ALA TechSource, a unit of the publishing division of the American Library Association.

Copyright American Library Association 2004. All rights reserved.