Wired and tired*

More than one-quarter of the 1,800-plus information technology (IT) professionals in higher education surveyed by Educause plan to leave in the next five years, mirroring the pattern of retirements in academic research libraries with the potential loss of institutional memory and experience.

New technologies and job functions create constant opportunities to learn and grow, leaving the existing work force well-trained but working long hours. This key finding was released in an Educause Center for Applied Research (ECAR) report on the condition of the higher education IT community as it approaches 50 years of age.

The report, "Information Technology and Leadership in Higher Education: The Condition of the Community," released in January, summarizes the results of extensive research. Beginning with a literature review to clarify and identify the issues, the researchers then collected quantitative and qualitative data from 1,850 IT professionals at 765 institutions through phone interviews, case studies, a Web survey, and a focus group.

Other key findings include:

■ Family affair—half of those surveyed had worked at their current institutions for 10 years or more and nearly one-quarter for 20 years or more. For some, this stability is the result of family ties as 23% have a spouse or partner also working as faculty or staff in higher education.

*See **Wired** on page 2*

*Quote from a speech delivered by Dr. Jeanette Cureton at the 2002 ECAR Symposium in San Diego, Calif.

Wins and losses among the ARLs

Wayne State University plans to withdraw from the shared Dynix Horizon system of the Detroit Area Library Network (Dalnet), a consortium of academic, school, and public libraries, to implement Millennium from Innovative Interfaces.

This move, announced in January 2004, bucks two industry trends: retention of currently supported systems and increased participation in consortia. It also marks a minor shift in the prestigious Association of Research Libraries (ARL) niche.

With this win, Innovative regains its long-held lead among the ARL members at 36. Endeavor achieved a short-lived parity with Innovative when the University of California—Los Angeles (UCLA) selected Voyager in October 2003. Wayne State marks Innovative's second ARL win in two

*See **ARLs** on page 4*

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Wired *from page 1*

- Competitive pay—median salaries in higher education, at $75,000 to $100,000, compare favorably with other industries until the upper echelon where salaries compare less well.

- Long hours—one-quarter work more than 50 hours per week and this percentage increases with higher level positions.

- Better environment—managers in higher education are generally rated higher than industry and score especially well in creating an atmosphere where employees feel free to speak openly.

- Better leadership—half of IT leaders in higher education exhibited transformational leadership compared with one-third of IT leaders in industry.

- Less innovative—given the nature of its leadership, the IT climate is surprisingly perceived as *not* conducive to innovation.

- Lacks diversity—IT continues to be predominantly white and male; though more women are entering the field, they aren't entering in droves.

- Mentoring makes a difference—those staff members with mentors progress farther and expect to remain in higher education longer.

As in many organizations, staff perceptions of effectiveness decline down the hierarchy. CIOs that report to the president have slightly more education, higher salaries, and a greater sense of impact on their institution.

Concluding that the higher education IT community is committed to success regardless of the impending retirements, the report suggests emphasizing programs that ensure the adaptability of staff and their intimate knowledge of higher education in an ever-changing environment.—*Judy Luther*

Contact:
www.educause.edu/ir/library/pdf/ecar_so/ers/ERS0401/ekf0401.pdf

Amlib: Brodart out, InfoVision in

Brodart Automation, beginning in 2004, will no longer distribute the Amlib library automation system, opening the way for InfoVision Technology to launch a presence in the United States.

Amlib, a Windows-based library automation system developed in Australia by InfoVision Technology, has been distributed in North America for four years. The product targets K–12 school libraries and small- to medium-sized publics.

The DeBois Public Library in Pennsylvania was the first U.S. library to install Amlib (in June 2002). About 100 U.S. libraries and about 450 worldwide have since installed Amlib.

InfoVision now assumes direct responsibility for marketing and support for Amlib in North America and has established a U.S. office in San Diego, Calif., and a support center in Williamsport, Pa. Two Amlib support specialists have transferred from Brodart to InfoVision's support center.

InfoVision plans ongoing support for its existing U.S. library customers and to expand its customer base. The company maintains offices in Australia, New Zealand, United Kingdom, and Kazakhstan in addition to the recently formed U.S. presence.

Brodart Automation, though it no longer distributes Amlib, continues its other products and services related to bibliographic support for libraries. According to marketing director Peter Toby, Brodart will focus on bibliographic services, cataloging tools, and collection development. It will continue to offer its Precision One cataloging software, its DartClicks MARC record service of selected websites, and the MediaMinder media reservation system, in addition to its retrospective conversion, bibliographic, and authority services.

Although Brodart's software products tend to be used by smaller libraries, its bibliographic service clients include some large public libraries. Taking on the Amlib ILS, according to Toby, proved to be a distraction to the Brodart's core business activities focusing on bibliographic services. Both companies expect a smooth transition for current Amlib sites.—*MB*

Contact: InfoVision Technology, www.amlib.net
Brodart Automation, http://divisions.brodart.com/automation

CORPORATE NETWORKS
acquires INSIGNIA

The mergers and acquisitions front has been quiet among integrated library system (ILS) vendors since the DRA acquisition by Sirsi Corp. in 2001. No outright acquisitions of any of the major integrated library system (ILS) companies or products have occurred in almost three years.

Only internal restructuring occurred at GIS Information Systems (May 2003) and Mandarin Library Automation (June 2003), where both of these companies became self-sufficient library automation companies following the sale of other divisions by their parent companies.

Even small companies have survived intact. The only business change in recent months was between two Canadian companies. Corporate Networks acquired Insignia Software Corp., offering the Insignia Library Automation System, in early 2004. Insignia's system targets K–12 schools, with about 30% of its installed base of 300 libraries in the United States and the remainder in Canada.

Corporate Networks, a name not previously known in library automation and a division of the H.R.B. Electronics, Ltd., has been in business since 1985, specializing in enterprise-wide, end-to-end networking and other technologies for K–12 and small business environments.

OCLC's new playground

Learn about the latest developments and innovative applications of technologies at ResearchWorks, OCLC's new display of a dozen experimental prototypes.

OCLC won't promise that the same demonstrations will be displayed on each visit, but it does invite visitors to play with those posted and provide feedback.

Using Google's Labs page, OCLC credits Google with inspiring the library giant to share its own prototypes with the community. Use of this site is subject to specific terms and conditions that also are based on Google's, including the usual list of caveats and disclaimers such as proper use, privacy, no warranties, limits on liability, waivers, indemnification, and arbitration.

These items are fun to play with:

■ FictionFinder enables the user to find works by searching fictitious characters, imaginary places, settings, subjects, and other data elements.

■ LC Name Authority File enables remote institutional repositories to offer authority control on-the-fly.

■ Bookmarklets fit on the user toolbar allowing users to easily determine if their local library has the book being searched for in Amazon or Barnes & Noble.

Future applications include:

■ FAST (Faceted Application of Subject Terminology) adapts Library of Congress subject headings so they can be used in metadata more easily.

■ XTCat provides access to 4.2 million theses and dissertations in WorldCat.

■ NDLTD Union Catalog contains 50,000 metadata records from institutions around the world.

Registry functions include:

■ info URI (uniform resource identifier) is a registry to define identifier schemes such as SICI (serial item and contribution identifier by NISO) or RefSeq (reference sequence by National Center for Biotechnology Information (NCBI)).

3

ARLs *from page 1*

months, following the award of University of North Carolina at Chapel Hill in December 2004.

Wayne State is the second ARL to leave Horizon. The University of Tennessee in Knoxville abandoned its Horizon system in favor of Aleph 500 from Ex Libris (USA), Inc., in January 2003.

Migrations from the currently supported flagship automation system of one vender to another's are rare—few libraries find such a lateral move justifiable, even when they are not completely satisfied with their ILS vendor. Although many find libraries themselves having to

migrate because their current system has fallen into legacy status, few elect to drop a viable system.

Losing two ARLs within a year represents a setback for Dynix in the high-end academic market. From a larger perspective, the company's installed base, new sales, and customer retention performance remains strong in other library sectors, especially among public and mid-sized academic.

Wayne State's decision to withdraw from Dalnet, which it headed, also runs contrary to the general trend toward increased participation in consortia.

Detroit Public Library, the second largest participant in Dalnet, shifted its membership to The Library Network (TLN), a consortium of libraries in the area surrounding Detroit. With the two largest participants out, Dalnet remains a much smaller organization. With the addition of Detroit Public, TLN, already the largest library cooperative in Michigan, expands.

Sirsi Corp. also gains a bit of ground in this interchange. TLN announced in September 2003 its intent to migrate from its DRA Classic system to Sirsi Unicorn.—*Marshall Breeding*

COPERNIC
helps
manage
information

As users are confronted with more information daily, librarians need to be aware of popular tools that can be used to manage information. An innovative software company, Copernic, offers an array of award-winning tools to help individuals and organizations find and manage information scattered throughout file servers, intranets, Exchange public folders, and websites.

Free for indexing up to 5,000 documents, Copernic Enterprise Search saves users time by finding their Word documents, PDFs, Excel worksheets, PowerPoint presentations, and e-mails by indexing words within files as well as metadata such as author, title, and modification

date. It delivers relevance-ranked results using linguistic and statistical technologies.

Other affordable tools available include:

■ Copernic Agent is a widely adopted family of Web search tools that enable users to filter, group, and summarize websites. Alerts can be set to e-mail the user when a Web page changes.

■ Copernic Tracker is specifically designed to monitor websites and alert users to changes so it is useful for monitoring weblogs, online forums, and product updates.

■ Copernic Meta adds a free search box that integrates with the Windows task bar and performs multiple searches simultaneously giving the user the option to see results sorted by relevance or by source.

Launched in 1997 and based in Montreal, Canada, Copernic is expanding and opening offices in Palo Alto, Calif., this year.—*JL*

Contact: www.copernic.com

ILS SALES REPORT for EARLY 2004

In early 2004, a number of announcements of ILS system sales reinforces the trend of libraries increasingly relying on consortia for their library automation systems and provide early indicators toward a strong year of migrations from legacy to next-generation systems.

Many library consortia have selected new automation systems in January to February 2004, including:

- Lincoln Trail Libraries System, based in Champaign, Ill., representing 91 libraries, migrating from Dynix Classic to Horizon

- Valley Library Consortium based in Saginaw, Mich., representing 17 libraries, migrating from Dynix Classic to Horizon

- Clinton Essex Franklin Library System based in Plattsburgh, N.Y., representing 30 libraries, migrating from a Sirsi DRA Classic system to Horizon

Contrary to the trend toward automation through a consortium is the Rockford Public Library in Illinois, which is leaving the shared Innovative Interface Millennium system of the Northern Illinois Library System to implement its own Sirsi Unicorn system.

The following U.S. public libraries will be migrating from legacy Dynix Classic systems to Horizon:

- Gwinnett County Public Library in Georgia

- Orem Public Library in Utah

- Ventura County Library in California

- Burlington Public Library in Washington

- Davidson County Public Library in North Carolina

- Hutchinson Public Library in Kansas

- Mission Viejo Library in California

- Douglas County Library in Colorado

- Ellensburg Public Library in Washington

- Horry County Memorial Library in South Carolina

- Garland County Public Library in Arizona

- Noble County Public Library in Indiana

- Neill Public Library in Washington

In addition, these U.S. public libraries also are migrating from their legacy systems:

- Petersburg Public Library in Arkansas migrating from a Talisman system to Sirsi Unicorn

- The Buffalo and Erie County Library, a large municipal system in New York, migrating from DRA Classic to Unicorn

Some academic library migrations slated for 2004 include:

- Tufts University migrating from DRA Classic to Millennium

- Texas Christian University migrating from DRA Classic to Ex Libris Aleph 500

Relative to automation systems housed and managed by libraries, the number of vendor-hosted application service provider (ASP) implementations of automation systems remains small, but it is a growing part of the market. Bemis Public Library of Littleton, Colo., for example, elected an ASP implementation of Sirsi Unicorn. Sirsi says more than 120 libraries use its hosted Sirsi.net service.

The number of sales announced in the first two month indicates that 2004 may well be a better year for vendors than 2003 was, at least among public library sales. This trend reflects a pattern where many libraries that had previously deferred library automation upgrade projects now find themselves in a position of moving forward with them.—*MB*

Insignia *from page 3*

With the acquisition of Insignia, the company extends its business within its same market to software solutions. In addition to its ILS, Corporate Networks also gains the Insignia Student Information System, a comprehensive student data management system.

Recent sales for Insignia Solutions include a district-wide contract for the Halifax School District, encompassing 150 individual libraries, and the Thompson Public Library in Manitoba. The circumstances of this merger do not alter the viability of the Insignia Library Automation System—although the system represents a small niche of the market, the new corporate environment is well-positioned to continue developing its product and expanding its customer base.

Corporate Networks is headed by Ahsen Butt. His brother, Humayon Butt, the previous owner and president of Insignia Software, will continue with the company as project manager. Barry Butz serves as the company's marketing/ business development manager. Keeping the company in the family likely will promote consistency.

In the broader view, the automation market has been surprisingly inactive in business consolidation relative to other technology-oriented business sectors. Although this relatively minor business change is interesting, the real news lies in the complacency of the business environment. This period of relative low business changes may not last indefinitely.—*MB*

OCLC *from page 3*

- OpenURL Registry links to NISO's Registry for the OpenURL Framework.

- DCMI Registry provides background information on the Dublin Core Metadata Initiatives.

- RDF Translation Tool translates Dublin Core's metadata vocabulary into 23 languages.
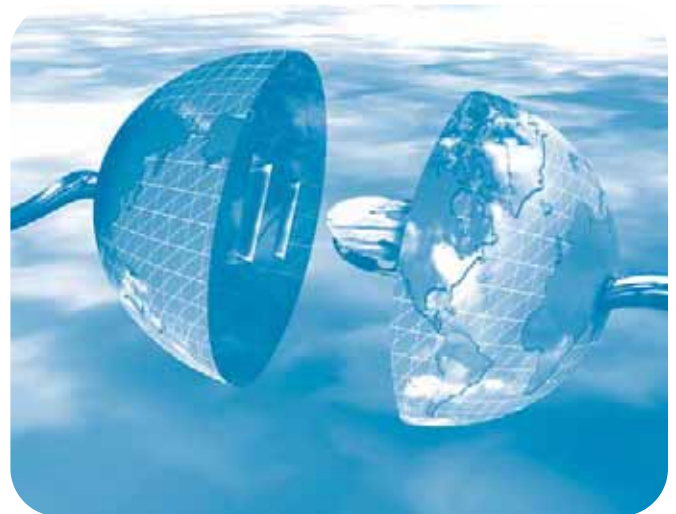
Applied standards include:

- xISBN is the technology that enables FRBR to group bibliographic records with different editions and formats of an intellectual work so that all versions of a title can be presented together.

- ERRoLs are Extensible Respository Resource Locators for Open Archives Initiative (OAI) identifiers. ERRoLs are unchanging URLs that have been expanded and link to content, metadata, and services.

These applications are the product of OCLC's Research Office, which has focused on expanding access to the world's information since it was created in 1978. Its dozen researchers investigate metadata, knowledge organization, content management, management intelligence, interoperability, systems, and interaction design.

Librarians should be reassured to see OCLC demonstrate its leadership by adapting library systems to deliver innovative services. These developments are critical given users' expectations based on the ease of using the Web.—*JL*

Contact: www.oclc.org/research/researchworks

Ex Libris

Ex Libris integrates xreferplus

Xreferplus, which offers a ready-reference collection of more than 150 titles, is now integrated with SFX and MetaLib from Ex Libris (USA), Inc. Mutual customers will gain seamless access to content that is cross-linked, allowing the user to find answers in multiple resources simultaneously.

While searching in any OpenURL-enabled database, such as full-text articles or abstracts, users can quickly link to a definition or other ready-reference data. This application integrates reference tools with journal articles.

The metasearch interface allows users to execute a single search across multiple resources, drawing collectively on the library's online reference tools. This single search saves the user time and delivers a more robust response.

With many reference book publishers bringing their content online, the ability to metasearch the reference collection greatly expands the power the library can offer its users. Google may lead them to the door, but metasearch unlocks it for them.—*JL*

Contact: www.xreferplus.com
www.exlibris-usa.com

Ingenta

Ingenta simplifies e-journal activation

Activating access to e-journals hosted by Ingenta just became simpler for libraries. Previously libraries had to review a list of titles on the Ingenta website to confirm their right to access any of the e-journals hosted by Ingenta for 260 publishers. With the ability to bulk activate e-journal titles that libraries order through subscription agents, Ingenta dramatically reduces the time needed for libraries to secure access to e-journals hosted on Ingenta's website.

Working initially with Harrasowitz, Kinokuniya, and Ebsco, Ingenta will eventually offer this service to other subscription agents over time.

This bulk activation strengthens the role of the subscription agent as an intermediary for the library and enables them to continue the role they created in the print world. This role has been compromised by journal publishers that licensed their content directly to libraries, bypassing the agents.—*JL*

Contact: www.ingenta.com
www.ebsco.com

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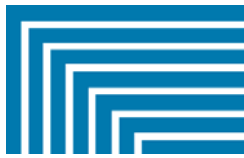
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Even though it contains less than 1% of the 5 million researchers in the ISI citation database, ISIHighlyCited.com is a useful tool for identifying and locating the world's leading scientists as determined by the number of references to their articles in the literature.—*JL*

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April 2004
ILS sales update

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