



Smart Libraries™

Formerly Library Systems Newsletter™

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

Digital repositories benefit libraries

Library involvement in digital repositories received a boost in November 2002 with the introduction of two new repository systems, DSpace and DLIST.

Digital repositories support the submission, storage, and dissemination of electronic scholarship and research. They fall into two categories, disciplinary and institutional. Academic libraries view both as positive contributions to the open dissemination of scholarly information.

Disciplinary repositories, often called e-print archives, are designed for multi-institutional contributions within a limited subject area. Institutional repositories are designed for multi-disciplinary use within a single institution, usually a university.

Both types of repositories encourage authors to deposit electronic copies of

their works labeled with some form of metadata. Allowable content varies but may include items such as working papers, pre- or post-publication copies of journal articles, research reports, and nontextual research materials.

Repositories increase the visibility of these resources by making them freely and openly available on the network. Good repositories support the Open Archives Initiative (OAI) Protocol for Metadata Harvesting, allowing metadata from the repository to be aggregated with metadata from other repositories into large search services.

Disciplinary repositories have a long, successful history. E-print archives have been established in dozens of disciplines, including high-energy physics, cognitive sciences, chemistry,

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Lessons from virtual reference

Despite the rapid development of software to support Web-based reference services, no one company offers the ideal combination of services. Current usage is surprisingly low—less than 10% of overall reference—and falls far short of the comparable use of Web-based resources, which is estimated at two to five times the level of print use.

Declining in-house library statistics for gate count, book circulation, and reference statistics point to the need

to meet users where they are—on the Web. Options vary from e-mail to live chat sessions; their use has been growing slowly. Frequently these services are quietly introduced to allow reference staff time to be trained on the system and adapt to it.

Staff needs to have workspace away from the users to be free to focus on answering questions, rather than asking patrons who are physically standing at the desk to wait. Learning to

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WHAT'S IN A NAME?

Effective with the January 2003 issue, *Library Systems Newsletter* boasts a new name: *Smart Libraries Newsletter*.

The publication carried its original title proudly for 22 volumes. The newsletter's mission—to provide useful, vital coverage of library technology in practice—has not changed. Over time, however, the perception and definition of library systems has. Just as the newsletter's focus and voice have been updated to incorporate more digital library and electronic serials information, its name has changed to indicate the authors' awareness and acknowledgment of that evolution.

We always welcome questions, comments, and opinions. Please tell us what you think. E-mail mwuensch@ala.org.

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mathematics, and computer science. Because of growth in numbers of disciplinary repositories, OAI developed a method for federated searching across multiple repositories to make the content more accessible.

For librarians only

Despite the success of e-print archives in other disciplines, librarians only recently created their own disciplinary repository with the launch of DLIST, a collection of electronic resources in library and information science (LIS) and information technology (IT). DLIST is run by the School of Information Resources and Library Science and the Arizona Health Sciences Library at the University of Arizona. It accepts published papers, data sets, instructional materials, pathfinders, reports, and bibliographies in all areas of LIS and IT, but it is initially emphasizing materials on information literacy and informetrics. Authors are invited to contribute research papers before or after publication.

In contrast to disciplinary repositories, institutional repositories are a relatively new idea. Few universities have begun implementing them. U.S. institutions offering or implementing institutional repositories include the California Digital Library, California Institute of Technology, Ohio State University, University of Rochester, and Massachusetts Institute of Technology (MIT).

SPARC cites strategic goals

The Association of Research Libraries, the Scholarly Publishing and Academic Resources Coalition (SPARC), and the Coalition for Networked Information co-sponsored a workshop on policy and management issues related to institutional repositories in October 2002. SPARC notes that institutional repositories serve two strategic roles: encouraging the reform of the scholarly communication system, and increasing the hosting institution's visibility and prestige.

Libraries have taken a leadership role in advocating for institutional repositories and implementing them. One of the thorn-



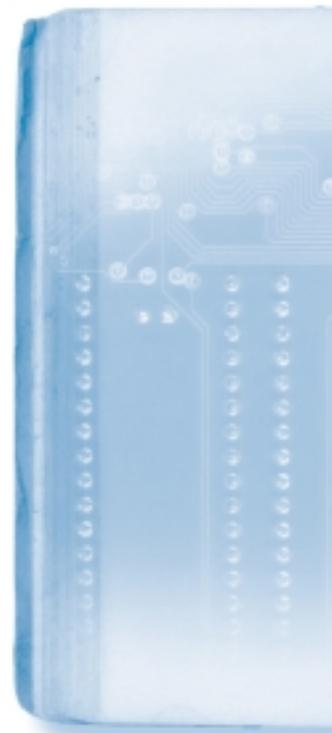
Web access for people with disabilities challenged

Legal precedence now exists that the Americans with Disabilities Act (ADA) does not apply to Internet websites but only to physical spaces, such as restaurants and movie theaters. In October 2002, a federal judge ruled that Southwest Airlines does not have to revamp its website to make the site more accessible to the blind. The judge notes that ADA clearly applies to physical spaces and that there are guidelines in place for the software industry.

The World Wide Web Consortium (W3C) has accessibility guidelines. In 1997 W3C launched its Web Accessibility Initiative (WAI), whose guidelines provide software makers with the specifications necessary to ensure products and services interoperate with assistive technology (the basis for U.S. Government Section 508 regulations).

Examples of assistive technology include screen readers that translate text to speech synthesis, audio browsers, and text-only browsers. The National Institute of Standards and Technology (NIST) has developed an e-book reader for the blind that transforms electronic text into Braille. Microsoft is working with Pulse Data International to create an e-book reader, which is a screenless device that translates text into speech and Braille.—*JL*

Contact: [Court case](#)
www.flstd.uscourts.gov/viewer/viewer.asp?file=/cases/opinions/02CV21734d24.pdf
[W3C WAI guidelines](#)
www.w3.org/WAI



est challenges identified is overcoming faculty inertia. Faculty may be reluctant to archive their publications because of the effort required or because they believe posting threatens their ability to publish in peer-reviewed journals. Top-down support from presidents, provosts, deans and department chairs is vital.

Open-source software

The introduction of DSpace gives universities contemplating implementation of an institutional repository another software option. DSpace is an institutional repository system developed by MIT Libraries and Hewlett-Packard Co. MIT celebrated the worldwide launch of DSpace on Nov. 4, 2002, and made DSpace 1.0 available as open-source software for downloading and installation by other institutions.

DSpace is designed for distributed use within large institutions. It is organized into collections within communities, each of which can be customized with its own Web pages, deposit and access policies, and authorized administrative users. DSpace

accepts materials in many textual and nontextual formats. It supports faculty self-archiving and administrative approval of submissions.

The repository's descriptive metadata is based on qualified Dublin Core, but communities can define their own metadata templates. Metadata can be searched within DSpace itself and exported to any OAI-compliant harvester. Rudimentary preservation functions are available, such as identifying a preservation service level for each deposited object, but code to implement the service levels has not yet been developed.

Both the availability of DSpace as open-source software and the initiation of DLIST as a disciplinary repository for LIS are welcome developments for the library community.—*Priscilla Caplan*

Contact: DLIST

<http://dlist.sir.arizona.edu> or Paul Bracke,
paul@ahsl.arizona.edu

DSpace

www.dspace.org

JOURNALS via PDAS

While libraries are working to install wireless networks in their facilities so patrons can use laptops within the building, publishers are working to distribute content on hand-held devices for mobile users who need access to journals and reference works.

Today's medical students have so little time that they beam each other citations between their PDAs in the halls of the hospital. With so much information to assimilate, this level of mobility enables both students and other health care professionals to access journal articles when and where they need them.

Beginning January 2003, the *British Journal of Surgery* is one of 15 titles that joins the expanding collection of more than 20 titles on John Wiley & Sons' InterScience's MobileEdition. Launched a year ago, *Cancer* and *Cancer Ctyopathology*, two of the journals in MobileEdition, demonstrated a marked increase in usage.

MobileEdition is powered by AvantGo, an Internet service providing personalized content distributed via Palm OS, Windows CE platforms, and Web-enabled phones. AvantGo users can access the Web directly, or they can select from more than 400 content channels offering news, stock quotes, flight schedules, movie listings, restaurant reviews, maps, and weather.

Medical schools at Harvard, University of Buffalo, and University of Cincinnati are using PDAs for directories, class schedules, guidelines/policies, lecture notes, reference materials/handbooks, surveys, course evaluations, exam calendars, and rotation details.—*JL*

Contact: John Wiley & Sons

www.interscience.wiley.com

AvantGo

<http://avantgo.com/products/solutions/education.html>

INNOVATIVE ADDS FOCUS ON SCHOOL LIBRARIES

Innovative Interfaces, Inc., unveiled Via, its new library automation system for K-12, at the November Technology and Learning Conference in Dallas. Via has a full range of ILS capabilities based on the popular Millennium system, including online public access, cataloging, circulation, graphical self-checkout, and inventory control. In addition, Via offers features specific to school library media centers, such as homeroom-based notices, student barcode generation, and multimedia management. Other features include a Web portal that can simultaneously search the library catalog and online databases, and a report generator that allows total customization of all reports.

Via runs on a Unix server and can be accessed by either a Java graphical user interface (GUI) client or through a standard Web browser. The client runs on PCs, Macs, and Linux workstations. The system supports installations from a single private school to a large public school district. Millennium customers will be given an option to migrate to Via.

The introduction of Via represents a new focus for the company: school libraries, which comprise only 2% of Innovative's installed customer base. Another sign of the company's commitment to this market is the hiring of Tami Pellowski in August 2002 as director of school library sales. Pellowski, a library automation specialist with 12 years' experience in K-12, spearheads the company's school library media center initiative.—PC

Contact: Innovative Interfaces, Inc.

www.iii.com

Tami Pellowski

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Lessons from page 1

handle chat, to convey the information online, and to train users with these new tools challenges librarians to rethink how they can present information to routinely asked questions in an online environment.

Features

All companies offering these reference services in the library market provide hosted systems, and some allow locally mounted software.

Common hardware requirements include:

- Needs no downloads
- Operates satisfactorily at dialup speeds
- Works on Windows and Mac
- Supports multiple browsers
- Common software capabilities:
- Web pages pushed to users
- Chat extended with other reference staff to share questions
- Preformatted comments and answers for frequently asked questions
- Surveys to gauge user satisfaction with the process
- Transcripts of sessions that can be referenced by the user, be searched by staff, and serve as training tools.

Voice-over IP (Internet protocol) more easily supports the give-and-take that is an integral part of the reference interview. It allows the librarian to explain a process verbally that takes considerably more time to communicate in writing. Software capabilities are still developing and neither Voice-over IP nor co-browsing are reliable, stable functions yet.

Options to look at the same screen as the user vary from pushing a Web page to a user, to using a proxy service that allows the librarian and user to look at the same page together, to having remote control of the user's PC. Planning for this service requires staffing (scheduling librarians to be available), training on the process, setting up the system, and promoting it to users.

Open-source reference sites

Although capabilities are often limited with home-grown systems, technically savvy librarians can develop modest chat-based systems using open-source software with combinations of PHP, Perl, MySQL, JavaScript, HTML, Apache Web server, and GNU/Linux.

Several sites have developed their own chat-based reference services:

- TalkNow at Temple University, Philadelphia, Sam Stormont, stormont@temple.edu, www.library.temple.edu/ref/ask_us.htm
- Morris Messenger at Southern Illinois University, Carbondale, Ill., Jody Fagan, jfagan@lib.siu.edu, www.lib.siu.edu/hp/about/digiref.shtml
- RAKIM at Miami University of Ohio, Oxford, Ohio, Rob Casson, rcasson@lib.muohio.edu, www.rakim.sourceforge.net.—*JL*

State of the art

LSSI and 24/7 Reference have adapted software originally created for customer service call centers to provide Web-based reference. The original version of this software, though, assumed that information was available at the fingertips of the person answering the phone. In reality, librarians keep the patron waiting as they conduct research.

Convey Systems offers voice-over IP that allows two-way video and voice, enabling the librarian to talk to the patron. OCLC's Questionpoint is incorporating Convey technology as it becomes more reliable.

Libraries can collaborate to share the cost of sophisticated versions of Web-based reference software. Resulting efficiencies include the pooling of reference staff time for answering questions from anywhere within the system.—*Judy Luther*

Contact: Bernie Sloan, Digital Reference Services:
A Bibliography
www.lis.uiuc.edu/~b-sloan/digiref.html
DIG_REF listserv
www.vrd.org/Dig_Ref/dig_ref.shtml



U.S. Library Program winds down

Since 1997, the Bill & Melinda Gates Foundation's U.S. Library Program has provided hardware, software, staff training, and ongoing technical support to public libraries. The program targets libraries serving communities with a poverty rate of at least 10%. By the end of 2003, 10,000 libraries in 50 states will have benefited from the Foundation's \$200 million total investment.

The program, however, will end in 2004. The final phase of the program, titled "Staying Connected," helps states encourage the continuation of local programs to enhance and expand public access computing. It provides an opportunity for state library agencies to apply on behalf of public libraries for matching grants in four categories: public access computer upgrade or replacement, broadband connectivity upgrade, training sustainability, and technical support sustainability. Grant applications will be accepted through August 15, 2004.

As part of the program phase-out, the Foundation has published a sustainability toolkit to help libraries engage local communities in technology programs and enlist the community's help in sustaining them. The kit includes examples and describes successful programs created by libraries from around the country.

The Foundation has also awarded a three-year grant to OCLC to develop a Web-based public access computing portal that will act as a clearinghouse on best practice for organizations, such as libraries, that provide open access to information through publicly accessible computers.

The Gates Foundation discovered that providing direct technical advice to libraries in support of public access computing is a costly and resource-intensive endeavor. Some state library agencies are concerned about the transition from Foundation support to local support because, although "Staying Connected" attempts to provide Web-accessible documentation and self-help tools, local governments will have to pick up the tab for ongoing technical support and equipment maintenance and replacement.

To learn more about the status of the U.S. Library Program, public libraries should consult their state library agency.—*PC*

Contact: Bill & Melinda Gates Foundation
www.gatesfoundation.org/libraries/default.htm
Public access computing portal
<http://stayingconnected.oclc.org>



ALA-APA GAINS MOMENTUM

A business plan for the new American Library Association-Allied Professional Association (ALA-APA) has been submitted to the ALA Executive Board and should be approved before the Midwinter Meeting in late January.

The ALA Council created the ALA-APA at the 2001 Annual Conference to promote the mutual professional interests of librarians and other library workers. An organization separate from the ALA was required because of restrictions in the U.S. Internal Revenue Code on the activities of non-profit organizations. ALA itself, as a 501(c)3 educational and charitable association, is prohibited from engaging in substantial activity related to the concerns of individual members, as opposed to the concerns of the profession as a whole. The ALA-APA was established as a 501(c)6 professional entity, which is lawfully allowed to carry out activities related to recruitment, status, pay equity, and salaries.

At the 2002 Annual Conference, the ALA-APA Transition Team requested a \$200,000 loan from ALA for startup funding. The ALA Executive Board moved to require a business plan from the new organization before considering the request. The business plan indicates that ALA-APA expects to support itself with revenue from certification programs, publications, and consulting services, along with voluntary contributions. The December ALA dues renewal form now includes an optional contribution to the ALA-APA.

Programmatically, the ALA-APA focuses on two areas:

- Advocacy for better salaries and pay equity
- Development of a certification program in library specializations beyond the initial professional degree.

The first certification initiative will be a Certified Public Library Administrator program.—PC

Contact: American Library Association
www.ala.org/hrdr/ala_apa.html

E-book content continues to GROW

Gale Group At the end of September, Gale Group launched its program to offer hundreds of reference titles through netLibrary. The Gale family includes notable imprints such as MacMillan Reference USA, Charles Scribner's Sons, Thorndike Press, Wheeler Publishing, and Taft Group. E-books will be available for 110% of the print price and print + electronic will be 150% of the print-only price. Libraries that wish to retain archival copies of the e-books may do so for either 115% of the book price annually or 155% of the book price as a one-time fee.

ACLS More than 500 leading books, with an emphasis on American and European history, have been scanned and are being offered by the American Council of Learned Societies (ACLS), which launched its collection in September 2002 after three years of work securing clearances and digitizing the texts. Subscription rates range between \$300 and \$1,300 and are based on the Carnegie Classification of Institutions of Higher Education.

Adobe Adobe is working with Baker & Taylor and Overdrive to offer an introductory library of five copies of up to 100 titles free as a way for academic and public libraries to start building virtual e-book shelves. Categories could include business, computers, travel, fiction, nonfiction, young adult, and children. The vendor hosts the e-books bought by the library. E-books can be downloaded to the user's PC and automatically returned when due.—JL

Contact: Gale

www.gale.com/servlet/PressArchiveDetailServlet?articleID=200210_ebook

ACLS

www.historyebook.org

Adobe

http://librarydemo.adobe.com/library/about_lib.asp

H. W. Wilson

WilsonWeb redesigned

The power of WilsonWeb's search engine Verity's full-text search has been combined with Wilson's assigned subject headings and thesaurus to provide more accurate search results.

Most relevancy ranking is based on keywords from the full text as used by the author, but the terms are not qualified in any context. Wilson's algorithm matches on terms selected by the indexers, rather than relying on the software to identify the article based simply on the frequency of a word in the text. This behind-the-scenes use of technology may not be apparent looking at the website, but it should pay dividends for patrons using the new interface. New features include:

- Employment of SFX software by Ex Libris to link to full text on the Web
- Search options for novice and experienced users
- Suggested terms pushed from subject-specific thesauri
- Customizable interface and records displayed.

Incorporating SFX software, WilsonLink offers direct access to full-text articles wherever they are found. Publishers will increasingly have the option of Wilson linking to its content rather than having to license its full text for inclusion as part of the database. Publishers can sell directly to the library, and users can still connect seamlessly to their content through these established indexes.

The flexible presentation options allow libraries to put their logo on the screen and incorporate local links. Each library can determine the appearance of the search results—that is,

the number of records per screen—and the data elements included in a citation.

Improved usage statistics adhering to ICOLC Guidelines are available, and Wilson can track usage by IP addresses for specific user groups.—*JL*

Contact: [H. W. Wilson](mailto:H.W.Wilson@hwwilson.com)
www.hwwilson.com/preview.htm

Fretwell-Downing

Fretwell-Downing partners to link to full text

Announcements of partnerships with EBSCO and with CrossRef strengthen Fretwell-Downing Inc.'s (FDI) linking abilities, enabling the user easier access to full text.

Using FDI's Open Linking technology, users can:

- Link to EBSCO full-text content from citations found elsewhere
- Link from EBSCOhost citations to the full-text articles held within a library's resources
- Include EBSCOhost databases as part of the ZPORTAL search.

As a new affiliate member of CrossRef, FDI is using the Digital Object Identifier (DOI) to ensure users have an accurate link from a citation to the full-text article. More than 158 publishers belong to CrossRef, which links to 5.6 million articles in 6,700 scholarly journals.—*JL*

Contact: [Fretwell-Downing Inc.](mailto:info@fdusa.com)
www.fdusa.com

4 forums for FREE online scholarship

Free online scholarship (FOS) is scholarly literature in the sciences or humanities available free on the Internet. The primary chronicler of FOS ini-

tiatives is Peter Suber, a professor of philosophy at Earlham College in Indiana. Suber maintains a suite of information resources devoted to the FOS movement, including a website, a newsletter, a discussion forum, and a daily news blog. Together these forums list new open access e-journals and

information services, track legislation that threatens or supports FOS, cite FOS-related news announcements and articles, and provide a way to explore legal, technical, and moral issues.—*PC*

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www.earlham.edu/~peters/fos



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