



Library Systems TM

An innovative overview of library automation

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Two-thirds of adults now online

Two-thirds of adults in the United States are now online, according to a survey by the Harris Poll. This measure includes more than half of all adults who access the Internet from home, almost a third who access it from work, and one-fifth who go online from a library, school, or cyber cafes. As impressive as those figures may appear, one-third of adults—more than 70 million people—still do not access the Internet at all.

The profile of Internet users has a bias toward younger, more affluent, and better educated people. Adults under age 29 are better represented than any other age group; adults over 65 are significantly less well represented. People in households with incomes of more than \$50,000 are better represented than any other wage group; households with incomes of less than \$25,000 are significantly less well represented. College graduates are better represented than any other educational group; those with less than a high school education are significantly less well represented. More than any other group, younger, more affluent, and better educated users

also are more likely to access the Internet from a library than are other groups even though they have access from home or office. Thirty million people who use the Internet in libraries already have other points of access to the Internet at home or work.

Many of the 70 million adults who are not online also may not be regular library users. Libraries must lure these potential patrons with imaginative programs and marketing specifically designed to reach nonpatrons. One notable program at a branch library in a major mid-Atlantic city featured a cyber café in its large front windows. As a result, the library is regularly full with people of all ages, even at 9:30 on a weekend night. A staff member said more than 30% of those people who had come in since the program began had not used the Internet before; half of those people admitted had not previously used the library. The library borrowed the idea for the café from a bank that had installed a cyber café in its lobby to increase traffic. ■



HP unveils digital projector products

HP has decided to leverage its digital imaging expertise by entering the portable digital projector market with two attractively priced and extremely lightweight units. The Sb21 is a 1,000-lumen projector that weighs only 2.2 pounds and features automatic image synchronization, 800x600 pixel resolution (or 1,024x768 pixel XGA), and wireless remote control. The unit is priced at less than \$2,500. The Xb31, which sells for \$3,250, is a 1,500-lumen projector that weighs only 3 pounds. At 1,500 lumens, the projector can be used in a brightly lit room.

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NEW SOFTWARE RELEASE

epixtech announces Horizon Sunrise 7.2

The third major release of Horizon Sunrise is now available. The new Horizon release incorporates functionality from epixtech's retired Dynix product and introduces a new application launcher and greater support for EDIFACT, the current online ordering and claiming standard.

Horizon Sunrise now conforms to more than 98% of the functional requirements in the database of more than 1,200 requirements Information Systems Consultants Inc. maintains—a figure almost identical to that achieved by Dynix, a product that for many years had the richest functionality of any library automation product.

The application launcher uses keyboard shortcuts to make all the functionality and tools needed by library staff instantly and continuously available. With Horizon, librarians don't need to open and close modules, search for utilities or applications, or switch among applications.

The release also substantially completes online ordering, vendor acknowledgments, and electronic invoices per the EDIFACT standard. Consortia will be interested in the improved record ownership tracking for consortium members maintaining independent cataloging records.

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Tel. 800-288-8020
www.epixtech.com



MIGRATING FROM WINDOWS 98 TO XP? PROCEED WITH CAUTION

Many libraries want all their PCs to run on the same operating system, and so they upgrade older machines to the same operating system bundled with their latest hardware purchases.

Usually that bundled system is an upgrade from Windows 98 or Me to Windows XP. This upgrade may well be

a mistake for older machines. Most libraries have PCs purchased over several years. One-third to one-half of a library's PCs are likely three or more years old.

These machines cannot perform well using Windows XP because XP requires the robustness of a Pentium

IV, rather than an earlier generation. Upgrading the memory alone is not enough to get the best from the XP operating system.

The important question to ask is whether the Windows 98 or Me operating system is doing a good job. If so, don't upgrade. ■

Innovative Portal purchased by 26 libraries

As of May 2002, 26 libraries had purchased Innovative Interfaces' Millennium Access Plus (MAP) portal product. MAP can be used with Innovative's Millennium automated library system or with a system from another vendor. MAP is made up of three key modules: WebBridge, MetaFind, and Web Access Management. WebBridge connects users directly from a record in the patron access catalog, another Millennium module, or an external database to related resources such as full-text articles, book reviews, or book jacket images. MetaFind is a common user interface that allows access to multiple resources with a single search, returning all results in a consistent interface. Web Access Management is a remote patron authentication tool that links patrons within and outside the library directly to external resources.

MAP's complex pricing structure includes a one-time charge and an annual subscription fee. A significant component of the cost is attributable to Innovative's having incorporated portal technology from MuseGlobal.

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Emeryville, CA 94608
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www.iii.com



Syndetic Solutions announces 10 new customers

Although enhancing content in library catalogs has been a hot topic in the library press, only a modest number of libraries has added tables of contents, cover art, summaries, and annotations to their online catalogs. Recent sales data show that the tide may be changing.

Syndetic Solutions, the industry leader in providing catalog enhancements, has recently signed eight public and two academic libraries. Although most of the libraries are small, the list includes the Rochester Institute of Technology and the Columbus (Oh.) Metropolitan Library of Ohio. Syndetics has previously signed the King County Public Library of Washington and the San Francisco Public Library.

The scope of Syndetic's content enhancement service can be tailored to the priorities of a library. More than 3.2 million catalog enhancement data elements are available. Details are available by telephone and at the company's Web site.

Contact: [Syndetic Solutions, Inc.](#)
Tel. 877-737-9722
www.syndetics.com

GOOGLE ANSWERS won't answer

Google Answers, the fee-based reference service introduced by Google, does not appear to be a great success. The company will not release numbers about how many people are using the service.

Are many people willing to pay \$4 to \$50 for an answer to a question, especially when the answer may not come for a week, a month, or a year? Skepticism stems from interviews with more than 100 information brokers who said that customers do not appreciate the value of information nor how much information costs to provide.

Google stands a better chance of succeeding with fee-based reference than almost any other organization because it is a highly visible company with a popular search engine through which it can advertise its service. Google also has the technology to build a searchable database of answered questions to reduce the time and cost of responding to questions that have been previously submitted.

Service may be a tough sell, however, given that all but the most complex reference questions can be answered free by professional staffs at libraries. Google should consider specializing in the types of questions that reference librarians do not handle, questions that require significantly time-consuming research. ■

FLAT-PANEL LCD MONITORS MOVE INTO THE MAINSTREAM

More than half the monitors sold in the first three months of 2002 were flat-panel LCD monitors, according to iSuppli/Stanford Resources, a market research firm based in El Segundo, California. The average price of a 17-inch LCD dropped to \$739 in early 2002, down from \$1,148 the year before. Given the drop in PC prices, the configuration of a PC with a flat-panel LCD costs less today than a comparable system with a 17-inch cathode ray tube (CRT) a year earlier.

The flat-panel LCD monitors cost less to operate and maintain, require less disk space, and are more comfortable

on the eyes because they emit less glare and no flicker. Libraries that have replaced older monitors with 17-inch flat-panel LCD monitors report that patrons think of the workstations as new PCs because the monitor has become the basis for judging the desktop access device.

The industry is highly competitive. The market leader is NEC-Mitsubishi with a 15.2% market share. Dell follows with 14.7%, then ViewSonic with 10.8%. Eight other companies have from 1.4% to 6.6% each and many others share the remaining 27.7% of the market. ■

Bluetooth's future uncertain

Bluetooth, the wireless network standard that has sought to challenge the IEEE 802.1b standard, appears to be losing market share. The IEEE standard grabbed an 80% market share when the IEEE changed the standard's name to Wi-Fi and launched a publicity campaign. The biggest boost to Wi-Fi has been the decision by most manufacturers of notebook computers to configure their products with Wi-Fi rather than Bluetooth.

Libraries that plan to implement wireless LANs can now be sure that the adoption of IEEE 802.1b, a.k.a. Wi-Fi, will prove to be wise. Users of laptops with Bluetooth may not lose in the long run. IBM says it will configure laptops for both Wi-Fi and Bluetooth. Some Asian companies have developed access points that support both Wi-Fi and Bluetooth. One North American firm that manufactures wireless access points and related products, Red-M of Englewood, Colo., plans to demonstrate dual Wi-Fi and Bluetooth connectivity at a conference in the third quarter of 2002. Prices for dual-connectivity products have not been set, so it is unknown whether the cost of implementing wireless LANs that support both standards will be affordable for libraries. ■

Bibliotheca Inc. incorporated

Bibliotheca RFID Library System, a Swiss vendor of antitheft and tracking systems has announced the incorporation of a U.S. subsidiary. The new company, to be known as Bibliotheca Inc. will serve both the North and South American markets. Its president will be Emmett Erwin, formerly of Checkpoint. The Bibliotheca product uses technology that was developed by Philips Electronics and Lucatron, European firms that are leaders in semiconductors and tracking technology. The RFID chip, called BiblioChip, can be affixed directly to CDs and DVDs as well as printed materials.

Contact: Bibliotheca Inc.
Tel. 215-369-3004
Fax: 215-369-0841
www.bibliotheca-rfid.com

Softlink brings Liberty3 to the States

Softlink America, an automated library systems vendor with more than 9,000 customers worldwide, introduced its Liberty3 automation product to the U.S. market at the Special Library Association Meeting in Los Angeles in June. Although Liberty3 is designed for large special libraries, the vendor intends to offer it to mid-size academic and public libraries as well. Softlink will continue to market Softlink Alice for schools and

Softlink Library for small special and public libraries worldwide.

Liberty3 is a Web-based system that can be mounted on a Web server in minutes by inserting a CD-ROM and following the installation script. The modules include acquisitions, serials control, cataloging, circulation, patron access catalog, and interlibrary loan. The system is MARC-compatible and offers Z39.50 server as an option. The company claims the product interface is so intuitive that training is not required.

Librarians will like the system's searching capabilities, including keyword, phrase, and relational searching with Boolean operators, proximity operators, and left and right truncation. The system's flexibility in screen layout, color, fonts, and naming of fields is also welcome. To give the patron access catalog a live tryout, go to www.nmit.ac.nz, follow the links to the Library Learning Center and "catalogue access," and begin a sample search using the term *forestry*.

Price information was not available at press time, but Liberty3's price likely falls between that of a UNIX-based system and a PC-based system.

Contact: Softlink America
Tel. 888-433-1700
www.softlinkamerica.com



DB/Text for libraries STILL AVAILABLE

The March issue of *Library Systems Newsletter*, which surveyed the multiuser, multi-function library systems market included Inmagic's BiblioTech Pro for the first time—a UNIX, NT, and Linux-based product it had acquired from its developer. Unfortunately, the April issue, which surveyed PC and Mac-based systems did not include Inmagic's DB/Text for Libraries, the PC-based product the company has been selling for several years.

DB/Text is available as software license only for use on any Intel-based microcomputer using Windows 95/98/XP/2000 or NT 4. The database management system is proprietary; the programming languages are C++, Java, and JavaScript. Both stand-alone and LAN-based versions are available.

The vendor made 588 new-name sales in 2001, bringing its installed base to 1,840, with 929 installations in North America. Revenues were between \$5 million and \$10 million, and the company realized an after-tax profit. All of Inmagic's installations are in special libraries.

DB/Text offers broader functionality than most PC-based software, and is sold as an integrated system, rather than by modules. The functionality includes acquisitions, serials control, cataloging with authority control, circulation, inventorying, patron access catalog (Web and GUI), interlibrary loan, image link, and report generator. The product is not MARC-based. A separately priced utility accommodates import from and export to MARC, but records are not stored in that format. The system does not support Z39.50 client/server.

Inmagic had a software development and maintenance staff of 11 at the end of 2001, and seven additional customer support staff. The customer support ratio of one staff member per 270 installations falls short of the recommended 1:10 ratio but is typical for PC-based products. The product is sold by Inmagic and more than 35 other distributors around the world.

Contact: Inmagic, Inc.
Tel. 781-938-4442
www.inmagic.com

RLG and OCLC issue report on digital repositories

RLG and OCLC have issued a new report on long-term preservation of and access to research materials in digital form. The report, titled *Trusted Digital Repositories: Attributes and Responsibilities*, is available online at www.rlg.org/longterm/repositories.pdf.

OCLC FirstSearch adds PsycARTICLES, digitizes newspapers

OCLC has added the American Psychological Association's full-text electronic journal article database to its FirstSearch Service. Known as PsycARTICLES, the database includes the full-text of articles from 41 journals published by the organization. Initially, coverage will extend to 1999, but plans are in place to include content back to 1988, and possibly earlier.

OCLC now provides access to more than 70 databases through its FirstSearch service.

OCLC is also pursuing the digitization of newspapers from microfilm and indexing the articles and photographs using Olive Software. OCLC will provide digitizing, indexing, and hosting services. The digitizing and indexing will be handled by OCLC's Digital Preservation and Resources Center in Bethlehem, Pa. Once a newspaper collection has been digitized and indexed, OCLC will provide the collection for mounting on a customer's own server or will host the collection for the customer on an OCLC server.

Contact: [OCLC, Inc.](http://www.oclc.org)
Tel. 524-764-6000
www.oclc.org

SUN ADDS YAHOO! CONTENT TO PORTAL

Sun Microsystems has introduced One Portal Server, a portal server that allows customers to build their own portal and incorporate content from more than 2,000 sources aggregated by Yahoo!. The content appears in portlets, boxes that act as gateways to aggregated content and services that can be tailored to fit the needs of an organization.

The annual subscription price for One Portal Server exceeds \$100,000 per year, so libraries are not likely to be customers. The growing trend toward portals in corporations and government agencies should make librarians think about their role in providing a common user interface to a wide variety of electronic resources, and how portals will change user expectations.

Portal products developed specifically for the library market cost as little as \$5,000 per year and as much as \$50,000 per year. Most automated library system vendors now offer them, as do dedicated portal companies such as Muse Global and Web Feet. ■

Record data-transfer rate achieved

Every year Internet2, a consortium of more than 200 government, private, and academic groups that develops advanced network applications and technology, sponsors the Internet2 Land Speed Record Competition to determine the fastest data transfer rate across the Internet2 member networks. The record set this year by the Universities of Alaska and Amsterdam may last longer than most. The two universities transferred 625 MB of data, the equivalent of an entire CD, over a distance of 7,608 miles in 13 seconds. That rate is 8,000 times faster than can be achieved with a dial-up modem. Surfnet, the Dutch national computer network for higher education, provided the connection.

Ultrahigh-speed networks are essential to the future movement of large quantities of information, including images, motion video, and audio, over long distances with minimum delay. Although Internet2 is available only to consortium members, its technological advances are expected to shape the future of the Internet. ■

Troubleshooting wireless LANs

Troubleshooting wireless LANs is more complex and time-consuming than troubleshooting wired networks. Unless you use a diagnostic tool, troubleshooting requires a trial and error approach. Many such tools are not optimized for troubleshooting wireless LANs, but finally, one exists. Network Instruments, a Minnesota company, has unveiled the Observer 8.1, a new version of a well-established network diagnostic product. The specialized wireless tool shows active access points as well as testing for signal strength, signal quality, and transmission errors.

Good tools, especially ones that lack strong competition, tend to be expensive. Network Instruments has set a price of \$3,890, but that price includes two years of support.

Libraries that deploy wireless LANs but cannot afford to spend nearly \$4,000 for a diagnostic tool should identify a local network consulting firm that has diagnostic equipment suitable for troubleshooting wireless LANs and should compare rates for undertaking the work on an as-needed basis. ■



MICROSOFT AND STATES AWAIT JUDGE'S DECISION

Testimony in the Microsoft antitrust trial ended early May. Judge Kollar-Kotelly is expected to hand down her decision by the end of the summer. Although the judge favored Microsoft in many of her procedural rulings, she did not indicate whether she was leaning toward accepting the settlement reached with Microsoft by the Bush administration and nine of the 18 states originally involved in the case.

Despite the lack of a signal from the judge, legal experts doubt she will order the creation of a stripped-down version of Windows, the forced porting of MS Office to other operating systems, or making Internet Explorer open source. She is more likely to require greater disclosure of Windows technical information to other companies seeking to create an interface between their applications and hardware to Microsoft's products.

Whatever Judge Kollar-Kotelly's decision might be, an appeal is likely. Critics suggest Microsoft will eliminate several more competitors before any remedy is imposed. ■

VERIZON WIRELESS introduces unlimited wireless Internet access

Verizon Wireless Inc., a major cellular telephone service provider with a strong market position in the northeastern United States and Southern California, has introduced a new pricing plan: unlimited wireless access to the Internet for \$99.99 a month. The 56 Kbps-bandwidth service is available to any customer of its cellular telephone service.

Libraries with bookmobiles in areas served by Verizon should consider the new service. Assuming that a bookmobile's cellular telephone costs \$39.99 for a plan that offers sufficient voice service, the total cost of both voice and Internet connectivity becomes just \$139.98 per month, considerably less costly than paying for each minute used above the limit on the monthly cellular telephone plan at an average rate of \$0.35 per minute.

Libraries in areas not served by Verizon should determine whether similar pricing is available or planned by their local cellular service providers. ■

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