



Library Systems

An innovative overview of library automation

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Consider the upgrades

Enhancement programs as a criterion in vendor selection

The typical purchaser of an automated library system uses many criteria to select a vendor, chiefly functionality, price, and a vendor's reputation. Other criteria include conformity to standards, software design, suitability of the hardware platform, delivery schedule, financial viability, and willingness to accept contractual requirements. Infrequently used, but of considerable importance, is a vendor's program of product enhancements.

Almost all major vendors issue two enhancement releases a year. These upgrades may include the addition of features to existing modules, new sub-modules, or new modules. An example of the first is the ability to alter the hold queue, the second might be a binding preparation submodule, and the third could be an interlibrary loan module. Additional features and sub-modules are usually provided within the annual maintenance fee, but an entirely new module is almost always priced separately.

A substantial difference exists among vendors in the rate of enhancements because not all vendors have the same number of staff devoted to the maintenance and enhancement of their software. Table 1 shows the number of development staff the major North American vendors of multiuser, multifunction systems using UNIX or NT server had at the end of 2000.

Although a large staff can produce more lines of code each year than a small one, the numbers do not tell the entire story. DRA supports four prod-

ucts including Taos, an entirely new product that has consumed a great deal of the available staff time over the past three years. epixtech supports three products and has for the past two years been rewriting its Horizon product to incorporate all the functionality of its Dynix product. These efforts have required greater resources than a regular enhancement program but less than the development of a new product.

See Upgrades on page 2

Table 1. Development Staff of North American Vendors of Multiuser, Multifunction Systems

Company	# of Staff
DRA	142
epixtech	126
Innovative Interfaces	80
BiblioMondo	70
Geac	45
Gaylord	58
Sirsi	51
Endeavor	44
TLC	41
Ex Libris	36
VTLS	32
EOS International	13
Open Text	7
Keystone	5
Inmagic	3
Berujo	3
Gateway	2

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BiblioMondo adds 40 staff

BiblioMondo, the company created as the result of a merger between Best Seller of Canada and ALS of Europe, will add 40 staff to strengthen its Concerto and Portfolio automated library systems. A total of C\$21 million will be spent over the next two years, most of it on product enhancement. The major development sites will be in Canada and the United Kingdom.

BiblioMondo offers its products on NT, Sun Solaris, IBM AIX, and Unix platforms. It has installed more than 1,400 systems in nine countries.

Contact: BiblioMondo
tel. 514-337-3000 in Canada
tel. 717-684-6434 in the US
www.bibliomondo.com

epixtech's Porter to leave post

Lana Porter, CEO and president of epixtech, has resigned her position—effective when a new person takes the helm. She will remain with epixtech as vice chairman of the board of directors. In that capacity, she will focus on business development, international expansion, and any other issues the board may identify.

Upgrades from page 1

Geac also supports three products and has begun work on a fourth. VTLS has allocated substantial staff resources to develop its new Virtua product. If you assume that maintenance of each existing product takes at least 10% of the available staff time and that the development of a new product takes at least 35%, the actual time available for the enhancement of an existing product is 55% for a two-product company (one existing product and one emerging product). A company with four products, one of which is new, would have only 35% of its time available for the enhancement of its three older products. On the other hand, a company with just one product could commit 90% of its staff time to product enhancement. Table 2 shows calculations for the approximate number of staff available for the enhancement of each existing product—were the vendor to equally distribute its staff time among its products.

Many variables have not been considered in this relatively basic formula, so a library should look beyond these figures by asking each vendor what has been included in the past three enhancement releases and what is scheduled for inclusion in the next three.

When reviewing a vendor's enhancements, note whether the updates are potentially useful to the library's needs. A public library would not be helped much by enhancements designed for aca-

Table 2. Staff Available for Existing Product Enhancement

Company	# of Staff
Innovative Interfaces	72
Sirsi	45
Endeavor	40
TLC	36
Ex Libris	32
BiblioMondo	28
epixtech	19
VTLS	18
DRA	17
Gaylord	16
Open Text	6
Geac	5
EOS International	5
Keystone	4.5
Inmagic	2.5
Berujo	2.5
Gateway	1.5

demic or special libraries, such as electronic reserves. A library with few serials subscriptions would probably not benefit from an emphasis on enhancements to that module.

Given the many criteria used to evaluate vendors, an enhancement program alone won't likely be the determining factor in the selection of a vendor. But when two vendor's products appear equally attractive, the amount of resources available for product upgrades and the actual enhancements may tip the balance. ■

NEWS & UPDATES



Microsoft faces remedy hearings

The decision by the U.S. Court of Appeals to return the Microsoft case to a lower court for remedy hearings and the subsequent assignment of a new judge may lead to a settlement between the company and the Department of Justice (DOJ) in the next few months. While it appeared that the DOJ would pursue the full range of remedies—including a breakup of the company—the DOJ

announced September 6 that it would not pursue a breakup in the courts. The announcement also indicated that the DOJ will not press the allegation against Microsoft that it had illegally tied its Internet Explorer Web browser to the Windows operating system. This decision appears to limit the court's remedies to restricting business practices and forcing release of the application program interfaces that would facilitate interconnectivity among Microsoft and other vendors' products.

Given the removal of the breakup threat, Microsoft may agree to a settlement. Such a move would help Microsoft overcome the reticence of many large accounts to move to Windows XP out of fears that a judicial decision may require substantial product redesigns. Microsoft cannot afford to wait months to recover the billions it has invested in the development of Windows XP. ■

South Carolina legislature mandates filters

The legislature of South Carolina has passed a law requiring the state library to install filters on library computers as well as withhold funding from all public libraries that do not filter at least 90% of their public Internet workstations. After receiving clarification from the state's attorney general, the board of the library voted to comply with the law.

The major force behind the legislation appears to have been South Carolina House Majority Leader Richard Quinn. He recently commented that he was pleased with the library board's vote, but said it was "unfortunate that we had to go through an attorney general's opinion and some threatening letters to make sure they do this." ■

INTEL PREVIEWS 2 GHZ PENTIUM 4

Intel showcased its latest processor at its Intel Developer Forum in San Jose late August. The company claims Windows XP is optimized for the Pentium 4 and the widespread adoption of that new operating system will make the Pentium III obsolete.

Some attendees expressed the view that the replacement of existing Pentium IIIs might be slow because most current applications work well on the current processor. A need for 2 Ghz processor speed on most desktops may not yet exist. Several Fortune 500 companies are known

to have extended their replacement cycle to four years from two or three because new software no longer places undue strains upon hardware. Dell, a major supplier to Fortune 500 companies, says that's one reason for the stagnation in PC sales in 2000 and 2001.

Despite the skepticism expressed at the forum, several PC manufacturers have already placed orders for the new chip and at least one manufacturer whom Intel did not identify has switched a major order for Pentium III chips to Pentium 4. ■

NEW SOFTWARE RELEASES

Microsoft releases IE 6.0

Microsoft has released version 6.0 of its Internet Explorer. This version matches three key features introduced in Netscape 6.0: privacy management options, compliance with many Web standards, and an error dialog box that pops up and provides crash details if the browser crashes. The new release also includes a Microsoft Media Bar, accessible by clicking a media icon at the top of the browser. It links the user to mostly MSN audio and video content on the Web.

Microsoft has also improved the way IE handles cookies. It will now be possible to reject all cookies, or only those from specific Web sites, or only those from third-party advertisers.

Outlook, Microsoft's free companion e-mail program has also been updated.

Contact: [Microsoft](http://www.microsoft.com/windows/ie)
www.microsoft.com/windows/ie

Endeavor releases ENCompass 1.1

Endeavor has issued its second release of ENCompass about six months after the initial introduction of the product. ENCompass is an integrated system for accessing a library's patron access catalog, local and remote databases, and digital collections. It supports MARC, Dublin Core, and EAD data types. A search across all these resources returns a unified search result with relevance ranking. One of its most attractive features is the ability for the library to create virtual collections. The new release includes many minor enhancements, including refinements in the relevance ranking feature.

ENCompass is available as an add-on to Endeavor's Voyager system or as a standalone system that may be interfaced with an automated library system from another vendor.

As of late August, eight libraries had purchased ENCompass, including the National Library of New Zealand.

Contact: [Endeavor](http://www.endinfosys.com)
tel. 800-762-6300
www.endinfosys.com

Report on Digital Millennium Copyright Act released

The Library of Congress Copyright Office has just released its report on the effects of the Digital Millennium Copyright Act (DMCA) on first sale and related issues.

The report can be found at www.loc.gov/copyright/reports/studies/dmca/dmca_study.html.



Dell pulls plug on Linux

Citing low demand, Dell Computer Corp. has stopped offering the Linux operating system as an option on its desktop and laptop PCs. Dell continues to offer Linux on servers because of strong and growing demand. The company is a champion of Linux, having invested in several Linux-related properties, including Red Hat Inc., a major supplier of Linux, and several others. Among its investments was a stake in Eazel Inc., a supplier of Linux for the desktop. Eazel Inc. went out of business shortly before the Dell announcement. ■

HP ACQUISITION OF COMPAQ MAY AFFECT LIBRARIES

Libraries with HP or Compaq server hardware will take special notice of the recent announcement that Hewlett-Packard Co. is purchasing fellow computer maker Compaq Computer for an estimated \$25 billion in stock. Although Compaq is best known for its PCs and its service business, it also has a line of servers of its own design and manufacture and two major product lines it acquired in the purchase of Digital Equipment Corp. and Tandem Computers. Given the announced desire to cut costs, one or more of the computer lines may be discontinued to achieve a reduction of 15,000 positions in the combined

company, about 10% of the current total. The merger is still subject to stockholder and regulatory review and approval. If the merger is consummated, the merged company will be known as Hewlett-Packard.

Hundreds of Compaq, Digital Alpha, and Tandem machines are installed in libraries. Although spare parts will probably be available for several years, libraries should exercise caution in undertaking a major hardware upgrade to a platform that is being discontinued. If a library can't delay an upgrade until mid-2002, the time when an announcement about prod-

uct line changes is scheduled, it would be wise to evaluate the five-year cost of continuing with an upgraded hardware platform versus replacing the platform with another one.

If the cost of changing hardware platforms is too great, libraries should negotiate the terms for a future migration to another platform. Such terms should include a 100% credit for all applications software purchased from the vendor, no change in the basis for calculating the number of user licenses that would increase the cost to the library, and a cap on migration fees. ■



RLG and OCLC seek comment on digital depository paper

RLG and OCLC have released a report on long-term retention of digital research materials titled *Attributes of a Trusted Digital Repository: Meeting the Needs for Research Resources*. The 52-page paper is intended to prompt discussion and elicit comment. It is freely available as a PDF document from both organizations.

Although intended primarily for research institutions, the report contains guidance and recommendations applicable to any organization interested in long-term maintenance of and continuing access to digital materials. The paper builds on an earlier report, *Preserving Digital Information: Report of the Task Force on Archiving of Digital Information*.

The five sections of the report:

- Propose a definition of a trusted digital repository.
- Identify the primary attributes of such a repository.
- Articulate a framework for developing a certification program.
- Identify the responsibilities of an Open Archival Information System (OAIS) compliant digital repository.
- Make recommendations for follow-up work.

Contact: RLG at www.rlg.org/longterm/attributes01.pdf or OCLC at www.oclc.org/digitalpreservation

NEW PRODUCTS AND UPGRADES



EOS announces integrated library, archives, museum system

EOS International is working with the Library and Museum of Freemasonry in London to automate its library, archives, and museum using the company's automated library system, Open Q module. Records for library materials will be created and maintained in MARC, archives records will use the General International Standard Archival Description (ISAD(G)) format,

and museum records will use the Spectrum format. All the records will share authority files so a search will retrieve relevant materials regardless of whether they are library, archives, or museum materials.

ISAD(G) is a standard developed by the International Council on Archives. Spectrum is a standard for museum records being developed by CIMI, an international consortium of museums.

EOS International's Open Q also supports Dublin Core.

Contact: EOS International
tel. 800-876-5484
www.eosintl.com

Innovative's MAP in beta

Innovative has announced that its Millennium Access Plus (MAP), an integrated solution for managing access to information resources, is in beta testing at the Westerville Public Library in Ohio. The product consists of three key components: Web Access Management, WebBridge, and MetaFind.

Web Access Management is a remote patron authentication tool that links patrons to external Web servers and databases. It has been available as a standalone product but will now also be available bundled into MAP.

WebBridge is a contextual-resource linking tool that connects users directly from the bibliographic record to related resources such as full-text articles and images. It features a Search Everywhere button at the top of every bibliographic and browse screen in the Web OPAC.

MetaFind is a universal search interface that allows access to multiple resources with a single search. A library can determine which sources are to be offered.

No academic library site has been announced for beta testing, but the Oberlin 50, an informal group of liberal arts colleges, is showing some interest. Some 60% of these colleges use Innovative systems.

General release of MAP is scheduled for 2002.

Contact: Innovative Interfaces
5850 Shellmound Way
Emeryville, CA 94608
tel. 510-655-6200
www.iii.com



FirstSearch offers per-article purchase

Users of OCLC FirstSearch may now purchase articles from electronic journals on a per-article basis. Nearly 3,500 journals from 42 publishers are available. Individual journal publishers set the prices for articles in their journals. Libraries that wish to control expenditures may set a per-

article maximum price or a monthly maximum amount. OCLC will bill monthly.

Contact: OCLC
www.oclc.org/firstsearch

BRODART acquires MEDIA MINDER

Brodart Automation has acquired the Media Minder product line from CRS, Inc. Media Minder is a PC-based reservation and tracking system for media centers. It includes both an online catalog and the ability to produce printed catalogs. The system's booking features permit the ability to make bookings months in advance. Brodart is already familiar with Media Minder as it has been selling the product for nearly a decade.

The primary markets for Media Minder are school and other small media centers that seek a PC-based system.

Contact: Brodart Automation
tel. 800-233-8467
www.brodart.com

GEAC secures LINE OF CREDIT

Geac Computers has obtained a C\$30 million line of credit. The company plans to retire its C\$3.9 million bank debt and invest in product development.

After shedding some poorly performing units, the company expects to realize a margin of 15% to 20% on sales before interest, taxes, depreciation, and amortization. The library division will likely be able to develop a new product to replace the aging Advance and Plus products.

Contact: Geac Computers
tel. 800-825-2574
www.geac.com



Sirsi

Sirsi completes acquisition of DRA

Sirsi Corp. has completed its acquisition of Data Research Associates (DRA) for \$51.5 million. The company, tentatively called SIRSI-DRA, will have more than 400 employees and offices in Huntsville, Ala.; St. Louis, Mo.; Monterey, Calif.; Australia; Colombia; Denmark; Mexico; the Netherlands; Spain; and the United Kingdom.

Contact: SIRSI-DRA
101 Washington St., SE
Huntsville, AL 35801
tel. 256-704-7000
www.sirsi.com

SIRS

SIRS reorganizes

SIRS Mandarin Inc. has reorganized into two separate corporations: Mandarin Library Automation, Inc., and SIRS Publishing Inc. Mandarin will continue to develop and sell the Mandarin M3 automated library system, a product designed for use by school and other small libraries that seek a PC-based system. SIRS Publishing will continue to produce print and electronic products.

Contact: Mandarin Library Automation
tel. 888-426-7477
www.mandarinm3.com
SIRS Publishing
tel. 800-426-7477
www.sirs.com

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