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vol. 18, no. 5, Nov/Dec 2008

Newsletter Nov/Dec 2008: Changes and Challenges in the Coming Year

President's Piece

from Mary Heinzman, ILA/ACRL President

Libraries of all types will be facing many changes and challenges within the next few months. The economy, of course, will create challenges in how we spend our budgets and utilize staff time. When I attended the ILA conference in October, I heard about a lot of technological changes that libraries can incorporate to provide new or better service to their patrons. Not all of this technology costs money, so even with tougher economic times libraries will still be able to try new things.



This is also a good time to explore opportunities to collaborate with other libraries. Consortial purchases of databases, shared online catalogs, collaborative training for staff, and use of open source software are just a few of those opportunities. Taking advantage of professional organizations' conferences, webinars, and discussions on listservs are other low cost ways to learn from each other. Be sure to watch for information about the Iowa ACRL spring conference on April 17th that will be held in Waterloo. There will be some good presentations!

Another change happening in the Iowa ACRL chapter is the election of new officers. Brett Cloyd from the University of Iowa will be taking over as President of this group in January. There are other new members of the executive board as well, and they all have good ideas for ways the group can provide services to the members.

Thank you for giving me the opportunity to serve as your President this year. I have gained valuable experience and have enjoyed working with you all.

Elections and Appointments of Iowa ACRL Officers and Committee Chairs

ACRL Election Results

ILA/ACRL Vice-President Brett Cloyd reports the following:

I am writing to inform you of the results of the ILA/ACRL elections. The ballots were tabulated with the assistance of Duncan Stewart, outgoing At Large Board member. There were 74 completed and collected ballots for this year's election. This constitutes 41.8% of membership. The by-laws require 25% participation for a quorum, so a quorum was achieved.

New Officers Elected

President: Mary Iber (unanimous)

At-Large Member: Kate Hess (65% of vote)

Secretary/treasurer: Dan Boice (unanimous)

Committee Chairs Appointed

Awards	Mary Heinzman	St. Ambrose
Directory	Rachel Crowley	Bria Cliff
Electronic Communications	Ryan Gjerde	Luther College
Fall Program	Amy Paulus	University of Iowa
Membership	John Goodin	Luther College
Mentoring	Lorrie Pellack - cochair Jennifer Rouse - cochair	Iowa State University Cornell College
Newsletter	Judy Mitchell	Hawkeye Community College
Nominating	Mary Iber	Cornell College
Spring Conference Planning	Lisa McDaniels	University of Iowa

Thanks to all these ACRL members who accepted appointment as chairs of these important committees.

Submitted by Brett Cloyd, ILA/ACRL Vice-President and Nominations Committee Chair

ILA Conference Coverage: Find out What You Missed

The 2008 ILA Conference took place at the Grand River Center in Dubuque on October 16 & 17th, with pre-conference events on the 15th. The following are summaries of those sessions sponsored by the Iowa ACRL.

Next Generation Catalogs Pre-Conference Session

- Louise Alcorn, Reference Technology Librarian, West Des Moines Public Library
- Suzanne Julich, Head, Enterprise Apps and Web Services, LIT, University of Iowa Libraries, Iowa City
- Tod Olson, Systems Librarian, University of Chicago, Chicago, Illinois
- Wendy Robertson, Electronic Resources Systems Librarian, University of Iowa Libraries, Iowa City
- Brian Thompson, Systems Librarian, University of Iowa Libraries, Iowa City

Brian Thompson began by answering the question, "What is a next-generation catalog?" Does it represent the next advance from what we have now, or something radically different from anything we've had so far? New features such as relevancy ranking, faceted browsing, a simple search interface, and spell check represent both a more efficient approach to discovery and retrieval and one much more attuned to the thought processes of library users. Thompson reviewed the problems of OPACs from a Web 2.0 perspective, and pointed out some of the user-oriented features emerging in new systems to address those problems: facet-based organization with the ability to drill down; user-generated tags and reviews; enriched displays with links to cover art, tables of contents, abstracts, and text excerpts; and the ability to find content in different formats all in one place.

Suzanne Julich, who is leading the development of the Primo system at the University of Iowa Libraries, asked the audience to think of the next-generation catalog as a concept or a tool, not a "thing"; it allows the user to enhance and share data. She discussed the concepts of federated search, metasearch, deep search, and cross-platform search as approaches to making searching more comprehensive as opposed to keeping content in different "silos" depending on the available format. She also noted that users now want to discover content, not just locate items they already know are there. For her, web crawling or indexing is a signal feature of the next-generation catalog, as it simulates the hugely popular Google experience. She illustrated her points with demonstrations of the Endeca system and UI's implementation of Primo. Later in the program she discussed the status and anticipated timetable of the Primo implementation at UI, as well as what the Library was hoping to accomplish.

Wendy Robertson discussed facets and their role in the next-generation catalog, noting that they offer a post-filter that shrinks the amount of expertise required for successful searching. She also highlighted other new possibilities in data indexing and display, at the same time emphasizing

the need to pay attention to the details, not lose sight of the big picture, and put the user's needs first. The FRBR-based clustering of multiple records or editions for a single work, with its advantages and problems, was demonstrated on the Primo platform as a work in progress.

Tod Olson demonstrated Lens, the Aquabrowser implementation at the University of Chicago Library. It incorporates non-traditional types of sources with the search results, including links to American Memory (Library of Congress) and other sites. Searching generates a map of locations of the search results. Other features include "word clouds" that offer alternate searching possibilities, as well as a search-saving mechanism called "My Discoveries" that enables the collection of lists, tags, reviews, and ratings for ongoing use. Olson also demonstrated the import configuration and shared the results of a user study involving twelve Ph.D. students in the humanities and social sciences, nine of whom found useful, but previously undiscovered materials using Lens.

A question-and-answer session rounded out the preconference. Topics included the variety of components available from different vendors, the lack of enough staff in small libraries to customize a browser interface, and the emergence of open-source systems such as Evergreen and Koha.

Submitted by Greg Wool, Iowa State University

E-Reserves & Copyright Law: What You Need to Know



Paul D. Healey, Senior Reference Librarian and Associate Professor of Library Administration, Law Librarian, University of Illinois at Urbana-Champaign.

Photo by Judy Mitchell

Paul Healey presented an entertaining and informative discussion on electronic reserves and their legal implications. The answer to the question: "Are e-reserves legal?" is, as Healey noted, a moving target. He gave a brief overview of four ways e-reserve material could be legal. These include: material that is in the public domain, material for which copyright clearance permission has been obtained, material that is within Fair Use Guidelines, and material for which digital licenses have been obtained.

Digital licenses are legal contracts and, as such, terms can be negotiated. Healey believes that licensing "is the future" for digital materials. However, because of the format (digital) and the control that publishers will have over access, librarians will face issues such as permanency of these resources.

Healey also briefly discussed Fair Use guidelines, stating that copyright laws were written for 18th century technology and are difficult to apply to today's formats.

Healey encouraged the audience to keep informed about a current lawsuit by three publishers against Georgia State University claiming the university is providing copyrighted digital material to its students through e-reserves and its course management system. Another development that could impact e-reserves is the new Pro-IP Act which includes the creation of a cabinet level "anti-piracy czar." He also suggested that we:

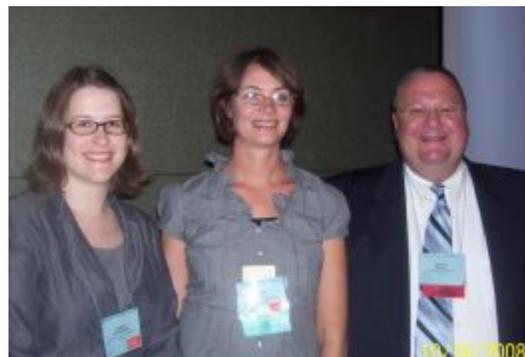
1. Have a formal, institution-wide copyright policy
2. Use clear and conservative standards (such as less than 10% of book; one article per journal per year)
3. Limit access to registered students in the course
4. Have digital material posted only while course is in session
5. Don't list material publically (such as on a professor's personal web site)
6. Negotiate licenses
7. Get copyright clearance permission, if in doubt
8. Stay tuned as litigation and legislation may impact the future of e-reserves

Submitted by Judy Mitchell, Hawkeye Community College

The Myths and Facts of Reference Liability

Paul D. Healey, Senior Reference Librarian and Associate Professor of Library Administration, Law Librarian, University of Illinois at Urbana-Champaign. Pictures at right with Elaine Settergren of Grinnell College and Leslie Ross of St. Ambrose University.

Photo by Judy Mitchell



Paul D. Healey, who is both a librarian and a lawyer, made a convincing case that librarians worry far too much about litigation for giving out wrong information. His presentation summarized the contents of his new book, *Professional Liability Issues for Librarians and Information Professionals* (2008). As a lawyer, he finds it disturbing that even reputable

publications such as *American Libraries*, *Public Libraries* and *Searcher* have been known to feature "apocryphal tales of woe," e.g., "I know someone who got sued," along with sweeping and frightening statements about legal liability. Healey has found that when he tried to determine the origins of these claims, none were true.

The myth, according to Healey, is that "anyone can sue anyone for anything." As an antidote to these worrisome myths, he discussed what the law can and cannot do, with a focus on differences between public (criminal law) and private law (torts, contracts, specific agreements between parties). For example, under private law, negligence can be a factor. Negligence, explained Healey, can be a condition under which a person may be sued. For negligence to be sufficient, four elements must be present, which he discussed in detail: presence of duty, failure of duty, proximate cause, and evidence of harm done. Healey concluded that, given the variable nature of even reliable sources of information, along with users' tendency towards neglect in following instructions, the likelihood of negligence being attributed to a librarian acting in her or his professional capacity is low.

Healey concluded the lecture with several assurances: that, contrary to popular authorship, every book on the library shelf is not a time bomb. Since most libraries are public institutions, adds Healey, lawsuits are difficult: the government does not allow itself to be sued. Furthermore, our professional relationship is that of consultants, offering options, as opposed to a fiduciary relationship, where advice would be based on absolute trust. Some suggestions that he offered: don't give advice that could be interpreted as fiduciary advice: medical, legal, etc. Leave control in the hands of the user. Avoid guarantees. Be expert on finding information and keep in mind that we are consultants in our professional capacity. We should therefore offer sources, not answers: "According to census.gov...." and avoid displaying subject expertise. Although Healey himself is a lawyer, in the capacity of a law librarian he does not offer legal advice to library users. The issue of copyright law was brought up in the questions and answers, and Healey gave a second lecture at the conference that was focused on this area of law, which does pose genuine challenges for librarians in avoiding lawsuits.

Submitted by Suzanne Araas Vesely, Maharishi University of Management

Growing Up Online



Richard T. Sweeney, University Librarian, New Jersey Institute of Technology, Newark, New Jersey.

Photo by Judy Mitchell.

Those who attended this presentation learned from the knowledge Sweeney has developed from years of research of the millennial generation. Following an informative lecture and power point program, Sweeney conducted an entertaining interview with a panel of millennials. Those interviewed were not present during the presentation. The answers given by the panelists endorsed the findings of the research.

Sweeney discussed several personality traits and habits of the millennials. Millennials expect instant gratification, hence are very impatient. Now is the operative key word. They also like to have many options from which to make personal choices and love to personalize. They are experts at multitasking and are open to change and collaboration. They read less literature and news than earlier generations, preferring to get their news from online sources.

In order to satisfy millennials and future generations, library card catalogs should be interactive and open to customization. Librarians should encourage users to collaborate and empower users to create content. If libraries continue to operate in the traditional manner, we will be less relevant in the future.

Richard Sweeney is University Librarian at the New Jersey Institute of Technology-Robert Houten Library. The Power Point program and other information can be found at Richard's website: <http://library1.njit.edu/staff-folders/sweeney/>

Submitted by Linda Nelson, Scott Community College Library

A Final Note

This marks your Newsletter Chair's final publication as editor. Many thanks to this year's newsletter committee for all their hard work:

Jeff Dodd, University of Iowa
Kathy Magarrell, University of Iowa
Judy Mitchell, Hawkeye Community College
Linda Nelson, Scott Community College
Randy Roeder, University of Iowa
Kris Stacy-Bates, Iowa State University
Suzanne Araas Vesely, Maharishi University of Management

A special thanks as well to Greg Wool of Iowa State University who graciously volunteered to submit a piece on the ILA Pre-conference session.

Any future news items may be submitted to [Judy Mitchell](#), our incoming Newsletter Committee Chair.