TECHNICAL SERVICES LAW LIBRARIAN

INSIDE:

The Importance of Being Earnest: Selected Programs from the 2014 Charleston Conference

Shyama Agrawal, Duke University, Goodson Law Library
Catherine Bye, University of Hawaii at Manoa Law Library
Eric Parker, Northwestern University, Pritzker Legal Research Center

Now in its 34th iteration, and attracting about 1,500 participants per year, the Charleston Conference is "an informal annual gathering of librarians, publishers, electronic resource managers, consultants, and vendors of library materials in Charleston, SC, in November, to discuss issues of importance to them all. It is designed to be a collegial gathering of individuals from different areas who discuss the same issues in a non-threatening, friendly, and highly informal environment. Presidents of companies discuss and debate with library directors, acquisitions librarians, reference librarians, serials librarians, collection development librarians, and many, many others." (http://www.katina.info/conference/about/). The theme of this year's conference, held November 5-8, 2014, was "The Importance of Being Earnest." These are a sampling of some of the programs we attended at this year's conference.

Being Earnest in the New Normal
Presenter:
Anthea Stratigos, Outsell, Inc.

This session was the conference's first plenary session. Stratigos titled her talk "Being Earnest in the New Normal: Choose Your Future" and focused on the big picture in the information industry and how to manage and operate within it.

The entire information industry is worth about $730 billion per year; of that, libraries comprise a slice of only about $25 billion. In these fast-changing times, so many key issues face libraries that we cannot innovate on all of them at once, so we need to practice strategic marketing and choose the most critical issues to focus on.

There are a number of key elements to strategic marketing:

- Building the right team, with each person performing a specific role within that team;
- Planning only 18 months out into the future, rather than five years, as is often done;
- Building a target market map of different user groups or schools who are patrons;

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Technical Services Special Interest Section

I have had occasion lately to think a lot about simplicity as a professional goal. Why do we make things so complicated? What is more elegant than a basic black dress on Audrey Hepburn? Who can dispute the success of Nick Saban's single-purpose "process," focusing on fundamentals?[1] Why can't I pare down my work life to some predictable, classic core?

After a lovely close-quarters extended adventure with my family, it's clear that the world is not a homogeneous place. Many good and well-intentioned people differ over the most basic of things. I believe librarianship is a service profession (I work to help others, not to produce or grow more products). How can I anticipate and deliver a platinum standard of service, not just what and how I think an individual needs it, but as the individual actually needs it? I remember how I thought creating and saving stock reference responses for everyone to use at the reference desk was a brilliant idea. No more scrambling for that library policy or that LibGuide. But since their creation, I have not had a chance to use them. Although our students continue to take the same core classes, and I suspect turnover of firm attorneys and court judges is relatively low, these users keep growing and exploring new areas. And so, the new questions and challenging projects keep coming--quite unpredictably.

Likewise, our cataloging rules are complex because our publishers and creators are creatively exploring new arenas of exchange, and we want to account in the best way for each anomaly. I remember the first impression I had of *Resource Description and Access* (*RDA*). It was going to save us from our hundreds of pages of rules and complementary interpretations and policies surrounding those rules. I remember thinking it was a What-You-See-Is-What-You-Get (WYSIWYG) description. What could be simpler? Yet I find myself bucking against one of the most clear and simple rules (i.e., transcribe statements associated with the author found on the title page). How very inelegant are exceptions, and yet, how very necessary.

The world is a complex place because of its wonderful diversity. I need to stop referring to complexity as a necessary evil. Complexity keeps me nimble and flexible at work. It keeps me asking why and trying to improve. Cookie cutter machines work well in manufacturing when the product is static and the audience expectations conform to the providers' vision. But I need to face each encounter with a user and with a new resource (thank you for buying FiscalNote and asking me to catalog it) with an open mind, open ears, open eyes. It will be unique.

When I close my eyes and imagine the kind of professional I want to be, I see the poise of Hepburn, returning from Paris, and of Saban, facing down his team before they run on the field to AC/DC's "Thunderstruck." Yeah, it's complicated, and that's me. I know both worked very hard to project their cool exteriors and to achieve professional success. And both did not do it alone.

What do you need to stay cool in this ever-changing profession?

- Consider suggesting a webinar to Step Schmitt, our Professional Development Chair. TS-SIS recently subscribed to a new webinar software package. We can try to create **on-demand** type **training** opportunities.
- How about attending the **leadership academy** or **management institute**? TS-SIS is offering grants to members who are accepted.
- Do you have a research question that just needs a little **monetary kick-start**? OBS and TS-SIS sponsor a joint grant to defray expenses and give you platform to publish your results.
- Want to **network, commiserate,** or start a **RDA revision**? Join us on My Communities, TSLAWCHATS, or meet us in Philly.

Suzanne Graham
University of Georgia

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1 Editor's note: Nick Saban is the very successful head football coach at the University of Alabama.

Online Bibliographic Services Special Interest Section

Writing this quarterly column gives me a reason to regularly review and reflect upon the accomplishments of the Online Bibliographic Services Special Interest Section (OBS-SIS). This is an especially rewarding endeavor in the days leading up to Thanksgiving, as it allows me the chance to feel grateful for all of the amazing work that our OBS committees accomplish and to offer heartfelt thanks to our dedicated OBS colleagues and committee members. And without a doubt, it's been a very busy and productive autumn for OBS committees.

In early October, the **OBS Education Committee assisted in proposing seven programs for consideration by the American Association of Law Libraries (AALL) 2015 Annual Meeting Program Committee (AMPC).** In late November, the AMPC announced that it accepted the following three proposals from OBS Education Committee members: **(1) BIBFRAME: How Did We Get Here and Where Are We Going?; (2) Google Analytics: Using the Software, Using the Data; and (3) Striking a Balance in Your Library: TMI vs. TLI in the Catalog.** Thanks to the efforts of the OBS Education Committee, there will be some very practical, timely, and useful programming for both OBS and Technical Services Special Interest Section (TS-SIS) members in Philadelphia in July.

In late October, the **Task Force to Revise the Procedures and Guidelines of the OBS/TS Joint Research Grant** submitted its final report to the OBS and TS Executive Boards. Among the Task Force's recommendations were: (1) the application process should be simpler; (2) grant language should be broadened to "research or assessment projects" so as to remove any potentially discouraging aspects of using the term "research" alone; (3) institute a rolling deadline for the grant; and (4) rename the grant, using a contest to engage OBS and TS members in the task, which will also publicize the existence of the grant. These recommendations resulted in the creation of a new guidelines document and a web-based application form; look for these in the future on the OBS and TS websites. Both the OBS and TS Executive Boards accepted the report, new guidelines, and new application form. Many thanks to **Task Force Chair Ellen McGrath** and her team of **Frederick Chan, Chris Long, Kerry Skinner, Chris Tarr, Julie Thomas, and Hollie White** for their careful and thoughtful work that resulted in some very useful and practical recommendations. Watch the OBS and TS listservs for more details about the new procedures and for announcements soliciting applications.

Last, but certainly not least, I want to highly commend the **OBS Nominations Committee** for **delivering a terrific slate of candidates for the 2015 OBS Executive Board election.** Committee Chair (and former OBS Chair) **Betty Roeske** performed a wonderful job of leading committee colleagues **Keiko Okuhara,** expert public relations and marketing man **Brian Striman**, and **Barbara Szalkowski** in successfully securing two candidates for each open position. And I want to send special heartfelt thanks to the following OBS colleagues for agreeing to run for positions on the OBS Executive Board:

The candidates for **Chair** are:

Calmer Chatto
Serials/Electronic Resources/Special Formats Catalog Librarian
University of Miami School of Law Library

Jessica Hanes
Scholarly Publishing Librarian
University of Michigan Law Library

The candidates for **Secretary/Treasurer** are:

Kevin Carey
Technical Services Librarian
Ohio State University Moritz Law Library

Melanie Cornell
Systems Librarian
University of New Hampshire School of Law

The candidates for **Member at Large** are:

Jason LeMay
Assistant Law Librarian for Cataloging & Metadata
Emory University Hugh F. MacMillan Law Library

Jackie Magagnosc
Continuations Management Librarian
Cornell University Law Library

Watch for election details on the OBS listserv in January 2015.

As the above examples illustrate, OBS is a vibrant community filled with collaborative and hard-working colleagues who create and facilitate practical and valuable educational, research, service, and leadership opportunities. I want to encourage all OBS members to participate in OBS activities to the extent that their time and interest allows. Watch the OBS listserv for news and chances to become involved, and please don't hesitate to contact me or any other OBS Board member to share ideas, questions, concerns, or feedback.

Best wishes to all for a safe and happy holiday season!

Karen Selden
University of Colorado

Acquisitions

Buying Books in Bolivia: A Collaboration Between Selectors and Acquisitions

Cate Kellett
Yale Law Library

This past September I flew to Cochabamba, Bolivia with my library's Associate Director for Administration, Teresa Miguel-Stearns, to select materials directly from a bookseller. We elected to do the selecting in person because the bookseller's collection was extensive and there was no comprehensive catalog to look through. It was also an opportunity to see first-hand the operations of a Latin American bookseller. We knew ahead of time that we would likely purchase a large number of titles, so we collaborated extensively with our Acquisitions Department to make the process run as smoothly and efficiently as possible.

The summer before our trip, we went through four booklists that the seller drew up just for us and had items shipped to us as practice for what could be up to 1,000 titles. Processing that shipment helped the Acquisitions staff come up with a special procedure just for this project. For example, due to the high volume, they decided to pay each invoice as one item, instead of each title individually. Acquisitions also created a separate order record template to decrease the amount of keying necessary for each bibliographic record.

Usually selectors in our library mark up a list of books for sale and then send it to a staff member in Acquisitions, who in turn searches the law library's catalog to ensure we do not order duplicates. This was not possible for this project because we did not have lists of titles from which to choose. Instead, we mapped out a general plan before we left to have one person selecting titles from the bookseller's extensive stacks while another searched each title in Yale's two catalogs. We would then alternate responsibilities to break up the monotony. Upon arrival, however, we learned that four employees at the bookseller would help us do the catalog searching, so we were able to focus the majority of our time on selecting materials from the seemingly endless stacks. We had the staff separate the books into three sections: (1) titles already at the law library; (2) titles at the main library; and (3) titles not owned anywhere at Yale. We decided not to purchase any additional copies of titles already owned by the law library. We did look carefully at each title that the main library owned, choosing to duplicate only two or three books that we thought were integral to our collection. For example, we collect heavily in the area of human rights, so it was worth it to get another copy of a treatise on indigenous legal issues in the Andes.

The first shipments started to arrive in November. Before our Acquisitions staff could process them, we had to decide where they would go in the library. Would they fit on the shelves? Nine hundred items would take up significant space in the stacks. We consulted with our Head of Collections, Fred Shapiro, as well as our Collections and Access Coordinator,

Cesar Zapata, to decide where to locate the materials. They confirmed that there was enough shelf space, so we followed our usual policy of sending most foreign materials published before 1980 to our off-site storage facility, while those published in 1980 or later stayed on site.

Despite having four staff members assisting us, there were errors made during the searching process. Of the 300 titles that arrived in New Haven by Thanksgiving, four were duplicates. We decided this was an acceptable error rate for such a large project, especially considering the fact that we did not want to dedicate the resources to search all of the approximately 900 titles again. We also opted to keep the duplicates as added copies. Most of these titles are rare enough in the United States that only a few, if any, libraries own them, plus, it was not worth the time or expense to send them back.

There were some other unanticipated hurdles to overcome upon arrival of the first shipment. For example, where should we store the boxes as they first come in? The physical space in the mailroom and Acquisitions Department could not

Cate Kellett in Bolivia

accommodate an extra 300 books at one time, so we found room in the cataloging backlog area to house the materials temporarily. We instructed staff members in both Acquisitions and Cataloging to process the materials during lulls in their regular workflows instead of right away. We also did not anticipate the number of books that would fall apart upon arrival. We knew we had chosen some titles from the early 20th century that were delicate, but we were surprised by the number of books from the 1990s that detached from their binding. Luckily, this number was small enough fit into our regular workflow of materials that go to the bindery for preservation binding.

I am excited that we were able to fill a gap in our Latin American collection at a reasonable cost, even considering the high volume of materials, travel expenses, staff time, and processing costs. If we have a similar opportunity in the future, I hope we again collaborate with other departments ahead of time. It will save us all time and reduce the stress that can accompany such a big disturbance to our workflows.

Nominate your Colleagues for the Renee D. Chapman Memorial Award for Outstanding Contributions in Technical Services Law Librarianship

The Renee D. Chapman Memorial Award for Outstanding Contributions in Technical Services Law Librarianship is the ultimate recognition of professional accomplishments for Technical Services law librarians. This award is presented at AALL's annual meeting to an individual or group to honor achievement in technical services, for service to the Association, or for outstanding contributions to the professional literature.

The TS-SIS Awards Committee is now soliciting nominations for this award. Please submit nominations for consideration to this year's TS-SIS Awards Committee chair, Jennifer Noga. The award application deadline is February 1, 2015. For more information on application requirements and selection criteria please visit http://www.aallnet.org/sections/ts/awards/Awards.

Contact Jennifer Noga at nogajl@wfu.edu with any questions about the nomination process.

Lia Contursi
Columbia Law Library

Karen Wahl
The George Washington University Law School

Sometimes librarians have dramatically opposite opinions, and here we are submitting an idea on the practice of classification that will surely encounter strong resistance. We have expressed two extreme points of view. A cataloger who believes that classification is very useful even when applied to electronic resources proposes the first point of view that it can offer meaningful added access, in opposition to the chaos of Google and the likes, too often accepted as the panacea for all types of quests. The counterargument comes from a reference librarian, whose challenges include the pressure of time and strict pragmatism.

The cataloger's point of view.

We agonize over every detail - both in descriptive cataloging and in subject analysis and classification - but often for reasons that seem all but immaterial. Too frequently, and especially in law, we stumble upon titles covering complex and broad subject matters. However, while we have the ability to assign more than one subject heading string, hopefully describing our topics well, we only have one option when we need to choose a classification number. Yet we do not consider the class number as a mere placeholder, rather as an authentic access point, especially in reference to the Library of Congress Classification (LCC).

Frequently, we find law materials that could easily be in more than one section. For example, books on topics such as human rights may discuss issues on the legislation of a particular jurisdiction, but they are often interspersed with broader argumentations on the political theories that influence the legal reasoning on a particular aspect of human rights. What do we do when we have a title on the legislation of human rights in Great Britain (KD4080), related to broader discussions on political issues (JC599.G7), and possibly within a context of European Law (KJE5132)? Our own libraries may have similar topics placed in two or more different areas of the stacks. In fact, classification frequently depends on the omnipotent cataloger's judgment, who will have to take into account the particular shelf-list of his library and its local practice. However, once a cataloger decides where to collocate a title, patrons do not see the alternative topic on the shelf even though the resource record extensively represents it. This is a missed opportunity to direct the researcher to other parts of the library where he can find materials on related topics. Of course, we have other access points in our bibliographic records and those will ultimately help users to find pertinent resources, but it is still unfortunate not to be able to link one particular class number to another when that relationship exists.

The Library of Congress (LC) sometimes makes use of an alternative call number coded as **050:10:**, where the first indicator stands for something that the LC does not have, therefore suggesting that the item in question is collocated under the class number stored in the **050:00**. Yet what is in the **050:10:** becomes an invitation to browse similar, or related topics in another area of the library. MARC21 also allows a repeatable **$a** in a **050** field, coding both options so that the alternative call number is bracketed when displayed in public mode.

Such a practice might horrify many librarians. Admittedly, it could be confusing to the users to look at a record with double call numbers. However, we could easily label the alternative class with any number of phrases, such as *--Also check, -- Additionally browse, -- Alternatively consult the shelf*, etc.

All possible confusion considered, I believe we should have a conversation on the best way to accommodate alternative classification numbers, whether they are additional LCC or locally developed classification schemes. It may not seem like a practical or refined way to offer discoverability, but it is nevertheless very effective.

We may even realize that using linked data (e.g., the BIBFRAME model or any other encoding system that will allow linking the bibliographic world meaningfully) could resolve the impractical display of alternative class numbers. For example, if we will place a URI for a K class in a bibliographic record, such a link would open the door to the intrinsic meaning of a given class for the non-cataloger, explaining all the specific semantics embedded in the number (e.g., its geographical representation, its language, its time in history, or its form, etc.). In addition, it would show all the Confer notes with optional call numbers, thereby allowing everyone, not just the catalogers, to see the alternative options available, if any. Even better, we might be able to link optional classes in a clearer, more organic way, as they seem to fit.

Let's consider again the call number KD4080 - currently in the following MARC form:

010    $a CF 94194543
040    $a DLC $c DLC
084 0 $a lcc
153    $a KD4080 $h Law of England and Wales $h Constitutional law $h Individual and state $h Civil and political rights and liberties $j General
762    $z KD3

By linking this to a bib record, if the user chooses to invoke the hyperlink, it could display like this:

KD4080 *Law of England and Wales -- Constitutional law -- Individual and state -- Civil and political rights and liberties -- General.*

Let's also consider that we could link KD4080, used as principal call number in a particular record, to a secondary one:

010    $a PF 09012301
040    $a DLC $c DLC
084 0 $a lcc
153    $a JC599.A $c JC599.Z $h Political theory. The state. Theories of the state $h Purpose, functions, and relations of the state $h State and the individual. Human rights. Civil rights $h Rights of the individual $h Liberty. Freedom. Libertarianism $j By region or country, A-Z
453 0 $w j $a JC571 $h Political science (General) $h Purpose, functions, and relations of the state $h State and the individual. Human rights. Civil rights $j By region or country
763 08 $8 1.1 $i Under each country:
763 10 $8 1.2 $a .x $j General works $p 153
763 11 $8 1.3 $a .x2A $c .x2Z $j Local, A-Z $p 153

This could display as:

Related also to: **JC599** *Political theory. The state. Theories of the state -- Purpose, functions, and relations of the state -- State and the individual. Human rights. Civil rights -- Rights of the individual -- Liberty. Freedom. Libertarianism. By region or country,* **G7** *Great Britain.*

By linking the two class numbers, we could provide ample context and a useful invitation to explore the JC599.G7 area of the library in order to find related materials. Linked class numbers could elegantly express classification's relationships if/when a relation exists.

If we envision our classification practice as linked data correlating complementary or alternative aspects of the K schedule, browseable in the library, we might be able to enrich the discoverability of our databases. We might be able to offer a real interaction with the K schedule not only to catalogers, but to all our library users.

However, here is the opposite side of the spectrum, the practical, efficient, economical reference librarian, charged with answering questions quickly and effectively.

The law reference librarian's point of view.

Classification numbers traditionally offer a way to shelf-arrange by subject, thereby giving the researcher a way to physically browse through items on similar topics. This has always created frustration for catalogers and librarians in general, as we hate not being comprehensive in our coverage of the material. If our budgets, our space, and our bosses would allow it, we would probably prefer to have multiple copies of items, each with a different classification number, placing the physical items among others that cover similar topics.

This is certainly not the issue when it comes to some resources, like digital resources, which need no shelf arrangement because they are everywhere at all times. For this reason, some libraries have chosen not to assign call numbers to digital resources, while others still use this tool, and, as we're seeing above, are expanding the use of this tool to give more points of entry.

The main issue with this practice is that the patrons for the most part don't understand, or frankly, don't care about, classification. And this shouldn't surprise us. Imagine going into a library that had a homegrown system. In most versions of this situation (excluding the unlikely one where I have limitless time), I, being a savvy user, will start by searching some keywords then using those to find some subject headings that are tailored to my research. (If not a savvy user, I'd more

likely just continue to do keyword searches.) This will be how I find most of my material. I will then go to the physical call number areas that my search has led me and browse in the area to see if there are any other materials that I missed in my search. However, I am unlikely to do a call number search in a classification system I am not familiar with, as these numbers mean nothing to me. The subject headings use words I understand, while a series of numbers means nothing more to me than a shelf location that may or may not have other items of interest nearby.

This is how our patrons feel about LCC. For all they know or care, it is a homegrown system. While we understand the difference between JV and KF, the vast majority of our patrons do not, nor do they want to learn it. What they actually care about is information within an item. Our patrons sometimes don't even understand why they can't find KF7192 between KF719 and KF720—I do not think it would be useful to them to have an even more convoluted call number or to give them multiple call numbers for a singular item. That is the purpose of the subject headings.

In addition to this, as we, for better or worse, move to more "google-like" systems (e.g., Innovative's Encore and WorldCat Discovery), functionality such as searching specifically by call number is being stripped away, even in the advanced searches. While I have issues with this, it seems like a sign of the times that the vendors also don't believe that patrons are searching in this way.

It would be fine, preferable even, if there were a hidden field into which you could place other call numbers. This could be very helpful for catalogers, and for librarians who used the staff-side of the system. It would also keep the display from getting even more confusing and cumbersome for our patrons. As our systems develop, if we were to develop some sort of coding that explained to the patron, "Looking for more related materials? Check these areas as well," we could flip the switch and make the field public at that time.

I think it is very important to keep in mind that our patrons are not as advanced searchers as librarians, and what we think might be helpful may only be useless to them at best, or confusing and frustrating at worst.

Some conclusions:

As for many other aspects of life, perhaps the best answer is never black or white, but lies in the grey area of compromise. Taking into account financial and practical reasons, as well as the value of access, it would be helpful if we could start discussing the opportunities we may have with the adoption of an interactive way to classify materials, starting now with the MARC format, and hopefully developing a smarter display and discoverability with the BIBFRAME model of the near future. Classification is indeed a cryptic component of a bibliographic record for the majority of our library users, too often considered just a placeholder. However, instead of underestimating it, we should at least reflect that classification is like a palace meticulously built to organize our knowledge in a sensible way, so we might as well take advantage of it.

Visiting a used bookstore recently, I was browsing the shelves marked as *ART—Japan*. I was looking for books on Japanese woodblock prints. The owner of the bookshop kindly suggested to also checking the philosophy section under Buddhism, where I might find material on woodblock art. Indeed, a couple of books on Buddhist symbolism and iconography had an extensive section on Japanese woodblock art. In a library, those titles would have been good candidates for a BQ class number accompanied by a suggested N class. Wouldn't it be helpful to use the classification system as our expert adviser, guiding us through the small secrets of the library?

COLLECTION DEVELOPMENT

Drafting a Collection Development Policy in an Uncertain World

Theodora Belniak
University at Buffalo
Charles B. Sears Law Library

As a relatively new collection development librarian, I spend a lot of my time asking questions about why we do what we do the way we do it. When it comes to tackling a full rewrite of our collection development policy, there are quite a few questions that I want to think about before jumping in. We are at an interesting crossroads in legal education and in law librarianship and what was perhaps a simple document in the past has now become a space ripe for reimagining.

My first question: why do we need this thing?

There are two answers, one national and one local. Nationally, as a law library associated with an accredited law school, the American Bar Association (ABA) requires us to "maintain a written plan for development of the collection."[1] Added in the

revision of 1995, its current embodiment is as follows in Standard 606(c): "A law library shall formulate and periodically update a written plan for development of the collection." The only further guidance is in Interpretation 1 of Standard 606(d): "The dean, faculty, and director of the law library should cooperate in formulation of the collection development plan."[2] Although the addition of this requirement in 1995 may have been a codification of common practice, there is no commentary provided to explain its inclusion or to describe what such a plan should look like.

The local answer is that the collection development policy was used for much more than to plan the development of the collection. The current plan, which was last revised completely in 2009 for an ABA site visit, includes extensive detail about our current holdings for much of what was once considered to be the "core collection," as well as New York titles. Before we had a solid online catalog, the collection development policy was used as a quick reference point for many in the library. My predecessor in the collection management position also assigned collection levels in keeping with the Research Library Group's Conspectus.[3] The exhaustive policy covers every inch of our collection, even the virtual holdings.

My second question: What purpose does a collection development policy serve going forward?

The national-level answer remains the same on its face: it's in the ABA Standards. However, the Standards surrounding the collection have changed. "Reliable access" is the key phrase in Standard 606 of the 2014-15 standards.[4] Providing reliable access serves a fundamentally different purpose than developing a collection, one which is focused on the now as opposed to the long-term. The collection requirements outlined by the ABA Standards are fluid and transient, suggesting nimbleness on the part of the library to meet the changing needs of its patrons.

Such nimbleness may come at a price, however. The stability of a law library's budget in the current environment is hardly certain, and acquisitions are rarely in a position to add to the collection on top of current monetary encumbrances. Long story short, to remain nimble and to provide support for changing[5] "special teaching, scholarship, research and service objectives,"[6] reliable access to core materials will likely become the norm, instead of the exception, to make budgetary room for special purchases. Duplicating in print, which has the effect of building the collection in one area, will not be an option for many.

With the above in mind, I am still pondering an answer at the local level. Although the historical tendency to look to the policy for answers about specific titles will persist, we have a robust catalog with more current information. We also have an in-house procedures manual to deal with granular issues related to the maintenance of the collection. With our dire budgetary situation and another round of cancellations coming, it would be hard to argue that we are collecting at a research level in any area except New York law. We are, however, satisfying the needs of our students and faculty through many avenues, including purchase-on-demand, purchasing of electronic databases (instead of subscribing), and rapid delivery of interlibrary loan requests, all of which speak to Standard 606(c). How can I incorporate the changing world of law libraries into a static document?

I will be tackling a total rewrite of our collection development policy over the next few months. It is my hope that the end product will address many of the questions raised by our changing environment, and that it will be a useful document for many years despite that changing environment.

What do you think? Is there a place for the traditional collection development policy in law libraries?

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1 *American Bar Association Standards for Approval of Law Schools and Interpretations*, §606(d), 1995. Available online at: http://www.americanbar.org/content/dam/aba/publications/misc/legal_education/Standards/standardsarchive/1995_standards.authcheckdam.pdf.

2 I've done some digging into the available ABA journals and annual reports in HeinOnline to see if there were any on-record discussions about the 1995 addition of the collection development policy requirement. Alas!

3 For more on RLG's Conspectus, see http://www.loc.gov/acq/devpol/cpc.html.

4 *2014-2015 Standards and Rules of Procedure for Approval of Law Schools*, Chapter 6, available online at: http://www.americanbar.org/content/dam/aba/publications/misc/legal_education/Standards/2014_2015_aba_standards_chapter6.authcheckdam.pdf.

5 I included "changing" because many law schools' response to the contraction of the legal education market has been to specialize their offerings, such as Ph.D., Certification, or Masters Programs. These programs will need support from the library that stretch beyond collections, but will most likely at least require new databases, monographs, and research aids.

6 *2014-2015 Standards and Rules of Procedure for Approval of Law Schools*, Chapter 6, 606(c)(3).

Just Record the Copyright Date (Please)

Robert Bratton
George Washington University Law Library

A copyright date is but one small data element in a bibliographic record for a single-part monograph, but it generates confusion and controversy disproportionate to its diminutive size. When is it required/core? Is it wrong to record it when it is not required? Is it useful to users? What do I do with the MARC fixed fields? Questions like these have come up on both the *Resource Description and Access* (*RDA*) and Program for Cooperative Cataloging (PCC) e-mail lists, at professional gatherings, and in departmental discussions. There are two divergent camps: those who only record it when a resource lacks a publication or distribution date, and those who always record a copyright date if it is present in the monographic resource. I am squarely in the latter camp and will explain why in the following dialogue.

A professional colleague recently asked me why I always record the copyright date when cataloging monographs. This reminded me of a statement from a local farmer about his sustainably raised, organic meat: don't ask me why the meat I sell is expensive, ask the fast food chains why theirs *isn't*. And so I ask: why wouldn't I record the copyright date?

Reason 1: It isn't core in RDA when a publication or distribution date is present.

Response: The discussions about what is and isn't core in RDA often lead down a "cascading vortex of horror." A data element that isn't core is optional, not expressly forbidden. If you record the copyright date every time, you don't waste time worrying about whether or not it's required.

Reason 2: Users don't care about copyright dates.

Response: Are you certain that *all* present and future users don't? Users who want to duplicate or digitize a resource might like to know whether that resource is under copyright. Communities like HathiTrust are very interested in copyright dates and have voiced their support for having them in the bibliographic metadata.

Reason 3: The Library of Congress (LC) doesn't do it, so I'm not either.

Response: LC's circuitous logic seems to be: A) This resource doesn't have a publication date nor a distribution date, but it has a copyright date, so B) let's infer the publication date from the copyright date, and C) put the inferred publication data into the bibliographic record, and now D) there is a publication date, so the copyright date is no longer needed. Recording the copyright date gives users a clue as to how the cataloger inferred the publication date. Of the following, which display is more informative:

Cambridge ; New York : Cambridge University Press, [2013]
or
Cambridge ; New York : Cambridge University Press, [2013]
©2013

Reason 4: It takes too much time to record the copyright date every time.

Response: I decided to test this, so I timed myself with my cell phone's stopwatch. Adding a copyright statement to a MARC record from scratch took me 10.8 seconds. Using a cheat sheet or macro took me nine seconds.

Reason 5: What the heck do you do with the MARC fixed fields?

Response: Ah, you've got me there. The jury is out on this one, but the best practice that seems to be emerging is to make the Type of Date/Publication Status (DtSt) "t," indicating there are both a publication date and a copyright date, and to record both years in the Dates element, even if they are the same year.

DtSt: t   Dates: 2014, 2014

Some argue that you would make the Date type "s" and record only a single year when the publication and copyright date are identical. At the moment, neither way is right or wrong, but most PCC catalogers seem to be opting for Date type "t" and the double dates. It looks strange to human eyes, but don't worry – the fixed fields are for machines. The most important thing is to always record the copyright date as its own data element in the bibliographic metadata (please).

A Stocking Full of Metric Goodies

Ashley Moye
Charlotte School of Law Library

It's been a while since my last column, and my bag of ideas has found itself overflowing with useful links on a myriad of topics. Seeing as how it is the holiday season, and I couldn't choose a single topic any more than I can choose a single dessert at the holiday table, I decided to celebrate the spirit of giving with a mash-up approach, a veritable stocking stuffed full of metric-centric resources and commentary.

A stocking usually has something eye-catching and especially relevant sticking out of the top. So, let's get this party started with a goodie bag of altmetrics, an alternative approach to metrics that measure the impact of scholarly research outside the ever-so traditional confines of citation-based metrics. In today's online world, measuring scholarly footprints is no longer as simple as tracking formal citations. Not only has social media and the increasingly pervasive information super-highway introduced new channels for broadcasting and sharing works, but it's also ushered in the world of open access and an ability to immediately both access and share scholarly publications. So, for example, how do we accurately capture the impact and value of work that may not only be formally cited, but may also have been shared through social media channels at length? Enter altmetrics, the buzzword that, although making its rounds since 2010, recently skyrocketed in popularity. If you haven't noticed, even familiar faces are starting to climb on the bandwagon, such as EBSCO, who recently partnered with Plum Analytics (http://discovery.ebsco.com/pulse/article/watch-the-webinar-plum-analytics-and-our-approach-to-altmetrics).

Katie Brown, our library director here at Charlotte Law, introduced me to the concept when she was first hired. She also presented at the annual meetings of both the Center for Computer-Assisted Legal Instruction (CALI) and American Association of Law Libraries (AALL) this year, demonstrating some of the new altmetrics tools for assessing and tracking scholarly impact. Even the latest issue of the *AALL Spectrum* featured an article on altmetrics (http://www.aallnet.org/mm/Publications/spectrum/Archives/Vol-19/No-2/altmetrics.pdf), which did a stellar job of providing an accessible overview of the field, highlighting various tools you can use for measurements, and clearly explaining a variety of reasons to consider utilizing altmetrics in your own sphere. If your curiosity is piqued and you want to learn more, here are a few more resources I've found:

- The Altmetric Bookmarklet (http://www.altmetric.com/bookmarklet.php) can be installed on Chrome, Firefox or Safari, and allows you to find article-level metrics for any paper you're reading on your computer.
- Publish or Perish (http://www.harzing.com/pop.htm) is a free software program that retrieves and analyzes academic citations and raw data from both Google Scholar and Microsoft Academic Search, providing metrics that allow you to present your research data in its best light.
- Altmetrics for Librarians and Institutions: Parts 1, 2, & 3 (http://www.swets.com/blog/altmetrics-for-librarians-and-institutions-part-i#.VHNoq4vF_0k) give a comprehensive overview of altmetrics in plain language. Part 1 covers the basics; Part 2 is specifically geared towards librarians, focusing on ways altmetrics can assist with selection management and illustrate collection value, providing you with real-time stats and increasing the value of the guidance you give to your own research community; Part 3 focuses on using altmetrics in decision making within a greater academic context.
- The April/May 2013 *ASIS&T Bulletin* (http://www.asis.org/Bulletin/Apr-13/AprMay13_Piwowar.html) features a special section on altmetrics with a variety of more in-depth and specialized papers that demonstrate the broadening scope of altmetrics scholarship.
- *Scholarship: Beyond the Paper* by Jason Priem (http://www.nature.com/nature/journal/v495/n7442/full/495437a.html) is a somewhat technical piece, written by the founding father of altmetrics, but is definitely an interesting take on the future of altmetrics and the possibility that the traditional peer-reviewed journal and article approach is transitioning into an all-new scholarly communication system.

So let's dig a little deeper into our stocking now, shall we, and see what the smaller gifts underneath may be?

David Lee King, one of my all-time favorite librarian bloggers, recently did a whole series of posts on "Analytics for Social Media." King discusses social media analytics that his library tracks, starting with activities analytics, then moving on to audience, engagement, and referral metrics, and finishing up with the grand master of social media analytics – return on investment (ROI). What I enjoy is that he not only explains what metrics he collects and exactly how he counts them, but he also succinctly explains WHY he counts them. As he keeps his posts tastefully brief, I'll let his words speak for themselves. Check the series out at http://www.davidleeking.com/2014/08/26/analytics-for-social-media-summary-2.

Did you miss the webinar from the Philadelphia Chapter of the Special Libraries Association (SLA) on "Leveraging User Data for Strategic Decisions"? Never fear – the recording is available online at http://philadelphia.sla.org/blog/2014/03/04/leveraging-user-data-for-strategic-decisions-webinar-april-2-2014/. This webinar provides great examples of how two libraries are gathering user data to help make business decisions and to improve learning environments for patrons.

This blast-from-the-past blog post (http://www.librarianoffortune.com/librarian_of_fortune/2008/01/library-metrics.html) is a great reminder that you shouldn't just be counting – you should be COLLECTING. Mary Ellen Bates has three, and only three, great questions to ask patrons after every job:

1. Did we meet your information need?
2. Would you like us to do additional work on this or set up an alert?
3. How was this information useful to you?

Bates suggests that while not all patrons will respond, the testimonial information you get from these questions is invaluable in telling the true story of your library and its net worth. Make reports to management including the best stories and link it to any new initiatives you're exploring. Bates also suggests, if applicable, developing a multiplier to represent how much time your research saves other employees, so instead of reporting the number of research hours you've done, you can report the value of the time you've saved. Basic counts then become a clear measure of impact on the bottom line.

And last but not least, as Santa supposedly covers the globe in a single night, here's a little international flair to bring us home again. Did you know that the International Federation of Library Associations and Institutions (IFLA) has a Statistics & Evaluation Section, and even an e-Metrics Special Interest Group? Did you know that this section created a Library Statistics Manifesto in August of 2008 to serve as a certified document about the importance of library statistics (http://www.ifla.org/publications/ifla-library-statistics-manifesto)? And, more importantly, did you know that they keep an up-to-date bibliography on the "Impact and Outcome" of libraries, including resources on impacts on information literacy, academic success, society, electronic services and more (http://www.ifla.org/files/assets/statistics-and-evaluation/publications/bibliography_impact_and_outcome_2014.pdf)? The IFLA Section even joined forces a few years ago with some other major players to develop and test a new set of statistics that could be used by libraries worldwide (http://www.ifla.org/files/assets/hq/publications/ifla-journal/ifla-journal-35-2_2009.pdf). Collecting these statistics regularly on a national basis could provide reliable and internationally comparable data of both library services and library use.

And that brings us to the end of our stocking. At least it wasn't an orange stuffed in the toe, right? Happy holidays to you all, and as always, feel free to send any questions or topics you'd like for me to cover in the future to amoye@charlottelaw.edu. Nothing makes my day brighten quite like hearing from a reader.

Management

Beth Farrell
Cleveland-Marshall College of Law Library

Greetings from your new Management Columnist! A bit about me, in case we haven't yet met: I have been in library management for almost 20 years (prodigiously starting my career at age 9, since I can't really be in my 40s.) After 15 years as collection development manager for a countywide public library system in Ohio, I came to the Cleveland State Law Library where I now serve as Access and Technical Services Manager. As Management Columnist, I look forward to sharing with you some of what I have learned, and continue to learn, about library management.

Something many of us in today's libraries are desperately trying to learn is how to do more with less—less staff, less money, less space—basically, we have less of everything, except work! Many technical services librarians juggle a "regular" workload, multiple special projects, as well as supervisory duties. Our workload is so daunting some days it's hard to figure out where to start. Well, in the words of 19th-century Russian psychologist Bluma Wulfovna Zeigarnik: "Just do it!" or, more precisely, "Just do part of it!"

In 1927, Zeigarnik was enjoying her coffee at a Vienna café (and who wouldn't?) when she noticed that while the café's servers clearly remembered the orders which were in the process of being served, they seemed to forget them after they were completed. Zeigarnik decided to test this on her students, interrupting them as they solved puzzles in her lab. She discovered that the students were twice as likely to remember the interrupted puzzles as the completed ones.

So how do we apply Zeigarnik's 100-year-old research to today's workplace? In their textbook *Social Psychology and Human Nature (2013),* Roy Baumeister and Brad Bushman report that when we start working toward a goal but do not complete it, thoughts about the goal will pop into our minds while we're doing other things, as if to remind us to get back on track to reach the goal. In *Profit from the Positive: Proven Leadership Strategies to Boost Productivity and Transform Your Business (2013)*, Margaret Greenberg and Senia Maymin recommend starting a project just before we leave for the day so when we arrive the next morning, we'll have something to work on immediately—something our brains may have actually been working on overnight.

I've tried to incorporate the Zeigarnik effect into my work for the past few weeks and do believe it has helped me work more efficiently, especially first thing in the morning. I have Zeigarniked writing a book review, editing batches of MARC records, and inventorying materials for a digitization project. Before I leave each night, I try to clear my desk of everything except the materials for the next morning's project so I can sit right down and begin working. Focusing on this new workflow has also encouraged me to break down large tasks into smaller projects, and this has helped me feel a greater sense of completion every day. For instance, I'll plan on starting, and then finishing, the inventory for just one folder of digitized documents; I won't let myself think about trying to finish the inventory for the entire box of a thousand documents.

Give Zeigarniking a try – at the very least, you now will have a scientific excuse to leave half-done projects on your desk!
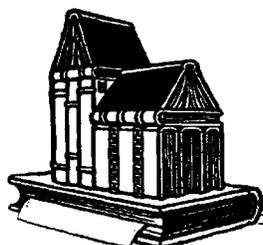
OCLC

Jacqueline Magagnosc
Cornell University Law Library

Glenn Patton retiring

Our OCLC liaison, Glenn Patton, has announced that he will be retiring at the end of December 2014. Glenn has worked with OCLC for more than 25 years and is the Director of the WorldCat Quality Management division. He has been a regular speaker at the Annual Meetings' Online Bibliographic Services Special Interest Section (OBS-SIS) OCLC Users Group Meetings since 2006. We are grateful to Glenn for his efforts communicating developments and changes to OCLC products and services over the past nine years. Our new contact will be Irene Hoffman, Executive Director, Member Relations.

Announcements from OCLC

OCLC has distributed the following announcements since May 2014.

OFFICIAL: Authority related information for Connexion users (information provided by Becky Dean, Senior Product Analyst at OCLC)

The loading of Library of Congress (LC) authority records has been temporarily placed on hold until some technical issues are resolved. Staff anticipate this problem will be resolved on Monday, June 2, 2014. The impact of this problem affects: newly created and edited authority records have not been loaded into the OCLC Authority file since Saturday, May 24. This means that locks will not be released until the records are loaded, and updates to controlled headings for authority records not edited in Connexion cannot be applied.

The data flows that send newly created or edited authority records to the Library of Congress (the contribution file) have not been affected; rather, it is only the loading of the records when they are distributed by the Library of Congress.

We apologize for the delay and inconvenience, and appreciate everyone's patience as staff work to resolve the technical problems. If the delay were to extend beyond June 2, additional messages will be posted to the appropriate listservs. If Name Authority Cooperative Program (NACO) participants have specific questions, those may be addressed to Luanne Goodson (goodsonl@oclc.org).

In addition, if other types of problems are found using either the Connexion Client or Connexion Browser, for example, authority records not displaying as expected, please contact OCLC Customer Support at support@oclc.org. Reporting problems directly to Customer Support will ensure that your problem will be investigated and tracked for resolution.

OCLC distributed the following notification Tuesday, June 10, 2014:

Earlier today, changes were made as part of a Connexion install. To take full advantage of these changes, please log off of your current session and establish a new session.

The first of these is that Library of Congress validation records are no longer used for controlling. These are authority records that include the phrase: Record generated for validation purposes. As of June 9, there are 78,903 authority records containing that phrase in a 667 note. If a heading in a bibliographic record is controlled to one of those headings and the user executes a control all command, the heading will be automatically uncontrolled and then attempt to re-control the heading to non-validation authority record(s). It is not necessary to un-control the heading before re-controlling in this scenario—the controlling software will automatically identify a heading associated with a subject validation record, and as part of the control all command will attempt to re-control the heading. The reason for the change to functionality is to work to eliminate incorrect changes to subdivisions, especially related to $x and $v, respectively. Over many years, staff have worked to decrease the incorrect subdivision code flips, and after extensive tracking found that the remaining problems were related to the fundamental goal of controlling a heading to the fullest possible form. Testing found that eliminating subject validation records from controlling allowed the software to find the fullest forms and ensure that subdivision codes were not changed incorrectly.

CHANGES TO EXCLUDE MATCHING TO VALIDATION RECORDS WHEN CONTROLLING
There are three scenarios that will result when a heading previously controlled to a validation record is attempted to be re-controlled:

1. There is no change to the text of the heading, but the authority record(s) associated with the controlled heading have changed. In this situation, a message will be presented in Connexion that reads: One or more headings were controlled and linked. This message will be presented when there is no visible change to the text of the controlled headings.

   Heading in bibliographic record is controlled to:
   650 0   African Americans $v Periodicals (sh2007100332)

   Heading in the bibliographic record would be controlled to the following two records as part of the control all command:
   650 0   African Americans (sh85001932) $v Periodicals (sh99001647)

2. There is a change to the text of the heading based as a result of not using the subject validation records.

   Heading in bibliographic record is controlled to:
   650 0 Christianity ǂz Africa ǂx History.

   Heading in the bibliographic record would be controlled to the following single record as part of the control all command:
   0 Church history.

3. The prior fully-controlled heading is left as partially controlled because authority records that are not validation records do not exist for the complete heading.

   No examples of this type were found during testing.

CHANGES TO DISALLOW CONTROLLING OF SERIES HEADINGS WHEN 008/12 EQUALS C
Not allowing controlling of series to 008/12 = c (series-like phrase)

As of June 10, headings in authority records in which 008/12 is equal to 'c' will no longer be controllable. The headings will not be automatically removed from all existing bibliographic records with this change. Headings of this type will be automatically uncontrolled as part of a control all command.

CHANGES TO EXCLUDE MATCHING TO BLOCK AUTOMATIC CONTROLLING WHEN 400 IS A NON-QUALFIIED NAME
Previously, if an unqualified personal name heading in a bibliographic record were to match to a 400 field, and the 100 field of the heading were qualified then the heading was automatically controlled. That functionality has changed, and regardless of the form of the heading in the 100 field, an unqualified personal name that matches a 400 field will result in the opening of the control headings window and the user will need to take the appropriate action. Please contact OCLC Customer Support

at support@oclc.org regarding any questions or problems related to these changes in functionality. Reporting problems directly to Customer Support will ensure that your problem will be investigated and tracked for resolution.

In addition, the problem impacting the incorrect landing location when browsing the LC Names authority index will be resolved in the August Connexion install. Thank you for your patience related to this problem.

Technical Bulletin 264: OCLC-MARC Bibliographic Format Update 2014, Phase Two

OCLC-MARC Update 2014, Phase Two will be installed later in August 2014. OCLC previously implemented changes related to the OCLC-MARC Bibliographic Format Update 2014, Phase One in May 2014. This included parts of the MARC 21 Bibliographic Update No. 16, dated April 2013, code list additions, and other suggestions from WorldCat users and OCLC staff. Details of Phase One are available in OCLC Technical Bulletin 263 (http://www.oclc.org/support/services/worldcat/documentation/tb/263.en.html). Phase Two will include the remainders of the MARC 21 Bibliographic, Authority, and Holdings Updates No. 16, 17, and 18, as well as all MARC codes announced by LC between April and June 2014. Highlights include:

- New subfields $q (Qualifying Information) in Bibliographic (and Authority and Holdings, where applicable) fields 015, 020, 024, and 027.
- New subfields defined for Bibliographic and Authority 046 field.
- Subfields $c (Location of Meeting) made repeatable in Bibliographic and Authority X10 and X11 fields.
- New Authority X62 fields for Medium of Performance Terms.
- New Bibliographic and Authority fields 385 (Audience Characteristics) and 386 (Creator/Contributor Characteristics).
- New First Indicators for the Bibliographic 588 field.
- New Authority fields 672 (Title Related to the Entity) and 673 (Title Not Related to the Entity).
- New subfields $7 (Control Subfield) in Bibliographic 8XX fields.

Details of Phase Two are now available in OCLC Technical Bulletin 264, http://www.oclc.org/support/services/worldcat/documentation/tb/264.en.html. OCLC will announce the installation later this month. Note that the implementation of some Authority elements must be coordinated with the Library of Congress and the Program for Cooperative Cataloging (PCC) and should not be used until LC, PCC, and OCLC announce that PCC testing of the new elements has been completed.

Recordings from WorldShare Metadata Users Group Meeting at 2014 American Library Association (ALA) Annual Conference now available

OCLC has announced the availability of recorded presentations from the WorldShare Metadata User Group meeting at the 2014 ALA Annual Conference.

Unable to attend the WorldShare Metadata User Group meeting at ALA Annual 2014? Watch these recordings of the WorldShare Metadata User Group session from ALA. Hear from these presenters on how they used WorldShare Metadata and the WorldCat knowledge base to help streamline their libraries' cataloging processes. Access the recording at http://www.oclc.org/en-US/events/2014/WSMetadataUGALA14.html.

David Whitehair, Senior Product Manager at OCLC, provides an overview of WorldShare Metadata and new functionality in the WorldCat knowledge base. In this presentation, David explains how registration of your e-collections in the WorldCat knowledge base enables automatic e-resource management, which can improve discoverability and access to these materials. Joseph Hafner, Senior Director of Collection Services at McGill University Library, discusses how they used WorldShare Metadata and WorldCat knowledge base to catalog almost 7,000 records collectively with Canadian libraries, and how they shared those collections with other library organizations.

Daniela Matei, Systems Librarian at David Allan Hubbar Library, Fuller Theological Seminary, talks about their experience as a small academic library using WorldShare Metadata and the WorldCat knowledge base to streamline their e-collections processing and to improve discoverability of these electronic resources.

Valerie Bross and Kevin Balster, ERM/Continuing Resources Team at UCLA, explain how they used WorldShare Metadata to enhance serial collection records.

**OCLC-MARC Update 2014 implemented**

OCLC has announced implementation of OCLC-MARC Update 2014, Phase Two. The text of OCLC's announcement is given below:

OCLC has now implemented changes related to the OCLC-MARC Update 2014, Phase Two. This includes the remainders of the MARC 21 Bibliographic, Authority, and Holdings Updates No. 16, 17, and 18, as well as all MARC codes announced by the Library of Congress between April and June 2014. Details can be found in OCLC Technical Bulletin 264 (http://www.oclc.org/support/services/worldcat/documentation/tb/264.en.html). The OCLC-MARC Update 2014, Phase One was implemented in May 2014, covering selected elements of MARC 21 Update No. 16 (dated April 2013) and MARC code list additions announced by LC through March 2014. Details of Phase One are available in OCLC Technical Bulletin 263 (http://www.oclc.org/support/services/worldcat/documentation/tb/263.en.html).

Highlights of OCLC-MARC Update 2014, Phase Two include:

- New subfields $q (Qualifying Information) in Bibliographic (and Authority and Holdings, where applicable) fields 015, 020, 024, and 027.
- New subfields defined for Bibliographic and Authority 046 field.
- Subfields $c (Location of Meeting) made repeatable in Bibliographic and Authority X10 and X11 fields.
- New Authority X62 fields for Medium of Performance Terms.
- New Bibliographic and Authority fields 385 (Audience Characteristics) and 386 (Creator/Contributor Characteristics).
- New First Indicators for the Bibliographic 588 field.
- New Authority fields 672 (Title Related to the Entity) and 673 (Title Not Related to the Entity).
- New subfields $7 (Control Subfield) in Bibliographic 8XX fields.

Please note that the implementation of the Authority elements must be coordinated with the Library of Congress and the Program for Cooperative Cataloging. As noted in TB 264, Name Authority Cooperative (NACO) participants should not use the Authority format changes at this time. LC, PCC, and OCLC will announce the implementation of these elements at a future date.
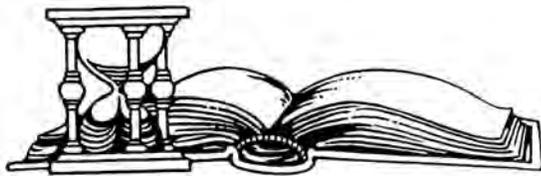
PRESERVATION

Maxine Wright
Georgetown University

I'm pleased to announce Preservation Committee members will serve as guest columnists for 2014-2015. Each member will select their own hot topic. The first member up is Adrienne Dewitt, Reference and Collection Development Librarian at North Carolina Central University.

Guest Columnist: Adrienne Dewitt, North Carolina Central University School of Law Library

Link Rot and Law Libraries

In law libraries, preservation is not always about keeping and maintaining the condition of print materials. In fact, one of the most challenging preservation issues facing law libraries today is an online condition known as "link rot." Link rot is "the tendency for hyperlinks to become invalid over time due to sites changing or vanishing"[1] and is proving to have serious ramifications in several fields of academic study. In the research and study of law, however, link rot can be especially problematic. With the steady rise of judicial reliance on websites for independent research, link rot can change or cause the disappearance of the source of a citation that influenced the court's legal reasoning. The doctrine of *stare decisis* alone compels the need for establishing a protocol for link rot prevention.

What makes link rot so problematic is that it is not actually a problem. While there was a time when the internet was considered a bastion of permanent information, today's internet is unstable and dynamic. There are positives to this change: information remains fresh, it is easy to correct inaccuracies, and the cost can be minimal. But while this fluidity may have some benefits for academics, lawyers, judges, and others whose work builds on the works of others, this characteristic is an obvious hindrance. In particular, "law relies on fixed records; it is difficult to create meaningful precedents based on something impermanent." [2]

Link rot has become so prevalent in legal academic and court materials that the Georgetown Law Library recently hosted a free symposium on the issue. Titled "404/File Not Found: Link Rot, Legal Citation and Projects to Preserve Precedent," the symposium brought together both legal academics and professionals who are trying to find a workable solution for this serious issue. Keynote speaker Professor Jonathan Zittrain of the Harvard Law School opened the symposium with a thorough discussion of the traditional role of libraries as preservers of information in the past and how that role translates to today's digital world. For online access to Professor Zittrain's keynote remarks, go to http://stream.law.georgetown.edu/librarymedia/link_rot_symposium/1_keynote.mp4.

The symposium also looked outside of academia and brought together members of the government and private sectors affected by link rot. David Walls of the U.S. Government Printing Office articulated the strategies that the government is taking to preserve online digital access through collaborative web harvesting and digitization projects. Of particular interest were Fastcase C.E.O. Ed Walter's comments on link rot and how his company is facing the challenges. Link rot is viewed as a challenge to users and to researchers; however, publishers also find link rot problematic. Walters expressly stated Fastcase ignores hyperlinks within opinions because of link rot. He argued that current methods of archiving, such as Perma.cc (described below), are very useful; however, there are problems with placing Perma.cc links in already published documents. Walters argued that the solution to the link rot is found by creating a Perma.cc hyperlink at the moment the document is created. To hear Ed Walter's comments, go to http://stream.law.georgetown.edu/librarymedia/link_rot_symposium/2_whose_problem.mp4.

The symposium also included a thorough discussion on different models used by law libraries to mitigate link rot. For example, the Georgetown Law Library, Harvard Law Library, The State Law Library of Maryland, and The Virginia State Law Library are all members of the Chesapeake Digital Preservation Group. The Chesapeake Digital Preservation Group is an online consortium that maintains an archive of U.S. government, law, and policy materials to ensure permanent access to these materials. For more information about the Chesapeake Digital Preservation Group, see their website at http://cdm16064.contentdm.oclc.org/cdm/.

The symposium also featured an in-depth discussion on Perma.cc. Created by the Harvard Library Innovation Lab, the purpose of Perma.cc is to create a permanent archive where links found in court documents, law reviews, and academic papers will remain accessible. Perma.cc lists over sixty law and academic libraries as founding members, but unlike the Chesapeake Preservation Group, Perma.cc membership is open to other organizations and individuals upon approval by a member with a vesting account. More information about Perma.cc can be found at http://perma.cc/about.

For more information on the symposium, the speakers, and other resources, go to the Georgetown Library's website at http://www.law.georgetown.edu/library/404/index.cfm. See below for a short bibliography on link rot and the effect it is having on legal research, the courts, and academia:

Martha Anderson, *Tale of a Disappearing Website*, Library of Congress: The Signal: Digital Preservation (Jan. 17, 2012).

Robert P. Dellavalle et al., *Going, Going, Gone: Lost Internet References*, 302 Sci. 787 (2003).

Benjamin J. Keele & Michelle Pearse, *How Librarians Can Help to Improve Law Journal Publishing*, 104 Law. Libr. J. 383 (2012).

Allison Orr Larsen*, Confronting Supreme Court Fact Finding*, 98 Va. L. Rev. 1255 (2012).

Raizel Liebler & June Leibert, *Something Rotten in the State of Legal Citation: The Life Span of a United States Supreme Court Citation Containing an Internet Link (1996 – 2010)*, 15 Yale J.L. & Tech. 283 (2013).

John Markwell & David W. Brooks, *"Link Rot" Limits the Usefulness of Web-Based Educational Materials in Biochemistry and Molecular Biology*, 21 Biochemistry & Molecular Biology Educ. 69 (2003).

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1 Raizel Liebler & June Leibert, *Something Rotten in the State of Legal Citation: The Life Span of a United States Supreme Court Citation Containing an Internet Link* (1996 – 2010), 15 YALE J.L. & TECH. 283, 283 (2013).
2 *Id.* at 287.

Allison Rainey
Crowell & Moring LLP

One topic that has been consuming a large part of my attention this Fall, and I imagine the attention of many other firm librarians, is the PACER upgrade. On August 11, 2014, PACER upgraded its accounts in preparation for the rollout of the Federal Judiciary's Next Generation (NextGen) Case Management/Electronic Case Filing (CM/ECF) system. As a part of the long-term upgrade through the Federal Judiciary, people who e-file will need to have an individual case search account because they will no longer be able to e-file using their "old" ECF accounts. They will need to have an upgraded individual PACER account and follow a few steps to link the old ECF account to the "new" PACER account. In this column I will discuss all of the steps I took to prepare for and announce these changes to our users who e-file.

After the initial upgrade on August 11, there were no steps that we had to take immediately. We informed our attorneys and staff about the need to register for an individual PACER account, but we had some time before the first court upgraded to NextGen. In August, no courts had announced an upgrade date, though we knew that the Second Circuit Court of Appeals and Ninth Circuit Court of Appeals would upgrade sometime during the Fall. Rather than rush to get the news out as soon as possible, we wanted to make sure we carefully constructed our announcement and we had appropriate supporting documentation for all of the steps that our users would need to take.

I started my preparation by reading all of the information made available by PACER and calling the PACER Service Center when I had questions that I couldn't answer by reading the FAQs. I knew that I needed to have a solid understanding of the entire process before I could create how-to documents for our users. I was also fortunate to be able to tap into the great resource of this community, other law librarians. I spoke with a former colleague and her current team who had started the transition to individual PACER accounts before the August 11 PACER upgrade. It was extremely helpful to talk with them about how the process worked and the pain points they encountered. They also shared the documentation that they had prepared, which was a useful starting point for me. My supervisor also received and shared documentation prepared by a few other firm librarians. It was extremely helpful to see how others had addressed the registration process and the questions they thought that their users might have.

After reviewing this documentation, I had a better understanding of all the changes and was able to get to work on the steps that we needed to take in the library before announcing the transition to the firm. First, I created a PACER Administrative Account (PAA) that we would use for billing. Then I created my own personal PACER account to understand the registration process and take screenshots for the how-to document I would prepare later. I also asked several of my colleagues to create personal accounts to test certain things. For example, I asked some of them to register with a credit card and others use the mailed Personal Identification Number (PIN) option. I then tested the process for linking those accounts to our PAA. I wanted to see what happened when the credit card information linked to the account and learned that it disappears once it is a part of the PAA. Next, I de-linked one of these accounts and discovered that the credit card information appeared back in the account profile. I was also able to determine that accounts created with the PIN did not actually have to wait seven to ten days for it to arrive in the mail. Once linked to the PAA, users were able to search cases the next day.

When the testing was complete and all of the library-administered accounts were up and running, I was ready to create supporting documents for the three different processes that our users would have to go through. Rather than create one comprehensive document, I decided to create an instruction document for each process. I felt that this would be easier for individuals to follow, especially because not everyone would be going through all three steps sequentially at the exact same time. The first document covered the registration process for an individual PACER case search account. (Because our firm uses a shared account for case searching, the majority of our users did not already have an individual account.) The second document explained how to link an individual account to the firm's PAA for billing purposes. For these first two processes, I used the screenshots I had taken while completing these steps myself. As a result of the testing I had done with my colleagues, I was able to highlight the steps that might be confusing. For example, several librarians' first instinct was to select "law firm" under account type. However, this type of account requires a federal tax ID. The account type that we wanted people to select is "individual." Because I had done this testing, I was able to make a note about this step in the document. I also knew that we could give our users the option of skipping the credit card during registration, as long as they didn't immediately need to start using the new account for case searching.

The final step our users have to take is linking their ECF account(s) to their individual PACER account once the court(s) where they e-file upgrade to NextGen. I do not have any ECF accounts, so I could not use any personal screenshots to prepare the final instruction document. Fortunately, PACER had prepared some instructions for this process and shared them on the PACER website, so I was able to use some of those screenshots. I did not use the entire PACER document because I wanted to stick with the same format I had used for the other two sets of instructions.

After I had completed the three instruction documents, I created a new intranet page dedicated to the PACER NextGen Upgrade. This page links from our main Research Services homepage and contains all of the necessary PACER information in one place. There is a general summary of the changes made by PACER and the changes that our users will need to make, followed by a detailed FAQ. I used the FAQ on PACER as a starting point, but found that many of those questions were more suited for librarians and administrators of firm PACER administrative accounts. I tried to think like an attorney, paralegal, or secretary and include the types of questions they would ask about how PACER access was changing. I also polled my library colleagues to find out the questions that they believed people would ask. The intranet page also includes the instructional documents I prepared, as well as links to the help information provided by PACER. I posted the schedule of court NextGen upgrade dates, a list that will continue to grow as more dates are announced. Finally, I included phone and email contact information for both our staff and the PACER Service Center.

Our final steps were to prepare the firm-wide email announcements and give a brief presentation at the weekly partner meeting. The presentation made sure that all of the partners were aware of the upcoming changes and why they were necessary. We also spoke with a few key members of our litigation support staff throughout the Fall to make sure they were aware of the change and pending announcement. We sent a firm-wide email the week before the Second Circuit NextGen upgrade and explained the changes coming to PACER accounts and ECF. We sent a second announcement the following week in advance of the Ninth Circuit NextGen upgrade. We plan to send out an email announcement before each subsequent NextGen upgrade.

All in all, I would consider this a successful implementation and launch. We received questions from users, but there was no flood of issues on either upgrade day, nor have we received complaints from people who are unable to register or e-file. We have been able to point individuals to the intranet page and supporting documentation to help resolve their issues, and I have walked a few people through the registration process. We did receive one report of Ninth Circuit e-filing difficulties, but it turned out that the entire Ninth Circuit website was down. We hope that many people who do not e-file in the Second or Ninth Circuits have already registered for individual PACER accounts, so they will already be ready to complete the ECF linking process when the courts where they e-file do upgrade. There may be many more questions with future court upgrades, but we are ready to deal with them and get everyone access who needs it.

RESEARCH & PUBLICATIONS

Research = Assessment

Hollie White
Duke University

The word "research" often brings up notions of long hours of study, work, and examination very different or unrelated to everyday library life. Increasingly though, librarians and especially technical services librarians are being asked to prove their worth and value. Part of this proof includes doing departmental or even position-level evaluations about what and how work is done while connecting it to the institution's larger mission. Assessment can be a powerful tool when creating a value statement about the performance of library work.

Assessment is the systematic evaluation of library services, resources, or programs. There are varieties of ways to conduct assessments, including gathering and evaluating statistics as well as other types of research, such as surveys or focus groups. The purpose of assessment is to gather information in standardized ways to determine how well the library is accomplishing its goals. Essentially, assessment is a more practical-sounding name for research.

Assessment is something that anyone can begin doing and integrate into normal work. Below are suggestions on how to start integrating assessment into your job or department:

- Talk to Your Team: Determining what to assess will take consensus. What type of information does your leadership or administration want? Also, talking to collaborators or other staff about what is readily available is good to

consider as well. In libraries, we keep a variety of statistics on a daily basis. Using what is already available can help add to any assessment.

- Do a Literature Search: Assessment is currently a hot topic for both library publication and at conferences. Also, many libraries are posting their assessment activities online to share with others. Getting a sense of what other people are evaluating could help generate ideas on how to conduct your own assessment.

- Talk to Other Libraries and Librarians: Beyond looking at the literature, talk to your local colleagues at other libraries or similar institutions to find out what type of statistics they gather and how they use them (such as looking for patterns or running any statistical tests). Ask them about other methods they use to collect information. Does someone have a good survey he/she uses? Also, get information about how both patrons and administrators felt about the assessments.

- Attend an Assessment Conference, Workshop, or Training Session: The Association of College and Research Libraries (ACRL) has a variety of learning opportunities on its conference and events website (http://www.ala.org/acrl/conferences). Some of these opportunities are available online. Many regional or state-level library assessment conferences happen either yearly or every other year.

One last thought/tip is that not everything has to be a survey. There are many ways to conduct assessments and surveys are one method out of many. Consider other methods before just jumping into conducting a formal study that takes lots of time and energy.

Serials Issues

Wendy E. Moore
University of Georgia Law Library

Where Did I Put That Checklist?: I came back from the American Association of Law Libraries (AALL) Annual Meeting in San Antonio full of ideas about how to improve our electronic resources workflow, thanks to the preconference workshop, "W2: Techniques for Electronic Resource Management (TERMS): From Coping to Best Practices," led by Electronic Resource Management (ERM) experts Jill Emery and Graham Stone. Just thinking during the workshop about the six TERMS areas helped me pinpoint both what we are doing really well and where we occasionally drop the ball. That meant we didn't have to overhaul our entire workflow, just add a few steps and figure out how to incorporate better follow-up. You can learn about TERMS in the article, "Introduction to OAWAL: Open Access Workflows for Academic Libraries" by Jill Emery and Graham Stone in *Serials Review*, Volume 40, no. 2 (June 2014), pp.83-87. Luckily, the authors are believers in open access, so you can retrieve the article from the Portland State University PDXScholar site at http://archives.pdx.edu/ds/psu/11956.

Of Workflows and Magic Beans: The April 2014 issue of *Library Technology Reports* (Volume 50, Issue 3) is on the topic "Electronic Resource Management Systems: A Workflow Approach." I found Chapter 3 by Elsa K. Anderson, entitled "Workflow Analysis" (pp. 23-29), of particular interest. The author reminds libraries to first conduct a workflow analysis to discover issues with the current workflow for library resource management. She recommends using either the classic Digital Library Federation's *ERMI Report* from 2004 at http://old.diglib.org/pubs/dlf102/ or Emery and Stone's *TERMS Report* at https://library3.hud.ac.uk/blogs/terms/. Once you have a clear idea of your needs, then you will be better positioned to prioritize requirements and evaluate ERM systems available. According to Anderson, "libraries credit their successful [ERM] implementations to careful selection of the required software, based on a workflow analysis to solve actual problems and inefficiencies, without getting swept up in additional functionality or an attractive system."

At the University of Georgia Law Library, we try to heed a lesson from the fairy tale of Jack and the Beanstalk: "Don't trade the cow for magic beans!" We learned this lesson the hard way many years ago when we purchased an ERM system without doing a thorough analysis of our needs or what functionality would benefit our users. I highly recommend this chapter to anyone considering an ERM system and to those who are looking for a solution that better suits their needs.

Discovering Discovery Services: At the *Information Today NewsBreaks* blog, Brandi Scardilli posted an excellent overview of the four major discovery services in her June 3, 2014, post titled "Getting the Most Out of Discovery Service." She addresses the central index, library services, new features, and the unique draw of the following products: EDS from EBSCO Information Services, Primo from Ex Libris Group, Summon from ProQuest – Serials Solution, and WorldCat

Discovery Services from Online Computer Library Center (OCLC). My favorite part is that she included the taglines used by each service. I must say, the taglines do inspire the feeling a discovery service is the perfect solution to the lack of library resources used by the end users. I'm not certain that the reality of discovery services matches the hype, although I remain hopeful discovery services will put the right resource in front of the right user at the right time. Here are the taglines; I'll let you figure out which tagline goes with which product!

    A. "Takes Discovery to the Next Level"
    B. "Empowering Libraries to Address User Needs"
    C. "A Digital Front Door for the Library's Resources"
    D. "Connect Your Library to the World"

Going to Carolina in My Mind: You can experience the entire 2014 North Carolina Serials Conference in the pages of *Serials Review*, Volume 40, no. 3 (September 2014). The special issue features invited articles as well as substantial conference reports. Highlights relevant to law libraries include:

- "Best Practices for Increasing Ejournal Usage," by Kate Silton, *Serials Review* 40:3 (2014) pp. 158-160.
- "Making Usage Data Meaningful," by Jill Morris & Emily Guhde, *Serials Review* 40:3 (2014) pp. 161-174.
- "Electronic Resources Workflow: Design, Analysis, and Technologies for an Overdue Solution," by Beverly Dowdy & Rosalyn Raeford, *Serials Review* 40:3 (2014) pp. 175-187.
- "It's Not Just About Budget Cuts: A Study of Print Periodical Usage and a Subsequent Cancellation Project at a Small Academic Library," by Susan Vandale, presenter, & Tessa Minchew, recorder, *Serials Review* 40:3 (2014) pp. 203-206.

Remember, you don't have to live in North Carolina to attend! Themed *Serials (R)evolution: The Future is Now!*, the 24th North Carolina Serials Conference will be held Friday, March 6, 2015, in Chapel Hill, NC. It is all the serials discussion you can handle packed into a one-day conference format for the low registration fee of $35. Find out more information on the conference website at http://web.lib.ecu.edu/ncserialsconference/2015/.

Stay warm this winter! Or if you are some place where it stays warm, think some warm thoughts for your colleagues who have to shovel snow AND worry about the demise of serials as we know them!

SERIALS TITLES

Barbara Bohl
University of California, Berkeley

The Acquisitions and Cataloging staff of the University of California, Berkeley Law Library, recently identified the following serial title changes:

Annual review of developments in business and corporate litigation
2001-2013
(OCoLC 47258652)
Changed to:
Recent developments in business and corporate litigation
2014-
(OCoLC 879273816)

Journal on telecommunications & high technology law
Vol. 1 (2002)-v. 12, issue 1 (spring 2014)
(OCoLC 51262786)
Changed to:

Colorado technology law journal
Vol. 12, issue 2 (fall 2014)-
(OCoLC 890939527)

Negotiation (Boston, Mass.)
Vol. 1, no. 1 (Nov. 2003)-v. 17, no 2 (Feb. 2014)
(OCoLC 53127330)
Changed to:
Negotiation briefings
Vol. 17, no. 3 (March 2014)-
(OCoLC 870310907)

Utah environmental law review
Vol. 31, no. 1 (2011)-v. 33, no. 1 (2013)
(OCoLC 725413862)
Absorbed by:
Utah law review
Vol. 1, no. 1 (1949)-
(OCoLC 1768909)

Publication resumed:

Monitor ecclesiasticus
Publication suspended in 2005 with v. 128, resumed with v. 129, n. 1 (2014)-
(OCoLC 1607496)

The Serials and Acquisitions staff of the University of California, Berkeley Law Library, recently identified the following serial cessations:

Annual report / European Central Bank
Ceased in print with 2012 issue
(OCoLC 41414569)

California energy markets
Ceased in print effective: June 13, 2014
Available via email only
(OCoLC 52761467)

Catholic University law review
Ceased in print with: Vol. 62, no. 4 (summer 2013)
(OCoLC 1553585)

CommLaw conspectus
Ceased in print with: Vol. 21 (2012/2013)
(OCoLC 27716160)

Commonwealth human rights law digest
Ceased with: Vol. 8, no. 2&3 & index (summer 2014)
(OCoLC 36039826)

Decision / California. Occupational Safety and Health Appeals Board
Ceased in print as of: May 2014
 (OCoLC 174054313)
Available online only

Duke environmental law & policy forum
Ceased in print with: Vol. 23 (2012/2013)
(OCoLC 24821016)

European journal for church and state research = Revue europeenne des relations eglises-etat
Ceased with: Vol. 11 (2004)
Vendor reports that title has been "suspended indefinitely"
(OCoLC 32072146)

Federal staff directory
Ceased with: 2012 fall
(OCoLC 8152681)

Giurisprudenza di merito
Ceased with: Vol. 45 (2013)
(OCoLC 1639473)

Glossae : revista de historia del derecho europeo
Ceased with: No. 8 (1996)
(OCoLC 38964416)

Interights bulletin
Ceased with: Vol. 17, no. 3 (autumn 2013)
(OCoLC 18130991)

International criminal law reports
Ceased with: Vol. 5 (2012)
(OCoLC 51579750)

International Geneva yearbook
Ceased with: Vol. 21 (2009)
(OCoLC 18078060)

JILIR : journal of international law & international relations
Ceased in print with: Vol. 8 (fall 2012)
(OCoLC 182747928)

Journal of law and family studies
Ceased with: Vol. 15, no. 1 (2013)
Absorbed by *Utah law review*
(OCoLC 41401517)

La Raza law journal
Ceased in print with: Vol. 24 (2014)
(OCoLC 49231318)

Library resources & technical services
Ceased in print with: Vol. 58, no. 4 (October 2014)
(OCoLC 1696755)

Mediterranean journal of human rights
Ceased with: Vol. 17 (double issue) (2013)
(OCoLC 41417956)

Official guide to ABA-approved law schools
Ceased in print with: 2013 ed.
(OCoLC 46483812)

Patel's citations of administrative decisions under immigration and nationality laws
Ceased with: 2011-12 ed.
(OCoLC 18913878)

Revista juridica del Peru
Ceased with: no. 130 (diciembre 2011)
(OCoLC 13892259)

Reynolds courts & media law journal
Ceased with: v.3, issue 1 (fall 2013/winter2014)
(OCoLC 701731867)

Utah environmental law review
Ceased with: v. 33 no. 1 (2013)
Absorbed by *Utah law review*
(OCoLC 725413862)

How to think like a Law Cataloger!

Aaron Wolfe Kuperman
Library of Congress

Recently a group of non-catalogers (actually, they were students working with their librarians at a college not affiliated with a law school – and perhaps their age and the lack of exposure to legal scholarship was a factor) petitioned the Library of Congress (LC) to replace the subject heading **Illegal aliens** with "undocumented aliens." From their perspective, it is offensive (i.e., politically incorrect) to refer to persons as illegal. The LC Law Cataloging Section objected to the proposal, and after much gnashing of teeth, the Policy and Support Division of Library of Congress decided to stick with the current term. The rationale for this decision, described below, illustrates what we need to be looking at in choosing subject heading terminology.

Once we get past the fact that most people unfamiliar with legal materials believe that **Aliens** refers to **Extraterrestrial beings** (a valid heading, which will take the subdivision **–Legal status, laws, etc**. as soon as they show up), we have to look at the definition of "alien." It's in the scope note because non-law people don't really understand the term (and perhaps all Library of Congress Subject Headings (LCSH) that are in legalese need scope notes expressing the concept in plain English). An alien is anyone who is in a country of which s/he is not a citizen. This includes **Tourists**, non-naturalized **Immigrants**, a soldier invading or defending a foreign country, **Diplomats**, and **Students, Foreign**, etc. If you are an American citizen (without dual citizenship), then you are an alien under the laws of every other country. From an American perspective, every person in the world who is neither living in the United States nor is a citizen of the United States is a non-resident alien (a.k.a. foreigner). Alienage (not an LCSH heading) is a legal concept. Note that because LCSH uses class of persons headings rather than topical headings for these concepts, there is no option of using the free-floating subdivision **–Criminal provisions** (the closest would be to use it after **Emigration and immigration law**, which is a much broader topic than the nonheading Alienage).

An "undocumented alien" is a term for an alien (i.e., non-citizen) without proper authorization to be in the country (in the U.S. that means lacking a visa or a Green Card). Currently in the United States, it is illegal to be an undocumented alien. That is why the United States Code (among other official sources) uses the term "illegal aliens." From an LC perspective, terminology in American statutes is very influential in determining what language to use because it reflects what Congress and therefore the legal profession is using. In the world of the here and now, which is where most non-law non-catalogers live, an "undocumented alien" is an "illegal alien," and this is why we have a Use For (UF) reference in LCSH, even though the terms are not necessarily synonyms. Until recently in the United States, and in many countries still today, foreigners (especially from neighboring countries) could simply cross the border for whatever reason (shopping, going on a date, taking a hike, etc.) without formal documentation without breaking any laws. Once they crossed the border, as non-citizens of the United States who were physically in the United States, they were undocumented aliens, but not illegal aliens.

One might ask why we don't have a body of literature about lawful undocumented aliens. This is especially significant in light of the Obama administration announcing a non-deportation policy directed to certain otherwise illegal (and deportable) aliens, raising the question as to whether they are still **Aliens, Illegal**. In the real world of what legal scholars and others write about, there is no body of literature ("literary warrant" in the parlance of LCSH) on lawful undocumented aliens. The reason is they aren't especially interesting from a legal or any other perspective; they are just plain **Aliens**, or **Tourists**, or **Immigrants**, or **Foreign workers** or whatever. There is nothing to sue over, meaning nothing to interest someone in writing a book about, meaning no literary warrant for a subject heading. In addition, if there were a book on lawful undocumented aliens, we would probably use the heading for plain **Aliens.** What makes undocumented aliens interesting to scholars is if they are illegal.

If LCSH were to switch to undocumented in some form as a politically correct euphemism, it would be necessary to clearly define it as referring exclusive to illegal alienage. At present, the heading **Aliens** is defined as inherently legal (meaning there is UF from ''Legal status, laws, etc.''), and it might get confusing if a popular but legally meaningless term were substituted for a term that is defined based on usage by the legal community. This is a common problem because there will always be legal terms that sound weird, confusing, and/or offensive to people not fluent in legalese (such as **Refoulement**, **Moral rights** or **Hedonic damages).** These terms would be very hard to express with precision in language that those unfamiliar with the legal system would comprehend.

Inherently criminal headings

A recent project resulted in crimes being given **--Law and legislation**, thereby differentiating in LCSH between the heading as applied in the HV schedule (about the crime, its prevention, its social and economic aspects, etc.) and the K schedule (about the law governing the crime). A problem is that some crimes are not always criminal. For example, depending on the time period and jurisdiction, **Prostitution** can be lawful or criminal. Therefore, the Broader Term (BT) of **Prostitution—Law and legislation** should not be **Criminal law**, and one should use **Prostitution—Law and legislation—Criminal provisions** for works on the criminal laws banning prostitution. Other crimes, such as **Rape** and **Murder**, are inherently criminal, meaning the term only applies if the act is unlawful. For such headings, the BT should be **Criminal law** or some other inherently criminal heading (such as **Offenses against the person—Law and legislation**), and there should probably be a UF from the heading with the subdivision **–Criminal provisions**.

Do <u>not</u> make a Subject Authority Cooperative Program (SACO) proposal for any adjustments to these reference structures. In most cases, the LC Policy and Standards Division (PSD) can make tweaks to the reference structure off-list. If you encounter one that needs fixing, just email me, and I'll forward it to the correct person in the policy office.

TECHSCANS

Jacqueline Magagnosc
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Administration

E-Books and Ethical Dilemmas for the Academic Reference Librarian
When dealing with e-books, several ethical dilemmas exist because of competing professional values. Dilemmas identified and discussed in the article include challenges related to serving nonaffiliated users, providing high-quality service while respecting intellectual property rights, and balancing the needs of current users with the needs of future generations. Readers would like to have access to all e-books all of the time, with as few restrictions as possible. Librarians would like all of their users (affiliated or nonaffiliated, current or future) to be able to use e-books. Librarians also want to recognize the valuable contributions of authors, publishers, and content distributors while safeguarding patron privacy.

View the article at http://www.tandfonline.com/doi/full/10.1080/02763877.2014.879035 (from Informed Librarian Online).

Cataloging

CONSER Cataloging Manual Updates for _RDA_ at http://www.loc.gov/aba/pcc/conser/more-documentation.html
The Library of Congress Cooperative Online Serials Program's (CONSER) Documentation and Updates website now has many revised draft modules for the *CONSER Cataloging Manual*. These updates reflect changes to the manual necessitated by the adoption of *Resource Description and Access* (*RDA*). Each module has been extensively overhauled and begins with an outline, references, and definitions for terms used. Each area of description lists the preferred source of information, with references to the *RDA Toolkit* and examples of how the *RDA* guidelines apply in MARC. The Manual explicitly discusses any differences between Library of Congress' Program for Cooperative Cataloging (LC/PCC) and CONSER practices.

"Module 35: Integrating Resources" includes extensive cataloging surrogates and example records in MARC, with commentary discussing the cataloging choices. There are sample records from both before and after conversion to *RDA*. This module concludes with cheat sheets for integrating resource *RDA* MARC records, both print and online.

Some knotty areas, such as microforms, still require revision, but the project is well on its way to completion. The many concrete examples provided are wonderful aids to understanding application of *RDA* description suggestions.

The completed modules will appear on the Cataloger's Desktop (https://desktop.loc.gov/jsp/login.jsp, login required), but they are currently only available in the Updates area of the *CONSER Cataloging Manual*.

RDA Conversion of the LC/NACO Authority file, Phase 3

Gary Strawn posted the following announcement concerning plans for phase 3 of the Library of Congress' Name Authority Cooperative Program (LC/NACO) Authority Files via several email lists. Strawn gave permission for reposting the announcement to other lists without prior approval. The *RDA* Phase 3 documents available via the link in Strawn's email provide further detail as to how some of these tasks might be accomplished. For example, enrichment of authority records using data mined from the textual 670 fields is an interesting possibility. Strawn's announcement follows:

"Following the successful completion of phases 1 and 2 of the conversion of the LC/NACO Authority File for use under RDA, the Program for Cooperative Cataloging has appointed a task group to consider additional changes to the file. This work is to constitute 'Phase 3' of the preparation of the LC/NACO Authority File. This task group's final report is due by March 15, 2015; the report is to propose a schedule for performing the work. After receiving this report, PCC will decide how to proceed.

"The most important single task to be achieved during Phase 3 is the re-coding as RDA of those AACR2 authority records that bear no indication that the 1XX cannot be used under RDA. The task group is considering other changes that can be made to records in the authority file at the same time. Some of these changes will be related directly to the adoption of RDA; but this is not necessarily the case. Because millions of records will need to be re-issued to achieve the main goal, other clean-up projects that affect a large number of records can be considered.

"The task group has so far investigated the following additional tasks (in some cases the investigation is still very much in progress):
- Enhanced generation of the 046 field in authority records for personal names
- Re-formulating older occurrences of the 678 field as 670
- Programmatic switching of terms for relationships, following on changes made to RDA earlier this year
- Programmatic switching of standard terms for music medium of performance, also following changes made to RDA earlier this year; corresponding generation of the 372 field
- Adding ISNIs in the 024 field
- Re-categorize texts used in subfield $c of personal names
- Regularizing the recording of names in the 370 field

"Not all of this work will necessarily be held until the primary job of Phase 3 is undertaken. For example, several thousand records with 678 fields have already been adjusted; and changes to music medium of performance will probably be undertaken as soon as the specifications have been approved.

"The task group is preparing documents that describe in detail each aspect of its work. Three of these documents (corresponding to the first three bullet points in the above list) are now available for comment. These documents, and the group's charge (including a list of members), can be found at this site: http://files.library.northwestern.edu/public/rdaphase3/docs/

"The group invites discussion on the PCC and/or RDA lists of these documents. The group also actively encourages suggestions for additional automated manipulations that might be made to the LC/NACO authority file as part of this project.

"Additional documents will be posted to this site as they are prepared, and discussion of them [is] invited as well. The group has created a Twitter account that will be used to broadcast notifications of new and revised documents: rdaphase3. Interested parties are encouraged to follow that Twitter account, to be up-to-date on the group's activities. In its work, the task group has uncovered, and expects to continue to uncover, a number of categories of problems that cannot be handled by a program, but could be cleared up by a group of dedicated volunteers. For example, the program that made a preliminary examination of the 370 field identified a large number of fields with subfield $2 reading "naf" or "lcsh" for which no corresponding authority record could be found. Each of these must be reviewed, and an appropriate action taken; but there is far more work to do than the task group can achieve on its own. All NACO participants, at either the individual or institution level, will be encouraged to assist in the work. Other likely projects include: authority records for personal names for which the conversion program could not generate an 046 field for one reason or another, but which appear to contain date-shaped information; records whose 100 has only a birth date but whose 670 fields contain a death date. There will no doubt be many more such projects. The task group will announce each clean-up project as it prepares the unnecessarily underlying problem reports and suitable instructions."

RDA Toolkit Technical Committee Formed

James Hennelly, Managing Editor of *ALA Digital Reference*, recently announced the formation of an *RDA Toolkit* Technical

Committee via several email lists. The purpose of the committee is to address "open technical issues related to the application of RDA, RDA Toolkit and the RDA registry." The full text of the announcement and a membership list for the committee are available via the *RDA Toolkit* blog at http://www.rdatoolkit.org/blog/7752.

Cataloger's Desktop Interface Changes and Training Resources
The Library of Congress began rolling out a new interface for the Cataloger's Desktop product on September 10, 2014. This new interface will be simpler and cleaner; focus will be on search and retrieval instead of table of contents browsing. The text of the announcement is at http://www.loc.gov/cds/desktop/New_Cataloger%27s_Desktop_UI-2014-07-01.pdf. The Cataloger's Desktop Training and Tutorials page (http://www.loc.gov/cds/desktop/training/) provides links to presentation slides and recordings from recent webinars, plus links to Quick Tips documentation.

Video Recording of June's BIBFRAME Forum Now Available Online
If you were unable to attend the most recent forum of the Bibliographic Framework Initiative (BIBFRAME) at the American Library Association (ALA) Annual Meeting in June 2014, a video recording is now available online at http://www.loc.gov/today/cyberlc/feature_wdesc.php?rec=6323. The main speakers were Sally McCallum, Kevin Ford, Andrea Leigh (all of LC), and Philip Schreur of Stanford University Libraries. I was particularly interested in Kevin Ford's live demonstration of the prototype BIBFRAME editor, which became available a few months ago. Unfortunately, the viewer only sees during the live demo is Kevin typing on his computer, and not the screen on which he is typing. This is clearly a case of "you had to be there."

Philip Schreur presented an overview of a two-year grant-funded project on which Cornell University Library, Stanford University Libraries, and the Harvard Library Innovation Lab are collaborating. The goal of the project, called Linked Data for Libraries (LD4L for short), is to "create a Scholarly Resource Semantic Information Store (SRSIS) model that works both within individual institutions and through a coordinated, extensible network of Linked Open Data to capture the intellectual value that librarians and other domain experts and scholars add to information resources when they describe, annotate, organize, select, and use those resources, together with the social value evident from patterns of usage." (https://www.ld4l.org/)

Andrea Leigh described the background of a BIBFRAME AV modeling study, available at http://www.loc.gov/bibframe/pdf/bibframe-avmodelingstudy-may15-2014.pdf. The BIBFRAME team within the Network Development and Standards Office at the Library of Congress commissioned the report. It aims to identify the content description needs of the moving image and recorded sound communities and to specify how a generic bibliographic data model like BIBFRAME can meet those needs. The presentation did a good job of outlining the many complex challenges associated with the description of audio-visual resources, but did not hint at how BIBFRAME might address these challenges.

The question-and-answer portion of the session is not particularly useful because one cannot hear the questions.

Draft LC-PCC Policy Statement on Facsimiles and Reproductions
The Program for Cooperative Cataloging (PCC) issued a draft LC-PCC Policy Statement that outlines proposed exceptions to the *RDA* instructions regarding facsimiles and reproductions. *RDA* currently instructs catalogers to describe a facsimile or reproduction by "record[ing] the data relating to the facsimile or reproduction in the appropriate element. Record any data relating to the original manifestation as an element of a related work or related manifestation, as applicable." The draft Policy Statement proposes deviating from this instruction by recording certain elements as they apply to the original resource and using the MARC 533 field to record certain other elements as they pertain to the reproduction, mirroring LC's practice under AACR2 Chapter 11. In addition, the draft Policy Statement sets forth guidelines on a provider-neutral approach to cataloging print-on-demand materials and photocopies.

The PCC solicited feedback on the proposed Policy Statement through September 26, 2014. To read the draft, go to the PCC's homepage (http://www.loc.gov/aba/pcc/) and look under What's New.

"Court" and "Jurisdiction" in *RDA*
At its meeting in November 2014, the Joint Steering Committee for the Development of RDA (JSC) considered several recommendations submitted by the JSC Technical Working Group intended to clarify the use of "court" and "jurisdiction" and related terms in *RDA*. According to the abstract provided by the Working Group in its paper, "[t]he main proposal restricts the meaning of 'jurisdiction' to the context of place and separates it from the context of corporate body. Other proposals make appropriate changes to the terminology of RDA instructions and definitions and scope notes of RDA elements and relationship designators."

The responses from the national libraries and library organizations that are members of the JSC run the gamut from nearly complete acceptance (Chartered Institute of Library and Information Professionals) to complete rejection (German National Library) of the Working Group's recommendations, with other organizations falling somewhere in between. ALA and the Library of Congress have given quite nuanced responses, approving some recommendations and suggesting changes to others.

The Working Group's paper and the organizational responses to it are available at http://www.rda-jsc.org/working2.html#technical-4.

John Attig's November 5, 2014 Blog from a Meeting of the Joint Steering Committee
In case you have been waiting with bated breath for a resolution to the issues raised in 6JSC/TechnicalWG/4, "Court and Jurisdiction in RDA" (http://www.rda-jsc.org/docs/6JSC-TechnicalWG-4.pdf), it appears as though you will have to wait a while longer. As John Attig reports in his November 5, 2014 blog from a meeting of the Joint Steering Committee, the Technical Working Group's "paper represents an attempt to disambiguate the uses of the term 'Jurisdiction' in RDA in order to distinguish between the place governed and the governing body. The paper proposed to limit the term 'Jurisdiction' to the place and to find other terms for referring to various types of corporate bodies. There was no consensus on the recommendations presented, and several JSC constituencies agreed to work together to investigate the problem further." (http://sites.psu.edu/jscblog/2014/11/05/joint-steering-committee-meeting-november-5-2014/). Attig's blog is a great way to get "fly-on-the-wall" observations about the JSC's deliberations as they unfold at http://sites.psu.edu/jscblog/.

New PCC BIBFRAME Webpage at http://www.loc.gov/aba/pcc/bibframe/bibframe-and-pcc.html
Paul Frank and the PCC Secretariat have created a new webpage, "BIBFRAME and the PCC," to help librarians learn about the BIBFRAME initiative and understand the development of a future bibliographic ecosystem. The creators hope that this page will function as a central source for information, documentation, and updates on the PCC's involvement with BIBFRAME.

Of particular interest is a short paper, authored by Paul Frank and entitled "BIBFRAME: Why? What? Who?" (available at http://www.loc.gov/aba/pcc/bibframe/BIBFRAME%20paper%2020140501.docx) that describes the basics of BIBFRAME and the background of its development.

Library of Congress BIBFRAME Update at http://www.loc.gov/bibframe/media/updateforum-sep04-2014.html
On September 4, 2014, LC staff watched a presentation entitled "Bibliographic Framework Initiative (BIBFRAME): Update & Practical Applications." Beacher Wiggins, Kevin Ford, and Paul Frank delivered an explanation of the current state of BIBFRAME and its implications for library metadata. The target audience for the presentation was experienced catalogers. The presenters explained the BIBFRAME structure and concepts in an understandable way, and Paul Frank attempted to assess the impact of BIBFRAME implementation on the work of a typical cataloger.

Serials

The North American Serials Interest Group (NASIG) announced that they have assumed management of the longstanding discussion list, SERIALIST. The full text of the announcement is available at via the NASIG blog and is included in the *NASIG Newsletter* at http://tigerprints.clemson.edu/nasig/vol29/iss3/2.

Information Technology

Data Management: How Far Have We Come?
Data management is rapidly becoming a hot topic in libraries, especially with the announcement of the *Big Data Research and Development Initiative* (http://www.whitehouse.gov/sites/default/files/microsites/ostp/big_data_press_release_final_2.pdf) in 2012. What many of us do not realize is that the National Institute of Health laid the foundation for this initiative in 2003 with the publication of a report on the sharing of research data. In the years since, there has been an explosion of data, and federal agencies have been developing data management plans as well as sharing requirements to expand access to their data. Even with these advances, we still struggle to preserve and make accessible the results of federallyfunded research.

The Library of Congress' blog *The Signal* has recently published a two-part series that delves into the history of the federal government's data management practices (http://blogs.loc.gov/digitalpreservation/2014/05/all-that-big-data-is-not-going-to-manage-itself-part-one/) and looks into the resulting tools and services that have been developed to meet federal requirements (http://blogs.loc.gov/digitalpreservation/2014/05/all-that-big-data-is-not-going-to-manage-itself-part-two/). While we are moving in the right direction, this is only the tip of the iceberg.

Website Archivability: *Recommendations for Web Builders to Improve Archivability of Their Content* **at** https://library.stanford.edu/projects/web-archiving/archivability

The recent symposium "404/File Not Found: Link Rot, Legal Citation and Projects to Preserve Precedent at Georgetown Law School" underscores the importance of taking into consideration the future archivability of the webpages you and your institution create. We all take for granted the fluidity of the web and frequently forget that content on websites constantly changes and disappears. This is not just restricted to news sites, but affects everything from our institutional sites to government and court sites. Many organizations are working to preserve the content on the internet, from individual websites to the documents, videos, and images that they include to give future users the ability to access and interact with the sites in the way originally intended.

To assist in the creation of websites that promote archiving, Stanford University Libraries recently published a set of *Recommendations for Web Builders to Improve the Archivability of Their Content*, with archivability referring to "the ease with which the content, structure, and front-end presentation(s) of a website can be preserved and later re-presented, using contemporary web archiving tools." (http://library.stanford.edu/projects/web-archiving/archivability). This documentation builds on other resources relating to web archiving and seeks to improve collective web preservation efforts.

The Hidden Costs of E-books for Academic Libraries

Despite the convenience and attraction of e-books, they actively discourage intense reading and deep learning, according to Peter C. Herman in a September 29, 2014 post to the *Times of San Diego*. Read the full text at http://timesofsandiego.com/opinion/2014/09/29/hidden-costs-e-books-university-libraries/.

New Report Offers Recommendations to Improve Usage, Discovery, and Access of E-content in Libraries

A group of professionals from libraries, content providers, and OCLC have published "Success Strategies for Electronic Content Discovery and Access," a white paper that identifies data quality issues in the content supply chain and offers practical recommendations for improved usage, discovery, and access of e-content in libraries. "Success Strategies for Electronic Content Discovery and Access" offers solutions for the efficient exchange of high-quality data among libraries, data suppliers, and service providers, such as:

- Improving bibliographic metadata and holdings data;
- Synchronizing bibliographic metadata and holdings data; and
- Using consistent data formats.

See the full article at http://www.librarytechnology.org/ltg-displaytext.pl?RC=19772.

ALA "State of America's Libraries" Report available at http://www.ala.org/news/state-americas-libraries-report-2014

On April 14, 2014, the American Libraries Association released its report on the "State of America's Libraries." This report expresses a high level of frustration with the state of e-books and e-book delivery. Nancy K. Herther has done an excellent write-up on several of the issues involved at http://www.against-the-grain.com/2014/05/an-atg-original-librarians-see-progress-but-no-resolution-to-the-digital-rights-crisis-part-1-of-a-2-part-series/.

There has also been some excellent news items about altmetrics (http://scholarlykitchen.sspnet.org/2014/05/27/cooperstown-ground-zero-for-altmetrics/) and some great new resources when it comes to images. For example, the Metropolitan Museum of Art released almost 400,000 images online for non-commercial use (http://www.thisiscolossal.com/2014/05/metropolitan-museum-of-art-releases-400000-hi-res-images-into-the-public-domain/). In addition, if you've not seen it, the online journal *Hybrid Pedagogy* (http://www.hybridpedagogy.com) has been providing a platform for great new articles on how to integrate and use modern resources in the classroom. Check it out!

Preservation

The Cost of Inaction Calculator at https://coi.avpreserve.com/

We all know that budgets are tight and it is not always easy to integrate preservation work, especially when it comes to multimedia. However, failing to implement a preservation and/or conservation strategy can have its own costs. To help determine what that cost is, as well as to help prioritize collections, AVPreserve has developed the Cost of Inaction Calculator (COI Calculator).

AVPreserve is a firm that works with institutions to help them better manage, use, distribute, and preserve their media assets and metadata. They have developed the COI Calculator as a free tool to help users analyze multimedia collections and make more educated decisions about what to digitize, what to perform lower levels of preservation on, and what to leave in its

native state. According to their website, the COI Calculator "helps organizations analyze the implications of varying levels of action. COI adds a data point to ROI, or Return on Investment, and helps articulate what stands to be lost or gained in terms of access, intellect and finances based on different scenarios." (https://coi.avpreserve.com/about). To help explain the goals of the Cost of Inaction Calculator, they have put together a short video, available at https://coi.avpreserve.com/rationale.

Digital Preservation Reading List **available at** https://www.nedcc.org/assets/media/documents/DigiPres_Biblio_Digital_Directions_2014_update.pdf
Are you interested in developing a digital preservation plan, but not quite sure where to start? Don't worry, you are not alone. The Northeast Document Conservation Center has recently developed a *Digital Preservation Reading List*. The purpose of this annotated bibliography is "to acquaint you with the challenges associated with developing a digital preservation plan and repository, and successful strategies for overcoming those challenges." (https://www.nedcc.org/assets/media/documents/DigiPres_Biblio_Digital_Directions_2014_update.pdf).

The bibliography begins with a broad overview of digital preservation needs. It then delves into specifics, such as strategies, frameworks, file formats, metadata, curation, and more. It also takes into consideration some of the ambiguity in terminology and includes items on specific types of digital archives and repositories (such as Institutional Repositories, Subject-Based Repositories, and Research Repositories).

Library of Congress Recommended Format Specifications available at http://www.loc.gov/preservation/resources/rfs/
In June 2014, the Library of Congress released Recommended Formats Specifications to assist in its acquisitions process. Developed with the idea of long-term preservation in mind, the recommendations take on the analog as well as the digital. They cover six categories of creative works: Textual Works & Musical Compositions, Still Image Works, Audio Works, Moving Image Works, Software & Electronic Gaming & Learning, and Datasets/Databases.

While the primary purpose of these recommendations is to provide internal guidance at the Library of Congress, it will also serve as a best-practices guide to the library and related communities to help ensure long-term preservation of creative works. Bear in mind that while the LC recommends these formats, it does not necessarily mean that one should exclude other formats. It merely identifies those that have the best potential for long-term access. Check out the Press Release at http://www.loc.gov/today/pr/2014/14-111.html?loclr=blogsig.

The Task Force to Investigate the Role of Roundtables Needs Your Feedback!

As you may know, in September the Technical Services Special Interest Section (TS-SIS) Executive Board charged a Task Force to investigate the current status and to make recommendations for the future of our roundtables. This Task Force is gathering ways that individual roundtables both currently and historically lend value to our members. It will use this data to make recommendations to enhance the impact and expand the benefits of our vital roundtables to all members year-round, as opposed to our current approach of limiting roundtable interactions specifically to the American Association of Law Libraries (AALL) Annual Meetings. At the initial introduction of the Task Force, some thought-provoking discussion was generated on the TS-SIS discussion board as librarians chimed in with their thoughts on the history of roundtables and their evolution, as well as significant examples of more qualitative ways that roundtables contribute value that were not adequately addressed in the Task Force's initial charge.

The Task Force, led by Ashley Moye and including Sean Chen, Trina Holloway, Alan Keely, and Brian Trippodo, has reviewed all feedback received thus far and is currently working to design a comprehensive survey incorporating both the discussion board feedback and the initially devised metrics.

Stay tuned for this survey, where you can share your unique perspectives, your own definition of what makes roundtables valuable, and what value you might like to see roundtables provide to our members in the future. The Task Force plans to leave the survey open for approximately four weeks to give all individuals a chance to be thorough and thoughtful when sharing their feedback. While the original charge asked for the findings and recommendations by February, the surge of discussion and the clear and passionate investment of our members in this project may move the final recommendations further out towards summer, depending on the amount of feedback we receive from our colleagues.

- Completing a needs assessment;
- Benchmarking and best practices development;
- Establishing a portfolio – what to add or drop, what to ask money for, what to target to whom;
- Branding the library experience (allowing users to develop emotional connections with the library);
- Delivering "wow" to stakeholders; and
- Measuring return on investment (ROI) and value (one idea: use business school students, who are eager practice case studies); value does not just include usage statistics, but determining if users saved time and money, got published quicker, had better job placement results, etc.

While all of the above is hard work, it is also important to be sure to play and enjoy the results!

Real Time Acquisition Workflows: Vendors & Libraries Panel
Presenters:
Ann-Marie Breaux, YBP Library Services
Liz Butterfield, Willamette University, Mark O. Hatfield Library
Amanda Schmidt, Ex Libris

During the past year, Ex Libris and YBP collaborated to develop an application programming interface (API), called GOBIAPI, to transmit order and bibliographic data directly from YBP's GOBI system to Ex Libris' Alma library management system. This API became available with the October 2014 release of Alma.

Library staff members at Willamette University piloted GOBIAPI during its development. Butterfield demonstrated its use to the audience using a video capture of the process. Whereas previously, orders created in YBP's GOBI became reflected in the catalog via uploads of EOCR (embedded order catalog record) sets or via GobiExport, both of which involved up to one day of lag time, the new API allows for the newly-created data to appear in Alma within a few seconds.

YBP and Ex Libris have thought about future collaborations, including developing duplicate detection within Alma when ordering material in GOBI.

An "Earnest" Response to Usage Statistics Programs
Presenters:
Christina Torbert, University of Mississippi, J.D. Williams Library
Jeannie Castro, University of Houston, M.D. Anderson Library

Torbert and Castro presented on the relative costs of compiling usage statistics data in-house versus relying on third-party platforms, such as 360 COUNTER, Intota Assessment, or EBSCO Usage Consolidation.

Torbert discussed a survey she conducted of libraries on collecting usage statistics, which garnered over 250 responses. Almost one-half use a third party vendor, and more than one-half collect and compile these statistics in-house. She then walked the audience through her calculations of their in-house costs at the University of Mississippi. In 2013, they estimated a total labor cost of about $6,100 to collect and compile these data. With some tweaks to their process, including shifting more of this work to paraprofessionals and spending less time trying to collect non-COUNTER (Counting Online Usage of Networked Electronic Resources) statistics, they estimated that about $2,000 of labor was spent on collecting these data in 2014. Each of these figures compares very favorably to the cost of third-party software, the prices for which ranged between $8,750 and about $21,000 per year.

Castro mentioned the various third-party systems her library had tried, including 360 COUNTER, Intota Assessment, and EBSCO Usage Consolidation. They also found it cheaper to collect and compile their statistics in-house. They have a file they call their "Über Stats," consisting of five years of cost and usage statistics data for all access points.

Driving Discovery: Do You Have the Keys to Fair Linking?
Presenters:
Todd Carpenter, NISO
Bruce Heterick, JSTOR/Portico
Brian Sherman, LSU-Shreveport
Scott Bernier, EBSCO

One of the Neapolitan sessions (three plenary sessions running simultaneously) on Thursday, November 6, was about "fair" linking in discovery services. The program included viewpoints from various stakeholders like libraries, publishers, and

service providers in the discovery process. Carpenter talked about the related National Information Standards Organization's (NISO) standard The Open Discovery Initiative (ODI), which "aims at defining standards and/or best practices for the new generation of library discovery services that are based on indexed search." (http://www.niso.org/workrooms/odi/). It asks information vendors for affirmative disclosure on neutrality of their algorithms and also to disclose any connection with data providers. This standard recommends practices for Content Providers and Discovery Service Providers related to technical formats and core metadata elements, such as coverage, type of content that is provided to libraries, content listing, linking information, file formats, methods of transfer, and usage statistics. It was mentioned that behaviors of a discovery service are based not only on technical aspects of the system, but very often can also be influenced by the preferences selected while setting the system up. In the EBSCO discovery platform, there are no default settings. Libraries have control over which result to always show first if full text is available. Some resources have direct links to full text, while others may have intermediary steps to get to full text. EBSCO uses each available data field to ensure better relevancy. It has its own controlled vocabulary, which provides better results, but it has inherent bias toward EBSCO's products. Heterick mentioned that JSTOR has created quick reference guides for libraries on configuring JSTOR collections for different discovery products, e.g. Summon, Primo, SFX, etc. JSTOR has also been compiling information on where JSTOR content users come from (referrals)--JSTOR, Google Scholar, Serials Solutions, etc.

Resource Discovery in the Age of Wikipedia: How Libraries Can Expose Their Collections on the World's Most Visited Reference Site
Presenters:
Damon Zucca, Oxford University Press (OUP)
Patrick Earley, The Wikimedia Foundation
Cris Ferguson, Murray State University
Suzanne Kemperman, OCLC

It is well known that Wikipedia is used widely by undergraduate students for academic research and also by graduate students and faculty as a starting point for research. Libraries have realized the importance of Wikipedia in guiding their patrons to library resources. The Wikipedia Library is a nonprofit project in which reference publishers, OCLC, and libraries have joined to provide seamless access to high-quality content through Wikipedia.

Zucca mentioned that Wikipedia is the largest single source for OUP's referral traffic. They found that when a link is included in a citation, the usage is increased many fold. Links were added by OUP staff. OCLC is working with Wikipedia to develop a script to connect Wikipedia information directly to library catalogs or even full text. To make library content connected to and discoverable through Wikipedia, the library has to populate their holdings in the OCLC knowledge base. When a link is clicked from within the library user's IP range, it will take them to their library holdings. Ferguson talked about how libraries can make their resources discoverable through Wikipedia. Some of her suggestions were to manage and contribute to Wikipedia pages related to your institution. Also, if you have a special collection which highlights a special person, place, or event, add a link to your collection on the Wikipedia entry about that special person, place or event. Many large libraries hire Wikipedia editors in residence to edit entries related to their unique collections.

To Boldly Go Beyond Downloads
Presenters:
Carol Tenopir, University of Tennessee
Gabriel Hughes, Elsevier

"Beyond Downloads" is an Elsevier project led by three University of Kentucky professors and their international team, including Project COUNTER (Counting Online Usage of Networked Electronic Resources), to look at how electronic journal articles are used and shared after they are downloaded by a researcher. The aim of this project is to identify methods of sharing, determine estimated amount of sharing, and develop a way to measure the average number of times an article (per article, journal, and/or subject area) is shared within an institution and outside the institution after its initial download. It is not known if this secondary usage helps to increase download of the article (if a link is shared) or if it reduces downloads (if full text is shared). How does this sharing/reuse reflect actual usage of an article and how it will affect total usage of the library resources? It works like a citation, because your colleague is suggesting you read that particular paper. The team is looking at sharing, which includes links posted on social media, blogs, or articles shared through email. They are collecting data through international surveys, interviews, and focus groups. Some of the questions asked and preliminary results are:

- How is the information shared?—through Dropbox or social media, like Twitter, blogs, or email.
- Whom it is shared with?—with one's self for reading offline, with colleagues within research team, with students, or with colleagues not working on a project together. Mostly sharing occurs within research teams, but also with others as well.

- Whose works are shared?—one's own work or work of colleagues and other researchers. All of these occurred, for different reasons.
- Why was it shared?—exposing own work to other researchers or sharing others' work within the project team when it is relevant to the research.
- Do they share citation or full text?—link or citation sharing is more common than PDF or full-text of the article.

It is not clear yet if a measure like COUNTER is possible for the secondary usage of an article. One of the issues raised by the audience was privacy of data. Even though the team is not collecting any private data, there is system capability to track and store private data. How will data collectors ensure the safety of this data and that it will not be misused?

DRM: A Publisher-Imposed Impediment to Progress, or a Legitimate Defense of Publisher/Author Intellectual Property Rights?
Presenters:
Adam Chesler, Business Expert Press/ Momentum Press
Jim Dooley, University of California, Merced
David Parker, Alexander Street Press
Zac Rolnik, now publishers

Many interesting aspects about digital rights management (DRM) were discussed in this particular session. Two librarians and two publishers provided their viewpoints on the pros and cons of DRM.

Dooley opened the session by laying out some of the negative aspects associated with DRM. These issues include:

- How having multiple DRM regimes associated with multiple publishers and vendors can lead to confusion for the library user, thus affecting library services.
- Because DRM sits with the content once it is purchased, the act of archiving or preserving the content is prevented.
- The "fair use" section of the Copyright Act is undermined through the restrictions imposed by DRM.

He added that DRM is also used as a marketing tool by vendors and publishers. Libraries using an aggregator to purchase e-content will see DRM attached to the titles. However, if the titles are purchased from the publishers platforms, they are often DRM-free.

Rolnik does not think highly of DRM. His company does not impose DRM restrictions because they do not see the added-value and the company loses business when trying to apply DRM.

Another point brought up during the discussion was related to the administrative ramifications of DRM. Both the publisher and library must take time to negotiate a license relating to DRM, taking the publishers away from their main task of selling books.

E-Book rights: Advocacy in Action
Presenters:
Whitney Murphy, Ingram Content Group
Katy Gabrio, Macalester College

Although e-books have been around for a number of years and are becoming more common in libraries, there remains a need for continuing discussions of e-book management specifically regarding the limits imposed by publishers, including DRM and ILL while following "fair use" and copyright standards.

To push this conversation along, Gabrio discussed the creation of the E-Book Rights Advocacy document. The idea for this document evolved from the large number of issues involving e-books, ranging from confusion over how a patron accesses the material once it is loaded on the OPAC to the inability to share a title through ILL. She is asking libraries to sign the E-Book Rights Advocacy document and is presenting this document to publishers when initially negotiating e-book acquisitions. She is going so far as choosing not to work with vendors who are unable to provide the type of access she requests. There are 35 schools who have signed the document at the time of this writing.

Gabrio presented her view on a handful of points contained in the document while one of her vendors, Murphy, gave Ingram's side. At times their opinions matched, and at times they had opposing points of view. After they discussed a point from their perspectives, comments and discussion were encouraged from the audience, which included both librarians and publishers.

Go to http://www.macalester.edu/library/changingebooksforlibraries/advocacy/ to view the E-Book Rights Advocacy document and to see who has signed already. There is a link to follow to add your library's name to the document.

Importance of Being Lean: Using Lean Principles and Tools to Improve Acquisitions Workflows
Presenters:
John Novak, University of Nevada, Las Vegas
Richard Zwiercan, University of Nevada, Las Vegas

Novak and Zwiercan discussed how applying Lean principles helped streamline the library's acquisitions workflow. "Lean" is a process that maps out each step of any workflow to help identify and eliminate "waste," defined as any activity that absorbs resources but creates no value. To learn this process, Richard received Lean training through UNLV Continuing Education.

The process began when the new library director met with key staff members to discuss why the acquisitions department did things a certain way and how to streamline the process. A team was then formed to examine the workflow of getting records of print and electronic books into the catalog. Members of the team included those that could affect change and those who work on the front lines. The speakers stressed that the purpose of the team was not to point fingers or lay blame, but to review objectively the workflow from start to finish. The team used Microsoft Visio to create the workflow map because it has built in many of the symbols used to reflect actions. The Lean road map is a visual representation of a process or workflow. In this case, that process is the acquisition of a book and every step that the book went through at the library. The map includes every person who was part of the selection and processing workflow. By looking at the initial mapping of the process, the team members could examine each step almost microscopically to see how to adjust the workflow and eliminate waste. Some of the identified waste included long wait times, non-utilized people, physical movement of the book and/or people, and redundant processing.

The speakers found that the mapping process not only helped to tighten up the workflow and reduce the wait time, but it also turned into a good team-building event and helped generate consensus. They treat the Lean map as a living document, which they review frequently for additional changes.

For those who would like to learn more about Lean processes, check out Lean Enterprise Institute (http://www.lean.org) (LEI), which is a nonprofit "education, publishing, research, and conference organization with an action plan." LEI welcomes people who wish to learn more about and to take advantage of Lean principles. Although membership is free, the webinars and training opportunities they provide have a fee attached.

Shelf-Ready Doesn't Always Mean Ready to Go to the Shelf
Presenters:
Stacey Marien, American University
Alayne Mundt, American University

Marien and Mundt discussed the various issues and collaboration required when their library began purchasing shelf-ready books in their approval plan.

When Blackwell went out of business, American University took their business to Coutts for their monograph purchases. Purchasing shelf-ready materials was implemented in order to reduce the amount of time it took for monographs to get to the shelf from the time of ordering.

Initially, the cataloger double-checked all received titles. Over time, they found that the majority of records could go straight to the shelf, bypassing the cataloger. The remaining titles had some sort of issue falling into two broad categories, the first being physical in nature: a book arrived damaged, incorrect physical processing, spine label improperly affixed, etc. The second category involved problems with the bibliographic data: inaccurate title/variant title, lack of authority control, inaccurate encoding level, diacritics not displaying properly, bad bibliographic record chosen, etc.

To handle these issues, a checklist created by the cataloging department helps determine when a cataloger needs look at a title. Carefully trained student assistants in the acquisitions department double-check the title and associated bibliographic record against the checklist for errors. If the issues are purely physical in nature, a member of the Technical Services department fixes the errors and sends it to the circulation department for shelving. The cataloger receives the title when the errors relate to the bibliographic record.

Making the move to purchasing shelf-ready materials resulted in an opportunity for a deeper level of collaboration between the acquisitions department and the cataloging department. The checklist and training provided by the cataloging staff resulted in freed-up time for the cataloger to work on more complex original cataloging, while allowing the acquisitions department to participate in the copy cataloging of e-books.

TSLL EDITORIAL POLICY

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