

MARCH 23—MARCH 25, 2006

ELECTRONIC RESOURCES & LIBRARIES

CONFERENCE PROGRAM

GEORGIA INSTITUTE OF TECHNOLOGY :: GLOBAL LEARNING & CONFERENCE CENTER
TECHNOLOGY SQUARE :: ATLANTA, GA

WELCOME MESSAGE

Welcome to the 2006 Electronic Resources & Libraries Conference! I'm so excited to have you here participating in this unique event with information professionals from a variety of fields and places.

In order to foster a community with collaborative approaches to dealing with electronic resources, the presentations and events of the ER&L Conference 2006 were chosen with an emphasis on being interactive and discursive. All participants are invited to share thoughts and reactions during the conference and after through the Online Conference Component.

The venue for this event, the Global Learning and Conference Center is a state-of-the-art facility on Georgia Institute of Technology campus at Technology Square in Midtown Atlanta. Technology Square is the home to several restaurants, specialty shops and a two-story Barnes & Noble bookstore as well as education and research facilities. I hope you have time to discover Technology Square and Midtown Atlanta while here.

I look forward to sharing this event with you all!

BONNIE TIJERINA, ER&L CONFERENCE COORDINATOR

KEYNOTE SPEAKERS

ROBERT H. MCDONALD :: THURSDAY, MARCH 23 - 9 AM



Robert H. McDonald is the Associate Director of Libraries for Technology & Research at Florida State University. He is responsible for the Division of Library Technology & Research which is comprised of the Digital Library Center, the Interactive Multimedia Center, the Library Technology Department, the Electronic Resources Management Department, and the Research and Development Group. Prior to his position at FSU, McDonald was the Information Technology and Digital Projects Librarian at Auburn University.

Mr. McDonald is an active speaker and writer in the field of library science and is an expert on academic technology. He has previously presented at the American Library Association Annual Conference, the Coalition for Networked Information Task Force Meeting, the EDUCAUSE Annual Conference, the EDUCAUSE Southeast Regional Conference, the International Symposium on Electronic Theses and Dissertations, the North American Aleph Users Group, and the Symposium on Free Culture & the Digital Library. His current paper on institutional repositories can be found in the New Review of Information Networking v11(1): 65-82.

His blog can be found at:

<http://connect.educause.edu/blog/rmcdonal>

His website is located at:

<http://www.rmcdonald.info>

BONNIE MACEWAN :: SATURDAY, MARCH 25 - 4 PM



Bonnie MacEwan is currently Dean of Libraries at Auburn University. Previously she served as Assistant Dean for Collections at Penn State University for a decade prior to her promotion to the scholarly communication position designed to explore new technology-driven publishing ventures in collaboration with the Penn State University Press. Ms. MacEwan is the former chair of the Collection Management and Development Section of the Association for Library Collections and Technical Services Division of the American Library Association and a member of several national editorial, library, and publishing boards.

[HTTP://WWW.ELECTRONICLIBRARIAN.ORG](http://www.electroniclibrarian.org)

INSIDE THIS PROGRAM:

WELCOME MESSAGE	1
KEYNOTE SPEAKERS	1
SPECIAL POINTS OF INTEREST	1
SCHEDULE	2-3
PRESENTATION ABSTRACTS	4-7
SPONSORS	8
ACKNOWLEDGEMENTS	8

SPECIAL POINTS OF INTEREST:

- **Welcome Reception**
GT Library, Ferst Room
Wednesday, March 22
6:00 - 8:00pm
- **Sponsors' Reception**
GLCC Atrium/Lobby
Thursday, March 23
5:30 - 7:30pm
- **Meridian Lunch**
GLCC Auditorium 236
Friday, March 24
12:05 - 1:05pm

ORGANIZATIONAL CHANGE

Addressing Organizational Change: The Role of Online Continuing Distance Learning in Libraries

Cheryl Lawson

University of North Texas/Doctoral Fellow

This presentation explores the benefits of online continuing distance learning in public libraries. The presentation is helpful to librarians and library staff in addressing organizational change. Topics include the virtual classroom concept, strategic knowledge management, and the role distance learning plays in organizational development and library educational cost structuring.

Creating an Organizational Structure and Process to Manage Electronic Serials Collections

Carmel Yurochko, David A. Nolfi

Duquesne University

Faced with nearly a million dollar annual electronic resources budget, the Gumberg Library at Duquesne University formed a seven-person Electronic Resources Review Committee (ERRC) in January 2005. The committee was charged with reviewing all current electronic resources, including electronic journal subscriptions, and to include faculty in the decision making process.

Managing Issues of Information Ownership in the Digital Environment: Examining the Ethical Climate in Libraries

Sheri Webber

College of Information, Florida State University

This study explores the ethical climate of libraries with a particular focus on issues of information ownership in the electronic resources management environment. Modified versions of Victor and Cullen's ethical climate typology (ECT) and ethical climate questionnaire (ECQ) were employed to discern prevailing ethical climate types in libraries generally, and the relationships between normative decision making and reported practice in individual organizations.

Who Moved My eJournal?: Electronic Resources and Organizational Change

Tyler Walters, Georgia Institute of Technology Library and Information Center

Robert H. McDonald, Florida State University Libraries

Greg K. Raschke, North Carolina State University Libraries

The enigma of electronic resources has brought a tidal wave of change to the academy. Research Libraries are at a crossroads that will see their networked infrastructure become the primary means of management, retrieval, and access to all content while print access will take on a decidedly ancillary role that does not fall into this digital rubric. With this new paradigm research libraries must face the changes in personnel management, hiring/recruiting, skills acquisition and development, workflow design, teamwork and team formation, organizational structure, and impacts on organizational culture and internal communications that will be necessary to truly support a primary digital information environment. This panel will consist of three senior library leadership who will discuss current trends and applied approaches to these issues within their libraries and will offer time for discussion with attendees on this important foundation for electronic resources management.

ACCESS

Federated Searching

Christine Pouncey, University of Arkansas at Little Rock

Alexis Linoski, University of Central Arkansas

Two academic librarians share their exploration into the world of Federated Searching. From a literature review to some hands-on testing, they give their take on what is currently available, what works and what doesn't, and what to look for in the near future.

Information Needs and Information Seeking Behavior in an Academic Virtual Reference Environment: A Quantitative and Qualitative Study

Rowena Li

University of North Texas, School of Library and Information

This study examines the usage patterns and service effectiveness of virtual reference services in a large academic library. Chat and e-mail reference questions are analyzed. The process of the reference interview, the correctness and completeness of the response, the authority of sources cited and recommended and the inclusion of follow-up inquiries are studied. It provides insights into patrons' information seeking behavior and information needs as demonstrated through virtual reference generally applicable to all academic libraries.

Providing Access to Remote Electronic Journals in Academic Libraries

Lisa O'Hara

University of Manitoba

Practices and procedures for providing access to electronic journals have changed in the relatively short time that they have been handled in libraries. This presentation will discuss some of those changes, examine how libraries are currently providing access to electronic journals and discuss where we think we are going.

Facilitated Discussion on Archiving eResources

Andrea Imre

Southern Illinois University

Archiving electronic journals remains an unresolved issue as we move toward predominantly electronic collections. Is it reasonable to say that we get access to content but not ownership with electronic subscriptions? Who is responsible for ensuring access to and protection of our archiving needs? How much of a role will libraries take or be willing to take to preserve the scholarly output in the 21st century? The discussion will explore the available archiving options, current projects, problems and opportunities that library-publisher collaborations may offer.

ELECTRONIC RESOURCE MANAGEMENT

The Electronic Resource Management Enigma: The Vendor Solution, the Homegrown Realities, and the Grey Areas of Practicality**Natalee Hattig, Johanna Harrison**

Florida State University Libraries

This program will present information about electronic resource management at the Florida State University Libraries. Currently the FSU Libraries are implementing a vendor-based electronic resource management system. However, this solution will not solve every problem. The authors will present a blended strategy for using both vendor solutions and homegrown web applications for enhanced usability and access.

Preparing for an Electronic Resource Management System, Part I: Conquering Entropy**Margaret Hogarth**

University of California, Riverside Libraries

Preparing for an ERMS requires extensive planning and coordination of departments, workflow, resources, information, record-keeping systems, and relationships. Clean data, process analysis, and frank evaluation help the process. Feedback from the process can help the organization implement change. Come and see a progress report on UC Riverside's well-intentioned plan.

Preparing to Implement an Electronic Resource Management System, or Getting Your Ducks in a Row Before You Dive In!**Susan Davis**

University at Buffalo, State University of New York

Planning strategies for implementing an Electronic Resource Management System (ERM), including record structure, licensing, staffing levels, training and workflow based on the work done at the University at Buffalo with the Ill stand alone ERM as a case study.

PARTNERSHIPS

The Collaborative Journey from Print to Electronic: A Case Study**Karen Pifher**

Bridgewater College - Library

While there is significant research available for use in selecting and managing electronic resources and transitioning from print to electronic, there is little published describing processes or procedures used when migrating from a predominantly print environment to an electronic one. This is a case study of one such collaborative journey.

How Agents are Collaborating in Industry Partnerships to Drive Standards, Transparency and Efficiency in the eWorld**Ezra Ernst**

Swets Information Services

Library needs are far more complex due to the migration to electronic content. This complexity is compounded by a lack of overall standards and consistency. Our program will look at how agents are collaborating with publishers and ILS vendors on initiatives to drive standards, transparency and efficiency to facilitate greater electronic access.

Playing Well with Others: Collaboration and the University of Georgia's Electronic Resources Workflow**Beth Thornton, Sophie Dong, Dana Walker**

University of Georgia

"Now what are we going to do?" With the proliferation of electronic journals in the University of Georgia's collections, we find ourselves asking this question on a somewhat regular basis. These resources present us with new challenges and new questions about traditional acquisition and cataloging workflow. Our program will describe the University of Georgia's workflow, focusing on the collaboration that has developed between departments. We have hit upon a process that we call "collaboration by conversation," and would like to expand our collaboration beyond the walls of the University of Georgia, to include you, our program participants.

Supporting Scholarship: A Library/IT Partnership for Digital Citation Management**deg farrelly**, Fletcher Library, Arizona State University

New paradigms demand change. Traditionally, IT supports technology and libraries provide content. RefWorks, a licensed, bibliographic citation management service, fits neither side of the house. At Arizona State University, an IT/Library partnership provides funding and support for RefWorks. Our presentation describes this value-added approach to cross-collaborative service.

Relationships Inside and Outside Libraries: From High-Tech to High-Delight**Joan Conger**, joanconger.net

You plan and you hold committee meetings and you instruct, but how do you make that tech roll-out successful? The secret is in the spaces between. How do we create those relationships, both formal and informal, that launch a new technology into guaranteed, even enthusiastic, acceptance? In this facilitated interactive discussion, you will tap the combined wisdom present at this conference. Learn how to form those relationships within and outside your library that can turn your high-tech achievements into high-delight transformations.

WEDNESDAY, MARCH 22, 2006**6:00-8:00 PM**

Welcome Reception & Registration
Location: Georgia Tech Library & Information Center

THURSDAY, MARCH 23, 2006**7:30-8:30 AM**

Registration and Breakfast

8:30-9:50

Welcome and Keynote

10:00-10:50

Maximizing Relationships
Between Your Knowledge Base
and Your eResources
GLCC Auditorium 236

Supporting Scholarship: A
Library-IT Partnership for Digital
Citation Management
GLCC Rooms 330/331

11:00-11:50

In the Belly of the Whale: What
Reference Collections Look Like
in the 21st century
GLCC Auditorium 236

Alternatives to Licensing:
Re-Imagining Agreement
GLCC Rooms 330/331

12:00-1:30

Lunch

1:30-2:20

Playing Well with Others:
Collaboration & the Univ. of GA
Electronic Resources Workflow
GLCC Auditorium 236

Addressing Org. Change: The
Role of Online Continuing
Distance Learning in Libraries
GLCC Rooms 330/331

2:30-3:20

One is Silver and the Other Gold
GLCC Auditorium 236

Info. Needs and Info. Seeking
Behavior in an Academic Virtual
Reference Environment
GLCC Rooms 330/331

3:40-4:30

Toward Greater Satisfaction:
An Electronic Resources
Communication Audit
GLCC Auditorium 236

The Collaborative Journey from
Print to Electronic: A Case Study
GLCC Rooms 330/331

4:40-5:30

Relationships Inside & Outside Libraries - Facilitated Discussion

5:30-7:30

Sponsors' Reception

FRIDAY, MARCH 24, 2006**8:00-9:00 AM**

Breakfast (Registration)

9:00-9:50

Yours Mine & ERMS: Electronic
Resource Management in a
Consortial Environment
GLCC Auditorium 236

Stacks on the Tracks:
Using Ruby on Rails
GLCC Rooms 330/331

10:00-10:50

Playing Well with Others:
Providing Access to eResources
& Meeting User Expectations
GLCC Auditorium 236

EBSCOhost Visual Search:
Usability Test Results
GLCC Rooms 330/331

11:00-11:50

Managing Issues of Info.
Ownership in the Digital
Environment: Examining the
Ethical Climate in Libraries
GLCC Auditorium 236

Federated Searching
GLCC Rooms 330/331

12:00-1:30

Lunch

1:30-2:20

The eResource Management
Enigma: Vendor Solution,
Homegrown Realities & Grey
Areas of Practicality
GLCC Auditorium 236

Developing Web Database
Applications
GLCC Rooms 330/331

2:30-3:20

Preparing for an eResources
Management System, Part I:
Conquering Entropy
GLCC Auditorium 236

Captivate your Audience
through Multimedia
GLCC Rooms 330/331

3:30-4:20

Preparing to Implement a
eResources Management
System, or Getting Your Ducks
in a Row Before You Dive In.
GLCC Auditorium 236

Delivering eResources with LibX
GLCC Rooms 330/331

4:40-5:30

Who Moved My eJournal?: eResources & Organizational Change

SATURDAY, MARCH 25, 2006

8:00-9:00 AM

Breakfast (Registration)

9:00-9:50

Facilitated Discussion on Archiving eResources

10:00-10:50

The Value of Usage Statistics to
Library Decision Making
GLCC Auditorium 236

Google Print in Academic
Libraries: Readiness to Adopt &
Potential Impact on Operations
& Services
GLCC Rooms 330/331

11:00-11:50

Vendor-Supplied Usage Data:
Challenges and Opportunities
GLCC Auditorium 236

Managing Digital Assets:
Planning the Digital
Future of NIST
GLCC Rooms 330/331

12:00-1:30

Lunch

1:30-2:20

Creating an Organizational
Structure and Process to
Manage Electronic Serials
Collections
GLCC Auditorium 236

How Agents are Collaborating in
Industry Partnerships to Drive
Standards Transparency &
Efficiency in the eWorld
GLCC Rooms 330/331

2:30-3:20

Providing Access to Remote
Electronic Journals in Academic
Libraries
GLCC Auditorium 236

Managing our eResources
Licenses: License Expression
Standards
GLCC Rooms 330/331

3:20-3:40

Break

3:40-4:00

Facilitator Wrap-Up

4:00-5:00

Closing Keynote

 ORGANIZATIONAL CHANGE

 ACCESS

 ELECTRONIC RESOURCE MANAGEMENT

 PARTNERSHIPS

 CONSORTIA

 USAGE DATA

 WORKFLOW

 LICENSING

 RESOURCES

 TECHNOLOGY

CONSORTIA**Playing Well With Others: Providing Access to Electronic Resources and Meeting User Expectations****Diana Hartle, Monica Pereira**

University of Georgia - Science Library

Two University of Georgia librarians describe the process used for adding electronic resources to GALILEO (Georgia's statewide consortium), as well as the communication mechanism employed to report changes to and problems with these resources.

Yours, Mine, and ERM's: Electronic Resource Management in a Consortial Environment**Lauren Fancher, Brad Baxter**

GALILEO, University System of Georgia

Staff from GALILEO, Georgia's virtual library, discuss the changing world of electronic resource management, including the development and maintenance of homegrown systems, the need to be interoperable with outside systems, and the need to share information and control with participating libraries.

USAGE DATA**The Value of Usage Statistics to Library Decision Making****Melissa Belvadi**, Maryville University Library**Bob Schufreider**, MPS Technologies

This session has two parts. The first part will discuss the trials and tribulations of the current library wrestling with how to collect, consolidate and prepare a thoughtful analysis of their usage data from their vendors and how new systems are in place to help libraries achieve their goals. The second part will explore ways to use such data from vendors and local servers to make new/renewal/cancellation decisions for serials in particular.

Vendor-Supplied Usage Data: Challenges and Opportunities**Gayle Baker**

University of Tennessee Libraries

Researchers at the University of Tennessee reviewed vendor-supplied usage data for 2005 from over 70 vendors of electronic resources, including the mechanisms for acquiring the data and analyzing it. Over half of the reports were COUNTER-compliant for electronic journals and databases. The presentation will cover their findings. The research, part of the MaxData project at the University of Tennessee, was funded by a grant from the Institute for Museum and Library Services (IMLS).

WORKFLOW**One Is Silver and the Other Gold: Maintaining Old Strengths while Embracing Change****Clint Chamberlain**

Trinity University

Incorporating electronic resources into a library's workflow while maintaining existing duties can present a challenge to the smaller library, which may not be able to add new staff positions. A toolkit of ideas can be developed that helps streamline workflow while maintaining flexibility and leveraging staff strengths.

Toward Greater Satisfaction: An Electronic Resources Communication Audit**Celeste Feather**

Ohio State University Libraries

An audit and analysis of the internal communications channels involved in the daily workflow of the electronic resources unit at Ohio State University revealed patterns and styles that are best suited for managing the complexity of electronic resources. Adjustments and adaptations were made in order to achieve maximum efficiency.

LICENSING**Alternatives to Licensing: Re-Imagining Agreement****Judy Luther**, Informed Strategies, Inc.**Selden Durgom Lamoureux**, University of North Carolina, Chapel Hill

License agreements for online resources have become the norm, but are they necessary for publishers? For libraries? In this session we'll discuss alternatives to license agreements and talk about the initiative to create a Best Practice document. Participants will also have an opportunity to work in small groups to draft language for such a document.

Managing our eResource Licenses: License Expression Standards**Nathan D.M. Robertson**, University of Maryland School of Law

DLF's Electronic Resource Management Initiative (ERMI) indicated a need for standardization of e-resource license terms and administrative details. This will facilitate licensing communication among libraries and their partners, but must respect the interests of all participants. Prominent issues include protection of intellectual property, copyright and fair use, and DRM technology.

RESOURCES

In the Belly of the Whale: What Reference Collections Look Like in the 21st Century**Millie Jackson**

Grand Valley State University

What are the stories we tell ourselves and our patrons about the changing landscape of reference? How do we change the traditional story to reflect the new reality and relieve frustration and struggles that come with change? The session will provide time for discussion.

Managing Digital Assets: Planning the Digital Future at NIST**Susan Makar**

National Institute of Standards and Technology (NIST)

The Information Services Division (ISD) at the National Institute of Standards and Technology (NIST) is currently studying its needs for managing all aspects of its existing and future digital content. A team of staff tasked with determining how best to manage NIST's digital assets will discuss their work and progress.

Maximizing Relationships between your Knowledge Base and your eResources**Tim Bucknall, Beth Bernhardt**

University of North Carolina at Greensboro

Although link resolvers are a wonderful, high-impact innovation, most libraries are not maximizing their potential benefits. In this session, the presenters will discuss how UNCG has tailored its locally developed link resolver and knowledge base, Journal Finder, to increase traffic to the Library's eResources. And we will discuss how we utilize usage data to make collection management decisions on format and content.

TECHNOLOGY

Captivate your Audience through Multimedia**David Magolis**

Bloomsburg University of Pennsylvania

This session will introduce participants to the latest technology in multimedia creation by Macromedia- Captivate. This software enables the designer to produce authoritative demonstrations, simulations, and presentations in a short time frame. The session will expound upon the core of Macromedia's timeline technology to generate a fully functioning multimedia project.

Delivering eResources with LibX**Annette Bailey**

Newman Library, Virginia Tech

LibX (libx.org) is a Firefox extension that supports direct access to electronic and print library resources, including access to the OPAC, OpenURL resolver, off-campus proxy and databases. LibX is a 'swiss-army-knife' infrastructure for providing effortless access to electronic library resources from anywhere on the web.

Developing Web Database Applications**Isaac Hunter "Hunt" Dunlap**

Western Illinois University Libraries

Focusing on real-world library applications, this session will demonstrate how Open Source software (i.e. MySQL/PHP) can be used to efficiently and cost-effectively develop innovative content management systems, URL reference databases and related web-based information portals. The session will demonstrate working modules, highlight important development resources and offer practical, introductory guidance in this exciting area.

EBSCOhost Visual Search: Usability Test Results**Jody Condit Fagan**

James Madison University

This presentation features the results from eight formal usability tests of EBSCO's new "visual search" and "traditional search" interfaces. Audio, video, and screen capture software, and pre- and post-test surveys were used to analyze the sessions and determine students' success and satisfaction levels during given research tasks.

Google Print in Academic Libraries: Readiness to Adopt and Potential Impact on Operations and Services**Jaena Hollingsworth**

IMLS Fellow/University of Alabama

This presentation will discuss Google's Library Print Project, an effort to digitize the collections of five major libraries. Information will be provided on the basics of Google Print, along with some potential strengths and weaknesses. Also, criteria will be presented for determining individual libraries' responses to such digitization projects.

Stacks on the Tracks: Using Ruby On Rails to Build More Efficient, Maintainable Web-Based Library Applications**Chris Stearns**

Auburn University Libraries

This session employs a real-time application development tutorial to demonstrate how small library-specific applications can be completed in hours instead of days; medium-sized applications in days instead of weeks; and large applications in weeks instead of months using RubyOnRails: <http://rubyonrails.com> to the benefit of patrons and staff.

THANK YOU TO OUR SPONSORS!

Meet with them at the Sponsors' Reception:

Thursday, March 22nd

5:30-7:30

GLCC Atrium/Lobby



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