



Lund 2006

The New World Order in Collection Development

The Commercial Perspective

Chris Beckett



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Who we are

- Consultancy – to Publishers and Intermediaries
(and sometimes to libraries)

- Based in Oxford



- Chris Beckett

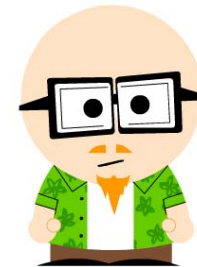


- Simon Inger



who we are

■ Geoffrey Bilder



■ James Culling



■ Tracy Gardner





What we do

- Electronic Content consultancy and training services to publishers and intermediaries world-wide:
 - Market Intelligence
 - Market Research
 - Product Development
 - Strategy Development
 - Technology Strategy
 - Systems Selection
 - Training
 - Sales and Marketing; Licensing, Pricing, Bundling





Who are our clients and where do they come from?

- Blackwell
- STM
- ALPSP
- Institute of Physics Publishing
- American Institute of Physics
- British Library
- CABI Publishing
- Cadmus Communications Corporation
- Cambridge Information Group
- Cambridge University Press
- CrossRef
- Ebsco
- Future Drugs
- Journal of Bone and Joint Surgery
- Librapharm
- MetaPress
- OCLC
- Radcliffe Publishing
- Sage Publications
- The Scientific World
- IEEE
- T&F Informa
- United Kingdom Serials Group
- University of California Press

About 50/50 US/UK

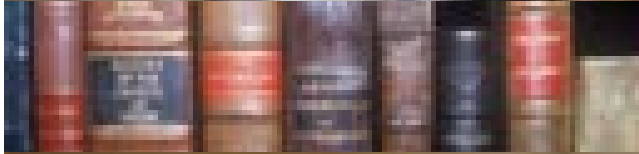


Agenda

- The Good Old Days
- The Dysfunctional Present
 - The Library Response – ish
 - Some conventional responses for Publishers
- A Digression on Featuritis
- Some less conventional responses
 - iTunes, the Long Tail and Scholarly Publishing
- Social Software and the Web 2.0
- Mash-Ups
 - Users are doing it for themselves



When Librarians organised the library.....



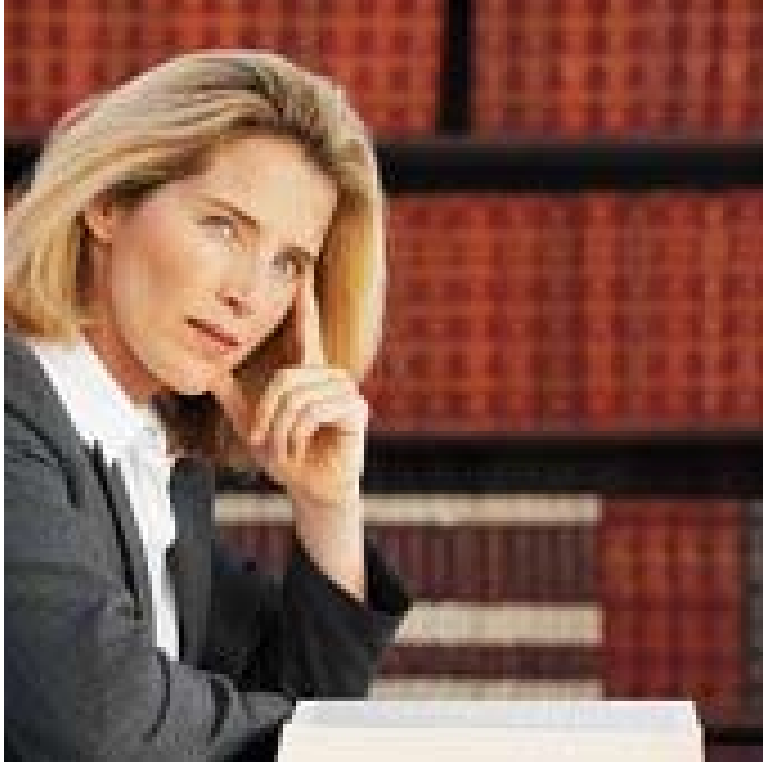
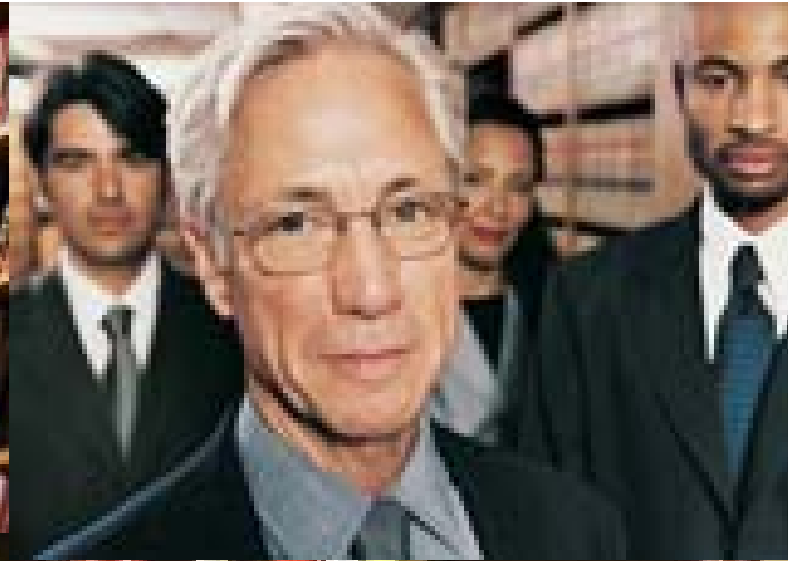


Library collections assessed by

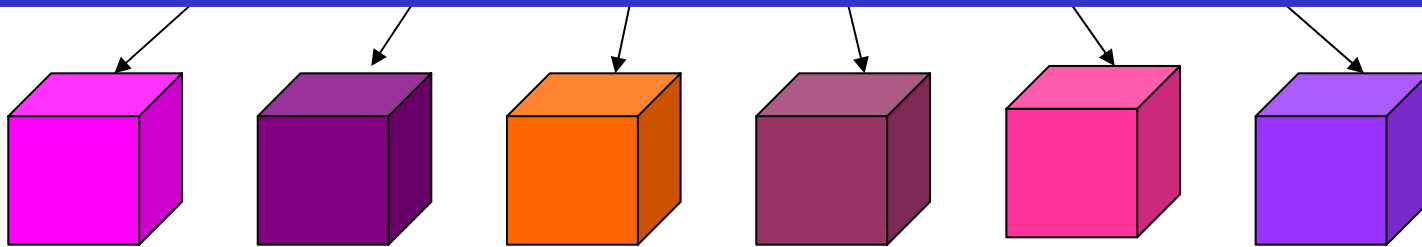
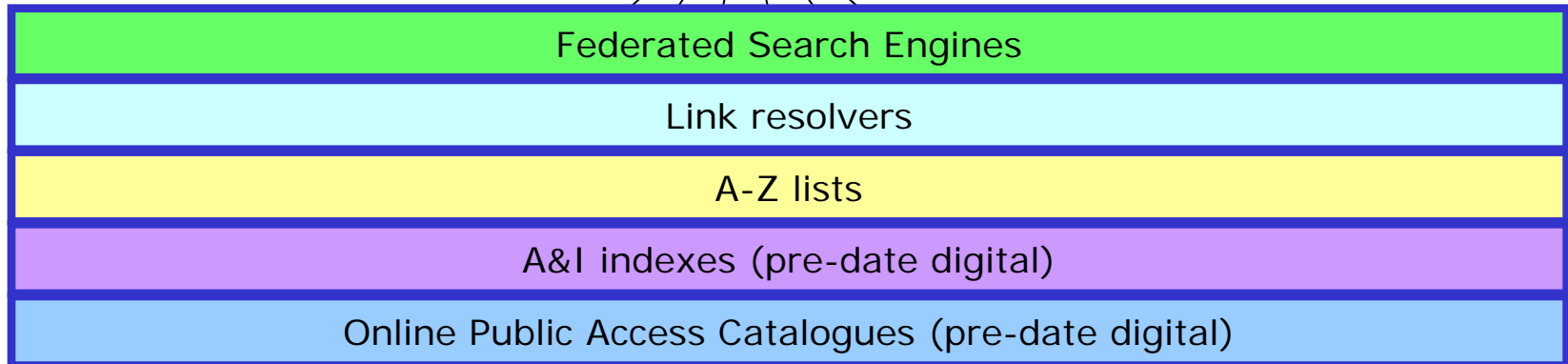
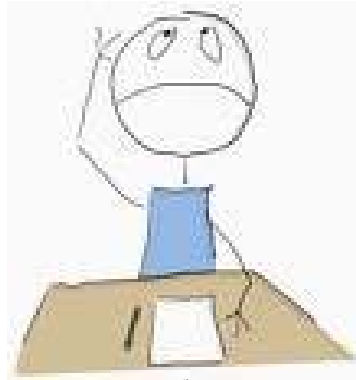
- Quality
- Comprehensiveness
- Relevance to the institution



When Publisher's organise the library







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- online open

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- ⊕ Law
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Why should I register?



David Seaman -DLF

- Every publisher (and library production unit and web archive?) is an island; we produce silos of data that play badly with others.
- Little ability to work with content or even metadata cross-publisher and cross-aggregator. Or cross-library.
- The need to have content that encourages local re-organization and creation of services, and that permits “beyond browsing and searching” engagement by individual users (**NB MASHUPS AND SOCIAL SOFTWARE**)

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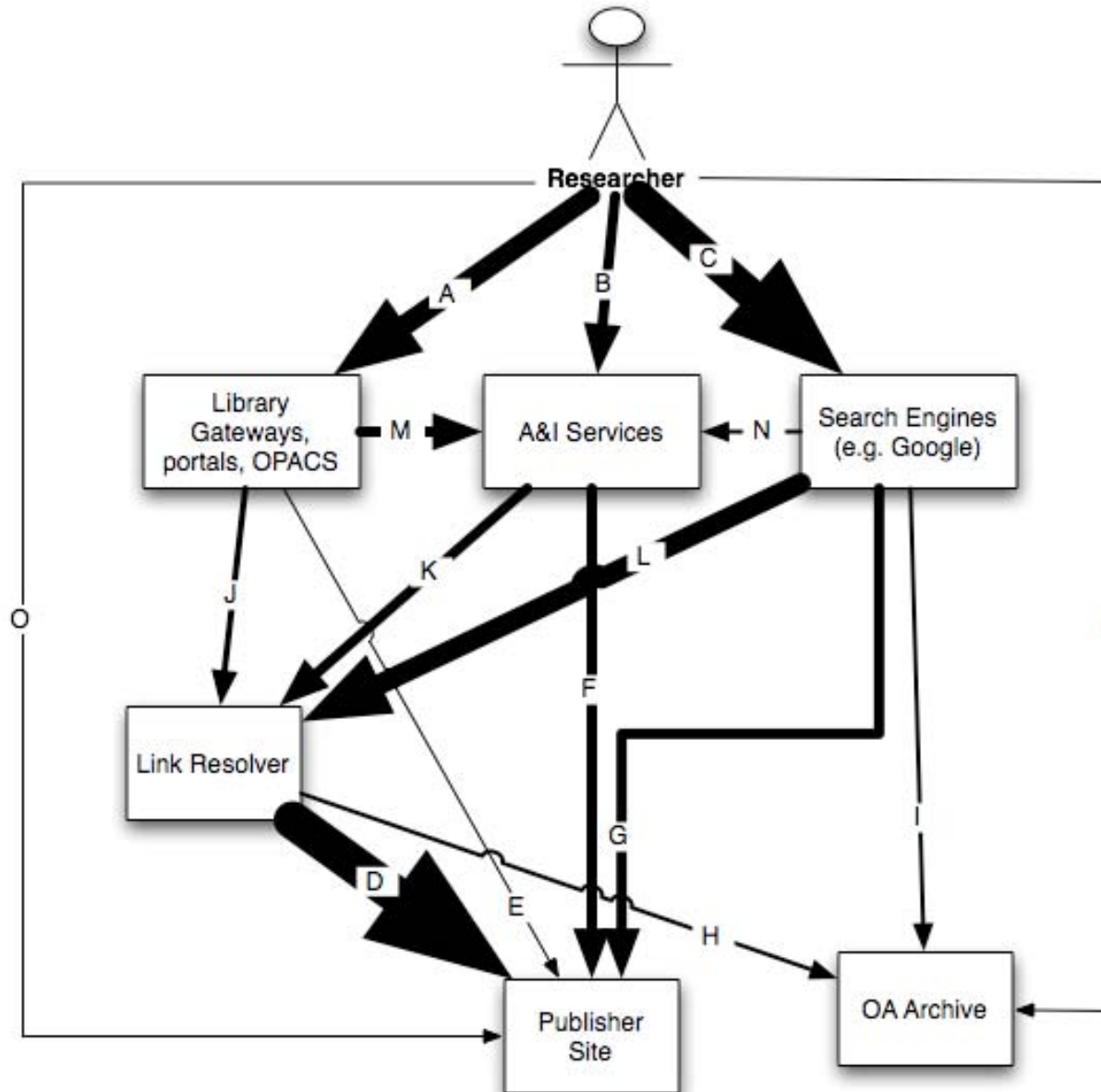
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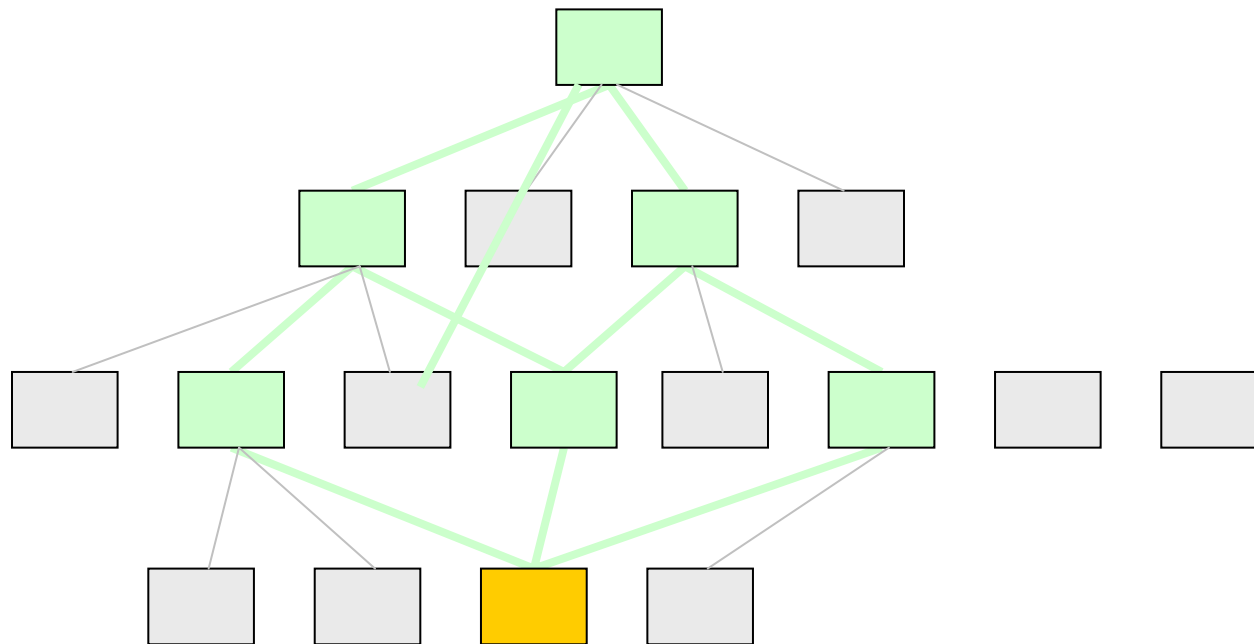


Library deployed technologies in terms of role and importance in traffic flow management





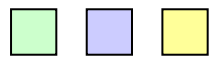
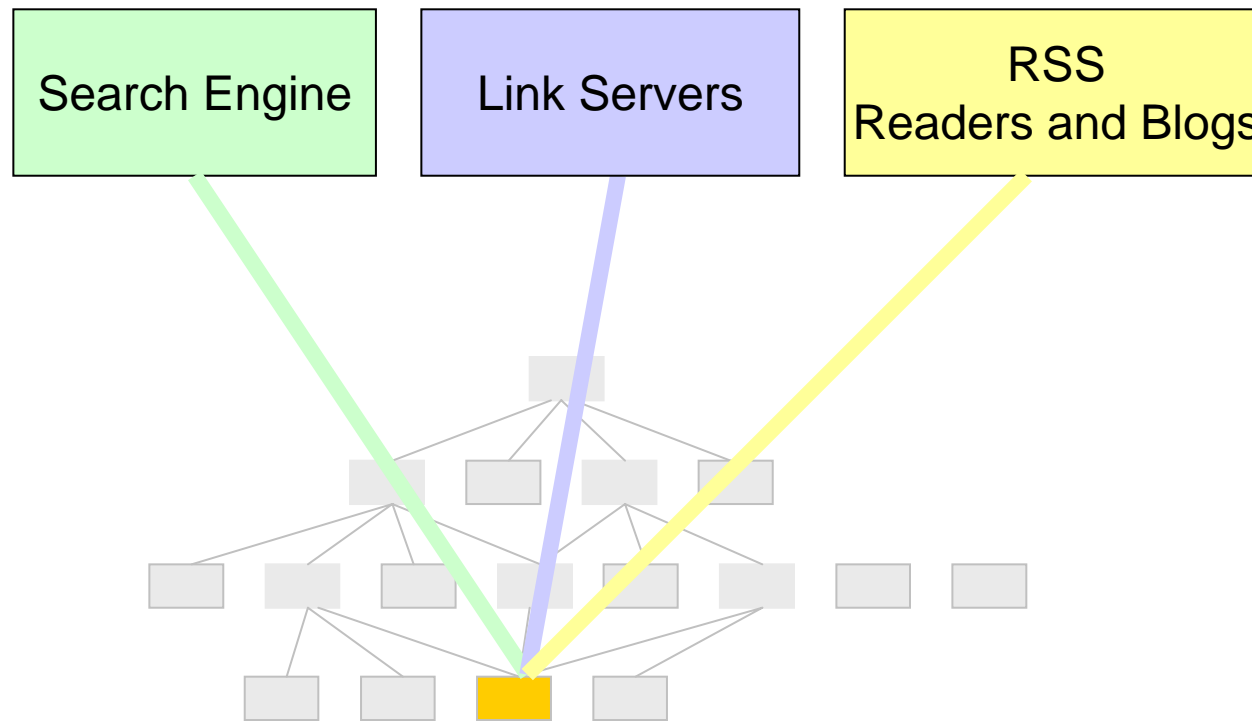
The Publisher's view of the User in their site



 Possible Navigation Route  Target Content



Bypassing On-site Navigation



Possible Navigation Route



Target Content



Unused Navigation



- Link servers don't really work that well.....

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Record 3 of 27 (Set #1) SUMMARY

Title: Sungrazing comets
Author(s): [Marsden BG](#)
Source: ANNUAL REVIEW OF ASTRONOMY AND ASTROPHYSICS 43: 75-102 2005
Document Type: Review
Language: English

Cited References: [97](#) **Times Cited:** [1](#) FIND RELATED RECORDS

Abstract: After centuries of speculation that the early records of observations of bright **comets** near the sun involved repeated returns of a single **sungrazing** object, there came in the 1880s the realization, first by Kirkwood, and then most notably by Kreutz, that the observations could be explained by the existence of a group of related **comets** that had separated from each other at some earlier perihelion passage. After the appearance of further bright sungrazers in the mid-twentieth century, attempts were made to understand the specific manner in which the various members of this Kreutz Group of **comets** had evolved from each other. Beginning in 1979, coronagraphic observations from space allowed the detection of numerous additional Kreutz members that were completely vaporized as they grazed the sun. Since 1996, the Solar and Heliospheric Observatory (SOHO) coronagraphs have revealed some 700 of these **comets**, giving rise to the thought that there is a constant stream of small members, much of the break-up having occurred instead near aphelion and even quite recently. Whereas consideration of break-up only near perihelion requires that the observed dispersion of the orbital parameters would take many millennia, recent calculations have shown that the evolution can be substantially sped up by allowing fragments to be rotationally spun off at heliocentric distances of many tens of AU. The SOHO observations have also allowed the recognition of three other substantial groups of **sungrazing comets**, as well as some pairs arriving only hours apart.

Author Keywords: Kreutz Group; Kracht Group; Marsden Group; Meyer Group; SOHO; sungrazer
KeyWords Plus: IKEYA-SEKI 1965F; PERIHELION PASSAGE; ORBITAL EVOLUTION; SOLAR; SUN; FRAGMENTATION; ORIGIN; SPECTRUM; TAILS; MODEL
Addresses: Marsden BG (reprint author). Harvard Smithsonian Ctr Astroohvs. 60 Garden St. Cambridge. MA 02138

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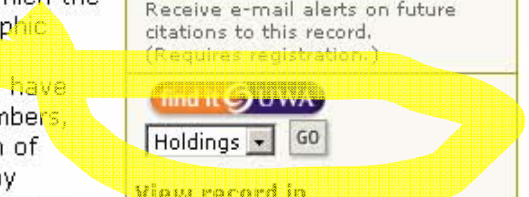
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Title: Sungrazing comets

Source: Annual review of astronomy and astrophysics [0066-4146] Marsden yr:2005 vol:43 iss:1 pg:75 -102

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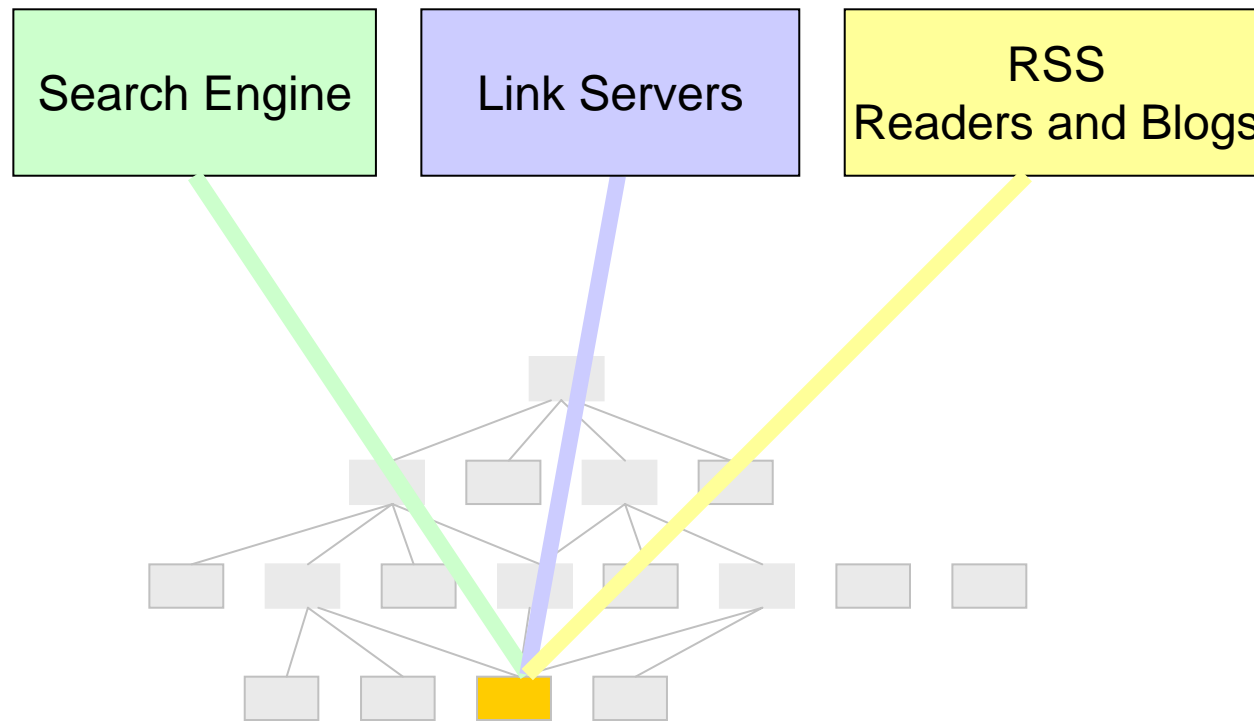
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Cal State San Marcos and Cal State Northridge study

- *52% of the time users just closed the window*
- *Still too complicated – compared to Google*

Bypassing On-site Navigation

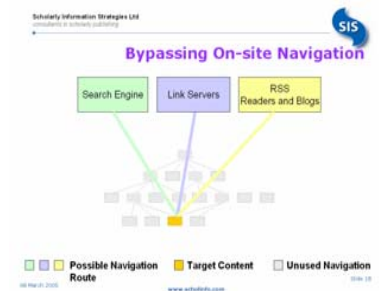


   **Possible Navigation Route**  **Target Content**  **Unused Navigation**



Some conventional solutions for publishers.....

- Develop an article level (i.e. within the full text) branding strategy, to compensate for the bypassing of branding that tends to result from deep linking by link servers.
- Review metadata strategy to ensure that it includes abstract, subject, ISSN and page number information in its z39.50 records
 - So that Federated search engines present your content in the best possible ways





Some conventional solutions for publishers.....

- Features are best used if placed on the landing page – i.e. at article level

- Out of the ordinary features will not necessarily be tried



AND.....

- Most of the interfaces to your content that your users will encounter will be those created by others.
 - *Nielsen's Law*
"Users spend most of their time on other sites and form their expectations based on their aggregated user experience."
<http://www.useit.com/jakob/>
- So making your site very different is probably counterproductive

Featuritis

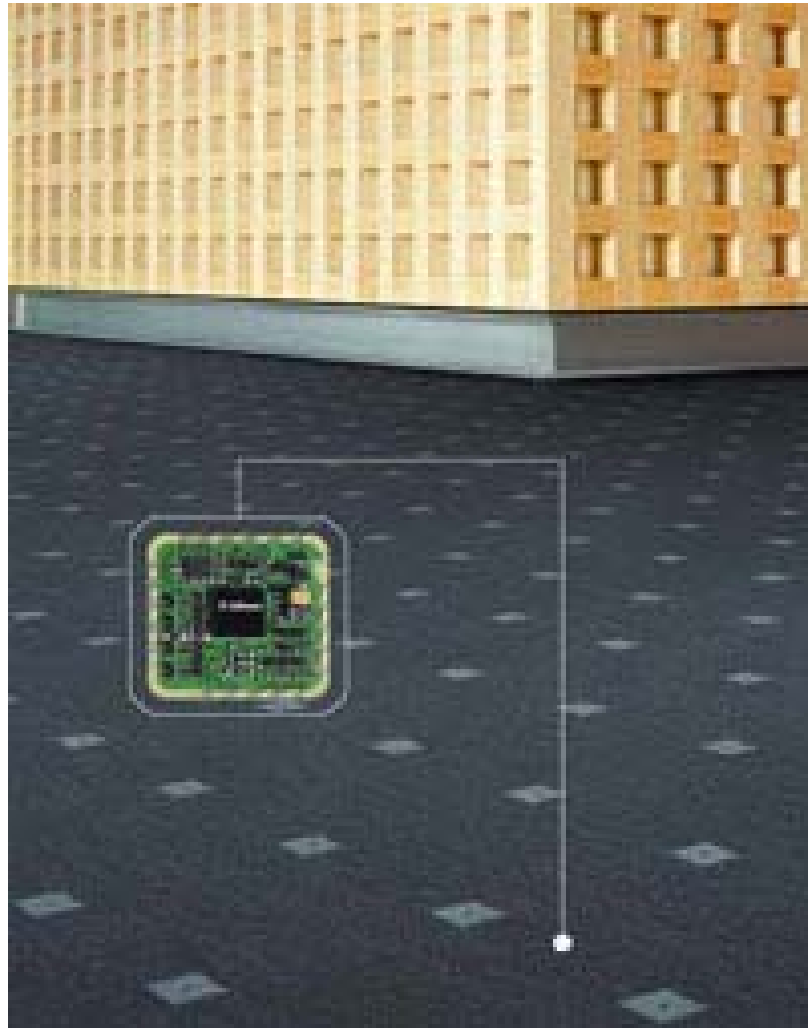
The USB Hotplate



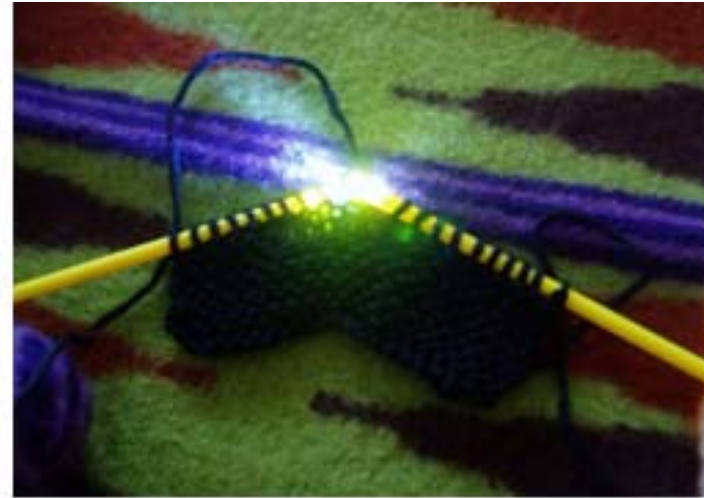
Headlight LCDs: 2 Fast 2 Useless



High-Tech Carpet Knows You are Fat, Old



LED Knitting Supplies





Some advice for Publishers:

FOCUS

here ↓



Users

not here ↓



Competitors

From Creating passionate users blog:

http://headrush.typepad.com/creating_passionate_users/



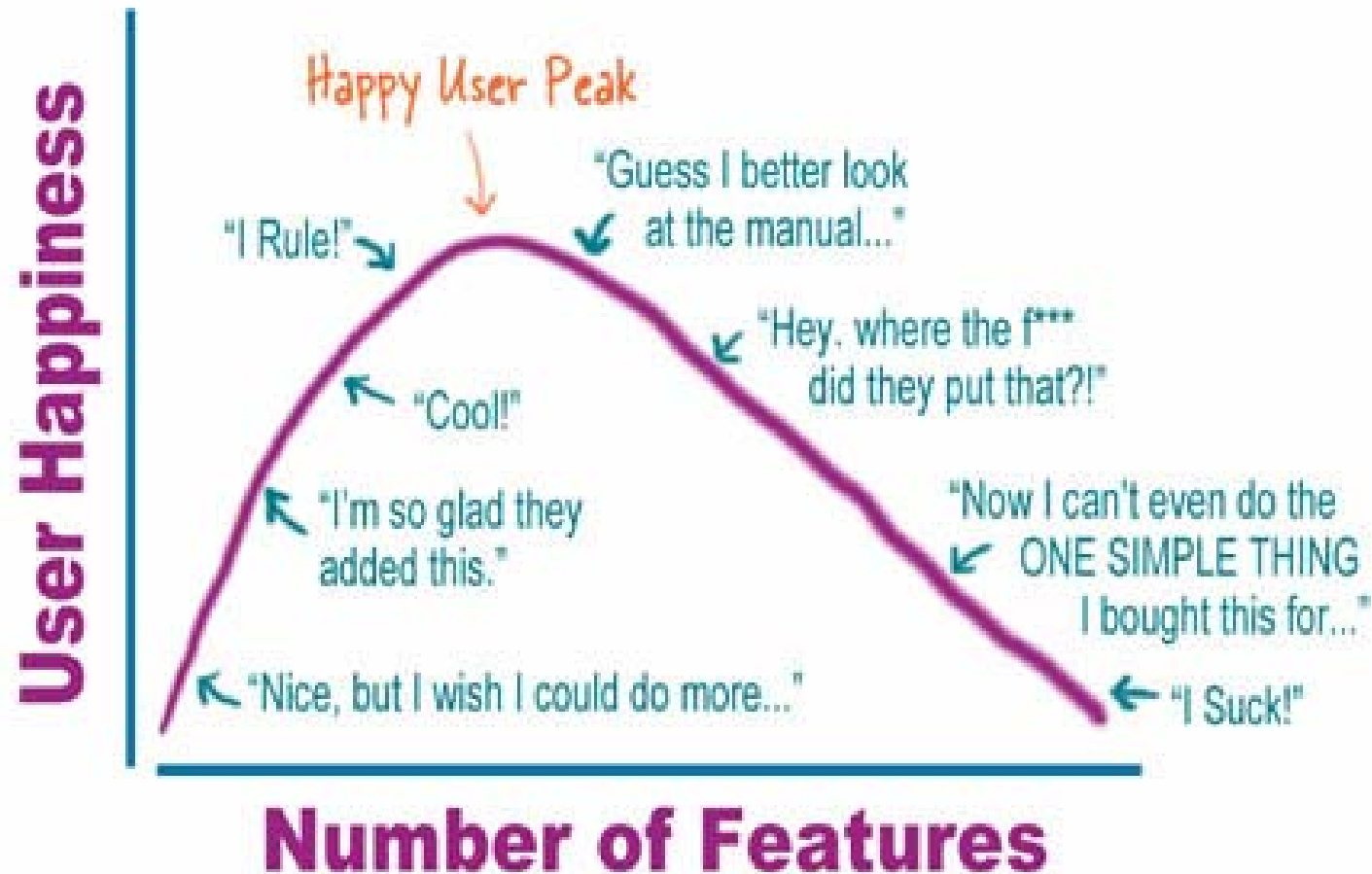
Features Arms Race - Why?

- We're afraid of falling behind our competitors.
- We believe if one of our leading competitors added something, it's something users will want
- We believe potential users will buy off a checklist, and we don't want to come up short in a side-by-side feature comparison.
- We have a compulsive need to add, since the idea of an upgrade that subtracts features seems counterintuitive.
- New features are easier to promote than better/working versions of existing ones. Or so we think...

From Creating passionate users blog:

http://headrush.typepad.com/creating_passionate_users/

The Featuritis Curve



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Find: Find Next Find Previous Highlight all Match case



Some possible less conventional solutions



Picture An Industry Where.....

- Major sellers of content were:
 - Frightened of cannibalizing their physical sales
 - Slow to innovate in online sales
 - Slow to cooperate with each other on standards
 - Seen as profiteering
 - Afraid because their customers were starting to distribute the content for free



**And then a competitor emerged from
outside the industry and threatened to
turn it upside down...**



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- Classical
- Cuban
- Latin
- Rated
- Recently Pla...
- To iPod Shuf...
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- Arabesque
- Brazil
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- Angie Stone

New Releases

Home	Rock	Pop	Folk	Electronic	Hip-Hop/Rap		
Confessions On a Dance Floor Madonna	Down In Albion Babyshambles	Harry Potter and the Prisoner of Azkaban Patrick Doyle	Alanis Morissette: The Handmaid's Tale Alanis Morissette	Mozart: Great Mass in C Minor Gabrieli Consort & Players	Drama Bananarama	Silence Melnyk	Duffy Stephen Duffy

Exclusives

Alone In My Room - Skin Skin	The Kingdom of Spains The Decemberists	Sunshine of Your Love Cream & The Hoxtons	Biology - Single Girls Aloud
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Today's Top Songs

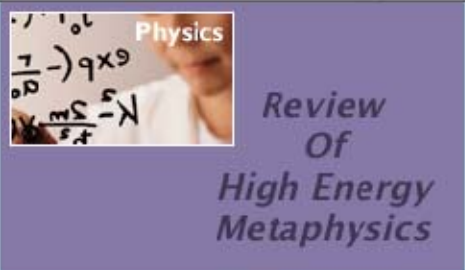
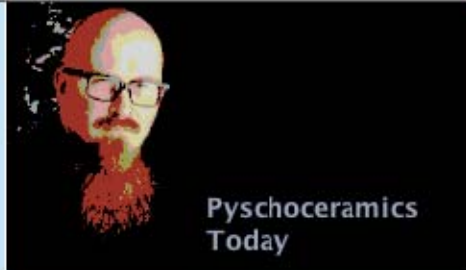
1. My Humps - Black Eyed Peas
 2. Hung Up (Radio Version) - Madonna
 3. Biology - Girls Aloud
 4. I Bet You Look Good in the Morning - Arctic Monkeys
 5. This Woman's Work - Kate Bush
 6. Stickwitu - The Pussycat Dolls
 7. Push the Button - Sugababes
 8. Dirty Harry - Gorillaz
 9. Tripping - Robbie Williams
 10. Gold Digger - Kanye West & Jamie Foxx
- Top 100 Songs

Today's Top Albums

1. Confessions On a Dance Floor - Madonna
2. Confessions On a Dance Floor - Madonna
3. Ultimate Collection - Eminem

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Selection of optimal oliqon
Transgene-induced CCWGG
8-Methyl-2'-deoxyquanos...
Mutagenic effects of abasic
Increased psychoceramic...
Comparative irrelevance

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Today's Top Journals

Journal of Information Scie...
Nature
Endocrine Reviews
Clinical Chemistry





Has this got any mileage in our industry?



ingentaconnect





Has this got any mileage in our industry?

- Music is different
 - Dominated by best-sellers
 - Scholarly content is different
 - None of it sells well – with notable exceptions
e.g. Nature



Document delivery to the individual end user

- Key factors that are needed to make it work
 - One stop shop – comprehensiveness (TULIP 91-95)
 - ◆ iTunes
 - Familiar and trusted e-commerce infrastructure
 - ◆ Google/Check-Out
 - Perceived reasonable price
 - ◆ \$???
 - A single, simple interface



Some barriers to its occurrence.

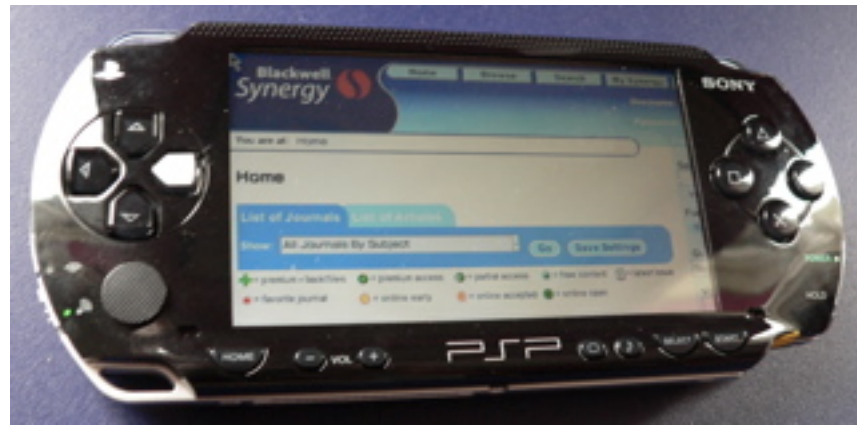
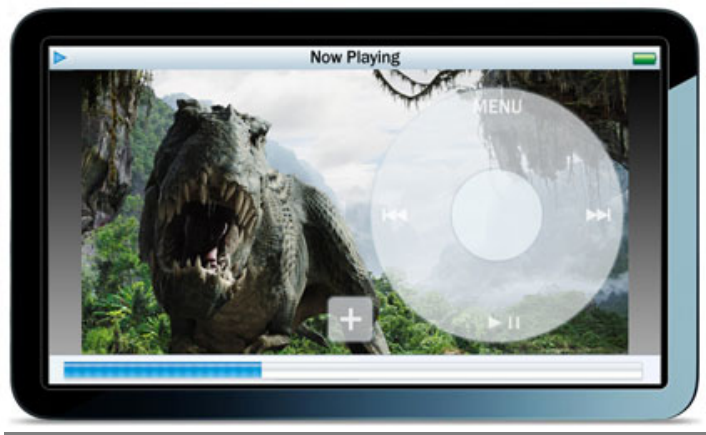
- Most content is already free to the user in the institution –
 - especially as a result of large scale site licensing
 - British Library 20% < year on year
- Users affiliated to institutions have not ever and don't ever expect to pay



Where it might play well?

- Amongst the unaffiliated
- Amongst those affiliated to poor institutions
- For ILL
- In the Corporate sector
- The unaffiliated professional

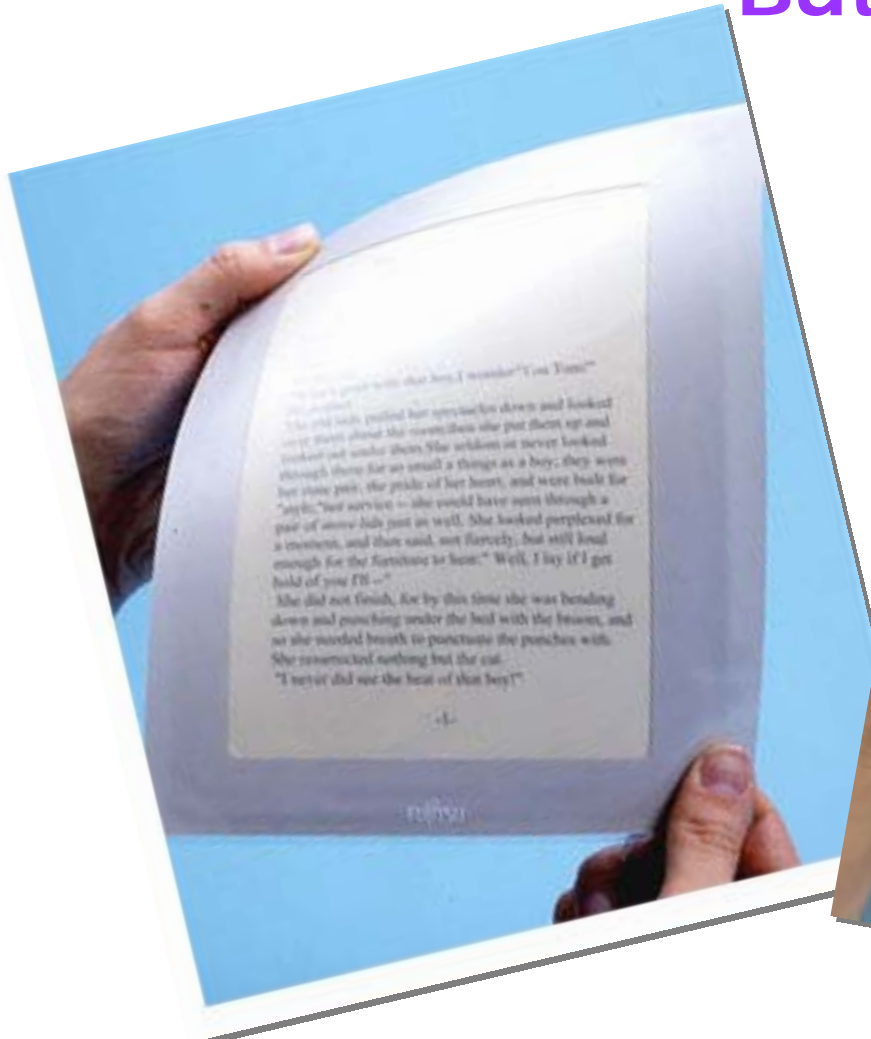
But where is the “iPod”?



But where is the “iPod”?



But where is the “iPod”?





AND who are the likely players

or

Diane Fossey Examines The Industry...





web 2.0





Social Bookmarking



Social Bookmarking /Categorization

- Bookmark and categorize URLs
- See what user X is bookmarking
- See how URL X is most often categorized by other users
- See all URLs that are tagged as X



The screenshot shows a web browser window displaying a del.icio.us tag page for 'IA'. The browser's address bar shows 'http://del.icio.us/gbilder/IA'. The page title is 'del.icio.us / gbilder / IA'. The main content area shows 'gbilder's items tagged IA' with a search box and navigation links. A list of items is displayed, including 'Jon's Radio: Information architectures: print versus online', 'Measure Map', 'Mobile Web Best Practices 1.0', 'R.I.P. WYSIWYG - Results-Oriented UI Coming (Jakob Nielsen's Alertbox)', 'Cover Pages: Darwin Information Typing Architecture (DITA XML)', 'Turning The Pages Online: Book Menu', and 'adaptive path » why content management fails'. On the right side, there are two columns of tags: 'related tags' and 'tags'. The 'related tags' column lists: advice, folksonomy, fun, markup, metadata, mobile, search, usability, and visualization. The 'tags' column lists: advice, archives, books, browse, cms, collaboration, dysfunctional_it, foaf, folksonomy, food, fun, hypertext, IA, identity, java, language, libraries, library, LMS, marketing, markup, and memote_opti_pattern. The browser's status bar at the bottom shows 'Done' and 'PageRank Alexa'.



The screenshot shows a web browser window displaying the Connotea website. The browser's address bar shows the URL <http://www.connotea.org/user/tir>. The page title is "Connotea - a free online reference management service for researchers and clinicians". The user is logged in as "asgbilder" and has a "Logout" button. The main navigation bar includes a search box with "This collection" selected, and links for "My Library" and "Registration". A secondary navigation bar contains links for "Home", "Latest News", "About This Site", "Site Guide", "FAQ", "Popular Links", "Recent Activity", and "Contact Us".

The main content area is divided into three columns:

- timo's groups:** Lists two groups: "NPG Web Publishing (created by timo)" and "se_mweb-lifesci (created by eiaim)".
- timo's tags:** A list of tags including AfCS, Allen, anthropology, autodiscovery, AvianFlu, bayesian, BIND, biology, biotechnology, Blackberry, blogs, and books. It has tabs for "By Usage" and "A - Z".
- timo's bookmarks:** A list of bookmarks with "EXPORT LIST", "RSS", and "?" buttons. The first bookmark is "Hacking RSS and Atom (info)" by Leslie M. Orchard, with ASIN: 0764597582, posted by timo to work books syndication blogs RSS wishlist on Sun Feb 26 2006 at 10:42 UTC. The second bookmark is "Start Your Engines : Developing Driving and Racing Games (info)" by Jim Parker, with ASIN: 1933097019, posted by timo to work programming books wishlist on Sun Feb 26 2006 at 10:42 UTC. The third bookmark is "Building Wealth : The New Rules for Individuals, Companies, and Nations in a Knowledge-Based Economy (info)".
- Toolbox:** A list of utility links: "Add a bookmark", "Create a new group", "Create a tag note", "Rename a tag", "Bookmarklets", "Import from local file", "Export my library", "OpenURL settings", and "Edit my registration".

The browser's status bar at the bottom shows "Done" and "PageRank Alexa".

DEMO

08 March 2005



Signed in as marx mash (1 new) Help Sign Out

Home You Organize Contacts Groups Explore Search your photos Search



Your photos pro 163 photos / 164 views
Sets Tags Archives Favorites Popular Profile

[View as slideshow](#)
(New window)

pretenders2



[click here to add a description](#)

Only friends & family see this. [Change?](#)
Uploaded on Jul 26, 2006 | [Delete](#)
0 comments

pretenders



[click here to add a description](#)

Only friends & family see this. [Change?](#)
Uploaded on Jul 26, 2006 | [Delete](#)
1 view / 0 comments



John's place - Gers
8 photos | [Edit](#)

photograph



performer 3



Nicks place - Morvan
7 photos | [Edit](#)



The screenshot shows a web browser window with the address bar containing the URL http://youtube.com/results?search=BBC&search_t. The search results are as follows:

- 00:25 BBC**
Tag: [Music](#)
Added: 2 weeks ago in Category: [Music](#)
From: [frapormacool](#)
Views: 16
- BBC Error**
01:42
A man quizzed live on BBC TV after being mistaken for an IT expert was last night identified as an accountant waiting for a job interview.
The expression on the guy's face is brilliant, haha!
Tags: [joke](#) [bbc](#) [error](#)
Added: 6 days ago in Category: [Comedy](#)
From: [c3dzman](#)
Views: 32,938
60 ratings
- Brittney at the BBC**
00:33
A friend "remixed" the video of the man being mistakenly interviewed at the BBC (<http://youtube.com/watch?v=KOpLG7fyw3U&search=bbc>) with a television piece I did (<http://youtube.com/watch?v=QB5Zkup83T0>)
Tags: [bbc](#) [television](#) [tv](#) [brittney](#)
Added: 1 day ago in Category: [News & Blogs](#)
From: [brittneygilbert](#)
Views: 251
- *BBC|Team video**
10:41
Part 1 of the *BBC|Team Cal-O clan
Tags: [BBC](#) [*BBC](#) [*BBC|](#) [pwn](#) [pwnage](#) [own](#) [ownage](#) [boom](#)



The screenshot shows a web browser window titled "gbilder's User Page - Last.fm". The address bar shows the URL "http://www.last.fm/user/gbilder/". The page features the Last.fm logo, a search bar, and navigation links for "forums", "downloads", "for your site", and "subscribe". A user profile box for "gbilder" includes links for "Messages", "Recommended", "Settings", "Profile + Tag Editor", and "Logout".

The main content area is titled "User" and includes tabs for "Overview", "Charts", "Journal", "Groups", "Friends", "Neighbours", and "Tags". The "Overview" tab is active, displaying a user profile picture, "Recent Tracks" (with a note: "No recently played tracks to display. This user last played a track on Friday evening."), "Weekly Top Artists" (for Sunday Feb 19 - Sunday Feb 26), and "Featured stations" (including "neighbour radio").

The "Weekly Top Artists" section shows a list of artists with their respective counts:

Rank	Artist	Count
1	Zero 7	3
1	The Dandy Warhols	3
3	Massive Attack	2
3	Liz Phair	2
3	Talking Heads	2
3	Dani Siciliano	2

Other elements include an "Ads by Google" section with a "Need Band Exposure?" advertisement, a "Shoutbox" (noting "Your shoutbox is empty."), and "Recommendations" for "Artist: Coldplay" and "Journal: February Site Update".



The screenshot shows a web browser window with the Pandora website. The browser's address bar shows the URL <http://www.pandora.com/>. The page content includes a paragraph: "Those questions often evolved into great conversations. Each friend told us their favorite artists and songs, explored the music we suggested, gave us feedback, and we in turn made new suggestions. Everybody started joking that we were now their personal DJs. We created **Pandora** so that we can have that same kind of conversation with you." Below this text are buttons for "Your Favorites" and "Minimize". The main interface features a "PANDORA™" player with a "Create a New Station" button and a list of "YOUR STATIONS" including "Liz Phair Radio", "Camper Van Beet...", "GradCenter", "Bree Sharp Radio", "Timbuk 3 Radio", "Dandy Warhols R...", and "Le Tigre Radio". A context menu is open over the player, listing options: "Why did you play this song?", "Make a new station from this song", "Buy this song from iTunes", "Buy this album from Amazon", "I like it", "I don't like it", "Add to Your Favorites Page", and "close menu". At the bottom of the player is a "Guide Us" button. Below the player is a "Pandora Tip" and a footer with links for "FAQ", "Support", "Privacy & Terms", "Blog XML", "We're Hiring", "Advertising", and "About". The footer also contains the copyright notice "© 2005-2006 Pandora Media, Inc. All Rights Reserved." and a status bar at the bottom showing "Transferring data from audio-eqx-sjl04.pandora.com..." and search engines like PageRank and Alexa.

created by the Music Genome Project™



MySpace

http://www.myspace.com/

myspace

Help | Sign Up

myspace.com. a place for friends

The Web MySpace Search

Home | Browse | Search | Invite | Film | Mail | Blog | Favorites | Forum | Groups | Events | Videos | Music | Classifieds

Books **NEW!** Comedy **NEW!** Games Music Videos
Blogs Classifieds Horoscopes **NEW!** Schools
Chat Rooms Filmmakers Movies **NEW!** Videos

Buy American Idol Performance Downloads! NOW!
Limited Time Offer Ends May 24

Member Login

E-Mail:

Password:

Remember Me

[Forgot your password?](#)

Cool New People

Davina **Micah** **Sue**

MySpace Music [more music]

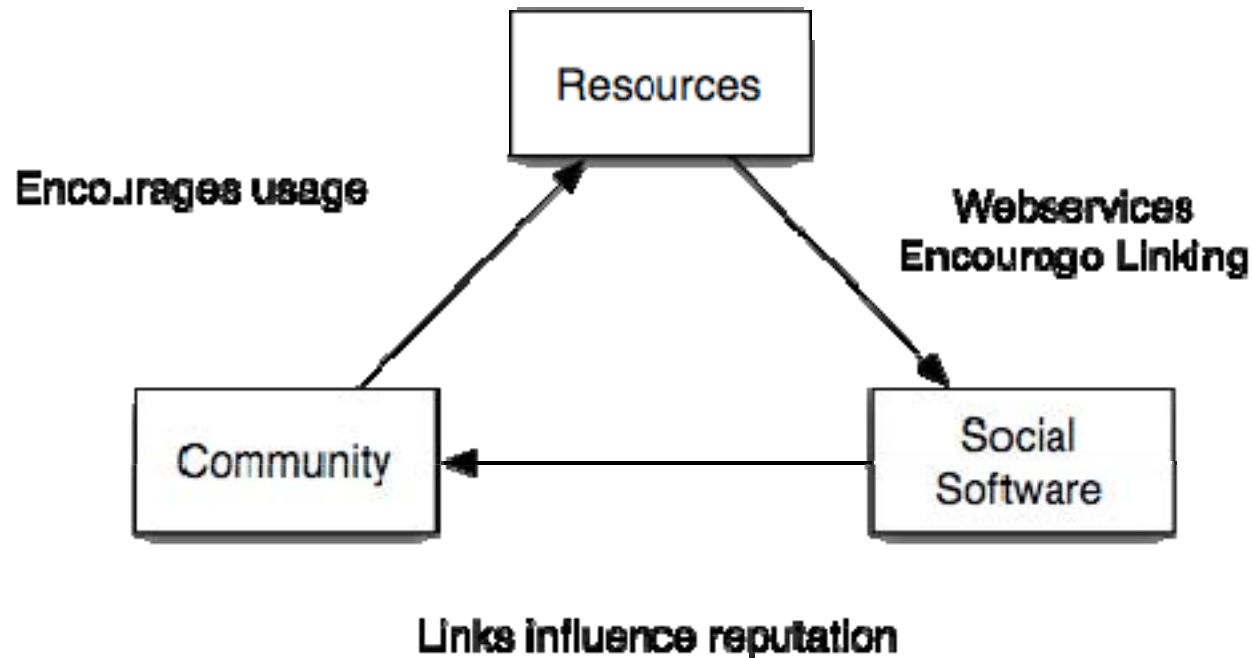
Hoobastank
Rock / Alternative
Agoura Hills, CA

Hoobastank's new album "Every Man for Himself" is in stores now. Take a listen to the lead single "If I Were You" and other new songs on MySpace now, and see them this summer when they hit a city near you.

Demo



Social Software Made Simplistic





Implications

- What person X is blogging
- What person X is bookmarking- on several social bookmarking sites (e.g. del.isio.us, Connotea)
- What person X is listening to (e.g. Last.FM)
- What person X is taking pictures of (e.g. Flickr)
- What person X's travel schedule is (e.g. iCal)
- What books X is reading or planning on reading (e.g. Amazon wish lists)



Implications (Academic)

- See the realtime annotated bibliography of Dr. W
- Show all the ways in which people that you trust have categorized resource X
- See how your taxonomy compares to the taxonomy of Dr. Y
- See all the resources that your trusted colleagues are categorizing as Z

Welcome to postgenomic.com - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://www.postgenomic.com/index.php

Pg Home Search Papers Reviews Conferences Stories Watchlist Blogs Zeitgeist About Log in



Welcome to Postgenomic

Postgenomic collates posts from life science blogs and then does useful and interesting things with that data. For example, you can see which papers are currently [being discussed by neurologists](#), or which web pages are being [linked to by bioinformaticians](#). It's sort of like a hot papers meeting with the entire biomed blogging community. Sort of.

Getting started

- What papers are people talking about?
- What stories are people talking about?
- Search the database by author, keywords or phrases
- Track your papers
- Find new life science blogs
- Zeitgeist

Current hot papers


 **Metagenomic analysis of the human distal gut microbiome.** 

Science Steven R Gill, Mihai Pop, Robert T Deboy, Paul B Eckburg, Peter J Turnbaugh, Buck S Samuel, Jeffrey I Gordon, David A Relman, Claire M Fraser-Liggett, Karen E Nelson



Tags: [general epidemiology](#) [general bio](#) [microbe](#) [metagenomic](#) [GUT](#)

Microbiomic metagenomics in [john hawks anthropology weblog](#)

Microbes, obesity, and you III—the human superorganism in [aetiology](#)

 John Hawks' really needs to permit comments on his blog. I mean, without comments, is it really a blog? I bring this up because this post really belongs in the (non-existent) comments of this post fro...

[Endosymbiotic Microbes in evolgen](#)

 **Pandemic ?dry run? Is cause for concern** 

Nature Butler et al

Tags: [avian influenza](#) [avian flu](#) [indonesia](#) [avianflu](#) [h5n1](#)

Search everything

Looking for something specific? You can search for posts, blogs and papers here.

Search

Top keywords today

distal beneath [sullivan](#) [utilized](#) [gut](#)
distinctions [collective](#) [radically](#) [tragic](#)
amplify

see keywords from the past fortnight

Impact Factors

What journals are bloggers citing from most frequently?

- 12.7% Nature
- 11.5% Science
- 7.8% Proc Natl Acad Sci U S A
- 3.0% PLoS Biol
- 2.6% Nat Genet
- 2.4% Nat Neurosci
- 2.2% N Engl J Med
- 2.0% arXiv
- 1.6% Neuron
- 1.4% Cell
- 1.3% Genetics
- 1.3% J Neurosci
- 1.2% PLoS Med
- 1.1% Am J Phys Anthropol
- 1.0% Nucleic Acids Res
- 1.0% BMJ
- 0.8% BMC Bioinformatics
- 0.7% PLoS Biology
- 0.7% Genome Res



I Want To Subscribe To Your Brain





Mash Ups

Google Earth and Ant Web

AntWeb



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AntWeb Tools

AntWeb provides many facilities to aid you in your discovery of the ant world. Among these are:

Search Tools

Our [regional search](#) and [advanced search](#) let you find ants in a variety of ways, including: taxonomy, location, and collector. You may also search for ants which have images, and type specimens.

Regional Lists

View regional lists of ant subfamilies, genera and [species](#).

In Depth Information

View [description pages](#) of ant subfamilies, genera and species to get more details about them.

Ant Image Comparison Tool

The AntWeb [image comparison tool](#) lets you compare images of ants at the subfamily, genus, species or specimen level. You may also specify which types of images you would like to compare: head, profile, dorsal, or label.

PDF Field Guides

Take AntWeb to the field with you by generating a PDF [field guide](#). Field guides can be generated for subfamilies, genera, and species, and may be focussed on one geographic area. In fact, you can make a field guide from any search result.

g. 94043

ord

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- copenhagen
- stockholm
- new york

Clear

Places

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<http://www.ant>

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Layers

- 3D Buildings
- Gas, Food, Lod
- National Geogr
- Google Earth C
- Shopping and
- Transportation
- Geographic Fe
- Parks and Recr
- Community Se
- US Governmen
- DG Coverage



Image © 2006 TerraMetrics
Image © 2006 NASA

© 2005 Google

Pointer 47°02'28.05" N 1°51'53.81" W

Streaming ||||| 100%

Eye alt 6442.80

- Lodging
- Dining
- Roads
- Borders
- Terrain
- Buildings

Navigation controls including zoom in (+), zoom out (-), home, compass, and a directional pad. On the right, there are icons for pan, print, and email.

Mash-Up of Google Earth and Ant Web



- User driven and controlled
- Based on open API's that allow in simple terms Google Earth and the AntWeb datasets to interact in real time
- To create a rich research tool
 - Can apply to any openly available dataset
- It would be V cool if I could see the relevant primary literature relating to this ant in this environment

DEMO



What it means for publishers

- Your site will become increasingly invisible to readers
- You need to optimise your content for the search interfaces that users use including the library world
- But more importantly you need to optimise it for the research world
 - Your content will continue to be important as long as you expose it to these social software tools and enable user generated content and sharing e.g. Mashups
 - But this will require better and more flexible business models that can provide realtime access to your metadata and primary data.



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3. The Myths and Realities of SFX in Academic Libraries by Jina Choi Wakimoto, David S. Walker, and Katherine S. Dabbour: *The Journal of Academic Librarianship*, Volume 32, Number 2, pages 127–136
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