



Michigan Bulletin

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President's Letter

First of all, I would like to congratulate Karly Szczepkowski who was the winner of the Student Stipend for 2008 SLA Annual Conference. She receives a paid registration and a \$575 stipend to help with expenses. Karly has contributed much valuable time and talent to the WSU student chapter of SLA. Have a great conference, Karly, and thanks for all of your hard work and dedication.

In our mission to incorporate the greater use of technology, the April 25th chapter meeting was a teleconference. Though the turn-out was fairly low, it was an interesting and efficient way of having a productive meeting. Look for more of these teleconference meetings in the future.

The April 25th program at the University of Michigan Buhr Shelving Facility was

reported to be very interesting and informative. Tours are very popular programs and we thank Sophia Guevara and her Program Committee for arranging it.

Just a reminder, beginning in December 2007, the SLA Michigan Chapter Board instituted a no-show policy. If a member RSVP's and indicates they will pay at the door, but does not attend the meeting, that member will be billed for and responsible for the cost of the meal. Members will have up to 72 hours prior to a meeting to cancel via phone, e-mail or in writing (unless otherwise noted). After that, the guarantee has been given to the venue and we are responsible for payment. In the case of personal emergencies, requests for exceptions will be reviewed by the board.

Also at that time, the SLA Michigan Chapter Board instituted a no cash policy.

(Continued on page 2)

(Continued from page 1)

When paying at the door, members are requested to use checks or money orders, but not cash. If a member does not have a check or money order with them, we will verify their address and send an invoice after the meeting. This change was implemented to eliminate the need for those who check-in attendees at the meetings from having to make change, and the need for a program committee member having to carry cash after a meeting.

Thank you for adhering to these policies.

The mentoring survey will be available fall, 2008. There has been a great deal of interest in our chapter fostering mentoring, and this survey will allow mentors and mentees to be matched according to interests and other criteria. Watch for it!

Enjoy your summer.

Paula Storm

May 2008

Inside this issue

President's Letter	1
Conference Review: 2008 Electronic Resources & Libraries	3
Feature Article: "Disaster Preparedness"	4
SLA Press Release	6
Student Chapter WSU	7
New Members	10
Tech Corner	11
Back page	14

Conference Review

2008 Electronic Resources & Libraries Conference – Atlanta, Georgia

The 2008 Electronic Resources & Libraries Conference, held from March 18 – 21 in Atlanta at the Georgia Institute of Technology, was an excellent opportunity to explore issues related to electronic resources, network with colleagues, and meet with vendors. The ERL Conference was created by Bonnie Tijerina of UCLA in 2006 and “provides a forum for information professionals to explore ideas, trends, and technologies related to electronic resources and digital services.”

E-books were one of the themes of this year’s conference. In the session “eBooks: Defining and Considering the Alien Invasion,” Zoe Stewart-Marshall (Cornell) and Ted Koppel (Auto-Graphics) defined the e-book and discussed how e-books have impacted workflow in technical services departments. Stewart-Marshall and Koppel showed that there are three different types of e-books: e-books that are produced by the publisher (Springer’s e-book collection), mass digitized e-books (the Google Books project), and locally produced e-books. They then discussed users’ expectations of e-books; interfaces for e-book discovery and access; e-book use permissions; acquisition and collection development issues related to e-books; and the management of e-books. They suggested that defining e-books and establishing a workflow around them will help libraries efficiently work with them in what is a constantly changing environment.

In a presentation titled “Shooting Fish in a Barrel: If Only Providing Access Were That Easy,” several presenters discussed the technical services implications of acquiring and providing access to e-books. Karen Rupp-Serrano

(Oklahoma) and Jacquie Samples (North Carolina State) discussed what patrons and public services staff would like to see in MARC records for e-books, including quality records, accurate subject headings, consistent URLs, the ability to locate e-books via both faceting searching and browsing, and the ability to load e-book records into catalogs with little human intervention. Ann-Marie Breaux (YBP), Cynthia Cleto (Springer), and Renee Register (OCLC) presented the vendor’s point of view and gave a general overview of their organizations’ plans for meeting some of their customers’ “requirements” for e-books.

The presentation “Connecting with Students in Their Digital World: LibGuides in two Academic Libraries,” by Gerri Corson (South Carolina), Rebecca B. Gettys (South Carolina), and Ken Liss (Boston College), demonstrated the LibGuides product designed by Springshare. LibGuides allows librarians to create library subject guides that interface with Web 2.0 technologies like Facebook, chat, blogs, and courseware systems. The software allows individual librarians to have more control over their individual subject guides and to make changes to the guides more rapidly. Subject librarians don’t necessarily have to wait for a web librarian to make changes to their web-based subject content, they can use the easy interface to make those changes instead. For more on LibGuides, see <http://www.springshare.com/libguides/index.html>.

Finally, Oliver Pesch (Ebsco) gave a talk titled “Gathering the Data: A Look at Alternatives for Populating ERMs.” One feature of ERMs that many librarians encounter is the fact that before ERMs can be useful, they must be loaded with data – vendor data, license data, resource data, etc. Entering this data manually is often a daunting task, but Pesch discussed methods currently available and standards being developed that enable librarians to load ERM data via mechanical means and instead

(Continued on page 12)

Feature Article

Disaster Preparedness Makes the Difference

By Pamela Repp

Disasters come in many different forms and affect people, businesses, schools and universities, government agencies, and libraries. Some are natural disasters such as Hurricanes Katrina and Rita that ravaged libraries in Mississippi, Louisiana and Texas. Some are caused by mechanical failures such as the “furnace puff back” that afflicted the Edgartown Free Public Library in Massachusetts last December or the burst water pipe that flooded parts of the National Vehicle and Fuel Emissions Laboratory Library in early 2007. Unfortunately, some disasters are man-made and come in the form of a computer virus as experienced by the San Diego Superior Court which resulted in the court’s computer system being shut down for more than a week.

The success of an organization’s recovery from a disaster is directly related to its disaster planning efforts. A good disaster plan should include sections on **education**, **preparedness**, and **mitigation**, and should be reviewed and updated regularly. In the event of a disaster, a follow-up meeting can identify lessons learned. Following are

some tips and suggestions for each of the three areas identified here.

Education

A disaster recovery plan will not be properly implemented if staff members are not aware that such a plan exists. Once the plan has been developed, a staff in-service should be conducted to introduce the plan. The plan should

be reviewed with new employees and annually by the staff.

An evacuation plan should be posted and included as part of the training. Annual training and drills will ensure that staff members know what to do in the event of a fire or tornado or other emergency.

Everyone on staff should be informed about the existence of the manual and know where it is kept. There should be multiple copies, each kept in different locations inside and outside. A phone tree (who to contact and in what order) should be included in the manual. Staff members need be instructed on the procedure for closing the building and contacting the appropriate people for authority to act.

Resources

American Library Association

<http://www.ala.org/ala/washoff/woissues/disasterpreparedness/distrprep.cfm>

Disaster Planning for Computers and Networks Public Library Association

<http://www.ala.org/ala/pla/plapubs/technotes/disasterplanning.cfm>

Michigan Pocket Response Plan

<http://www.michigan.gov/som/0,1607,7-192-29943---S,00.html>

WebJunction’s Focus on Disaster Planning and Recovery for Libraries

<http://www.webjunction.org/do/Navigation?category=11540>

Library of Congress

<http://www.loc.gov/preserv/emerg/dry.html>

Preparedness

In a disaster, contact must often be quickly made with the appropriate people within and outside the library. For example, if the disaster involves water damage, quick action can save some materials that might otherwise have

(Continued on page 5)

DISASTER... (Continued from page 4)

to be discarded. To ensure that these contacts are quickly made, a successful disaster plan will include emergency phone numbers, contact information and instructions for notifying the appropriate people quickly about an emergency at the library. The plan must include insurance contacts and policy numbers.

The librarian or disaster team should contact the insurance company before any disaster occurs to identify the scope of the library's insurance policy. The team should determine the kind of information that the insurance company will need from the library to process a claim; this information may include photographs of valuable artwork, an itemized list of all materials in the library, and a list of damaged materials. The library should also establish insurance values ahead of time. Conducting a risk assessment may identify ways to reduce risk and minimize damage in the event of a disaster.

The library must also identify vendors that are qualified to provide restoration services; these include extracting companies that can come in and remove excess water and environmental companies that can remove soot. The insurance agency may be able to provide a list of these companies to the library. By working with the insurance company to locate other services needed to salvage materials such as freeze drying paper materials, cleaning services and environmental testing, the library may avoid payment and insurance coverage issues.

Finally, the library must plan to operate without technology due to computer viruses or electric outages. This plan should include a method for processing library materials by

hand and should identify a location outside the library in which a backup copy of databases can be kept. This backup copy should include an updated list of the library's holdings, which will be useful if access to the damaged library is limited or restricted.

Mitigation

Mitigation is the process of preventing or minimizing damage caused by an emergency. Having a working disaster plan and staff who are well trained in their roles in the disaster recovery process are key elements in mitigating the damage of a library disaster. For example, library materials damaged by water must be dealt with quickly and with care. If they are not dealt with quickly, mold can set in and completely ruin them. In addition, wet paper is extremely fragile and should be handled as little as possible.

Some essential steps for mitigating damage and expediting recovery include securing the area and restricting untrained personnel from entering, stabilizing the area, and surveying the damage. It may be necessary or helpful to photograph the scene for the insurance company. Once the area is stabilized and surveyed, a plan of action can be developed.

If a disaster team has been identified as part of the disaster preparedness phase, recovery responsibilities can be assigned.

Experience brings a unique perspective to disaster planning that print resources cannot. Felicia Cheney, director of the Edgartown Free Public Library, has been spearheading the efforts to reopen the library after a furnace puff back from the furnace covered everything with

(Continued on page 8)

SLA Press Release

In recognition of Earth Day, SLA President Stephen Abram said he is accepting nominations for a special Presidential Citation honoring SLA “Knowledge to Go Green” Champions. Recipients will be announced at the SLA Leadership Summit in January 2009 to mark the inaugural year of SLA’s Knowledge to Go Green initiative.

Abram will accept nominations from individual SLA members as well as SLA Units (chapters, divisions, caucuses, committees and councils) that have implemented green policies, or made significant changes to the manner in which business is conducted, with an eye toward reducing the impact on the environment.

The deadline to apply or nominate for the Green Champion presidential citation is 15 November 2008.

“The SLA Knowledge to Go Green initiative at the association level is a first step, but in order to make a bigger difference we need to truly embrace and apply a green philosophy at the chapter, division and personal level. The implementation of greener practices is unbelievably important for the future of the planet, but also for the profession and the association,” said Abram. “Making an impact with this initiative requires innovation, dedication, and willingness to change from each and every one of us. I created this citation because I want to reward those members and leaders who embody the Knowledge to Go Green mentality and have put a priority on greening the way they work, live, learn, and play. We all have it in us to change and become Green Champions, and I seek to recognize those inspirational early adapters already making a difference,” said Abram.

Abram is asking for nominations in two categories

(Continued on page 13)



Student Chapter News

Wayne State SLA Student Chapter

The Wayne State student chapter of SLA, SLA@WSU, had a very productive year in 2007 – 2008. The members participated in a number of field trips, learning lunch discussions, and targeted products. Following are some the highlights of events sponsored by the chapter.

September

The chapter took a tour of the Special Collections and Map Libraries at the University of Michigan. Kathryn Beam, curator of the Humanities Collection, hosted a discussion and tour of the Early Manuscript Collection which included a papyrus from Paul's Epistles and a bill of sale for slaves at a Jamaican plantation. The chapter also saw an exhibit showcasing the talents of Orson Wells and the Art Adaptation in Radio, Theatre, and Film. Later, Tim Utter, Cataloguer & Reference Specialist, hosted a tour of the Map Library; the highlights of this visit were Detroit city planning street maps and Ann Arbor city maps from all eras.

October

During the chapter's first Lunch and Learn session of

the semester, Prof. Judy Field spoke on Competitive Intelligence (CI), the process of monitoring the competitive environment. CI is a systematic and ethical program for gathering information that can impact a company's plans, decisions and operations. CI should provide meaningful and actionable results and should support the strategic and tactical decision making of an organization's administration. It relies on locating information from publicly available resources, and as librarian apprentices, members of the chapter were being tutored with the skills necessary to pursue careers in Competitive Intelligence.

November

In November, the chapter toured the Reference Library at the Toledo Museum of Art, hosted by Anne Morris, the head librarian. Founded in 1901, the library is a lending library and is open to the public. The library moved from its original location to its new space in the University of Toledo Art wing of the Toledo Museum of Art, designed by Frank Gehry. The library employs two full-time staff and four part-time staff, is approximately nine thousand square feet and houses over eighty-five thousand volumes.

February

The chapter took a hiatus in

December, but in February participated in three power packed activities. In early February, the chapter visited the Detroit Institute of Arts (DIA) Research Library and Archives where the Head Librarian, Maria Ketcham, led a tour through the library's collections. The DIA Research Library and Archives was founded in 1905, and with its 185,000 volumes is the largest art museum library in Michigan and ranks in the top ten as one of the larger art museum libraries in the nation. One of the Library's most significant collections is its material in foreign languages.

At the chapter's second *Lunch and Learn* event, Wayne State faculty advisor Judy Field gave a presentation on knowledge management (KM). KM is the process of organizing and providing access to facts, figures, data and processed information. KM can also be viewed as the management of the output of human resources rather than just the management of technological resources. The information professional who handles KM facilitates the transfer of information within an organization. Employees taking over a project or department need to have access to all of the pertinent data, facts, figures, and related resources associated with the project or department. Good KM includes making organizational manuals avail-

(Continued on page 9)

DISASTER... (Continued from page 5)

a sooty film.

She recommends from experience that librarians understand their insurance policies and determine what is covered in those policies and what is not. Librarians should also research the reputation of the insurance company they are dealing with and ask the firm about its response time and length of time for reimbursement. Delays and extra expenses should be expected. According to Cheney, “the insurance company will probably not cover all the expenses you incur.”

One area often overlooked is the safety and well-being of library staff; they may be asked to help with cleanup or their workplace – the library – may need to be relocated while repairs are being made. Library staff should be well protected from mold and soot when handling damaged library materials. It may be necessary to let the experts take over some of the recovery work to ensure the health of the library staff. In general, the whole process of recovering from a disaster can be very stressful and tempers may be short; efforts must be made to minimize these stresses.

Ever the optimist, Cheney suggests that the disaster can become a tool for building loyalty within the community. She and her staff have been focusing on good customer service and work very hard to get patrons the materials they request and the results are paying off. Library patrons have a new found respect and appreciation for the work done by the library staff.

Many resources are available to help a library develop a working disaster preparedness plan. The Special Library Associa-

tion has a disaster planning portal with links to current articles and information about libraries and disaster preparedness. The American Library Association has a collection of disaster planning resources. WebJunction offers many disaster planning tools also.

able, providing access to products once they have been shelved, and reactivating items and making them available for current staff members. Prof. Field closed by stating that KM is a skill that should be mastered by the 21st century information professional.

Finally, the chapter visited the Bruce T. Halle Library at Eastern Michigan University. This event began with a discussion led by EMU librarians Paula Storm and Elaine Logan focusing on the special librarian in an academic setting, followed by job search tips for those interested in special library careers. Logan then led the group on a tour of the library, which ended with a demonstration of the library's legendary ARC retrieval system. The ARC (Automated Retrieval Collection) utilizes a robotic crane to retrieve library materials. .

March

The chapter concluded the academic year with a tour of the Cranbrook Academy of Art Library. Judy Dyki, director of the library, led a discussion and tour that focused on Cranbrook's history, the library's unique collection, and preparations for an up-

coming renovation in 2009. A highlight of the tour included the impressive 19th Century portfolio collection.

The chapter is in the planning stages for several other activities over the next few months; these will be posted to the Wayne State LIS listserv when events are finalized. These include:

- **Tour of Ryan Correctional Facility Library** – once the tour group is approved, attendees will need to submit personal information to the correctional facility prior to attending for a background check.
- **Tour of the Wayne County Library for the Blind** – the chapter is excited about this tour because the library director for the WCLB contacted the chapter first about the activity.
- **Tour of the Lansing Library for the Blind** – this tour will provide WSU students based in Lansing with an opportunity to network with their colleagues at the School.

SLA Michigan chapter members should contact the Wayne State student chapter with ideas and suggestions or if they would like to join the chapter on one of its tours.

The chapter wishes everyone a great summer!

Vicki Dixon serves as co-secretary of WSU@SLA, the student chapter of SLA at Wayne State, where she is currently enrolled in the MLIS program. She also works part-time at the Farmington Community Library.

New Members

Welcome our new members!

January Carol Creech

Cynthia Meisner

John Ekleberry

February Michael Fitzpatrick

Steven Kish

Mary Lou Wilker

Mary Frances Lembo

Joseph Anteau

Elaine Engstrom

Annalisa Grosso

Jessica Little

Candi Wilson



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TECH CORNER

What's new in technology?

This issue features an article from Mary Ellen Bates

InfoTip: Google Can Do That? (November 2007)

I recently spoke at the [Internet Librarian conference](#) in Monterey, CA and one of the presentations I enjoyed doing the most was on the hidden features of some of the major search engines. I have covered some of them in early Info-Tips, but the following are a few of my new Google favorites.

Google lets you search for a range of numbers, in any format. To include a number range in your search query, type in the lower and upper numbers, separated by two periods - e.g., 15..50 I had a chance to try out this feature in a real-life search; I wanted to find a set of wireless headphones on Amazon.com costing between \$50 and \$100. I typed in the query (wireless OR cordless) headphones \$50..\$99 site:amazon.com and, sure enough, I retrieved a wide selection of wireless headphones within my price range.

Note that Google is smart enough to recognize decimal points - some of the items I retrieved weren't an even dollar amount but were, for example, \$57.83. This feature could also come in handy if you are looking for a mention of a range of years.

Speaking of date-searching on Google, you can limit your search to only those pages added or changed within the past [whatever] days. This can since you last ran your search. You can do this not by adding text in the search box but by modifying the search results page URL by adding the following text to the end of the URL and clicking [Search]: `&as_qdr=dn` (where n is the number of days you want searched) So, for example, to limit my search to the last 18 days, I would add `&as_qdr=d18` to the end of the search results page URL.

Keep in mind that this isn't a perfect date-limiting search. Some web content management systems automatically refresh a web page frequently, without necessarily making any changes to the page. Those pages will have a recent date but the content within them may have been unchanged for months.

If you are based in the US, you can search for local companies through your cell phone, regardless of whether or not your phone has web capability. If you call 1-800-GOOG411 (1-800-466-4411), you will be asked to say the city and state you want information on - Boulder, Colorado, for example - then you say the type of business or specific business name you want - for example, "book store" or "Barnes and Noble". A text-to-speech program will read you the top eight results from its [local search](#). If you want, Google can automatically dial any of the first eight businesses' phone number, or you can ask to have the address and phone number read to you.

You can also get quick answers to simple queries by texting Google from a US cell phone. Send

(Continued on page 12)

Tech Corner *(Continued from page 11)*

a text message to 466 453 (GOOGLE) and then type your query in the text box and send it. Within seconds, you will receive a text message with one of Google's Quick Answers. The default is for Google to take your query and attempt to find a Quick Answer. If you want a search of the web, put the word web at the beginning of your search, such as web avian flu. This will return you a text message with a snippet of the first search result, along with a link to mobile-formatted page of the search results. See sms.google.com for more information on this service.

Conference Review *(Continued from page 3)*

spend their time using the system to make decisions about electronic resources.

The ER&L Conference may be a newcomer to the library conference circuit, but it is an excellent forum at which those working with electronic resources and considering issues related to e-books, licensing, ERM systems, usage data, etc. can network with colleagues dealing with similar issues and learn about new developments in the field. For more information about the conference, see <http://www.electroniclibrarian.org/>.

Submitted by Nathan Rupp

Have you attended a conference lately? How about writing a brief article and sharing your experiences? Send your information to Pamela Rupp, Bulletin Editor (parepp@ameritech.net)

The advertisement is a rectangular graphic with a light green background and a darker green vertical bar on the left. The text is primarily in white and green. On the left side, it reads "Click University" in large white letters, followed by "Certificate Programs 2008" in smaller white letters. At the bottom left is the SLA logo, which consists of a blue sphere and the text "SLA Connecting People and Information". In the center, it says "Three Great Certificate Programs for SLA Members!" in green. Below this is a bulleted list of three programs: "Knowledge Management and Knowledge Services", "Copyright Management", and "Competitive Intelligence". At the bottom center, it says "Visit www.ClickUniversity.com for complete details on all programs." in green. In the top right corner, there is a logo of a green owl with large eyes, with the text "CLICK UNIVERSITY an SLA experience" below it. A small "CBT" logo is in the bottom right corner.

Press Release *(Continued from page 6)*

for the Knowledge to Go Green Champion Citation:

SLA Members: Green Champion citations will be awarded to individuals) that have applied green principles and made changes to the way they do their work on a day to day basis. Applicants should be able to demonstrate the introduction of new green policies, education programs or major changes within their library or at their place of employment.

SLA Units: Green Champion citations will be awarded to SLA Unit's) that have applied green principles to the manner in which SLA events and programs are conducted. Applicants should be able to demonstrate considerable changes to the way in which SLA meetings, communications, promotions or annual conference programs are conducted at the chapter, division, or caucus level.

In January 2008 the SLA Board of Directors implemented a new policy for the nomination and awarding of SLA Presidential Citations. In past years the presidential citations followed the same schedule as other association level-awards, with a brief nomination cycle at the end of the calendar year. The new policy allows the president to accept nominations and reward exceptional service to the association year-round. Citations are granted at the pleasure of the current SLA president for whatever reason they deem worthy of recognition. The Green Champion Citation is a special category created by Abram in recognition of the association's commitment to green practices through the Knowledge to Go Green initiative.

Members can submit nominations for the presidential citations, including the Green Champion Citation, via the form found on the SLA Web site awards page here: <http://www.sla.org/content/SLA/awardsrecognition/index.cfm>

