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

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/rmcdonald
His website is located at: http://www.rmcdonald.info

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
CONFERENCE SCHEDULE

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.
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 III stand alone ERM as a case study.

ELECTRONIC RESOURCE MANAGEMENT
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.

PARTNERSHIPS
## Wednesday, March 22, 2006

**6:00-8:00 PM**  
Welcome Reception & Registration  
Location: Georgia Tech Library & Information Center

**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

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

## Thursday, March 23, 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**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00-9:00 AM</td>
<td>Breakfast (Registration)</td>
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<tr>
<td>9:00-9:50</td>
<td>Facilitated Discussion on Archiving eResources</td>
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| 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 |
                | 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                                                         |
PRESENTATION ABSTRACTS

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.
CONFERENCE SCHEDULE

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

Acknowledgements

ER&L was created from the hard work and dedication of the following individuals:

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