



The CHARLESTON REPORT

Business Insights into the Library Market

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Libraries on the Move

Three major Illinois academic library consortia have merged into a single new group called CARLI — the Consortium of Academic and Research Libraries in Illinois. CARLI combines the Illinois Cooperative Collection Management Program (115 members), the Illinois Digital Academic Library (150 members), and the Illinois Library Computer Systems Organization (ILCSO, 65 members, including the University of Illinois). Eliminating duplicate memberships in the three former groups, the new consortium will serve a total of 162 libraries and includes all academic libraries in the state, as well as the Illinois State Library and the Chicago Public Library. For more information, logon to carli.illinois.edu.

Santa Clara University (California) has received a gift of \$1 million to be used toward a new 194,000 square foot library for the campus. The gift comes from Silicon Valley philanthropists John M. and Abby Sobrato. The building plan calls for space for 1.1 million volumes, approximately 20 years growth, along with an automated retrieval system that will expand the library's capacity to store and access collections. *LJ Academic Newswire*, May 26, 2005.

Six European heads of state and 23 European national libraries have pledged their support to an effort to compete with Google's announced global virtual library. The new project is called the European Digital Library and has received \$128 million in funding to date. Statements by the founders of the effort indicate concerns about the dominance of the English language in the Google project. National libraries participating in the effort include Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Lithuania, Luxembourg, Netherlands, Poland, Slovenia, Slovakia, Spain, and Sweden. *Wall Street Journal*, May 12, 2005. See also related information at <http://www.dw-world.de/dw/article/0,1564,1566717,00.html>.

The New York Public Library was highlighted in "Arts, Briefly," in the *New York Times* for its offering of 700 books for downloading in digital audio form to PC's, CD players, and portable listening devices. The short piece was titled "Downloading 'Moby Dick,'" and described the NYPL service which is a partnership with OverDrive, Inc. The Library's Website offers patrons the opportunity to browse and download fiction, non-fiction, and youth materials, as well as search digital collections. To learn more, logon to <http://ebooks.nypl.org/>. *New York Times*, June 16, 2005.

Short Takes

The U.S. Department of Education has granted the University of Virginia and the University of Toledo \$2.5 million to investigate the impact of 'print focused reading' on pre-school age children attending need based programs. As a part of the effort, teachers in three Virginia counties will track a control group of children to see if their developmental and social skills improve more than normal thanks to shared reading experiences. Researchers hope results of this study will be able to help children develop more successfully. www.charlottesvilleplex.tv/news/headlines/1584431.html

OCLC has announced a pilot project with 20 libraries and four partners (TDNet, EBSCO, Serials Solutions, and Ex Libris) to make e-serials as visible as print materials in WorldCat and to expose those records to searchers on the open Web through the Open WorldCat program. During the pilot, OCLC will receive monthly holdings statements representing the e-serials collections of participating libraries from partners in the pilot or, in some cases, directly from the libraries. Pilot libraries will also register their OpenURL resolvers with OCLC, which will allow authenticated end users to access full-text online content. *OCLC Press Release*, June 15, 2005.

The Wellcome Trust, the UK's biggest non-governmental funder of biomedical research, has announced that, effective October 1, 2005, all papers from new research projects must be deposited in PubMed Central or in a UK version of PubMed Central within six months of publication. The Trust will allow existing grant holders one year's delay, to give time to adjust to the new policy and address potential problems. The director of the Wellcome Trust said the mandatory deposit policy was meant to maximize the value of archives like PubMed Central. *LJ Academic Newswire*, May 24, 2005.

The American Institute of Physics has announced that its Scitation Usage Report Service (SURS) is now fully COUNTER compliant. COUNTER-defined reports, including "Number of Successful Full-Text Article Requests by Month and Journal," "Number of Successful Item Requests and Turnaways," "Total Searches Run by Month and Service," "Total Searches and Sessions by Month and Database" and "Total Searches and Sessions by Month and Service" are available for each subscribing institution, as well as for multi-site and consortia administrators. For more information, logon to www.scitationreports.org. *AIP Press Release*, May 10, 2005.

Booklist, the long-standing review journal of the American Library Association, is launching Booklist Online (BOL), a combination free and subscription-based Web database with over 100,000 archived reviews, columns and features. An expanded version, called Booklist Online Plus (BOL+) will be released later and will offer subscribers the ability to link to content from *Choice* (ALA's review journal for academic libraries), plus reviews from selected third parties. *American Libraries*, June/July 2005.

Don't Miss This!

Government Information Online (GIO) is a national pilot project to create an online cooperative virtual reference and information service that specializes in answering questions about government information. Libraries contributing their time and expertise to the project are official depository libraries who participate in the U.S. Government Printing Office's Federal Depository Library program, and many are also official depository libraries for their respective state governments. The project is being coordinated by the University of Illinois at Chicago and the Illinois State Library. Resources for the project were provided by OCLC. The pilot will run from Mid-November 2004 through Mid-November 2005. More information and a list of the 30 participating libraries are available at <http://govtinfo.org/>.

Apples to Oranges for Publisher Usage Data

Charleston Conference frequent speaker Phil Davis and co-author Jason Price are reporting that a publisher's interface design can have a measurable effect on electronic journal usage statistics. According to the authors, a study of journal usage from six COUNTER-compliant publishers at 32 research institutions in the U.S., UK, and Sweden indicates that the ratio of HTML to PDF views is not consistent across publishers, even after controlling for differences in publisher content.

To learn more, download the draft manuscript of the full article from: <http://people.cornell.edu/pages/pmd8/index.html>.

Mark Your Calendars!

The Charleston Conference brochure is enclosed with this issue. Don't forget to register!

Conference Dates: November 2, 2005 for Preconferences and the **Charleston Advisor** Vendor Showcase; November 3-5, 2005 for the Full Conference. Check it out at www.katina.info/conference.

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The Charleston Report is written for publishers, vendors, product developers, merchandisers, and wholesalers who are interested in expanding their library market. Readers will gain insights in effective marketing to libraries, early alerts to library trends, access to library leaders' future plans, library budget projections, library strategic plans, technology directions, and publications needs.

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By the Numbers

\$2.8 million...the amount to be paid from the Federal Emergency Management Agency (FEMA) to the University of Hawaii to aid in recovery from the devastating flood that occurred there on October 30, 2004. The library will receive nearly \$2 million from the total. *LJ Academic Newswire*, May 26, 2005.

37,242...the number of eBooks downloaded from Project Gutenberg on a sample day: June 18, 2005. The total downloaded for the 7 days between June 11 and 18 was 272,081; for the 30 days from May 19-June 19, 1,118,937. Usage totals are updated daily. Project Gutenberg, which began in 1971, now offers 16,000 eBooks free of charge. To learn more, logon to www.gutenberg.org.

47%...the percentage of U.S. residents reading a book on any given day, according to a recent Gallup poll. The figure is up from 37% in 1990, and 23% in 1957. The median number of books read in a year is five. See Yahoo news http://news.yahoo.com/s/csm/20050609/cm_csm/lesummer.

807,169...the number of DVDs circulated by the Toledo (Ohio) Public Library in 2004, vs. 104,639 in the year 2000. Recent data from the U.S. National Center for Education Statistics indicate a 56% rise in the number of video materials available in public library collections in the U.S. *St. Petersburg Times*, May 18, 2005.

33%...of online young adults (aged 18-24) prefer the Internet as their primary source of news. Overall, 26% of all online adults prefer the Internet for national and international news, up from 19% in 2001. Source: Jupitermedia, www.jupitermedia.com. Reported in *Information Today*, June 2005.

195,000...the number of new titles and editions published in 2004 in the U.S., according to statistics compiled from Bowker's Books in Print database. Adult fiction grew 43% to 25,184, the highest total ever recorded for that category. For more information, logon to www.bookwire.com/bookwire/decadebookproduction.html.

Did You Know?

With the relaunch of its Website, *Library Journal* has jumped on the blogwagon with TechBlog, available under the Technology channel at www.libraryjournal.com.

"We'll cover the whole gamut, from adaptive technology to FRBR, from WiFi to Z39.50. A core of correspondents from the field will contribute, comment and conspire to advance the cause of useful technology in libraries."

— Dodie Ownes, **Charleston Advisor** reviewer and supporter, who will be heading this effort. <djownes@ix.netcom.com>
<http://www.libraryjournal.com/blog/670000067.html>

Hot Topics from the 7th Fiesole Collection Development Retreat

... Closing Summary by Professor Neil McLean, Director, IMS Australia

More than 90 participants representing libraries, publishing, and intermediaries gathered “down under” in beautiful Melbourne, Australia, for the Seventh Fiesole Collection Development Retreat, held on the campus of the University of Melbourne at the Woodward Conference Centre from April 28-30, 2005. This year’s retreat was hosted by CAVAL Collaborative Solutions and the University of Melbourne. Attendees hailed from 15 countries, as far away as Italy, the UK, Sweden, and Finland in addition to the U.S. Australasians joined from India, Thailand, Japan, China, Hong Kong, New Zealand, and of course, Australia.

Ann Okerson, Associate University Librarian for Collections and International Programs, Yale University, provided the opening keynote “Reflections About Collections: With the Help of Peter Cook and Dudley Moore.” Three panels of distinguished speakers followed. The first, “The Geography of Journal Publishing,” was convened by Mark Robertson, President, Asia, Blackwell Publishing. The second, “The Blame Game: Open Access and Its Impact for Publishers, Librarians and Academics,” was organized by Colin Steele, Emeritus Fellow, Australian National University. The third and final panel was convened by Tony Ferguson, University Librarian, University of Hong Kong Libraries, and featured the topic “Book Publishing, Distributing and Libraries on This Side of the World.”

The closing speaker, Professor Neil McLean, former University Librarian at Macquarie University in Sydney and currently Director, IMS Australia, provided a summary of the key points of the retreat.

Library Perspectives

—Ann Okerson’s main points were:

- Libraries’ desire for control and self sufficiency, both a strength and weakness in the digital world
- Success stories to tell in terms of dealing with outsourcing of labor-intensive services and in accommodating aggregated digital collections
- Proud of being able to secure “big-deals” with commercial providers
- Greatly increased accessibility to scholarly literature in digital form
- Strong awareness of being reader-driven
- Libraries are a partner in creating an electronic marketplace

—Constraints include:

- Inability to make further cost savings
- Lack of flexibility in pricing models for digital information
- Institutional repositories seen as important
- Preservation of digital information a major challenge

For Profit Publisher Perspectives

- Many pressures in a tough consumer market for journal publications
- Reasonably happy with “big-deals”
- Very aware of diminishing resource base in libraries
- Intent on protecting historical print expenditure revenue base
- Further cost savings not easy to achieve
- Process improvement remains elusive

- Open Access initiatives viewed as a major threat
- Google scholarly publication program viewed with caution and some skepticism
- Relationship to institutional repositories not yet understood
- In summary, business still good but under stress

Open Archive Perspectives

- Much confusion over goals and objectives
- The core driving force is to change the mode of scholarly communication
- The distinction between journal publication and archiving of research publications often becomes blurred
- The various open archives initiatives have had little impact as yet on the international journal publishing industry
- Credible business models yet to emerge
- Initiatives very often divorced from the research communities they hope to serve
- In spite of limitations, open archives initiative “here-to-stay”

Institutional Repository Perspectives

- Much talked about in the global arena
- A lot of relatively fragmented activity
- The scope of institutional repository roles remains somewhat obscure
- Still major costing and ownership issues to be addressed
- The technological requirements are still a matter for further development
- Institutional repositories likely to evolve rapidly over the next two years

Research Community Perspectives

- Still committed to peer review and high prestige commercial journals
- Few signs of willingness to pay for publications
- Very happy with increased digital accessibility to journals
- Skeptical and often ill-informed about open archive initiatives
- Little enthusiasm for institutional repositories
- Mostly immune from price signals in journal market
- Libraries regarded as a “good thing” as long as someone else pays

Government Perspectives

- Additional funding for libraries unlikely
- General desire to see greater accessibility to scholarly research output
- Content to accommodate a mixed economy in the journal market
- Very interested in building research infrastructure to enhance reporting and accountability

Conclusions

- There are inextricable links between libraries and commercial publishers
- The diminishing resource base is a major threat to this relationship

... continued on page 4

Hot Topics from the 7th Fiesole Collection Development Retreat

... continued from page 3

- The “big-deal” concept is coming under close scrutiny in some library consortia
- Protecting the existing revenue base is a major inhibition to reform of the existing system
- The current situation represents an imperfect market where consumers are immune to price signals
- Innovation in pricing modules almost non-existent
- In spite of the illusion of being reader-driven the market is supply-driven
- There is a plurality of potential and actual business models
- Differentiation in the market place is not easy to achieve
- Usage data has had little effect on library strategies
- Communication lines between all parties in the value-add chain have been disrupted
- Collaboration initiatives between interested parties appear to be stuck in a groove
- The nexus between teaching and research received little attention in the discussion
- The management of large digital data sets is looming as a strategic issue
- Intellectual property issues were not readily evident in the various presentations
- All parties recognize an ongoing tension between quality and convenience in serving academic communities

The Way Forward

- Rethink the library-commercial publishing nexus in partnership with open archives and institutional repository initiatives

The Fiesole Retreat Series is sponsored annually by The Charleston Company, *Against the Grain* and Casalini Libri. Powerpoints and full text of many of the Melbourne 2005 presentations are scheduled to be available at the Fiesole Retreat Repository, hosted by Casalini Libri, <http://digital/casalini.it/retreat/index.htm>. The 8th Fiesole retreat will be held at Lund University, Lund, Sweden, from August 3-5, 2006. Details will be forthcoming.

TCR Quotes

“The challenge that libraries face, for at least the next generation, is to build collections on both fronts — digital and physical — because no collection that is only one or the other will be adequate,” John Unsworth, Dean, Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, quoted in the *Chicago Tribune*, <http://www.chicagotribune.com/news/local/chicago/chi-0506050333jun05,1,5277310.story>.

Check It Out!

A Request for Libraries and Publishers

Eric Lease Morgan, Head of the Digital Access and Information Architecture Department at the University Libraries of Notre Dame has issued the following request:

This conference season encourage publishers to make their content “LOCKSS-able.” LOCKSS is a potential solution to the problem of preserving and archiving electronic serial literature. Libraries that run a LOCKSS box can collect, own, and preserve for the long term a copy of the electronic serials they subscribe to, but only if the publishers give permission. For more information about LOCKSS see: <http://www.lockss.org/>. Many publishers have said they will give permission, but fewer have added the necessary permission pages to their Websites allowing LOCKSS computers access. Apparently publishers are not following through because the library community has not expressed an interest. When you see your publisher friends this conference season, please encourage them to make their content “LOCKSS-able.”

Posted to liblicense-l, June 10, 2005.

Top 12 Experiences Driving Web Usage

The Online Publishers Association (OPA) has published the results of its latest research project, entitled the “Online User Experience Study.” Conducted in partnership with the Media Management Center at Northwestern University, the study identified 22 experiences that describe and define how users interact with and relate to digital media, and determined how each of those specific experiences impact site usage.

1. Entertains, absorbs me
2. Looks out for people like me
3. Regular part of my day
4. My personal timeout
5. A credible, safe place
6. Connects me with others
7. Touches me and expands my views
8. Makes me smarter
9. Turned on by ads
10. Easy to use
11. Helps and improves me
12. Worth saving and sharing

<http://www.online-publishers.org/?pg=press&dt=060105>

Coming in Future Issues

- ALA Hot Topics
- Google and Copyright
- Charleston Conference Preview
- Ranking Virtual Reference Systems