

Emerson Library
New Initiatives Request 2004-05

**1) Copyright fees for E-Reserves and Faculty Development
Center Projects/Fellowships \$3,000/yr.**

A University task force is currently reviewing fair use guidelines for use of copyrighted materials. We will endeavor to take the most liberal approach in setting guidelines for the University. However, there will be many instances where we will have to seek and pay for copyright permissions. Last year, we paid nearly \$3,000 to the Copyright Clearance Center for our interlibrary loan and document delivery services. We are requesting the same amount for E-Reserves and FDC projects.

2) Open URL Resolver Service \$4,000/yr.

Open URL allows us to make our full-text resources more accessible by providing links across databases from different vendors. Following is a statement from the University of Chicago on Open URL software:

“The phenomenal acceptance of electronic indexing and abstracting tools as well as full-text sources for articles brings with it the need to link multiple tools together. Patrons want to move seamlessly to the original article without some intermediary step—writing down a citation on a piece of paper, searching another catalog, and only then retrieving the desired article from its online source. Currently available technologies allow direct links from index to article (from "source" to "target") while also opening up new options for reference-level linking, forward linking to articles cited, and other interesting avenues for research.” <http://www.rlg.org/r-focus/i56#chicago>

Here is an illustration of how this would work. A user searches a database and finds a citation that is not full-text in that database. The citation is for a journal that is full-text in one of our other databases.. The Open URL Resolver will enable that link to appear as a choice for the user. This will make our 100 databases and 13,000 full-text sources much more accessible, which is essential for our worldwide network. In addition to linking to an article, we can customize the software to link to our catalog, to an online ILL form (in the event that we do not have the full-text in any of our databases), to related Internet sites, etc.

**3) Virtual Reference Service \$4,500 first year
\$2,500/yr after**

Virtual Reference Service allows us to offer live web-based reference service. This is an essential upgrade to our current email reference service because it simulates more closely our on-campus service and helps us meet our goal of providing equivalent services to our off campus students and faculty. Librarians have been using e-mail to provide reference services for several years. As software has changed, it is now possible to offer online communication in real-time. This software enables librarians to conduct reference interviews via a chat service; take the patrons to or send web pages; collaborate on questions; and provide transcripts for patron follow-up. One advantage of virtual

reference over phone or email reference is the ability of the librarian to “walk” the patron through a database search or a web site. The librarian and the patron share each other's screens through the virtual reference software, enabling each to see what the other is doing. Since our extended campus students rely most heavily on our online resources, this will allow us to greatly expand our instructional mission for these students.

4) ILLIAD Interlibrary Loan Management Software \$10,200
\$4,000/yr after

ILLIAD from OCLC is a new management tool for interlibrary loan that will allow our users to get the materials they need much faster. Some of the advantages for patrons include the ability to create their own accounts and automatic generation of citation and patron information in the forms without keying. ILLIAD also allows ILL staff to process a greater number of requests per day by automating and streamlining many functions, while eliminating all of the paper records we currently maintain. With OCLC ILLIAD, staff members save time by managing all of the library's borrowing, lending, and document delivery through a single Microsoft Windows-based staff interface, which includes statistical management and copyright compliance functions.

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