

# Peer/2/Peer

A publication of the Michigan Library Association – Library Technology Division • Volume 5 Issue 1

Join us for

## TechEscape 4.0: No Strings Attached

Technical, Policy, and Legal Considerations for WiFi in Libraries

Friday, March 10, 2006 • 8:30 a.m. – 4:30 p.m.

Lansing Community College, West Campus

Sponsored by the  
Michigan Library Association's Library Technology Division  
and Intellectual Freedom Committee

Are your patrons asking for wireless access to your network? Do you have a plan? Are you already providing wireless service to patrons? Do you have some challenges that might be overcome with a little collective wisdom?

Spend a day learning about the legal, policy, and technical aspects of offering a public access WiFi service. Return to work ready to design a service appropriate for your library, create policy and work with technical vendors to implement the service.

### Speakers

#### *A CASE STUDY AND TALES FROM THE FRONT*

Eli Neiburger, Manager, Information Access and Systems  
Ann Arbor District Library:

#### *LEGAL AND PRIVACY CONSIDERATIONS*

Lance Werner, Library Law Specialist  
Library of Michigan

#### *OVERVIEW OF TECHNICAL ISSUES AND SOLUTIONS*

Bryce Katz, Technology Consultant  
Katz Computer Consulting

Register online today at

<https://orders.mlc.lib.mi.us/mla/2006registration.htm>

See page 2 for more TechEscape 4.0 details!



### *Inside this Issue:*

## **2005 Annual Conference Programs in Review**

Many exciting and well-received technology programs were offered at the Michigan Library Association's annual conference October 26-28 at the Amway Grand Plaza Hotel in Grand Rapids. These sessions were sponsored by the Library Technology Division and other units within MLA. Pages 3 - 12 of this issue of *Peer/2/Peer* contain summaries of these technology workshops. The LTD Board offers its sincere thanks to the conference reporters who provided these summaries. Some of the speakers' PowerPoint presentations are available on the LTD Website at [www.cmpl.org/mla/ltd](http://www.cmpl.org/mla/ltd).



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Issued February 2006

*Register today!*

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## Vendor Demonstrations

See demonstrations of WiFi solutions for the library market and talk with vendors directly.

- ✓ Ronnie Morgan, Information Technology Department Head, Genesee District Library and a representative from **Public IP** will demonstrate **ZoneCD**, a free/low cost WiFi management solution.
- ✓ A representative from **EthoStream** will demonstrate its WiFi hotspot solution for libraries. EthoStream specializes in providing solutions to the hospitality industry and is partnering with the Los Angeles Public Library to provide WiFi in all their branches.
- ✓ A representative from **Polaris Library Systems** will demonstrate its WiFi hotspot solution for libraries, **Wireless Access Manager**.
- ✓ Rick Cook, a **SirsiDyinx** representative, will present the **SirsiDyinx Wireless Solution —Powered by Bluesocket**. Rick will show a Bluesocket Controller and Wireless Access Point, and describe the security and authentication capabilities of the solution.

## Hands On

Get first hand experience connecting to a WiFi hotspot. View others' policy, marketing, and help documents. Network with colleagues, speakers, and vendors over breakfast, lunch, and breaks.

The cost for TechEscape 4.0 is only \$55 for LTD or IFC members; \$75 for MLA members; or \$100 for non-members. The cost includes lunch and refreshments. .6 CEUs will be offered.

## Thank You Sponsors!

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### Volunteer Your Time!

Become active in the Michigan Library Association's Library Technology Division!

The LTD Board is always seeking volunteers to assist with programs, publications, and special projects. It's a great way to meet your colleagues, share information, and help make the division stronger and more dynamic.

Please contact Sheryl Cormicle Knox at [knoxs@cadl.org](mailto:knoxs@cadl.org) for more information.



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# The UM-Google Digitization Deal:

## What It Is, How We Got There, And What It Will Mean for Libraries

by Anne Karle-Zenith, Michigan State University Libraries

### Speakers:

- **Laurie Alexander**, Assistant to the Director of the University Library, University of Michigan
- **Rebecca Dunkle**, Librarian, Library Onsite Access, University of Michigan
- **Brenda Johnson**, Associate University Librarian for Public Services, University of Michigan

The University of Michigan was the first of several institutions to partner with Google to digitize its library collections. **Laurie Alexander** started off the presentation by providing an overview of the project.

Approximately seven million volumes in the UM bound print collections (including bound serials for the most part) will be digitized. The project does not include Special Collections, subscription e-resources, and large format/unbound materials.

Google has proprietary technology that scans without disbinding, so the books are taken off the shelf, scanned, and returned in just days. The digitization of all seven million volumes will take only six years for Google to complete. The University receives one digital copy of each volume, plus the OCR (Optical Character Recognition). UM will be able to provide links to the digital volumes via MIRLYN (their OPAC) in addition to the access that Google will provide.

**Rebecca Dunkle** emphasized that this deal is a *partnership*. UM specializes in creating preservation quality digital masters, while Google specializes in indexing and presentation. UM worked with Google on quality control,

and they agreed on benchmarks for readability and preservation.

Google will have 3 types of records in its search results:

1. Public domain works (out of copyright or federal government documents) – the entire text will be accessible.
2. Publisher-provided books (still under copyright protection) – the publisher tells Google how much of the book can be exposed.
3. Books still under copyright where publisher has not given permission – the index will only show how many times the keyword appears. The reader will then see three short snippets from the text that are examples of where the keyword appears. This is not downloadable or printable.

The records will also include the ability to do additional searches just within that book. There will be links to search for a library copy, to purchase the book, or to find a used copy if the book is out of print.

**Brenda Johnson** then spoke about UM's objectives for the project. Their short-term objectives are to establish storage and delivery systems for large volumes of data – they will need to set up an infrastructure to support the archiving of digital copies of their entire collection. Another objective is to balance the goals of preservation with the goals of providing access via the OPAC. Finally, UM needs to facilitate Google's digitization operation by arranging for volumes to be pulled from shelves and delivered to the location where Google is doing the digitization,

(continued on page 4)



## RSS: Piping Hot Content for Your Library

by Jocelyn Shan, Hackley Public Library

*Speaker:*

- **Michael Samson**, Government Documents, Reference and Systems Librarian, Arthur Neef Law Library, Wayne State University

**Michael Samson** discussed what RSS, or Really Simple Syndication, is (like web e-mail and who uses it (the US Government, among others). For example, Wayne State University libraries have RSS feeds from their catalog to which people can subscribe based on interest area. It lets subscribers know when new books have been added to the subject area which they have specified.

He then described aggregation programs, especially Onfolio ([www.onfolio.com/](http://www.onfolio.com/)), which is the tool he uses for aggregation, RSS feed creation, blogging, and otherwise collecting and sharing online content. He mentioned that Google, Yahoo, and Bloglines are aggregators as well.

Michael explained that a blog provides a way to get new information out in real time but does not replace other forms of notification. Blogs can also generate RSS feeds. There are a number of software packages available for blogging such as Moveable Type and Wordpress. Blogger is another web-based tool used for blogging. One can set up as many blogs as desired. The posts may be sent to someone's e-mail address, or they may be created by e-mail. Blogger also allows other people post to the blog and allows podcasting.

Classcaster is a podcasting tool available to CALI (**The Center for Computer-Assisted Legal Instruction**) members. It allows the podcast to be created with a telephone or VoIP (Voice over Internet Protocol).

Michael's PowerPoint presentation, which has more definitions, background, and explanation of technical terms, is available on the LTD website ([www.cmpl.org/mla/ltd/](http://www.cmpl.org/mla/ltd/))

## The UM-Google Digitization Deal

*(continued from page 3)*

then returning the volumes to the shelf once the items have been digitized.

The primary long-term objective is to preserve and provide access to the digitized public domain volumes. Other objectives that are still to be worked out include integrating the digital files into current or new services such as online reference and research consultations. While Google has its own way of providing access, UM sees itself as providing an alternative service that will involve more flexible displays, more powerful citation tools, and a direct link to the print.

Finally, Brenda discussed the Google project's implications for the future of the library. One

consequence is the need to develop financial and staffing models to support a print collection with a mirrored digital collection. Another issue is how to take the library from being a "keeper of the stuff" to a provider of services.

UM is taking several measures to address the concerns of the broader community regarding this project. University administrators have been holding forums to educate staff about the project. University President Mary Sue Coleman wrote an opinion piece in the *Washington Post* on October 22, that discussed the University's role in the project. Finally, there will be a symposium held at UM in March 2006 to bring together researchers, scholars and others to talk about the project and its implications.



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# Top Tech Trends

by Mary Kickham-Samy, Macomb Community College

Speaker:

- **Sheryl C. Knox**, Technology Director, Capital Area District Library

In a fun and informative session, **Sheryl C. Knox**, Technology Director at the Capital Area District Library, outlined facts, trends, and emerging technologies relevant to today's technology-driven libraries.

Citing an October 2005 report entitled *Digital Divisions*, which was authored by Sussanah Fox, Associate Director of the PEW Center for Internet and American Life Project ([www.pewinternet.org](http://www.pewinternet.org)), Knox said that 32% of the American population is not online, and of these 22% have never used the Internet or e-mail, a percentage which has stayed stable for three years. This unconnected group consists primarily of people over age sixty-five and the less educated. In the rural areas, populations are very dependent on libraries for Internet access.

On the other end of the access scale are the 53 percent of Americans that enjoy high-speed connections at home. With the availability of broadband Internet in the home, the digital divide is no longer an issue of the haves vs. the have-nots; now there is a third category – the broadband connected.

As for technology trends, Knox said that technology is smaller and more portable. It is



*Sheryl C. Knox outlined the emerging trends in today's technology-driven libraries.*

more immediate with young people who prefer instant messaging to e-mail, and it is wireless.

Technologies are converging, creating products such as cell phones that take digital pictures. The web is evolving into “a conversation, not a publication.” It is a “noisy marketplace of ideas, a place to do things online, like banking, shopping, and blogging.” The significance of audio-visual information is being elevated; this change creates a new set of literacy skills and indexing issues.

Knox said that there is a growing public sphere, and a blurring of the line between the public and private. Young people are posting personal diaries on the Internet. With this trend, there is a reluctance to pay for anything on the Internet. However, the tremendous growth in broadband access will begin to slow.

Finally, emerging technologies “lack a fixed format.” For example, people use credit cards, not money, and they access library materials at home, rather than in a physical building.

So what did Knox list as the top ten technologies?

1. Broadband over power lines (see [www.computer.howstuffworks.com/bpl](http://www.computer.howstuffworks.com/bpl))
2. Ipods and other portable digital audio players
3. Books, for there is “no big challenge to books”
4. Downloadable books
5. Podcasts
6. RSS (See [blogs.fletcher.tufts.edu/rss4lib](http://blogs.fletcher.tufts.edu/rss4lib))
7. Library Elf (see [www.libraryelf.com](http://www.libraryelf.com))
8. Wikis
9. RFID
10. Smart Phones



# Digitizing Michigan: Update on Statewide Digitization Projects

by Arjun Sabharwal, Baker Center for Graduate & Online Studies

### Speakers:

- **Ruth Dukelow**, Michigan Library Consortium
- **Shawn McCann**, Wayne State University
- **Matthew Martin**, Wayne State University
- **Michael Seadle**, Michigan State University

Digital initiatives across the nation and in Michigan share a similar vision: to capture the life and experience of residents throughout history in text, images, and sounds. An initiative of this caliber requires the collaboration of libraries, residents, and the State of Michigan. The spirit of the digitization movement and its participants have made so much invaluable information available to the public. Of course, money has been helpful, too.

The “Digitizing Michigan” session addressed the state of digitization projects. State funding for these projects will end in 2006, and alternative strategies will be necessary to sustain the process of digitizing the cultural artifacts and heritage of Michiganders.

**Michael Seadle** focused on the IMLS-funded “Making of Modern Michigan” (MMM) project to preserve images related to Michigan history. The vision of the MMM has been to train participating libraries in digitization techniques, copyright matters, and metadata standards; to archive contributions from participating libraries, individuals, and organizations; and to make the archive available to scholars, teachers, and students. Despite the looming funding shortage, strategies to continue archiving without staff increase have been considered. The improvements to the MMM interface under consideration rely on several models, which include a timeline approach, tag-like subject headings, Wiki

interface, and text-based gaming. These interfaces allow subject searching, and users can add metadata (Dublin Core). Researching the collection by subjects and contributors is possible through the present interface.

**Shawn McCann** addressed the IMLS-funded projects (Virtual Motor City, Digital Dress) at Wayne State. Through the partnership of the University Library and the Walter Reuther Archives, the Virtual Motor City involved the scanning of negatives donated to the Archives by the *Detroit News*. Due to the deteriorating condition of the negatives, many have been committed to the “photo morgue.” The images convey the history of Detroit between 1900 and the 1980s. The Digital Dress collection covers urban fashion going back about 200 years. There are images of dresses in different angles and close-ups to show texture, stitching, and other intricacies of fashion design.

**Matthew Martin** focused on recruiting and training librarians from underrepresented groups. Stipend and tuition are offered to selected interns preparing for a career in librarianship. Interns get their training while working on digital projects using three-dimensional photography of archival objects and art works. Interns are able to use their cultural knowledge to identify and describe objects representing non-Western cultures, which improves metadata quality and credibility.

**Ruth Dukelow** offered an update on the state-funded MeL Digital project at the Library of Michigan. The new MeL Gateway interface uses Metafind, a federated searching software for browsing multiple databases and collections within Michigan. The presentation touched on funding, which will end in 2006 if State support for digitization is not reinstated.



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# Digital Diversity: Building Multicultural Digital Collections

by *Arjun Sabharwal, Baker Center for Graduate & Online Studies*

### *Speakers:*

- **Duryea Callaway**, Wayne State University
- **Cheri Gay**, Detroit Public Library
- **Shawn McCann**, Wayne State University
- **Matthew Martin**, Wayne State University

The “Digital Diversity” session focused on collections dedicated to the cultural legacy of Michigan’s African-American and other communities. Digital collections such as the Virtual Motor City, the E. Azalea Hackley and Roland Hayes collections, and those still awaiting digitization (e.g., WSU Folklore Archive) are the manifestations of cultural diversity in Michigan.

**Duryea Callaway** and **Matthew Martin** addressed the need to recruit and prepare students of diverse backgrounds for a career in librarianship. With senior librarians reaching retirement, efforts to seek out future library professionals have intensified. There is a need to identify future librarians while still in school with little clue about librarianship. Callaway added that the best candidates would receive tuition and a stipend to pursue library studies with the added benefit of an internship and practical experience. Martin addressed the need to recruit future librarians, as their unique native cultural knowledge might also help in identifying and describing photographed artifacts.

**Shawn McCann** spoke about the IMLS-funded Virtual Motor City project using the 800,000 negatives donated to the Reuther Archives by the *Detroit News*. The collection presents a pictorial history of Detroit from 1900-1980, but the negatives have started to deteriorate. The rationale behind digitization is three-fold: access, preservation, and the

“coolness” factor to attract school-age students to these collections.

Digital archiving of photos, videos, and sounds can be accomplished by scanning (or transferring) existing material and/or creating new content with digital equipment. An audience-centered metadata standard is also needed to make these collections accessible to non-English-speaking users. Selecting a standard is required unless it already exists, and most digital archives use the Dublin Core schema which is considered to be the simplest. Wayne State University uses the DLXS (Digital Library eXtension Service) system to link objects to metadata, which is then converted to HTML and SGML before indexing and launching the collection. The information is stored on a network of interconnected hard drives (RAIDs, or Redundant Array of Independent/Inexpensive Disks) in order to maintain continuous access.

**Cheri Gay** addressed the E. Azalea Hackley Collection in the Detroit Public Library. The collection has recordings, books, periodicals, musical scores, and dissertations, but only the ones in the public domain (created before 1923) have been selected for digitization. The collection contains songs from the early Minstrelsy to the Jazz era, covering significant composers and musicians. Researching the collection for musical scores is possible even though it carries politically sensitive imagery. Computer-created MIDI recordings are available to hear how this music may have sounded in the past. The potential audience for this collection may include European scholars and enthusiasts, considering the popularity of American jazz in Europe. Hence, it is necessary to address browser differences across the Atlantic.



## RFID and Privacy: Potentials and Perils

by Mary Kickham-Samy, Macomb Community College

*Speaker:*

- **Lee Tien**, Attorney,  
Electronic Frontier Foundation

**Lee Tien**, a Senior Attorney with Electronic Frontier Foundation (EFF), presented arguments against libraries employing Radio Frequency ID (RFID).

In describing the climate threatening privacy today, he said that technology has made surveillance easier and cheaper because on the “front end” there are more technologies to track people in time and space, and on the “back end” there are more efficient ways to compile this data.

With this information, the government is building an infrastructure to track people, citing the example of the cooperation between the communications industry and the government in manufacturing FBI-approved technology, such as in printers. At the same time, the government is ignoring privacy issues.

Tien argued that RFID tags were a particular threat to privacy because they were “promiscuous,” “stealthy,” “remote readable,” and “unique ID numbers.” Together, these characteristics make RFID tags an effective tool for “agents of social control,” whether from the government or the private sectors. Tien said that RFID tags posed privacy threats through three means.

First, retailers, as well as some libraries, use RFID for inventory. This use is efficient in tracking objects such as books, but it also exposes the RFID carrier who walks through a door equipped with an RFID reader to an invasion of such personal information as jean size, medical information, or reading preference.

The second form of privacy invasion is

called “skimming,” where drivers’ licenses or passports contain RFID tags. The government recently abandoned a plan to manufacture passports with RFID tags. However, as part of the Real ID Act, legislators are currently writing guidelines for the use of RFID tags on drivers’ licenses for cross border travel.

Third, there is the “cluster effect.” When one carries ten or twelve different RFID tags at a time, one creates a “cloud” or “unique cluster” around oneself. Even if no single tag can identify an individual person, when information on many tags is mined, not only can an individual’s identity be read, but additional associational information is generated.

Through these social surveillance structures, RFID tag readers can identify individuals, as well as their friends. Tien stated that the threat is real, though not imminent, but forces of efficiency are pushing this technology forward so that it will become interoperable at different standards in order to create networks of readers. The industry leaders are partnering through membership in the organization EPC Global Inc. so that all tags will be able to talk to all readers through standardization and convergence technologies.

Tien said that there was no middle ground because for now there are no privacy protections, and there is a regrettable lack of accountability. He cautioned libraries against making a decision to incorporate this technology without public process and debate.

Finally, Tien said libraries should work collaboratively to get the vendors to incorporate privacy protections. He said that he would like to see the sum of library voices stand up against the forces of “Walmart, the State Department, the Department of Justice, and Homeland Security.”



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# Never Pay Full Price Again: Buying Technology for Libraries

by Jocelyn Shan, Hackley Public Library

### Speakers:

- **Andy Wolber**, Npower Michigan
- **Dale Musselmen**, WebJunction
- **Ricki Chowling**, REMC
- **Dan Odykirk**, MiCTA

**Andy Wolber** of Npower Michigan ([www.npowermichigan.org](http://www.npowermichigan.org)) spoke first. His slides and outline are available at [www.npowermi.org/MLA/](http://www.npowermi.org/MLA/). Andy described how to plan for technology, as well as how to pay for it. His handout included Websites and book titles to help anyone develop a plan, develop standards, and find discounted software. One of the Websites he discussed was <http://www.TechAtlas.org>, developed by Npower. This site acts as a virtual consultant to help build a technology plan. TechAtlas has some free tools plus a subscription area with more in-depth tools.

In addition, Andy covered software and hardware review sources and listed Web-based sources on his handout. He discussed new and emerging technologies and how they may be better solutions to problems than current technology. For example, using Skype or other VoIPs might be a cheaper alternative than regular phone service, or using open source software instead of high-priced brand software.

**Dale Musselmen** spoke next about WebJunction ([webjunction.org](http://webjunction.org)). The description from the Webpage reads: "WebJunction is an online community where library staff meet to share ideas, solve problems, take online courses — and have fun. Register now (it's free) and join us." Webjunction has many articles, discussion boards, links to resources, and more for

libraries. The articles give general advice on buying and funding technology, as well as examinations of policies and practices. WebJunction also has a Technology Watch List for Small Libraries that is updated quarterly ([webjunction.org/do/DisplayContent?id=7769](http://webjunction.org/do/DisplayContent?id=7769)). This is definitely worth a look. Topics include wireless in libraries, e-books and downloadable audio books, and thin technology, among other subjects. Each topic has a section with definitions, why it is important, what it involves, and where to get more information.

**Ricki Chowling**, the REMC Executive Director, described how REMC ([www.remc.org](http://www.remc.org)) can help libraries. REMC provides technical services to K-12 schools through twenty-two regions. REMC has five catalogs for organizations to use through their cooperative bid programs: instructional/office/AV/computer/library supplies, equipment and peripherals, paper, software, and computer hardware/network electronics ([remc.org/bids/](http://remc.org/bids/)). Ricki listed five reasons to use the REMC cooperative bid program:

1. Meets all State of Michigan bidding requirements
2. Unbeatable prices for bulbs and paper
3. No additional shipping charges on most orders
4. Three-year warranty on data projectors
5. Committed staff to problem-solve issues.

Another plus is that all the equipment in the catalogs has been tested for quality, longevity, price, and warranty.

**Dan Odykirk** of MiCTA was the final

(continued on page 10)



# Tomorrow's Professionals: Library School Student Projects

by Mary Kickham-Samy, Macomb Community College

*Speakers:*

- **Nancy Droll**, Wayne State University
- **Andrea Wiggins**, University of Michigan
- **Mark Bard**, University of Michigan
- **Jonathan Baugh**, University of Michigan.

Students from Michigan's two library schools — Wayne State University's Library and Information Science Program and the University of Michigan's School of Information — presented creative solutions to website construction challenges.

WSU's **Nancy Droll** described a student group project that was designed to improve the MLIS webpage using competitive intelligence tools, such as LibQual, a marketing communication tool based on the ServQual model. This group identified who the Wayne State Library System customer was, what the messages were, who the competition was, and finally what outside influences existed, such as state funding and changes in technology.

Next, the students decided to market the library by targeting the "right audience" with the "right message" using the "right format." Under the guidance of Professor John Heinrich, the students surveyed the library user



**Nancy Droll, Eric Owen, Jonathan Baugh, Andrea Wiggins, and Mark Bard**

population, analyzed the data, and marketed the library. All of this activity transformed and improved library homepage.

U-M's team, **Mark Bard, Andrea Wiggins,** and **Jonathan Baugh,** created a website for the Community Information Corporation of the School of Information. Since the team lacked time and money, it chose to work with the content management system Drupal because it is open source, easily configurable, customizable, supported by an e-community and free. The Ann Arbor District Library also uses Drupal with great success.

The team provided advice on Drupal for others: keep it simple because the software is buggy; be consistent in backing up work to minimize the trauma of hackers and crashes; and document everything to create an institutional memory and to support the Drupal community.

## Never Pay Full Price Again

*(continued from page 9)*

presenter. MiCTA ([www.micta.org/](http://www.micta.org/)) was originally the Michigan Collegiate Telecommunications Association. It is now a national organization. A library must be a member to benefit from MiCTA. MiCTA provides purchasing help by getting RFPs from vendors. Some of the types of vendors with which they work are phone companies, both

local and long distance; cellular services; power and energy programs; library equipment and supplies; video integration services; IP services; and office equipment. MiCTA offers an online registration process at their Website.

All the presentations were helpful in identifying different ways to get the most for a library's technical dollar.



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# Nuts and Bolts Behind MLA's New Website

by Anne Karle Zenith, Michigan State University Library

### Speakers:

- **Larry Neal**, Clinton Macomb Public Library
- **Roshayne Jaimon**, Ann Arbor District Library

**Larry Neal** began the session by providing some background on the project and the process the Web Advisory Committee (WAC) went through to redesign the website. About 2½ years ago, MLA members began to get frustrated with how long it was taking to update the website. Larry was appointed to chair a new web advisory committee. The charge was to work with MLA staff, but the committee ended up maintaining the entire site, creating content, and fixing problems. Finally they decided to start over and build a model library association website from the ground up, using open source tools.

The committee began by creating a “Blueprint for MLA’s Electronic Future” ([www.mla.lib.mi.us/units/committee/wac/Blueprint.pdf](http://www.mla.lib.mi.us/units/committee/wac/Blueprint.pdf)) and developed some measures for success, such as the appeal of the site, the speed that pages load through dial up, etc. They looked at other library association websites to determine what they liked and didn’t like, and came up with a list of features, including a membership directory, newsletter, content management, calendar, electronic ballots, membership profile, recruitment tool, and streamlined registration.

The committee then proceeded to work on designing the site architecture and navigation by taking what was on original site, reorganizing it, and adding the new features. They created a rough draft of the new site using Microsoft Publisher and made mockups by taking screen shots of the Publisher pages and creating hotspots. WAC members then did user testing

on the mockups at University of Michigan Dearborn’s usability lab.

**Roshayne Jaimon** then introduced the new website. The site uses the Drupal content management system, which is open source software developed at the University of Antwerp. Drupal has an active user community which develops modules that share functionality with the site. Permissions are set up using roles. There is a facility to index the site for full searchability. Templating separates the content from the presentation. Drupal is taxonomy based, so there is an index of the site. Separate indexes of subsites can be created as well.

Why Drupal? The Ann Arbor District Library had done all the research already and decided Drupal was best choice for a content management system. In addition, a member of the WAC (Roshayne) had experience implementing it. AADL chose Drupal for several reasons: it wanted to get away from the Windows environment (it was having lots of trouble with hackers); it wanted to use an open source tool; Drupal has a large, robust user community; and Drupal can be integrated with other systems, such as the library catalog.

Roshayne demonstrated the main pages and features of the new site and explained some of the back end. The site is not ready to be launched yet, as the committee still needs to move the site over from the AADL, where it is now housed, to the Michigan Library Consortium servers. In addition, it still needs to add content in certain sections, and it needs to train group web liaisons and MLA staff.

The Web Advisory Committee hopes to have the new MLA site ready to go within a couple months, but they want to make sure everything is in great shape before the full launch takes place.



# Xtreme Makeovers in Technical Services

by Maureen Delaney-Lehman, Lake Superior State University

### Speakers:

- **Leah Black**, Head of Current Processing, Michigan State University
- **John Sterbenz**, Manager, Technical Services and Automation, Kresge Business Administration Library, University of Michigan
- **Barbara Kriigel**, Associate Director for Circulation and Technical Services, University of Michigan-Dearborn

The Library Technology Division drew a crowd for the session “Xtreme Makeovers in Technical Services.”

**Leah Black**, from Michigan State, revealed their successful transition to time-saving OCLC PromptCat services and shelf-ready materials through an xtremely diverting format—story. She told us about happy ducks that lived in a pond (Technical Services) and an ugly duckling (PromptCat) that eventually morphed into a beautiful swan (greater efficiency and cost savings). Thanks, Hans Christian Andersen.

**John Sterbenz**, from the University of Michigan, provided extreme details in his PowerPoint presentation on the university’s switch to PromptCat and shelf-ready materials. They weathered delays — such as when the

vendor they chose, the Franklin Book Company, closed its operation three days before they were to start, and made numerous adjustments to the service and technical services workflow until they found a system that worked for them. A major plus with the new system is less computer keying, resulting in fewer errors.

**Barbara Kriigel**, from the University of Michigan-Dearborn, rounded out the program by discussing the philosophy behind the changes they have been incorporating since 1992. UM-Dearborn is a commuter campus with virtual patrons. The library can best serve these patrons by providing a helpful, clean, user-friendly OPAC and a variety of virtual services.

Staff maintains extreme authority control, which includes studying patron search reports to determine which cross references to create, and adding newly established headings. Bibliographic records are enhanced with such features as contents notes, reviews, and cover art, and full-text and web resources are added to the OPAC. Technical Services is constantly reviewing the system, investigating new products, soliciting ideas from staff, and making improvements to achieve their ultimate goal of putting the patron first.

## Plan Now for MLA Fall Conference

The Michigan Library Association Conference Program Committee encourages you to submit a proposal for MLA’s Annual Conference in Detroit, October 10–13, 2006.

The Annual Conference is an exciting and energizing exchange of ideas on research, practices, developments, and visions in the field of librarianship. The conference theme, “There’s No Place Like a Library,” recognizes

that libraries are important educational and recreational resources in our communities. The theme will consider ways in which libraries will expand this role in our electronic and digital future.

For more information, go to the MLA’s website at [www.mla.lib.mi.us/development/conference/2006/index.htm](http://www.mla.lib.mi.us/development/conference/2006/index.htm). Proposals must be submitted by April 1.



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# LTD TechnoTour of the Gerald R. Ford Presidential Library

Ann Arbor, Michigan • September 30, 2005

by Robert Kelly, Eastern Michigan University

Presidential libraries were begun under Franklin Roosevelt who donated part of his Hyde Park Estate, and along with other donors provided funding for the first library and museum specifically to house presidential papers.

Harry Truman, following Roosevelt's lead, established the next library and museum in Independence, Missouri. The tradition of funding and establishing presidential libraries was underway. In 1955 The Presidential Libraries Act established a system of privately funded and federally maintained libraries.

As had been the tradition back to George Washington, a president's papers were considered personal property. As a result, earlier presidential paper sets were split up, lost due to improper care, or even deliberately destroyed.

In response to these unfortunate events, the Presidential Records Act was passed which governs the official records of presidents and vice presidents after January 1981.

Nine members of the Library Technology Division met with David Horrocks, the Supervisory Archivist of the Gerald R. Ford Library, to learn about the holdings and technology employed by the library. The library houses over 21 million pages of memos, letters, meeting notes, reports, and other



**Archivist Geir Gundersen details the handling of secret documents.**

historical documents. Additionally, there are one-half million audiovisual items, including photographs and video tapes of news broadcasts.



**David Horrocks, the Supervisory Archivist of the Gerald R. Ford**

According to Museum and Library Director Elaine Didier, the Ford Library is the second most heavily used presidential library in the National Archives and Records Administration (NARA) system. The University of Michigan location was selected in part because it is Gerald Ford's alma mater, but also the proximity to the university provides immediate access to the historic content for the university and surrounding communities. It is not unusual to have high school students from Ann Arbor conducting research using primary materials from the collection.

The Ford Library is in the process of digitizing its collection and has automated searching for content in its open materials using Presnet. The system, which was initially developed in Ann Arbor by Archivist William McNitt, is being used throughout the NARA Presidential Library system.

Most of the video tapes are still not digitized and, given the scope of the project, the Audiovisual Archivist Kenneth Hafeli indicated it may be years before it is completed. The main challenge is finding and maintaining the equipment to read the 35mm video tapes from 1975; it is difficult to get parts to keep it operating.

*(continued on page 14)*

## TechnoTour of the Ford Presidential Library

(continued from page 13)

While much of the collection is open for use by researchers, portions of sensitive and personal communications are not yet available. The library will send documents to Washington, D.C., to have them reviewed by specific agencies to determine if they can be opened to the public. However, this process involves delivering the items to a DOD plane at Selfridge Air Force Base, sending them to Washington where the documents are taken to the agencies, reviewed, and then returned the same way. The process can take from a couple of months up to a year before the researcher will know if he or she may view the content. Two archivists have national security clearance in order process these secret documents.

The tour wrapped up with a visit to Gerald



Archivist Donna Lehman explaining about storage.

Ford's office which he uses when he is in Ann Arbor. Overall, it was a fascinating glimpse into how a specialized archival library functions in maintaining a key piece of contemporary history.

## LTD Web Site – A Valuable Source of Information!



**MLA** Michigan Library Association  
home | advocacy | professional development | store | units

**Units: Divisions: Library Technology**

**Welcome!**

The Library Technology Division is a very active MLA unit with 425 members from a wide variety of libraries across Michigan. Our mission is to "promote the use of technology to manage and deliver services in all types of libraries." To that end the LTD board approved an ambitious Action Plan in July 2002, which is already yielding numerous benefits to our members, including free tours, a quarterly newsletter, student outreach programs, and more. Participation by our members is critical to our success. We welcome your suggestions, comments and involvement.

Bob Kelly  
2004-05 LTD Chair

**Upcoming Events**

**March 10**  
TechEscape 4.0: No Strings Attached  
Technical, Policy, and Legal Considerations for WiFi in Libraries  
8:30am - 4:30pm Lansing Community College West Campus Lansing, MI  
CEUs will be offered.  
[Registration](#) | [Program details](#)  
\$55 LTD member / \$75 MLA member / \$100 non-member

**Presentations**

**Annual Conference 2005**

- ◆ [Google Digitization Project](#) - (PDF, 116K)

**Newsletter - October 2005**

[Peer/2/Peer](#) (PDF 210K)  
2005 Annual Conference "Technology Track"  
Contents:

Visit the MLA Library Technology Division Web site at <http://www.mla.lib.mi.us/units/division/ltd/> for information on upcoming workshops and tours, past presentations, issues of the *Peer/2/Peer* newsletter, Board minutes, division annual reports, Board members, and much more!



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