

# **OPL Study Tour**

## **Chicago – Washington, D.C. – New York**

**Study Tour of German One Person Librarians**

May 26, 2002 – June 8, 2002

**- Report -**

Veranstalter: Initiative Fortbildung für wissenschaftliche Spezialbibliotheken und verwandte Einrichtungen e.V., mit Unterstützung von Bibliothek & Information International und der Checkpoint Charlie Stiftung. Tour Guide: Evelin Morgenstern

<http://www.initiativefortbildung.de>

(Satz: Petra Hauke)

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28.05. - Chicago	<a href="#">Union League Club of Chicago Library</a> Chicago Public Library <a href="#">Factiva</a> - Business Information Services <a href="#">McGuireWoods</a> <a href="#">Erikson Institute - Edward Neisser Library</a> <a href="#">Learning Center</a>	<u><i>Jutta Theurich</i></u> <u><i>Michaela Jacob</i></u> <u><i>Kerstin Hoebing</i></u> <u><i>Eroica Kremer</i></u>  <u><i>Kerstin Martin</i></u>
29.05. - Chicago	<a href="#">Career and Placement Services Library</a> (University of Chicago) <a href="#">Graduate School of Business Library</a> (University of Chicago) Illinois Institute of Technology Center for the Study of Ethics in the Professions Illinois Institute of Technology Vander Cook College of Music	<u><i>Karin Aleksander</i></u>  <u><i>Kerstin Martin</i></u>  <u><i>Christine Weidinger</i></u>
30.05. - Chicago	<a href="#">Goethe Institute Library</a>	<u><i>Angelika Krieser</i></u> <u><i>Cornelia Erchinger</i></u>
31.05. - Washington, D.C.	<a href="#">Library of Congress</a> The Currency Library <a href="#">World Resources Institute Library</a>	<u><i>Cornelia Jacobs</i></u> <u><i>Petra Hauke</i></u> <u><i>Carola Kauhs</i></u>
01.06. - Washington, D.C.	<a href="#">National Public Radio Library</a>	<u><i>Cornelia Jacobs</i></u>
02.06. - Washington, D.C.	kein Bibliotheksprogramm	
03.06. - Washington, D.C.	<a href="#">National Press Club Library</a> <a href="#">Latham &amp; Watkins</a> Law Library <a href="#">Joint IMF-World Bank Library</a>	<u><i>Kerstin Hoebing</i></u> <u><i>Christine Weidinger</i></u> <u><i>Carola Kauhs</i></u> <u><i>Martina Pabst</i></u> <u><i>Eroica Kremer</i></u>
04.06. - New York	<a href="#">Urban Institute Library</a> <a href="#">New York Stock Exchange</a> Lehmann Brothers <a href="#">Goethe Institute, New York</a> - Evening Reception	
05.06. - New York	<a href="#">(American) Museum of Natural History Library</a> <a href="#">Metropolitan Museum of Art Library</a>	<u><i>Martina Pabst</i></u> <u><i>Cornelia Erchinger</i></u>
06.06. - New York	The Queen Borough Public Library - Flushing Branch <a href="#">Queens College Graduate School of</a>	<u><i>Jutta Theurich</i></u> <u><i>Karin Aleksander</i></u>

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	<a href="#">Library and Information Studies</a> <a href="#">New York Public Library, Research</a> <a href="#">Libraries</a>	
07.06.- New York	- Science, Industry and Business Library - Humanities and Social Sciences Library	<b><i><u>Carola Kauhs</u></i></b>
Los Angeles	SLA-Conference	<b><i><u>Michaela Jacob</u></i></b>

## Introduction (from the «group-leader»)

If there is one thing for which we no longer have to wait, it is the modern information society. It has been with us in full swing for a long time (and on our lips at least as much as the knowledge society ...) This modern information society, in which we live and do business, cannot be coped with any longer without the tool of automation : Webservice, Internet and Intranet enable us to access information without being dependent upon time and/or location. Information is absolutely crucial for any enterprise or organisation : information is the basis of knowledge.

Unfortunately, entrepreneurs rely more and more upon Internet and Intranet only and believe that in this way they have obtained all the information they need. However, information needs to be managed and controlled in order to make it possible to extract from the mass of available data what is relevant and essential for the particular purpose of the person seeking it. For these tasks – and many others ! – there is a recognised profession : that of One-Person (Solo) Librarian since, nowadays, in many organisations, a single information specialist is expected to assume total responsibility for information management.

A good One-Person Library makes a huge contribution to the information transfer. It can meet the needs of the user/customer by giving a specific answer to a specific question. This it does much more effectively than a large anonymous library system because the One-Person Librarian is much closer to the institution, to the customer and to the holdings of the library. The density of information he/she is able to supply permits the development of imagination and creativity on the part of the users – if only by browsing (where browsing is still possible ...) In this way, the small special library, the One-Person Library, can serve as a model.

However, as we all know, it is no longer sufficient in our working world just to be « good » : we must learn constantly to question and renew our professional and inter-personal competencies, in short, to accept the concept of « life-long learning ». We just have to recognise that the information professions are crucially affected by the consequences of social, economic and technological change and that we ignore them at our peril. Several years ago, the German Library Institut (Deutsche Bibliotheksinstitut, DBI), which used to offer services of all kinds on a supra-regional basis, and which is being wound down at the moment, imported with extraordinary success the OPL-movement from the USA to Germany. (Over there the phenomenon of the small special library has been given its due attention for more than twenty-five years ...) The Initiative for Continuing Education in Academic and Research-oriented Special Libraries (Initiative Fortbildung für wissenschaftliche Spezialbibliotheken und verwandte Einrichtungen e.V.)\* sees it as one of its duties to continue to promote the positive development of One-Person Librarianship in Germany.

Since looking at the wider scene contributes enormously to any professional and personal development, the « Initiative ... », in May/June of this year, offered within its programme a Study Tour to the States for thirteen One-Person Librarians. Geographically, the « Initiative ... » was looking at three main cities : Chicago, Washington and New York. At the same time it hoped to provide for the participants an opportunity to acquire knowledge and found networks, and encouragement to look at their own working situation with new eyes. In particular it was hoped that, travelling through the States and meeting colleagues would help to resist any tendency to dismiss very quickly any new approaches in thinking and doing as « too American » (a tendency easily to be watched when American colleagues come over to give us a talk).

In establishing the schedule for this tour, the « Initiative ... » had the marvellous, never-ending, patient help of Jill Postma in Chicago, Sabra Breslin in Washington and Carol Hochberg in New York – all from the Solo Librarians Division of SLA. The thrilling programme they set up for us provided manifold insights into effective management of the small special library as well as discussions on « best practice » with our peers. The financial support came from old and new partners in Germany i.e. from Bibliothek International & Information (BI-international) and from the Checkpoint Charlie Stiftung. To all the persons and organisations involved (including those not mentioned) go our heartfelt thanks.

« In America everything is different » (« In Amerika ist alles anders ») was the title of a small book, written by the wellknown theologian, Helmut Thielicke. When it appeared in the late fifties, we just could not get enough of it. Whether such a sentiment is still justified and still casts the same spell nearly half a century later, the following reports will perhaps tell us.

One thing is certain : America is not the same after September 11<sup>th</sup>. We were impressed by a remarkable resilience : a conscious effort to move on, to regard problems as opportunities and remain optimistic about the future. This was perhaps the most precious « souvenir » we brought away with us and I am sure it will inspire us just as much, if not more, than the purely professional aspects of the Tour. (Evelin Morgenstern, Managing Director, Initiative Fortbildung für wissenschaftliche Spezialbibliotheken und verwandte Einrichtungen e.V., Berlin).

\*The « Initiative ... » (<http://www.initiativefortbildung.de>) was founded by a group of experts from special libraries, museums and related institutions in direct response to the closing of the German Library Institute and, with it, the Consultancy Office for Special Libraries. The aim was to maintain at least parts of the high-quality services offered by this Office in the past. The setting up of the enterprise would have been unimaginable without – yet again – the inspiration and help of our American colleagues. The first cheque came from Judith A. Siess (and meant more than mere financial support to us), the logo from an art-director friend of Sandra Kitt and the entrepreneurial spirit from so many discussions with those who came over to run a seminar for us.

## Introduction

Within the scope of our OPL-Study-Tour to Chicago, Washington, D.C. and New York we have the honour to give reports of all the libraries we've visited. During this tour we have seen very different libraries and not all of them OPL's.

The main task of some of these libraries is basically getting information from data bases and the Internet. So this task has changed the libraries to Information-Centers. Sometimes the books of these libraries are now of second importance.

Each member of our group has to describe 1 – 3 of the libraries we visited and so each one tried to catch a look behind the scenes. But also each person has her own point of view. So I think that all these descriptions could only be spotlights because some of the reasons why something is managed in that specific way we don't know anything about it. What I mean is that our reports are full of facts but certainly also subjective.

I have to acknowledge that the idea I had of the American Libraries does not correspond to the reality. I thought that all of the libraries would have the newest technical equipment. But only a few of them had.

Quite on the contrary, I was astonished of the working conditions of some of our colleagues, I think of the amount of offices without windows – only (noisy) air condition. But it seems that for our American colleagues this is not so disturbing.

We also have seen librarians who work with a great personal enthusiasm. I recall that young librarian who went to all of the student parties to make her library known. With this unorthodox method she has gained a great number of users.

Nevertheless I think that in Germany also each solo librarian has to be involved in a similar way in her or his work – although the methods may be different.

My favorite library is the Library of the Museum of Natural History with its varied tasks and regarding the fact (if I understood right) that only two (!) persons are managing a budget of 1 Mio. USD, it made quiet an impression on me as well as the good working atmosphere which was obvious.

The disaster of 11<sup>th</sup> of September also is still present and some of the libraries we visited were directly affected. It almost seems to be a new era (before and after 11<sup>th</sup>). This shows the far-reaching implications. (Not least because the financial situation has turned difficult for many libraries and some of them have lost a great part of their books.)

Conclusion: I gained a lot from this Study Tour because it is important to think outside the own "OPL-Plate" and find out that in other countries they are also just "cooking with water" (as we say in German) but they have different recipes. (Cornelia Erchinger, Münster)



## Chicago

*Monday, May 27, 2002 (Memorial Day)*

### Brookfield Zoo Library

First Avenue@31th St., Brookfield, IL 60413

Librarian: Julia Innes

E-Mail: [juinnes@brookfieldzoo.org](mailto:juinnes@brookfieldzoo.org)

*"The zoo is a weird, wonderful, exciting, frustrating, glorious, rewarding, disheartening, beautiful place to work."*

During my visit to Brookfield Zoo (nearby Chicago, Illinois) I discovered this quotation, computer-printed and pinned on the wall. But this was not in the director's office. Neither in the dolphin trainer's changing room nor at the entrance to the lion's cage. No, I found this both encouraging and disillusioning piece of life experience in the office of Julia Innes. And Julia Innes is a librarian - to be exact, she is the only librarian of Brookfield Zoo Library. Last year the vivacious young woman moved from Canada to the United States to find a job.

The black letters of her motto seem to come alive when Julia Innes welcomes us to her place of work. Her equally refreshing and heart-warming way of explaining things changes bare facts into music. The reason for this might be found in the soft sweet sounds wafting the entire day from the nearby zoo book shop to her desk. She can't switch it off, she has to endure it - like several other things, for example the inevitable air-conditioning, which works incessantly from April to autumn, but is usually too cold or not cold enough.

Whenever possible, Julia will open the library's back doors to let in the green-gold light and warmth of a Brookfield summer day. And this is necessary - the only window of her office is much too small to keep in contact with sun and air. However, the dwelling of the library is quite exotic: Julia might be the world's only librarian who does her job in a former insect house, built in 1934. Only, since 1970, it has contained books and brochures instead of beetles and butterflies. The brown wooden walls and the rustic beams carrying the tent-like roof with clearly visible water damages remind the visitor of a pioneer's homestead. And indeed - Julia Innes really does a pioneer's work. One day she has to change the air filters, another day she is hunting for two discarded round tables to create something like a studying area. "My job actually is a business", she tells us - an experience most solo librarians might agree with. Sometimes a rather tough business. The zoo's budget is based on taxes, donations and zoo memberships - and how it is allocated is also dependent on the benevolence of the board of directors. Thus, fighting for money belongs to her overall duties. But there are also other kinds of struggles: To save money, Julia tries to reduce the periodical subscriptions to only the necessary and important titles. Sometimes it is rather difficult to set priorities. So, a magazine about animals' behavior had to be cancelled in favor of a journal about diving - the zoo owns a manifold underwater world with numerous

tanks and even a dolphinarium.

Most of Julia's library users are zoologists, a species of its own. But her aim is to more actively serve the large group of animal keepers, those people who work in the elephant enclosure as well as in the cockatoo cage. So the holdings have to better reflect actual practices. A good reason to weed the current 15,000 volumes and downsize them to 6,000 really needed ones. And also an important argument for preferring print media to expensive databases: "The people who are working in the cages and enclosures don't want to handle complicated software. They need good husbandry books so they will be able to care optimally for their charges."

In her first year at Brookfield, Julia had to develop many good ideas to give the library a new face. Her predecessor preferred a rather introverted style of work, perhaps best summed up by Oscar Wilde's motto, also on the wall: "Consistency is the last refuge of the unimaginative." There was no catalogue – every user had to ask the librarian for the necessary books like in an old-fashioned German counter library. So Julia started cataloguing the titles online in OCLC, but in the meantime, they are organized roughly by subject. For now, she compromises between the Library of Congress classification and the zoological taxation, which differs in substantial points. She is working without a library assistant – this would be too expensive. For the same reason, there is no outsourcing of special processes, except for the administration of the periodical subscriptions via EBSCO. There is only a zoologist one day a week who helps her to classify the titles. But if Julia ever should feel lonely, she only has to open the connecting door to the book shop – soon there will peep in a swarm of curious kids: "Mummy, Daddy, look here – what's *that*?"

To get to her work desk, Julia has to climb two steps up to a podium in a corner of the room. There she perches above her small kingdom: piles of brown cardboard boxes with historical records of the zoo, magazines, brochures, and of course books, books, books ... work enough for the next few years. Ever since my visit to her library, she has a companion to "reign" with her over her world of paper and printer's ink: a small gold-crowned "Berlin Bear", the heraldic animal of my home town.

Will Julia Innes make it? I am very sure she will! Because she has not only her dream of a small but well equipped special library with attractive holdings and an inviting homepage – she is also living it! Working very hard, six days per week and sometimes all weekend. Fighting for money, struggling with the scientists, who very often have different ideas of a librarian's work. Yes, it is a daily fight, although Julia's smiling face does not betray this fact. Why? "For librarians it ain't over till the client is happy. We work for smiles!" – another piece of life-experience hanging on her library's wall. (Angelika Krieser, Wittenberg)

*Tuesday, May 28, 2002*

The Union League Club of Chicago Library

<http://www.ulcc.org>

Our group was invited to have breakfast in the Union League Club of Chicago, which is located in the heart of Chicago's downtown financial district. Jill Postma, the librarian of the Club, welcomed us and led us into one of the dining rooms of the clubhouse, where a variety of cookies, juices, teas and coffee was served. While enjoying excellent

food in an elegant atmosphere Jill gave us an introduction to the history and philosophy of the Club.

Established in 1879 the Club has been a contributing partner in the growth and development of the City of Chicago. The Club motto is: "Commitment to country and community".

Membership is open to any United States citizen 21 years of age, but only members can propose candidates for membership. The privileges of membership are:

- availability of modern guestrooms and luxurious suites
- access to elegant dining rooms and lounges
- use of a comprehensive athletic department with professional athletic staff
- enjoyment of one of the finest private art collections of the country
- reciprocal privileges at 180 other prestigious private clubs throughout the United States and abroad
- and last not least the use of the lending library with a large collection of books, periodicals, reference materials, audio and visual tapes, videos and DVDs.

After breakfast we started our visitation tour and saw the most imposing points e.g. the main dining room, which can be hired for private events as birthday celebrations or wedding receptions, the athletic club with its swimming pool, the art collection, which is placed in the vestibule, the staircase and corridors.

As we reached the library, our group was totally impressed by the furnishing and facilities we were confronted: Comfortable leather armchairs with footrests, individual reading lamps, precious carpets and wall papers, paintings, show cases with rare books - an inviting atmosphere to read and relax.

We asked for some more informations and Jill Postma willingly answered our multifarious questions. The library, founded in 1926 and supervised by a library committee, holds about 10.000 books in its collection and 90 periodical subscriptions. Politics, current events, history and fiction are the main interests. Since 3 years the collection is cataloged.

There is no charge to borrow books, tapes or videos. Only for extended research assistance and copies a special fee is claimed. The budget for the library has to be negotiated every year and here as well as in all the libraries we visited on our tour, we heard the haunting sentence: „Since september 11 things have changed".

Donations of books are welcomed and double copies are given to the veterans hospitals.

Besides the recently opened business center provides the members with an office-away-from-the office. There are five private offices and five carrels equipped with phones, computers and plug-in access for laptops. Fax and photocopymachines are nearby. These rooms are available for two hours a day, if no one is waiting time may be extended.

As our group was with a sole exception female, we were pleased to hear that women are allowed to be members of the club since 1984. (Jutta Theurich, Mülheim a.d.Ruhr)

## Chicago Public Library (CPL)

<http://www.chipublic.org/>

Guide: Joanna Hazelden

The Chicago Public Library (CPL) was the third library on our schedule. Since I have been working for an American company for nearly four years now, this trip to the United States was the long awaited opportunity to come into contact with American librarians. Because I am very interested public library work, I was especially delighted about the opportunity to visit Chicago's Central Library.

The Harold Washington Library Center opened in 1991 in neo-classical building, which appears to be about 100 years old but is actually only eleven years old. Four hundred -of the 1500 employees of the Chicago Public Library system work in this ten-storied building. "Its design uses elements of ancient Greek and Roman structures, such as columns, arches, and vaulted ceilings. The architect responsible for the design is Thomas H. Beeby and his colleagues in the firm Hammond, Beeby and Babka. ... The 756,640 square foot library ... appears in *The Guinness Book of Records* as the largest public library building in the world."

The building was designed to be a public library as well as a public space. It was meant to develop this urban area and several businesses have opened because of the library. Rotating exhibitions show all kinds of public art in the main exhibition gallery in the lower level of the library.

The idea of the *CPL Express*, which offers the sort of services of a branch library, was especially interesting because I have never seen anything like it in Germany. It is a relatively new space (about two years old) on the first floor for books that were published within the last two years. To ensure that the books are really new when they are put on the shelves, they are purchased fully processed from the vendor.

A similar service for audiovisual material is called *Media Express*. Here videos, DVDs and audiobooks can be borrowed. There is a loan charge for videos which is spent on the purchase of additional tapes.

There is no membership fee for Chicago residents. Residents of other towns and cities pay about \$ 100.00 to use CPL services. But library cards are available to readers outside Chicago's city limits whose local libraries participate in the *Illinois Intersystem Reciprocal Borrowing Covenant*.<sup>2</sup>

The library has a collection of 11 million items in forty languages, and two million library cards are issued. There is a language lab for speakers of English as a second language and practice spaces for music (with a piano!). I still remember this beautiful winter garden on the ninth floor. Strange for me was the presence of security on every level in the building.

No library card is required to use the e-mail-reference service and CPL receives questions from all over the world. A lot of answers are kept in a database to search for future reference. Internet access is free for everyone and users are able to access technology databases. There is a charge for searches on Dialog or LexisNexis and an appointment with a librarian needed.

What overall impression did this library have on me? I thought it was a bit too big, too impressive. Although we had a guided tour through the building, I had difficulty finding my way round when I wanted to send an e-mail. I felt a bit inhibited in front of the huge desk on the first floor. But most people have some difficulties with every library they use for the first time. And I like to stress that I was very impressed how naturally CPL offers all their excellent services. I have the feeling American library users know more than German users about what they can expect from their public

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<sup>1</sup> Self-Guided Tour of the Harold Washington Library Center - Leaflet

<sup>2</sup> Reciprocal Borrowing Libraries - <http://www.chipublib.org/003cpl/reciprocal.html>

libraries and are therefore, also more demanding. But it has been awhile since I worked in the public library field, and I might not really be up to date with the situation in Germany to offer a comparison. (Michaela Jacob, Dresden)

## Factiva - Business Information Services

<http://www.factiva.com/>

On Monday, Memorial day (May 27<sup>th</sup> 2002), we first had a private appointment with Ann Lee. She is director of Factiva Sales in Chicago. Fortunately this was our second meeting (out of 28 in whole) since we arrived in the U.S. and it was an absolute pleasure date. Why? Ann Lee took the opportunity to invite us to be part of a pure American way of celebrating Memorial day: barbecue at her home!

We were offered great food and enjoyable communication – just the right thing for someone who has recently arrived in the u.s. and was fighting with the jetlag. The best thing to make yourself familiar with the country and the people.

But this was just part one, on the following Tuesday we met Ann Lee at her office in Chicago Downtown where she gave us a deep look inside the advantages of Factiva.

The today known Factiva Database has a web-based interface that was launched five years ago. It is a joined product of Reuters (market penetration in Europe and the Asian Pacific Territories) and Dow Jones Interactive (market penetration in the American Territory).

Main advantages while using the well done databases is the focus on the users needs. This focus is represented in the following special features of the internet offers:

- sharing profiled news around the company
- enterprise wide licences, so nobody has to worry about copyright rules
- news alerting capabilities to email or web-pages in order to make Factivas services used by anybody and any time
- the services are coming to the users (push-service) instead of searching them by yourselves (pull-service) that makes the use very convenient
- global content
- key local sources in the original languages (118 countries with 22 languages are represented)
- 9000 websites are being looked up
- the possibility to customize and personalize each access for your specific needs (in advance of the launch of the databases it was examined how the users are normally creating there searches)
- the customers may download the information to there systems
- Factiva Intelligent Indexing™ - a mixture of automated and manual coding, that makes the searching more easy and reliable (the main codes come form geographical data, company names, news subjects and industrial terms)
- And as a result of Factiva Intelligent Indexing™ the possibility to all these services are enlarged by
- Representing thousands of firm profiles and photos

Besides, this was only the first time we heard the name Factiva, but not the last time; since we met several other organisations, firms and librarians – the database Factiva was nearly always mentioned. A well known tool for the information research!

As a special appointment for us, the Factiva-Newcomers, Ann Lee offered two weeks of free access on our return to our hometown institutes. I am sure that anybody

who takes this opportunity will find a remarkable support for everyday work. (Kerstin Ochudlo-Höbing, Dortmund)

## McGuireWoods LLP Library

<http://www.mcguirewoods.com/offices/chicago/directions.asp>

77 West Wacker Drive, Suite 4400, Chicago, IL 60601-1681

McGuireWoods is a trusted law firm with 600 lawyers and 15 offices worldwide. Librarians are employed in 10 of the 12 U.S. offices. McGuireWoods practice areas are commercial litigation, products liability, litigation management, corporate services, taxation, financial services, labor and employment.

McGuireWoods' commitment to the future:

„Our clients' businesses, cultures, perspectives and profitability are as important to us today as they were when we began in 1834, proven by the fact that many of our client relationships have lasted for decades. Whether assisting a Fortune 50 giant or a small star-up, our objective is unwavering – a dedication to service that brings uncompromised value to our clients.“

The McGuireWoods LLP library in Chicago was one of the smallest we visited during our library tour. The office in Chicago is very young – established in the spring of 1998. McGuireWoods has its main office in Richmond, Virginia. The law library serves the 40+ attorneys who are located in the Chicago office.

The 11 U.S. firm libraries contain roughly 90,000 volumes. About 2,000 of which are maintained in the Chicago library branch, which is the smallest of all McGuireWoods libraries. They route more than 50 periodical titles to their attorneys. Some of these are newspapers and separate journals or newsletter subscriptions, others are report letters that come with multi-volume looseleaf sets.

The law library in Chicago is managed by the librarian Joan M. Ogden. She is responsible for maintaining the Chicago Office library collection, ordering and processing new materials, processing payment of invoices, maintaining the budget records, charging back online database costs that are billable to clients, borrowing books from other area libraries, as well as conducting research using books, fee-based electronic resources, and Internet resources. She also conducts occasional training sessions for summer law students and lawyers. The librarian bills her time when appropriate but she is not required to bill a minimum amount per month. The library uses the following databases: LexisNexis, Westlaw, LivEdgar, Courtlink/CaseStream, RIA CheckPoint, Dun & Bradstreet, PACER.

Joan Ogden works very independently. Her supervisor is located at the headquarters in Richmond, Virginia. He visits her 2-3 times per year, and they communicate by e-mail and the telephone.

The data for the McGuireWoods library catalog is maintained by an external Internet

service, called Epixtech. All of the office librarians can access and update the data by Internet from each of the locations. A library staff member at the headquarters imports catalog records from OCLC whereas all office librarians maintain and update their own records.

Although the firm's Internet and Intranet websites are maintained in the Richmond, Virginia headquarters, Joan Ogden is involved with the design and maintenance of her library's own Intranet webpages.

There is a good cooperation with the Chicago Law Library Community, who are

very helpful and friendly.

„In a world that’s information rich, your librarian is information smart.“ This remark was on a poster in the near 50 qm library without any windows – only artificial light. (Eroica Kremer, Frankfurt am Main)

### Erikson Institute – Edward Neisser Library

[http://161.58.224.249/Education/Library/body\\_library.html](http://161.58.224.249/Education/Library/body_library.html)  
420 North Wabash Avenue, Chicago Illinois 60611-5627

It is our second day in Chicago and we have visited already four libraries today (among them the Chicago Public Library). We have been delayed in our schedule and arrive late and unfortunately also somewhat tired at the Library of the Erikson Institute. Janet Lynch Ford is a remarkable person. She exudes a tremendous energy and even such small things as her brooch indicate her love of books. With much enthusiasm she tells us about the Erikson Institute and its interesting Library.

The Institute was founded in 1966 by Irving B. Harris and Maria Piers. “The founders chose to name the new graduate school in honor of renowned psychoanalyst Erik Erikson, a former colleague of Piers in Vienna.” Today “Erikson Institute is an independent institution of higher education that prepares child development professionals for leadership. Through its academic programs, applied research, and community advocacy, Erikson advances the ability of practitioners and researchers to improve life for children and their families. The Institute is a catalyst for discovery and change, continually bringing the newest scientific knowledge and theories of children’s development and learning into its classrooms and out to the community so that professionals serving the family are informed, inspired, and responsive.

The Edward Neisser Library and Learning Center is committed to supporting the educational, informational, research and service programs of Erikson Institute. In so doing, the Center seeks to foster a climate of service to the Institute and the community; impart skills that enhance academic success and lifelong learning; and provide the facilities and equipment necessary for the successful performance of the Institute’s mission. The Library is one resource hub, combining a print and electronic library, state of the art media center, and a hands-on curriculum resource and training center for Chicago’s teachers. Currently, holdings include approximately 7,000 books and 60 journals; on-line information is provided by OCLC.

It was particularly interesting for us – and unusual if compared to the German custom – to hear that Janet Lynch Ford is actually retired already but still continues to work. Although she has not yet reached the proper retirement age she is entitled to a pension due to her long-term work abroad (in Santa Lucia, Westindies). However, she still wants to work professionally and is fit enough to do so. (Kerstin Martin, Wittenberg)

*Wednesday, May 29, 2002*

CAPS - Career and Placement Services Library at University of Chicago

<http://caps.uchicago.edu>

In the beginning there were some obstacles to visit this library: we reached the building where the library is located in time, but the librarian expected us at another place at the campus where we should rather be met to have a campus tour first ... So on the one hand we unfortunately missed the campus tour but on the other hand we had enough time to explore the location itself (a very nice old fashioned building with wide windows ranked with vines) and the floor outside the library. Otherwise I wouldn't have enough time to study the library bulletin board on the floor. For me it was the first visiting card of the library! And I was impressed!

You find not only the usually expected opening hours on that board. The librarian - Terren Ilana Wein did it all herself as she later answered my question - divided the board in four special parts like "News", "New Resources", "The Career-Related Website of the Week" with three different websites and "The New York Times Bestsellers" list. She marked the column of the board with special nameplates in yellow. In the "News"-part I read two recently published articles dealing with career from the New York Times and the Wall Street Journal. "New Resources" contained two lists to browse in about the new books arrived in the library in April and the ordered ones. The "Books on order"-list marks all books which already have come in. Underneath was placed a note to use the suggestion box to let the librarian know if there is something you're looking for. And last but not least she put advice about the Chicago Public Library with opening hours on the board.

I found it a very good idea to serve some basic user information needs and to agree them with the bigger field of information in the library itself. Studying this library board I wanted to innovate it for my own OPL be sure about the constantly needed time to keep the board up to date. I guessed it must be a very engaged librarian loving her work and accompanied by some staff.

When we finally met I learned that she has been working in this library only for about six months and is supported by only one assistant with 15 hours per week! She has to serve the information needs of 4,000 undergrads and 12,000 grads!

The library belongs to the University of Chicago Career and Placement Services. The library supports the primary goal of this center that is to help students throughout the University to identify and explore a full range of career paths and employment opportunities. The literature on the shelves is committed to only these tasks. That's why you could find there very specialized books, maybe about 2.000, for any question how to start a career in any profession or how to apply for a special job and which skills do you need to be successful. The librarian - in the contrary to most of other libraries I know - is involved in the different special programmes creating booklets, flyers with hints for searching, websites with links or even the news board. You can prove it with such little things that the library is organised and designed for the users needs: for example you find the suggestions and queries box, the box with pencils and sheets of paper, carefully placed information material and user friendly practice for lending books. So this library is a very unique place to make you feel somebody is carrying about you and your questions. I think it is very important regarding that special orientation of the library. Career and job questions are always very personal and need a special consultation. I was astonished to find such opportunities in a library! I don't know of any comparable library in Germany. Somebody in our group said this kind of services is provided by the job centers in German towns. At Humboldt University, where I come from, was established a Career Center only recently. But all they haven't include a library in their centers which combination is very usefull. This way you have the resources and the specialists with their courses and counseling hours at the same



place! During summer the dedicated librarian will create the library's own website on the CAPS homepage to make the library even more public for the students. Till today she is announcing the library offers over email lists, student papers and news boards. Using the web she will realize her mission even more effectively: to teach students how to research themselves. What a mission for a library! (Dr. Karin Aleksander, Berlin)

## Graduate School of Business Library / Career Resource Center, M.B.A. Career Services

University of Chicago, 6030 South Ellis Avenue, Chicago Illinois 60673

Librarian: Marjorie Gagnon

[http://gsbwww.uchicago.edu/gsbcar/resource\\_center](http://gsbwww.uchicago.edu/gsbcar/resource_center)

Marjorie Gagnon showed us how she applied her ideas and her enthusiasm to create a service recognised by the users. But this should be told in the right sequence. In 1998, Marjorie came from Montreal to Chicago to start her very first job. It was her task to build up the library of the M.B.A. Resource Center. Career Centers are still rather unusual in Germany because they are supposed to convey to students all those competences and skills which lead to a successful entrance into professional life, i.e. including a detailed preparation of students to deal with demands of employers or react adequately in job interviews. The first „Career Centers“ in Germany started in the 1990s (for example in Muenster or Hannover) and were oriented to the American model. Up to now German higher education institutions are not evaluated according to the criterion how successful they are in student advice and counseling or how successful their students are in managing the transition from higher education into the world of work. Therefore it was particularly interesting for us to experience such a library “in action”. The library is not a library in the usual sense which is reflected in the tasks of the staff:

“The staff of the Career Resource Center responds to approximately 40,000 information requests/year from students, faculty, employers and alumni. The Librarian oversees the development and maintenance of all resources, both electronic and print, and plays a key role in coaching clients in their use.” It result – among other things - the following separate assignments (Email from Marjorie Gagnon):

1. Acquire and share knowledge of electronic and print information services with clients. Develop and maintain fluency in current trends in MBA related careers, industries, specific companies and the job market for MBA students.
2. Evaluate print, electronic and online versions of databases. Know the best journals and electronic resources in specific areas of business that directly meet the needs of clients. Develop specialized subject knowledge appropriate to clients' career interests.
3. Hire, train and manage an effective team of 6 staff person and student workers such that you can provide excellent service.
4. Assess information needs. Conduct regular needs assessments, using research tools such as questionnaires, focus groups and key information interviews.
5. Spearhead the library's marketing efforts.
6. Design and deliver value-added information services and products to meet needs.
7. Coordinate and deliver presentations to students about using resources in a variety of areas.

8. Prepare and monitor the allocation of an annual resource budget.
9. Form partnerships with peer schools' information services to optimize resource sharing. Develop and continually monitor best practices.
10. Coordinate with Information Systems Coordinator the maintenance and development of our web site. Assist users in understanding what information and services are available via the web."

Her well-established service is highly appreciated by its users. In her first years, Marjorie focused on developing the collection, creating a brand for the center, and marketing several new services for the 1,200 students. Her biggest projects included the launching of monthly email newsletters covering 31 topics and the automation of the collection. Since her arrival, the circulation increased from 20 loans per year to 500 loans per year.

On the Website developed by herself all important research tool can be accessed via the internet thus allowing individual searches at any given time. In order to speed up the availability of information for the users, Marjorie has invented her own catalogue system. For us that was something special because most of the other libraries visited by us accessed the data of the Library of Congress or similar sources.

And another thing surprised us. Marjorie has an interesting job and we had the impression that she liked her work and felt it to be challenging. But still she spoke openly about a possible change of job in order to further develop herself. That impressed us because in Germany such an attitude is very unusual and often not even possible because the job market is very tight and not many jobs are available. (Kerstin Martin, Wittenberg)

Quellen: Puhle, Hans-Joachim/Weiler, Hans N. (Hrsg.) Career Centers. Eine hochschulpolitische Herausforderung. Hamburg : Ed. Körber-Stiftung, 2001.

*Wednesday, 29 May 2002*

Center for the Study of Ethics in the Professions, Illinois Institute for Technology, Chicago

Librarian Elizabeth Quinlan (e-mail [quinlan@iit.edu](mailto:quinlan@iit.edu))

<http://www.iit.edu/departments/csep>

<http://www.iit.edu/libraries/csep/libdoc.html>

"A library doesn't need windows. A library is a window." (Steward Brand, Buildings Learn (1994) p. 33)

It seems this quotation is on the way to be proofed at the library of the Center for the Study of Ethics in the Professions (CSEP) at the Illinois Institute of Technology (IIT). In fact one of the main impressions regarding this library will be the architecture. The librarian Elizabeth Quinlan explained to the German OPL study group that the IIT Campus was designed by Ludwig Mies van der Rohe. However the Hermann Union Building, where the CSEP library is located contains a library which has no windows, bad lightning and a noisy air conditioning. This small room may not be the best example for Bauhaus architecture but it contains one of the few libraries about Ethics in the Professions world-wide with the library holdings as well as the workplace for the librarian. I don't know about workplace safety in the USA, but such working conditions do not conform with German law, even if it is a "Bauhaus"-building.

Now let me tell you about the imaginary window, the library itself: The CSEP and its library were established in 1976 as an interdisciplinary center for ethics in the professions. The library contains an interesting collection of books, periodicals and materials regarding practical and professional ethics. Concerning the limited space of the library the book and periodical holdings have just the right size. However the main reason for the small collections is the budget, an issue which is well known in Germany, too.

Besides this, the library has a comprehensive collection of codes of ethics, which is continually updated and available online (<http://www.iit.edu/departments/csep/PublicWWW/codes/codes.html>) as well as on hardcopy. This collection contains codes of companies and organisations from all over the world (I am quite sure that the librarian Elizabeth Quinlan will be very happy if you would like to send her the code of ethics from your company or organisation). As ethics in the professions is a global issue the library is open to all researchers, practitioners, teachers and students interested in the topic.

Certainly the CSEP librarian has to care about library services like cataloguing, check-in from periodicals etc. And like other OPLs these services have to be done in the most efficient way, related to costs and staffing. However in the USA there is a possibility to apply for grants for getting some special projects financed. For example the CESP library was awarded with two grants, one of them was to carry out a retrospective conversion of the library catalogue.

It seems that a small budget and the need of reducing the library services is a common "global" problem of OPLs. Surprisingly for me this list has to be expanded by the issue of copyright. The CSEP librarian has to consider copyright concerns while making the codes of ethics online available. For example the last meeting of German medical librarians had copyright as a very important topic as well. My impression is, that OPLs in America and Germany share a lot of mutual problems.

Nevertheless, if there is need for further information regarding the CSEP library or if there are any other questions, the homepage of the Center for the Study of Ethics in the Professions ( <http://www.iit.edu/departments/csep>, <http://www.iit.edu/libraries/csep/libdoc.html>) is a very good place to get information. And I am sure that the librarian Elizabeth Quinlan (e-mail [quinlan@iit.edu](mailto:quinlan@iit.edu)) will be pleased to answer any question concerning the CSEP library. (Christine Weidinger, München)

## VanderCook College of Music, Ruppel Library at Vander Cook College of Music

3240 Federal St., Chicago, IL 60616-3731  
 Librarian: Don L. Widmer  
 E-mail: [d.widmer@vandercook.edu](mailto:d.widmer@vandercook.edu)

„Can music really make your child smarter?“ asks a colorful flyer with Albert Einstein playing a violin on the front page. At the back you will find the following answers: „Music makes the brain grow“ – „Piano raises conceptual math scores“ — in short: „Kids who study music do better in school and in life!“ The necessary conditions to make these statements come true are not only talented children and suitable instruments. You also need well trained music teachers. And for this last point VanderCook College of Music is just the right partner. It is located 3 miles south of Chicago's „Loop“ on the Illinois Institute of Technology campus, close to the heart of

the city's magnificent musical and cultural centers.

The college is by the way the only degree-granting institution in the United States that is solely dedicated to the career preparation of music education. Students are given thorough performance and teaching knowledge of seventeen band and orchestra instruments. Vocal majors explore traditional vocal literature as well as the literature and teaching methods of jazz and show choirs and the choreography that is vital in those groups. VanderCook is small and selective. The student body has only 85 undergraduate and 115 graduate students, a fact that contributes to the helpful and family-like atmosphere of the school.

Small and selective, helpful and family-like – these attributes are also fitting to Ruppel Music Library that belongs to VanderCook College. Don L. Widmer, music librarian and archivist, knows all his library users by name. His individual service also includes library and bibliographic introduction courses focused on electronic sources. And the students are very satisfied with his work, giving him high grades for a „fabulous, great and excellent job“ in a „very well run and well stocked“ library.

Don welcomes our group as guests, not as mere visitors. „I did some extra dusting before you came“, the young man tells us with a twinkle in his eyes. And he did even more: Tasty cookies and mineral water bottles are already waiting for us. We enjoy these most welcome refreshments at the end of a long and hot Chicago visiting day and show our delight at paper napkins decorated with the European map.

The library collection consists of approximately 11,000 volumes that include books, scores and sound recordings as well as electronic resources. There are separately maintained band and choral libraries. Worth to be mentioned are the materials concerning the tradition of American marching bands, especially an extensive collection of CDs with music of high school bands.

The library subscribes to approximately 60 print periodicals and has access to over 40 electronic full-text journals. Important electronic resources are for example the Dictionary of Music and Musicians Online and several full-text periodical databases including EbscoHost, International Index to Music Periodicals, and FirstSearch.

At the beginning, the library budget was rather tiny. Now it has been quadrupled to approximately \$61,000 per year. In Fall 2000 a Library Assistant position was created and filled. Due to this position, productivity of the library has increased through the redesigning of library web pages, conversion of the entire collection to Library of Congress classification, improved supervision and the training of student workers, and an extended reference service. „It's not easy to find really good student workers“, Don says. „In small libraries there is also the economic problem of expanding the staff: more people mean more personal service but sometimes less money for other things.“

Don Widmer uses OCLC for cataloguing. „90% of the work is copy cataloguing“, he tells us. CDs with high school band music have to be sent to OCLC for catalogue entries – in the eyes of German librarians a troublesome and with \$40 per item at the same time rather expensive procedure. Complicated binding processes are outsourced to a professional book binder, the simpler tasks are done by the student workers.

Ruppel Library is a real treasure among American music libraries. „But there are not too many requests from outside Chicago“, Don remarks soberly. „The library is too small and not well known enough.“ Anyway, Don Widmer is very busy in several professional activities that help to represent his library among other academic institutions. So he was elected to the Chicago Library System Board of Directors as a representative of academic libraries, influencing decision-making and policy for Chicago-area libraries. He also helped to found CASL (Chicago Area Solo Librarians)

and is participating in several workshops and conferences.

Does Don Widmer like his job? I think he really does. Of course he knows the struggles of a solo librarian well enough – but he also knows how to cope with them. And he even enjoys another job at VanderCook College: sometimes he helps out as a piano accompanist during classes. His personal favorites are J.S. Bach and 20<sup>th</sup> century music. It is only too bad that he did not give us a sample of his skills during our visit ... (Angelika Krieser, Wittenberg)

*Thursday, May 30, 2002*

## Goethe Institute Chicago, Library

<http://www.goethe.de>

On Thursday 30<sup>th</sup> of May, 2002, we were invited to an American breakfast in the Goethe Institute of Chicago.

While eating cakes and drinking coffee, Connie Edwards, the librarian (since summer 1998) and the new director, Dr. Rüdiger van den Boom informed us about the Institute and especially the library.

The number of Goethe Institute libraries in USA has been reduced from 8 to 2. There are still partial institutes in San Francisco, Los Angeles, Atlanta, Washington, D.C., Boston. Chicago and New York are the only ones that still have a library and information center.

Since October 1998 the Goethe Institute of Chicago has been at its current location. The library is open to everyone and contains about 8000 media. 20-25% of them are in English. They are either translations of German works or they deal with topics related to Germany. There are about 500 users and as of January 2000 there is an annual borrowing fee of \$10.00. The number of users is decreasing – a problem of all libraries of the Goethe Institutes.

The library obtains its books and other library materials from Germany via InterNationes. A few books are acquired locally. The libraries of the Goethe Institutes no longer all have a core collection. Each library collection is unique to its local needs.

In the future the main focus for acquisitions in the fields of poetry and fiction, arts, history, secondary literature as well as films and videos should be in the German language. Because of the fact that German as a foreign language is decreasing in the USA while Spanish is increasing, the main concentration in the work at the Institute is supposed to be in the sector of language courses. All teachers are native speakers.

Another important part is the language consulting work. A newly-appointed language consultant will be responsible for 13 states of the American Midwest and support their teachers of German.

An interesting specific feature of the Goethe Institute Chicago is the annual awarding of the “Helen and Kurt Wolff Translator’s Prize” for an outstanding literary translation of a German book into English, published in the U.S. Other promotion measures of the Wolff Prize are the sponsorship of young German writers and an invitation to the “Literarische Kolloquium” in Berlin, which offers a scholarship for three months to the Wolff-Prize recipient.

The main annual activities of the Program Department are the EU-Film Festival, the Spring Literary Fest, the Theatre-Festival and the Translation Seminar. All these public

functions are organized in cooperation with American partners; the costs are shared. Regular meetings with the librarians of the "Alliance Française" and "Instituto Cervantes" have the main objective of cooperative projects between the three EU libraries, such as last year's "Multicultural Fairy Tale" during Chicago Book Week. The Online Catalogue of all of the Goethe Institute Libraries can be consulted via Internet as well as the main catalogue of the Goethe Institute of Chicago.

My personal impressions: The selection of periodicals and newspapers is wide-ranging. It is a great pity that there is no sign of the Goethe Institute at the building (it is not allowed).

Because of the fact that I passed 5 years in overseas, I know the importance of the Goethe Institutes and its libraries (above all in the countries of the so-called "Third World"). The Libraries of the Institute are indispensable especially for getting more detailed information about the latest facts.

Last summer I had the opportunity to appreciate the work of the "Literarische Kolloquium" in Berlin and I think that this is an important aspect of the work in view of cultural exchange.

During our stay in New York we visited also the library of the Goethe Institute there. So I'm able to compare it to the Goethe Institute library of Chicago and I remarked that they have already done one further step towards a restructuring of the library and the demands of the users (fewer books, more videos). (Cornelia Erchinger, Münster)

## Washington, D.C.

*Friday, May 31, 2002*

### Library of Congress, Washington, D.C.

<http://www.loc.gov>

The Library of Congress (LOC) is the largest library in the world with more than 120 million items:

- more than 28 million cataloged books
- other print materials in 460 languages
- the world's largest collection of legal materials, films, maps, sheet music and sound recordings.

With a staff of approximately 4000, the LOC serves more than 2 million readers and visitors annually.

The LOC's mission is to make its resources available and useful to the Congress and the American people and preserve a universal collection of knowledge for future generations.

Our visit started with a lecture on cataloging and after that a talk on

- the LOC's Collections and its expansion
- the library services
- the three library buildings on Capitol Hill (John Adams Building, James Madison Memorial Building, Thomas Jefferson Building)
- the 22 reading rooms of the LOC
- the mission of the LOC.

At last, and I think that was the highlight of our visit to the LOC we had a guided tour through the gloriously restored Thomas Jefferson Building. The Great Hall, which rises 75 feet from marble floor to stained glass ceiling. Marble columns and staircases, mosaics and paintings make it one of the most beautiful public buildings in America.

Before leaving the LOC almost everyone took the chance to go into the LOC's Sales Shop and to buy useful and useless souvenirs. (Cornelia Jacobs, Hannover)

### The Comptroller of the Currency in Washington, D.C. - The OCC Library

Guide: John Posniak, Assistant Librarian

<http://www.occ.treas.gov/>

"We'll be happy to do what we can!" - John Posniak, Assistant Librarian of the OCC Library, met our group at the entrance of the Comptroller of the Currency Building, helped us to manage the security and to intercede when someone had forgotten her passport, ultimately bringing us up to the 9<sup>th</sup> floor. As an old friend of Germany who

had visited our country many years before, bringing back a lot of wonderful impressions, he seemed delighted and a little excited to welcome a group of colleagues not only from our country, but also from the city of Berlin, the City of the Wall which he remembered so well.

The Comptroller of the Currency is the Administrator of National Banks, comparable to the Bundesaufsichtsamt für das Kreditwesen in Germany. The very well furnished library resides in very comfortable rooms with a wonderful view over the city of Washington. While it was founded nearly thirty years ago, they moved into their present well appointed quarters only in 1991. A federal governmental agency, their funding is derived from fees levied on the private banks they regulate. All the equipment looks fine and modern. The space between stacks is wide enough for a wheel chair - but how did the architects imagine the disabled would reach the books from the two meter high shelves? It's a very nice atmosphere not only for the staff but also for the users as well, who come to find information about individuals or corporations, legal reference assistance, financial industry data, product information or federal or state information.

Typical users are Treasury personnel, economists and scholars, but the library is also open to the general public, researchers, such as journalists and other media representatives. For all of them the library holds about 40,000 books, over 200 journals, periodicals, and microform titles, videotapes and CD-ROMs. There is a special collection of legislative histories on national banking law as well.

The library houses a wide variety of paper-based and electronic reference materials and offers interlibrary loan and research support to OCC employees. Major subjects in the collection are U.S. and international banking, economics, law, management and supervision, and personal computing. More than 400 data bases are offered, including American Banker, Dow Jones News, Economic Literature Index, Lexis, National Newspaper Index, and others. They contain the text of, or abstracts from books, newspapers, popular, business and scholarly periodicals, conference proceedings and wire services. The library also contains an institutional archive with volumes from 1863 on, such as the "Annual report of the Comptroller of the Currency", for example. If necessary, the library staff borrows material from other libraries, actively helps users to find what they need, performs research and shows users how to use data bases. For non-OCC employees, the reference staff accepts phone queries for quick questions but cannot do research.

We were interested in questions like outsourcing and automatization. We learned, that the OCC Library is of course not an OPL. The librarians and staff are cross-trained to perform each other's library functions, eg, the acquisitions technician will partially perform the serials technician's work in her absence, and in the long-term absence of an interlibrary loan technician the librarians have been performing those functions themselves. They outsource their cataloging, interlibrary loan and serials acquisitions functions. Annual bindery functions are handled at low expense by "riding" a larger government contract.

They have also automated several library functions in the interest of efficiency. The monthly Library Bulletin is posted on the intranet and emailed to users by request on a listserv. When a given article is available electronically it will be downloaded to a common computer drive to avoid repeated xeroxing of the same article. The OPAC is automated and is available to patrons in HTML format through the intranet.

As for quality management they are monitored for efficiency and customer satisfaction with extreme frequency. The latter is performed weekly at the present time.



To optimize their services, the librarians often meet with divisional heads to ascertain how they can be more helpful.

For our group it was much helpful to learn what a "Currency Library" means, how it looks and works, and how the staff serves their very special users: "We'll be happy to do what we can!"

At the end of our visit we wanted to thank John for having spent so much time with us and our questions, even coming in on his day off! We were happy to present him a little book about the history of the Berlin Wall, as well as a genuine piece of the Berlin Wall, a hand-picked trophy, gathered on the spot by one of us after it came down. Later, back in Germany, we got a warmhearted letter from John to let us know, that he was "tickled pink over the echtes Berlinermauerstück", and "as for the Berlin Wall book, my friends have gotten very tired of my talking about it and endlessly passing it around." Not only John but also fourteen German OPLs "hope we can meet again sometime - in Germany!" (Petra Hauke, Berlin)

## World Resources Institute, Washington, D.C., Library and Information Center

<http://www.wri.org/library>

Our first day in Washington, D.C. The heat downtown is murderous but there is no time for complaining and being lazy. The third library on schedule is the smallest with two young librarians (E. Behrendt and B.A. Milton) and to my delight it's a natural sciences library. We are visiting the World Resources Institute (WRI), a nongovernmental organization. This name has already been on order forms of our own institute's library. Monographs and CD-ROMs which have been published by this institute are standing on our shelves far away in Germany. I'm eager to get to know this library and the persons who are working here.

From the beginning I feel myself at ease. Because of the daylight falling on shelves and even into the single offices of our american colleagues ? Because of some well known backs of monographs ? Or because of the warm welcome with wonderfully refreshing drinks. Probably all these things together are creating a very comfortable atmosphere.

At the beginning stands a relaxed presentation of the group members to our hosts in a cosy corner named the "garage". We are told that the whole office space of WRI has been built according to the mission of the organization to help to protect our earth and environment. Resources and energy are efficiently used, recycled material can be found in the whole place. They call it the "green office". These non-library details are also very interesting for me because our institute's library will move into a new building next year. Some of our "green" ideas however have to be cancelled due to lack of money.

The WRI library and information center mainly serves the organization's staff of about 130 people. Outside visitors working in environmental projects are welcome. The catalogue can be searched online. Various databases at FirstSearch (OCLC) or EbscoHost are offered through the intranet to authorized customers. Searches in special databases as for example Lexis-Nexis and Dialogue are done by the librarians because only they have access.

Besides they are taking care of the Computer Lab. consisting of PCs with standard software, scanners and other technical equipment, which can be used by WRI people.

The librarians give support and training to their colleagues in using this software. They are also able to solve small technical problems, only larger ones are settled with the help of a technician.

In these days the library is starting a project on electronic journals to facilitate the access to online journals available at WRI. I haven't known before that there is no database in the US which can be compared to the "Electronic Journals Library (EJL)" in Germany, where librarians in about 190 institutions are jointly collecting and updating bibliographic data of academic and scientific online-journals, administering local holdings and individual user instructions with the technical support of the University of Regensburg and offering this tool to their customers. At WRI-library they now have to go through their subscription list and figure out the best way to access the available journals. It may be interesting to see the outcome of this project and how they present it to the WRI staff. But this seems to be a lot of work and I'm glad that I can participate in the EJL and have most of the information already at hand with the help of all those german librarians feeding the EJL.

A large striking poster comes to my notice while we are walking through the library. It shows a statistical chart with figures about library services such as reference, searches, document delivery, material circulation and materials purchased. Collecting some of these numbers as well for our library, I have never shown them so clearly to the public. What a good idea ! May be this is something to copy. Perhaps I should also start to document reference work which is indeed a major part of our duties.

I have enjoyed this visit and if I shall send a new order form for books to WRI I now have an image of some people there in mind. (Carola Kauhs, Hamburg)

## *Saturday, June 1, 2002*

### National Public Radio Library

<http://www.npr.org>

NPR was created in 1970 as a private, non-profit organization to provide leadership in national newsgathering and production and to provide the first permanent nationwide interconnection of non-commercial stations. Today NPR serves with 90 public radio stations an audience of more than 19 million Americans each week via 620 public radio stations and the Internet and also distributes programming to listeners in Europe, Asia, Australia, Africa and Japan. NPR is headquartered in Washington, DC, with more than 30 offices across the world and more than 700 people work at NPR. As a non-profit organization NPR is being financed

- by contributions from listeners
- member stations are buying programmes from the national station
- little money from the government
- corporate sponsorship
- foundation support
- major donor support

NPR has two libraries and most of the services are for the staff and not for the public:

## The NPR Broadcast Library

The main task is to catalogue and archive

- programming (archival reel and archival CD-R copies of all NPR-produced shows)
- music
- spoken word (famous speeches, actuality, comedy)
- sound effects
- obituaries
- series compilations

The cataloguing program is called Techlib and here is 1 item out of the catalogue:

#	Shelf Number	#	Title	Timing	Name	Subject
1	200203190503	1	cat:IN Memoriam: sum: FRESH AIR fmt: PIECE nat: CLIP (PROGRAM; COMPACT DISK (CD))	00:01:40	MANN, DAVID (LATE SONGWRITER/PIANIST) -/SINATRA, FRANK (SINGER);8 host: GROSS, TERRY	OBITUARIES COMPOSERS SONGS PIANO

As in most of the visited libraries the 11<sup>th</sup> Sept. 2001 took affects on the budget. A staff cut has taken plase and therefore the cataloguing has been shortened. You only find copies of the transcripts of some shows instead of catalogue entries.

The library is open to staff 24 hours a day seven days a week and the librarians are working between 7AM and 7PM Monday through Friday and between 9AM and 5PM on Saturday and Sunday.

There are three audition rooms for NPR staff to use for dubbing or auditioning sound which are equipped with reel-to-reel players, dual cassette recorders, CD players, and telephones. During a short tour with our contact person, Sally Robertson, we could see these rooms and it was very interesting.

## The NPR Reference Library

In the reference library we met Kee Malesky who reported in a short time on her work. I've got a notion that the work for the NPR as a librarian is really pretentious, your always work on deadline anf you must be an information specialist.

There are four parts in the library

- collection of two major newspapers (New York Times and Washington Post) in different files for subjects
- about 3000 books
- periodicals and serials, document delivery, interlibrary loan
- Intranet researches for the staff
  - actual news, politics, hot topics, links to other electronic sources
  - global intelligence corporation, background information, statistics
  - local sources (especially for reporters)

Furthermore the library staff is offering training courses in doing researches, for

example „how to search in Google“.

Both libraries fill an essential role at NPR with the mission to provide information courteously, efficiently, and on deadline. (Cornelia Jacobs, Hannover)

## *Monday, June 3, 2002*

### National Press Club - The Eric Friedheim Library & News Information Center at the National Press Club

<http://npc.press.org/library/index.shtml>

The national Press Club is an interesting point to visit and to meet. On Monday, June 3<sup>rd</sup>. 2002 Mr. Thomas C. Glad, chief of the library, gave us a walk-around through the facilities of the whole club and gave us a brief overlook about the libraries tasks, which are indeed outstanding.

#### **Historical Background:**

The History of NPC is started in 1909 when the National Press Club, Washington, D.C. was established. In 1927 their first building was built on 14<sup>th</sup>. Street, which was at that time well known as the Newspaper Row.

The motivation for founding a press club was simple: the unusual working hours of press people. In the Press Club they could gather around at any time they wanted finding someone to talk to and share information at any time.

1980 the idea of establishing a library came up. It was part of their change of mission, they wanted to become a professional service institution and offering information became a part of it. The library is a non-profit educational foundation.

#### **Today's' business:**

Nowadays the main business of the NPC is to give space for press conference. They have plenty of space and in each room 4-5 press-conferences were held each day on a high technological level (e.g. video conference, webcasting, as well as standard radio and TV broadcasting).

One other business is to offer lots of speakers events. They are open to the public and well recognized. Every now and then highly qualified speakers are invited to address themselves to the interested public.

#### **The Library: a closer look:**

But let us take a brief look on the library of NPC. That is one of the facilities only offered to members and external users that have a special interest – such as young journalist or maybe students. The library is named by its donator Mr. Eric Friedheim.

Besides the “normal” work of an internal library this one does remarkable things!

1. They have a great collection of photographs and they prepare exhibitions from time to time that are presented in the whole National Press Club. The library itself collects them and makes them searchable in a database.
2. The library invites authors to present their books in the Club, these are well-known events. The advantage the library takes out of these evening program is an amount they gain with every copy of the presented book is sold. Recent authors who have participated in this program include Henry Kissinger, John

- Eisenhower (historian and son of President Eisenhower), Senator Ted Kennedy, Norman Mailer (novelist), and Kirk Douglas (actor).
3. Especially when authors of cookbooks are coming. They will not only present their works, there will be a whole event with cooking and dining. And besides this is the best way to raise money. Taking the combination of pleasure and business.  
All these events are promoted via internet, flyer, email and fax to the interested public
  4. As another project the library-staff is giving classes for interested people. Classes were held to give attendants skills for young reporters or new software-products. These classes are held in a special, well and up-to-date equipped room, where at least 15 attendants may find space. Another good idea to sell well recommended services and getting paid for it.
  5. For their research the Eric Friedheim-Library has a benchmark of 30 minutes for finding a correct answer. A big challenge but normally they can manage it within the time! Each request that reached the library via phone, email, fax or personal appearance will be answered as quick as possible.  
The best thing is: normally the research-result is for free. Only if their retrieval includes for example charges of databases or the search will take an extraordinary long period of time this has to be paid by the customer (according to the non-profit-idea)

**Membership with extra-value:**

Being a member of the International Press Club, Washington, D.C. includes automatically the membership in the library.

There is a fee of 80 \$ they charge every other interested user who has something to do with journalism, like members of the journalism community, including news researchers, freelancers, cyber, broadcast, and print journalists, and people in the field of public relations.

Being a member includes the full access to all the research facilities!

**Remarkable impressions:**

What for our eyes was completely unusual is following advertisement:

“The News Information Center is supported by the MacGraw-Hill Companies”.

Each of the shelves in the library had its “own name” in form of a sign made of brass.

The library received several computers as a donation from Compaq (nowadays Hewlett Packard) and a special connection to Bloomberg’s Databases via a special computer – altogether the whole equipment and the access free of charge.

Besides this a lot of print material and news wires is donated to the library too.

A fact that is totally unusual to me, all this donations in various forms never appeared to me during my time as a librarian.

**My summary:**

This visit was a complete success. We got in touch with an absolutely professional library organisation and a team of well-educated information specialists. It gave a variety of suggestions for our own working conditions. They are very innovative and made me aware of new ideas of gaining money in times the budget is not so certain.

On the one hand all possibilities of gathering free material and hardware and on the other hand the various ideas of making the library a place to find more than printed

material but specialists, teaching and events. (Kerstin Ochudlo-Höbing, Dortmund)

### Latham & Watkins Law Library, Washington, D.C.

Information Resource Manager Ruth McKeen (ruth.mckeen@lw.com)

<http://www.lw.com>

The first impression while visiting the Latham & Watkins Washington, D.C. law library was that it is a bright, spacious and modern library. It is clear that the patrons shall feel welcome using it.

However the attorneys don't have to come to the library to do their legal research in each case. Via the company intranet there are many resources online available for them at their workplace, for example network CD-ROMs, internet database and electronic journals. The library also distributes various electronic newsletters via e-mail. This service makes sure that the attorneys get the relevant information they need as fast as possible for example on a daily or weekly basis on their desktops. Besides this there are database and CD-ROMs subscribed which are only accessible in the D.C. Library. This depends on the licence agreements negotiated by the librarians. There is a distinction between national or global contracts and local licences which are negotiated between the Latham & Watkins D.C. Library and individual publishers.

Nevertheless the law library of Latham & Watkins in Washington, D.C. is one of many in the company system, there is no main library defined. However, the library contains a big book collection with a large reference division, newspapers, magazines, periodicals and special law documentation like a collection of pleadings.

To make sure that the attorneys make the most of the library services the librarians offer many training opportunities. For newcomers there is an orientation package available and the library offers training to any electronic product they wish. Every week there is an online training done by representatives of the two major legal research services in the USA, Lexis and Westlaw. Additionally there is a monthly training regarding the content and usage of special database. As the attorneys do the legal research themselves, the librarians have to train them how to do research and they have to make sure that all relevant information resources are available for them.

The law library is open for the patrons 24 hours during the whole week. However if their is a need to contact a librarian, the library is staffed Monday to Friday from 8:00 am to 6:00 pm.

As I work for a company library myself, many of the issues discussed with the librarians from Latham & Watkins law library were familiar to me. Licence agreements, use of the intranet and copyright are also issues in my small medical library. Nevertheless the visit of the law firm was very interesting since it gave me the opportunity to get insights into the work of law librarians for example the legal database and the organisation of the library services. My impression was that the library plays an important role in the Latham & Watkins law firm and the librarian do proof it by doing an excellent job. (Christine Weidinger, München)

## Joint IMF – World Bank Library (JL) – Washington, D.C.

<http://jolis.worldbankimflib.org>

The International Monetary Fund (IMF) and the World Bank. Great names you should be familiar with. Though during the journey most of the group have to admit that international finance and all those economic topics are not their favorite ones. Therefore this library on the schedule would be some kind of challenge.

The IMF is an UN organization of 183 member countries and in its purposes equal to a "World Central Bank" and was founded to promote international monetary cooperation, exchange stability, and orderly exchange arrangements. The World Bank gives loans to distinguished projects in developing countries and countries in transition.

Experiencing a warm welcome in the fascinating and impressing entrance hall by library staff members we are confronted with a strictly and perfectly organized program soon after lunch in the well equipped cafeteria which has been the very comfortable beginning of the tour. No less than eight women hold their lectures about print procurement, content development, content access, table of contents/document delivery, research services and information technology and present in a short form their group's present and future work. A vast amount of information in ten-minute-packages followed by a walk through the library, which fortunately takes us twenty minutes.

Not having a clear imagination of this library before this visit to some of us it is coming as a surprise: the Joint Bank-Fund Library (JL) is not a stand-alone library but part of an ambitious program forming a network of thirteen smaller libraries and resource centers within the two named institutions in Washington, D.C. So here we have in some way the central department of this network supporting not only the all Bank and Fund staff. There has also work to be done for library colleagues with various specialized collections in other participating departments.

The basis of all resources is *JOLIS*, the Library Network's Web catalog, including references to books, journal titles, journal articles, working papers, conference proceedings, technical reports, videos, software, electronic resources and more. To many records weblinks have been added recently.

Main focus is naturally put on electronic services although it is obvious that using the libraries physically is still liked by their users as well according to a recent survey. The Fund and Bank staff is able to access nearly all resources offered by the libraries through intranet pages no matter where they are presently working in the world. They even may personalize the use of certain services. A small group specialized on information technology including four librarians (total: 5) works on Web development and Web design for the network.

During the walk through the Joint Bank-Fund Library we have been really impressed by the huge country book and country serial collection. Research and working papers are shelved in file cabinets near the main display area. The main topics are economics, trade, public policy, international and governmental finance, statistics, development issues, economic conditions of the countries of the world. All material has LOC-Notations plus special Country Notations. The JL is open to the public one day during the week but these visitors have to notify their coming in advance.

It would have been interesting to see one of those smaller units participating in the network because this perhaps would have been more comparable to our own working situation. (Carola Kauhs, Martina Pabst, Hamburg)

## Urban Institute Library

<http://www.urban.org/>

*„Books are the carriers of civilization. Without books, history is silent, literature dumb, science crippled, thought and speculation at a standstill.“ (Barbara W. Tuchman; 1912 -1989)*

Definition of „URBAN“ (from an encyclopaedia found in Urban Institute Library): „...of, relating to, characteristic of, or taking place in a city (\*affairs, \*manners, \*life)

The start of the Urban Institute: In the wake of urban unrest, President Johnson saw the need for an independent evaluation of government performance and for national research on America's cities, their problems, and their residents.

The president created a blue-ribbon commission of civic leaders who proposed chartering an independent nonprofit, nonpartisan research center. In 1968, the Urban Institute became that center.

The Urban Institute policy research has various topics and related subtopics:

adolescents and youth development, children, cities and metropolitan regions, crime and justice, economic and employment trends, education, elderly, families/planning, governing, health and health care, housing, immigration, labor market, statistical analysis etc.

The Urban Institute Library in Washington, D.C. houses more than 40,000 volumes – books, government documents, research reports, reference books and materials, directories, periodicals. The library has 900 journal titles and 6 daily newspapers. The subscriptions of LexisNexis and Westlaw provides full-text access to roughly 4,000 journals and nearly 1,000 national and international newspapers. Available are 6,000 reels of journals, newspapers and Census (for example Economic Census) microfilm and microfiches. The 50 CD-ROMs include scholarly indexes, full-text access to more than 300 social science journals, numerical data files and primary statistics from the Census. The Urban Institute Library has a collection of the U.S. Statutes, U.S. Code of Federal Regulations, District of Columbia Code and full-text access to state and federal legislation.

The library - with a staff of 6 persons - provides 10 research centers with statistic, social, economical, political as well as any type of governmental information - one priority is demography.

The library holdings are entered in the automated catalog – MERLIN. The clarity of the OPAC is very good.

The library services provide: support to the Urban Institute research staff; reference assistance by skilled information professionals; training in the use of the Internet and legislative resources; immediate access to recent journal content through electronic dissemination of tables of contents. The service of the library caters to the needs of each user.

Another important section is the library intranet page – called Info-Site - with various significant internet sites, research areas, order forms for Urban Institute staff. The electronic newsletter – Info-Connect – is published by the library staff.

Nancy Minter, the director of the Urban Institute Library, said that the employment in a library is unlimited and you must mark yourself up to find your way. And marketing is the up and down for a library. (Eroica Kremer, Frankfurt am Main)



## New York

*Wednesday, June 5, 2002*

### The American Museum of Natural History / Library

Guide: Sandra KITT, Manager of Library Services  
<http://library.amnh.org>

This is the Mission Statement of the Museum from 1869, when founded: The American Museum of Natural History, to be located in the City of New York for the purpose of establishing and maintaining in said city a Museum and Library of Natural History; of encouraging and developing the study of Natural Science; of advancing the general knowledge of kindred subjects, and to that end of furnishing popular instruction

The Library has grown into the largest natural history library in the Western Hemisphere and one of the world's greatest natural history collections.

Mrs. Sandra Kitt, responsible for the Astrophysical Library and Reference Department and also a well-known American fiction author is waiting for us. Previously the Astrophysical Library was a one-person-library but now is integrated to the main library collection.

We pass through an enormous hall of higher developed mammals and see the origin of vertebrates, one of 43 current exhibition halls before reaching the Library's Reading and Reference Room in Building 11, one of 22 Museum Buildings. The scientific sections including anthropology, astronomy, geology, palaeontology, zoology, history of science and so on have their own locations. A new research department is the Rose Center for Earth and Space.

Our introduction starts in this spacious and well furnished room, where Public Service and Reference activity take place. We sit down and listen to the Reference librarian. We learn about general topics: Since foundation of the Museum the Library was a part of this institution. The Library is organized in 9 departments, mainly in public services, such as Reference and Circulation, Special Collections, Inter-Library Loan and technical services, such as Cataloguing, Acquisitions and Conservation. The Library has over 485,000 volumes including monographs and serials, as well as microforms, computer files, recordings, maps and illustrations. All disciplines of the natural sciences are included. Four scientific journals are published from the Museum and are available for world wide scientific exchange. Since two years the digital recording of media is running.

The previous library staff of 40 people has been reduced to 28. When a member of the staff leaves a position, the job will not be replaced. As we heard already at several other places on our tour the library lost a lot of funding since September 11<sup>th</sup>.

About 200 research scientists of the Museum are using the library. Opening hours for the general public are daily from 11am to 4 pm except Monday. All collections must be used in the library and do not circulate to the public. The primary function is to serve and support the work of the museum's scientific staff.

Five librarians are working in the Reference and Circulation Department. In one

section of this room several computer terminals are provided for research purposes only such as the library's Catalogue, Index Databases and E-Journals (Reference Shelf and Web Search Tools).

We now enter the Special Collections Reading Room and meet the Special Collection Librarian. The Special Collections Department has a large collection of photographic images, over a million black-and white prints and negatives, colour transparencies, slides, manuscripts, films, art and memorabilia collection and other archival materials that relate to the history of the Museum, its scientists and staff, scientific expeditions and research, and Museum exhibitions. All the material is designated for educational, publication and broadcast use. The staff is archiving and licensing the items. All requests for reproductions of photographic prints or slides of Museum images should be submitted to this branch. The Film Collection includes over 2000 films and videotapes relating to Museum expeditions and work (special video viewing room). An impressive and interesting variety.

The staff is trying to make all this material available online (online access), " we just try to bring up to professional level", the librarian tells us. Some young people just work in this room, this department often gets help from interested volunteers, from students of librarianship and interns. Even in our group some librarians would be interested in volunteering for this kind of work.

Most of the collection is designated for history of science. I have a short view to two glacier photographs, an old and a new one, the change in time is obvious and important for recent research.

We have a short glance at the stacks on five floors showing collapsible stacks.

After we enter the Technical Department, an open room with several librarians in different activities, daylight comes in from skylights.

In the cataloguing corner they are cataloguing for all museum sections LOC Notations and OCLC Services are used. They are trying to unify all systems, to build up an in-house system. Current projects include the retrocataloguing of the collection pre 1970 and to help set up the metadata standards for the Digital Library.

The Acquisitions department has one million dollars at its disposal, including electronic accesses, licensing etc, 500.000 dollars for books and journals (print media). This department includes gifts and exchange of publications. Half of the journals and serials are received on an exchange basis. My own institute has an exchange of publications since 1949 and receive regularly two of the titles. I use the opportunity to bring personally our actual exchange copy.

Conservation Laboratory: We are introduced by the main conservation librarian. The newest preservation technology such as de-acidification is used to protect the Library's unique collections ,10.000 old rare books beginning in 1495, including conservation of films, photos etc. After the study of librarianship a special binding training is necessary. We admire a one-piece box with corner flaps for small books and later receive a manual of how to construct it ourselves.

Digital Library Project: We are introduced to this project by a staff member. The AMNH Digital Library was founded in 1999 to develop an integrated database of library resources and natural history collection that scientists, scholars and educators working all over the world can use to study unique and rare research materials from the museum's library and scientific collections

The first Digital Project is the museum's Congo Expedition from May 1909 to November 1915. We see a slide presentation with photos and sound, followed by readings, biographies, galleries with visual introduction. All publications connected to

this subject are scanned; locations, maps are done by GIS researches (=Geographic Information System). We obtain a stereographic spectacle (3-D glasses) to see the stereographic gallery. Great. This project includes 160 publications, references and bibliography. The department possesses good technical equipment such as in-house scanner to do digital photographs etc. Find more information under: <http://diglib1.amnh.org>

We meet again our main guide Sandra Kitt and follow her to the Department of Astrophysics, to her library. This research Department is situated in a new location of four museum blocks. The Planetarium/Astrophysical section has its own stocks and in previously had their own rooms for this. Now they are integrated into the (main) library collections, but they still have their own reading room and feel it as a privilege. We enter this well furnished reading room with a very pleasant atmosphere. Guests are always welcome. Paintings from a famous artist H.K.Wimmer in airbrush technique is decorating the room. We find the latest monograph editions and the current issues of journals, also in addition the five most important astronomy journals of the last 20 years. The borrowing conditions are generous. The researchers have their own private library.

Time is over and unfortunately we are not able to see the famous New Hayden Planetarium Space Show at the Rose Center for Earth and Space. We only walk through the Hall of Universe and see the Space Theater from outside - very impressing. Perhaps we can come back ...! Thank you for this interesting morning and view of such a famous place. (Martina Pabst, Hamburg)

## Metropolitan Museum of Art, The Thomas-Watson-Library

<http://www.metmuseum.org>

The library was founded in 1880 and its purpose is the function as a working library for the employees, qualified personnel and (other) investigators. Its noncirculating collection of books and periodicals relating the history of art is one of the most comprehensive in the world.

About 20.000 persons are using the library per year.

Watsonline, the Museum libraries' online catalogue, lists approximately 70% of Watson Library's holdings, including records for all material acquired since 1980, as well as records for partial holdings of the Museum's other libraries and gives access to about 500.000 volumes (monographs and periodicals, exhibition catalogues, and auction and sale catalogues).

The library counts about 2500 current periodicals and serial subscriptions, collections of autograph letters and extensive ephemeral files relating to individual artists and to the history of the Metropolitan Museum of Art. The collection includes all periods, styles and countries.

The books which are not yet electronically catalogued, still can be found in card indexes, there is also an extra card index for auction catalogues. The card indexes are also available in book form.

In the beginning the Watson-Library (in the following will be called WL) had its own classification, now is using LOC Classification. Book exchange exists only with some special partners. Inter-library loan (active + passive) is an important part of the work. Other than the main library there are existing 23 solo libraries in the museum. All of them have their own sponsors and are in charge of the personnel. If there is no librarian, the WL buys the books and makes the catalogue for them.

Like most of all libraries, the WL has moved some of its books for reasons of space. There are plans to expand into an area adjacent to the library. (Cornelia Erchinger, Münster)

*Thursday, June 6, 2002*

### The Queens Borough Public Library – Flushing Branch

41-17 Main Street, Flushing NY, 11355 , (718) 661-1200  
<http://www.queenslibrary.org/dispBranch.asp?count=20>

The new Flushing Library is the largest of the Queens Library branches. The four level facility is the fourth library building at this corner. As a counterpoint to the impenetrable character of public libraries of the past, the new library with its glass curtain wall facade emphasizes the free and open access to information. The organization of the three floors of the reading and stack areas can be understood at a glance.

Paolo Melillo, assistant manager of the International Resource Center, welcomed our group and gave us a general survey of the library, its history and collections.

Founded in 1858 by the Flushing Library Association, the library experienced a variety of changes. After financial difficulties the Association was taken over by the New York City. A. Carnegie was one of the benefactors, who gave a donation to the City of New York for construction of libraries. Other public and private supporters followed his example.

The Flushing Library now contains the largest children's room in Queens, an auditorium with simultaneous translation capabilities, where a variety of presentations like chinese operas, dance performances, conferences can take place. An adult learning center, conference and multi-purpose rooms, exhibition areas, an audiovisual area, a quiet room for research, pre-wired stations for laptop computer use and computer access from a wheelchair are also available. Having visited all these "highlights", Paolo Melillo drew our attention to the International Resource Center, one of the most remarkable sections of the Flushing Library. This Center provides resources, information and referral to library customers from all over the metropolitan area who wish to know more about the peoples, cultures and languages of the world, particularly in the areas of international business, travel, communications, study and teaching. It is the largest concentration of multicultural resources available to the general public of Queens, designed for readers with a serious interest in international subjects. Hundreds of items are unique to the International Resource Center. CDs, the Internet and licensed online databases are available, so library customers get the most update information in the quickest possible time. Exclusive linkages with other libraries makes information available through Queens Library, for instance an agreement with the National Library of China gives access to electronic documents and databases that cannot be accessed elsewhere in the United States.

After our visiting tour short time was left for discussions about specific library problems.

Compared to the financial situation in german public libraries fundraising plays a more important role in the United States. As a Foundation the library is allowed to raise money. The International Resource Center's collections have been generously

supplemented by private, institutional and corporate donors.

Since September 11 2001, security precautions have to be more intensified in all public buildings. So the library staff can't do it, the service is outsourced and costs a part of the budget.

Our group was very grateful for the possibility to visit the Queens Library. (Jutta Theurich, Mülheim a.d.Ruhr)

## Queens College Graduate School of Library and Information Studies (GSLIS) and Rosenthal Library at City University of New York

<http://www.qc.edu/GSLIS/>, <http://www.qc.edu/Library/index.html>

Do you know the feeling? You look forward to it as the most exiting event on your schedule, you have great expectations, and when you finally participate in the event you have the feeling that something is wrong or missing. Such a thing can happen on a two-week tour through different libraries, and unfortunately it did happen with my expected highlight. The event was announced on our schedule as a "tour of the library school, including several lectures from library school faculty on librarianship in the U.S. and one on solo librarianship". I was keen to hear some lectures (the only ones during our tour) and especially to learn something new about solo librarianship in the "homeland" of the One-Person-Library-Movement. What we saw was the Rosenthal library itself (no OPL), and what we heard was a single lecture presenting the curriculum at the Graduate School of Library and Information Studies (GSLIS) at Queens College of City University of New York.

Prof. Marianne A. Cooper, Chair and Director, welcomed us together with another group of foreign librarians for whom we had had to wait for about 20 minutes. She introduced us to many faculty members, who supplied information as well as answered questions afterwards. You can get most of these facts from the website cited above.

One thing I especially want to mention here is a sentence I heard while listening to the lecture. The sentence is: "The only constant is change." Of course you all know this sentence. In Germany it was the motto of a librarians' conference some years ago. You hear it more and more often in connection with the challenges libraries faced on account of new technologies and especially the internet. It is quite obvious that a library school should not only think about this motto but also practice it. In this sense Prof. Cooper mentioned special courses offered to students of library and information science that train them to be webmasters or information consultants or information specialists. Although she tended to distinguish between library and information science she also noted that both will have their future development to the same causes. She compared the term "library" as a building with materials and a special approach to them with the broader term "information" which she described as more content based. Of course you can't reject the fact that these two disciplines interactively overlaps, especially in the practice of a real One-Person-Library.

Asked about the place of solo-librarianship in the college curriculum Prof. Cooper answered that GSLIS provides extra courses hiring experts from the outside, especially for solo-librarianship management courses. Students thus have the opportunity to meet persons from different types of libraries. This enables them to decide whether they prefer special direction or size of library. Furthermore, students can take special technical courses to learn website making and research strategies. In this context she

again called the librarians "information specialists" and "research specialists", new names for a profession which occurs especially in the field of One-Person-Librarianship. I remember a discussion about new job titles in the Solo-Librarian-List some years ago. I myself prefer the title "research librarian" or "research specialist". Lately you also hear the title "media specialist". Such professionals, especially ones who work with youth in school settings will be in demand in the near future. School librarians often work as solo-librarians. "Unfortunately", Prof. Cooper added.

The Graduate School of Library and Information Science at Queens College has a long tradition in the field of educating school librarians, as I read in the 2001-03 Bulletin of GSLIS later on. It originally started in 1955 with a program that offered a one-year curriculum for the preparation of school librarians! Today Queens College GLIS offers students the opportunity to complete the School Media Specialist Program in the Master of Library Science Program. The school attempts to include also aspects of journalism, media, communication, and even television and radio producing in the curriculum. The graduates will thus be prepared to meet the needs of their future clients. As "U.S. News and World Report" recently reported: "By 2005, researchers project a need for nearly 25,000 media specialists." In response to the growing need for media specialists GLIS has established a new program that will qualify graduates to develop and manage school library centers.

It would have been very interesting to visit such a center in order to compare it with school libraries in Germany. Unfortunately Germany does not have a strong school library tradition - only 10% of all schools have a library - and most of these libraries are still old fashioned. They are mostly run voluntarily by committed teachers who love books and student helpers. It would help Germany to establish school libraries and better school media centers if there were a school library media program such as the one the New York State Regents Commission on Library Services has recommended for all K-12 public schools students in New York State: "All students should have access to school library media programs that will teach them to be information literate."

Germany started a campaign called "Schools onto the net" some years ago. Unfortunately most of the schools are still not well equipped with modern technological facilities, provide older software, and have to teach the teachers in use the internet more than the students. There are efforts to publicize the need to make libraries more up to date, school libraries are even given new names like "Mediothek". But finally many attempts fail on account of inadequate funding. The goal of school media specialists is the same in the U.S. and in Germany. As the Presidential Committee on Information of the ALA writes: "Ultimately, information literate people are those who have learned how to learn. They know how to learn because they know how knowledge is organized, how to find information, and how to use information in such a way that others can learn from them. They are people prepared for lifelong learning, because they can always find the information needed for any task or decision at hand".

School media centers can educate students for the most important skill of the future: learn how to learn. A library school that has a program to qualify media specialists has to keep pace changing its program, teaching methods, and technologies and stay up to date. That's why it has to change constantly! (Dr. Karin Aleksander, Berlin)

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*Friday, June 7, 2002*

New York Public Library - Research Libraries, Science, Industry  
& Business Library (SIBL)

<http://www.nypl.org/research/sibl/index.html>

The very last day of our tours. There are two libraries left for today. The final spurt of our journey begins. Fortunately our tour guides have been successful in arranging visits to two research libraries of the New York Public Library at the very last moment. Although these are of course no OPLs the members of the group have strongly wished to visit these public libraries. So we are starting at Science, Industry and Business Library (SIBL), one of NYPL's specialized research centers.

Here are just a few numbers to give an impression of the order of magnitude of this branch library, which is probably the world's largest public library devoted to science, technology, economics, and business. Opened in 1996 it has 1.5 million volumes, 40,000 of them on the floor of circulation and 60,000 in an open-shelf reference collection, about 2 million users. Until now about 50,000 people have participated in courses offered by the Electronic Training Center (ETC). The library is responsible for government publications and is depository of EU, UN and OECD publications. The use of many databases usually not available in public libraries as for example Lexis-Nexis, Factiva, and Bloomsbury are open to the public. The use on-site is free of charge.

Funding of the library is realized by a public/private partnership and a long-term financing arrangement where private funds are contributing the major part.

With the inviting touch screens in the huge entrance hall in order to help and give first information to the visitors SIBL is creating a user-friendly atmosphere from the beginning and I'm sure you cannot get any fear of entering this place as it has unfortunately been my first impression at Chicago Public Library.

In addition to all traditional library services SIBL offers vast opportunities for using all imaginable electronic resources. There is the Electronic Information Center (EIC) open to the public with more than 70 workstations and a docking station area where a large number of users can plug in their own laptops to networked connections and use all available electronic resources. And what's more they have increased this number of stations shortly after 11.09.2001 to help those who have lost their offices in WTC or nearby buildings offering them temporary office space to continue to work. Some staff members of Lehman Brothers, a firm we have been visiting on our first day in New York, had taken advantage of this offer. The deeply shocking attacks in New York and Washington, D.C. of course have accompanied us more or less on our whole journey but here we are confronted with a very impressive example of helping each other spontaneously in such difficult times.

Furthermore SIBL has a huge program of training courses which can be used by the public free of charge. They have the ETC with nearly 40 working stations for these training classes where you can learn more about basic library skills, Internet and WWW skills, and business, government and science information. N.Y. firms may rent the training facilities for own courses.

As one mission of SIBL is to help the N.Y. economy there is also one office of SCORE (Service Corps of Retired Executives) which is a non-profit association where

volunteers help small business owners and managers to identify and solve problems and give advice to those who want to start a small business.

Remote users may also profit from library's services, such as NYPL Express and the possibility to use the special databases outside the library. These additional fee-based services are offered to anyone in and out of New York who are not able to come to SIBL. I really recommend to look at the NYPL homepage with the extensive information you can find on the special pages covering all the services of SIBL. (Carola Kauhs, Hamburg)



## Putting knowledge to work – 93<sup>rd</sup> SLA Annual conference in Los Angeles

This year's conference of the Special Libraries Association took place from June 8 to 13 in Los Angeles. Attending this conference gave me the opportunity of meeting my American colleague Sharon Shaw for the first time face to face. And I really enjoyed spending the time at the conference with her.

Approximately 3500 people visited the conference this year. It was the biggest conference I ever attended although I was told that I got a wrong impression. Usually there are about 6000 to 8000 attendees.

I didn't attend any of the ticketed events on Saturday and Sunday. Each of them cost several hundred dollars extra. These conference fees shocked me a bit. Everything was quite expensive according to German standards. I am used to much lower fees for continuing education in the library field in my home country.

I also missed the special reception for first-time SLA conference attendees on Sunday evening because I spent the day at the Getty Museum, which was really worth a visit. Before I went to the conference I read about the "Ribbons Rule." SLA Fellows, speakers, committee members, etc., wear different colored ribbons attached to their nametags. I should have gotten a purple ribbon to be identified as a first-timer. But for some reason I wasn't given one when I registered. I don't know if this was a disadvantage.

The conference started for me with the opening General Session on Monday morning. This year's keynote speaker was management guru Peter Drucker. He is a really impressive person. Over 90 years old he spoke about 1 hour without any notes. Two things from his speech I remember as important: 1. Know about threats and opportunities by studying requests in libraries. 2. Information has created universal competition because it is universal accessible.

Thanks to my colleague Sharon I was able to have lunch at the *DENG Annual Business Meeting and Luncheon*. She invited me as her guest to this meal which I later found out cost \$ 30.

Attending the session *Competitive Intelligence for the Non-CI professional* was an opportunity to see and hear Mary Ellen Bates (Bates Information Services). I heard and read about her before and she was a very good speaker. The other session of the day *Winning formulas for Customer Service!* was pretty boring. I thought I should leave before the end but was too tired to do so.

Tuesday began with the *DSOL Board Meeting II and Breakfast*. I found it a really nice thing to have business meetings combined with a breakfast or lunch. This setting makes the whole occasion somewhat less formal.

*Customer Relationship Management* was my first session this day and I left thirty minutes before the end because it wasn't what I had expected and fortunately, leaving during an SLA conference lecture is not regarded as impolite.

The next session was much better, though. In *Information Architecture* you could learn about the usability of websites. Something everybody should bear in mind when designing a homepage. I also really enjoyed the next session *Quirky New Technologies*, about the latest on the web. My colleague had recommended attending this one because she had heard the speaker Stephen Abrams before. He is a good

speaker and I really enjoyed hearing him talking.

The Wednesday started for me with *Evidence Based Practice: Put your knowledge to work*. It was a good lecture about how to design questionnaires and carry out surveys. But as I did a lot of research in this matter during my studies at University, there was nothing really new to me.

The *Gumshoe Librarian* was the last session of the conference. Again it was an opportunity to see speakers of whom I heard and read before: Genie Tyburski, Webmaster of the *Virtual Chase* <http://www.virtualchase.com/> and Gary Price (I regularly read his weblog *The Virtual Acquisition Shelf and News Desk* <http://resourceshelf.freepint.com.>). I really enjoyed listening to them. Their session was a nice close of the conference.

There were quite a few things that surprised me, which I would like to mention. For example, the shuttle service between the conference hotels and the Convention Center where the conference took place. The hotel where I stayed is about 20 minutes to walk from the Convention Center. There was also an SLA Marketplace where you could buy SLA brand merchandise such as notepads, shirts, bags or books. I didn't buy anything because I thought that everything was quite expensive. The tote bags that were given out to all conference registrants contained the usual promotion stuff from sponsoring companies, but no paper or pen.

I had the feeling that the exhibiting vendors were much more aggressive as I know it from German vendors at similar occasions. They were always very eager to get your business card and you could win lots of prizes.

I didn't find any note that the conference proceedings will be published in print. You will find some of the papers on the [sla.org](http://sla.org) website or you handed your business card to the speaker to receive the presentations with an e-mail.

This conference was great experience for me. It was interesting to see how things are different in another part of the world. And, above all, to see that they are not that different, at all. (Michaela Jacob, Dresden)

## Biographies

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