We begin this issue with the second part of Lee Strickland’s two-part article, “Records and Information Management Perspectives.” Here he discusses recent changes that affect the balance between open access and national security on the one hand and open access and personal privacy on the other – topics of great importance to all of us at both professional and personal levels. Lee is now based at the University of Maryland, but was previously an attorney with the federal government and continues to be heavily concerned with federal information policy.

Turning to another kind of access and the University of Maryland, Allen Rotz reports for us on the 20th (yes, 20th!) anniversary celebration of the Human Computer Interface Laboratory, founded by Lee’s fellow Maryland faculty and ASIST member Ben Shneiderman. Interfaces for children got much attention at this open house. Congratulations to Ben on the continuing success of this pioneering effort.

The authors of this issue’s feature package are all “in practice,” and their articles record their experiences, observations and explorations. Jane Starnes discusses how a successful system for accessing expert knowledge was launched at Intel. Joan Starr discusses standards for information exchange in banking, and Steve Hardin reports his research on how meteorologists use the Web. And from further afield, we turn to Nigeria, where Kazanka Comfort and her colleagues at the Fantsuam Foundation report on the introduction of information technology to women in rural areas, and Innocent Ekoja discusses the work of the (Nigerian) National Agricultural Extension and Research Liaison Services (NAERLS).

In his regular column, Andrew Dillon has some trenchant observations about professional boundaries on the basis of his recent observations in the domain of IA – or what ought to be the domain of IA. And in her President’s Page, Trudi Hahn reports some preliminary results from the ASIST membership survey just concluded.