



oasis

Observations of the American Society for Information Science Los Angeles Chapter

Volume 35, Number 4

Summer 1998

ASIS Mid-Year Meeting

Pasadena, California - May 24-26, 1999

Call for Participation

Access to and use of networked information resources and services over the Internet continue to explode with new and innovative applications as well as in new and unforeseen applications. The development and provision of these innovative services is hindered by our limited knowledge of users and uses of networks, as well as by the lack of ongoing evaluation and assessment of networked resources. To a large degree, there is limited knowledge about users and uses of the network, nor is there much ongoing evaluation and assessment of networked information services and resources. Thus, the primary goals of the conference are to:

- *Identify what we know and don't know about use and evaluation of networked resources and services.*
- *Propose strategies to improve our knowledge about use and evaluation of networked resources and services.*
- *Provide a forum for attendees to share their knowledge, offer viewpoints, and debate different opinions regarding the use and evaluation of networked resources and services.*

Together, the increased use and provision of networks and networked information services, create the need for understanding the dimensions of electronic networks and the information services provided over such networks. This conference concentrates on exploring the various aspects of electronic network and networked information services to begin to develop the means through which to measure, assess, and classify electronic networking activities.

We invite papers on a variety of topics broadly related to Evaluating and Using Networked Information Resources and Services, including (but not limited to) the following general topics: Use, Evaluation, Measurement, Theory, Technology, Social Implications and Impacts, Education and Policy

We encourage submissions across the commercial, public, academic, and governmental sectors. Further, we encourage submissions from National, organizational, and individual perspectives. While the program committee encourages submissions of empirical studies, we also encourage "opinion pieces,"

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LACASIS

Election Results

Newly elected LACASIS officers for the 1998-1999 year:

Chair Elect
MARIANNE AFIFI

Secretary
LOUISA TOOT

Treasurer
LUCI BARRY

Two other officers continue on the LACASIS Executive Board, assuming new positions for the '98-99 year:

Chapter Chair
LINDA MCCANN

Immediate Past Chair
DUDEE CHIANG

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What Do You Recommend?

Digital Resources Suggested by the Folks Who Bring You OASIS

This quarter, OASIS turns inward, asking the volunteers who put together this newsletter the usual question: What digital resources would you recommend to colleagues?

Search Engine Watch

<http://searchenginewatch.internet.com/>

Trying to keep up with the changes in the Web search engine world can make the hapless searcher's head spin: AltaVista becomes a portal site, Yahoo signs Inktomi to replace AltaVista on its site, Netscape stops featuring Yahoo and becomes a portal itself. (whew!) Fortunately, the Search Engine Watch Web site can help sort things out. This site provides timely information on the major search engines: updates on changes they've made to their systems, how they work, launches of new search engines. It also provides information for Web page builders: how to format meta tags, develop key words, and submit Web pages. Tanya highly recommends subscribing to the site, which gets you an e-mail newsletter and a number of extra bonuses.

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Whatis?com

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

What's a jini? What are mouse miles? Find out from this online dictionary of computer terms. In addition to a searchable dictionary, the web site keeps itself lively with such features as Word of the day and Our latest discovery. Louisa says the site "comes in very handy when your systems people start using acronyms like DVD and MPEG in the same sentence. The definitions are straightforward and keep jargon to a minimum. I use it all the time." (It turns out that Jini is the name of a new networking architecture from Sun Microsystems and mouse miles is slang for a user's time spent at the computer.)

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Computer Currents

<http://www.currents.net/>

This Web site from the publisher of the Computer Currents print magazine offers a range of computer-related information, including headlines and articles on major computing events, a technical support database, and a software database containing evaluations and prices with purchasing information. Dorothy says, "In my work, I need to track the latest developments in hardware and software that are shaping the nature of the Internet. I have found that Computer Currents is a good starting point in gaining a general overview." Dorothy particularly appreciates the database of all featured articles published in the print magazine over the past three years.

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Three times per week, subscribers to this Listserv receive an e-mail summary of information technology news stories that appeared in such sources as The Wall Street Journal, Business Week, and The Chronicle of Higher Education. Written concisely and with wit, the news summaries provide a quick way to stay ahead of the curve of change in information-related technologies, education, public policy, and business practices. It is sponsored by EDUCAUSE, a non-profit organization whose mission is "to transform education through the use of information technologies." And it's free! An archive of past issues is available at <http://webserv.educom.edu/edupage/edupage.html>

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LACASIS June Business Meeting

Web Site Tips and Tools — by Linda McCann

Joyce Adams, Web Site Operations Manager for Experian, was the featured speaker at the LACASIS June business meeting and program. Formerly a corporate librarian for TRW, she became part of the Web site development team under the Vice President of Electronic Commerce when Experian became an independent credit reporting company. The Web site has grown from 160 pages and 350 links on the pages in December 1996, to 680 pages with 1900 links.

Joyce provided tips for Web maintenance that expanded on some of her ideas published in an article titled, "Tips and Tools for Beginning Web Authors", in *Online* (March/April 1998 pp. 66-72). She demonstrated her favorite time-saving tools, including a freeware desktop organizer called Topdesk (<http://www.snadboy.com/>) and a shareware ruler called Screen Ruler (<http://www.infinet.com/~microfox/>) that floats on top of the screen and can be used to measure pages by the pixel for design adjustments. She also described text editors that she prefers and demonstrated Hotdog (<http://www.sausage.com/>). She reviewed some things to look out for in WYSIWYG software applications, such as Frontpage (<http://www.microsoft.com/FrontPage/>). These editors create HTML code, some of which is extraneous. Joyce recommends that Web designers learn HTML code, so they can edit out any extra code that will slow download time.

Joyce then went on to describe tips for Web design. She stressed the importance of knowing the audience, and provided the

example of the original carnival theme for Experian pages that was to indicate that credit was fun. While demonstrating the look of the Web pages and the slowness of loading the graphics-intensive site, she commented that credit is not fun and the theme is inappropriate for the audience. The current Web site focuses more on information and is plainer. They are now looking at including more graphics and how to best accomplish this for their audience.

Her tips for saving time on Web site maintenance included a method of formatting HTML code she called cascade method. She indents each new tag for easy viewing when she has to go back to update pages and this saves maintenance time. Other important points were differences between Web browsers and screen resolutions, She uses tables to manage layout that looks good on different platforms, screen resolutions and browsers. Additional tips were the use of the "includes" command and benefits and problems of incorporating Java script. She discussed ways non-programmers can incorporate Java and demonstrated several useful programs, such as Flash (<http://www.sausage.com/>), Open Cube (<http://www.opencube.com/>), and Java Studio and Workshop (<http://www.sun.com/workshop/index.html>). She included a bibliography of recommended texts for HTML and Java. Joyce's contact information is: joyce.adams@experian.com. ■

From the Chair's Desktop

by *Dudee Chiang*

Between the last issue of OASIS and now, a lot of events have taken place. We had three programs between March and June, the McKinley Memorial Student Scholarship Essay Competition took place, we have selected a winner for the 1998 Contributions to Information Science Award, and we had an election of new officers for next year! This is a busy group.

It's summer, again! While many people are taking some well-deserved time off, many members of LACASIS are putting together our highly-anticipated Fall Workshop. The date is September 18, at the Sheraton Resort and Hotel in the City of Industry, and the theme is on "Who's in the Driver's Seat? You or Technology?" There will be speakers from a variety of backgrounds, and covering topics of interest to all librarians and information professionals. So send in your registration now. There are a variety of costs associated with putting together a whole-day workshop, such as printing, mailing, renting phone lines and equipment, and providing transportation and accommodations for out-of-town speakers. If you or your company is interested in becoming a sponsor for the workshop, please contact Amy Buse [amybuse@rocky.claremont.edu] for details. The chapter sincerely appreciates sponsorship from our members.

Several long-time LACASIS members have been lobbying to have either a mid-year meeting or annual meeting in Southern California, because we have good weather, there are several good locations with easy access by plane or train or car, and most importantly, there are many members in Southern California! Well, the Board of Directors and the Headquarters have finally taken up the offer, and (drum roll, please) the ASIS Mid-Year

Meeting 1999 is coming to Pasadena, California! The meeting will take place on May 24 - 26 at the Pasadena Hilton Hotel. It will be LACASIS' turn to show our hospitality to our colleagues nationwide and internationally; between now and next May, you will hear more about ASIS Mid-Year 1999. The call for papers is already out, so check the ASIS web site [<http://www.asis.org/Conferences/my99call.html>] for more information. At a time of limited travel budget for most people, this is a wonderful chance for many LACASIS members to attend a national ASIS meeting. Plan on coming and spread the words to your friends and co-workers. The LACASIS board is also organizing a Local Arrangement Committee to provide information and hospitality at the meeting. If you are interested in participating with the Local Arrangement Committee, please contact me via email [dchiang@amgen.com].

Someone once asked me, "What do you get out of being active in LACASIS? Or any professional organization?" My answer is "Networking, Networking, and Networking." I go to programs to hear topics I am not familiar with, and no time to learn on my own. I meet people who have similar professional interests and work on similar problems at different institutions; we share experiences and solutions. I practice my organizational and leadership skills, which come in handy when annual review time comes around. In times of need, business referrals and job references also happen among friends and colleagues who get to know each other through LACASIS. There are a lot of benefits from becoming active with LACASIS, and your involvement can be big or small, one-time or long term. So, come to our programs, voice your interests and concerns, and volunteer! ■

Web Demographics *by Dorothy Fue Wong*

Timely and accurate demographics are important to the design and expansion of collaborative projects, such as digital libraries and community networks. Spring Internet 98 presented a comprehensive workshop ("Web Demographics: Prospects, Clients, and Steady Customers") in tracking Web demographics. Organized by David Sachs of Pace University and Henry Stair of Mycroft Information, the presentation described a dozen sources consisting of Web sites (free or at cost), e-mail subscriptions, server analysis software, and Web registration software. See the Mycroft Web site for more information: <http://world.std.com/~stair/webdemog>

For the information science professional, a valuable Web site is the one sponsored by the Georgia Institute of Technology in Atlanta. These free statistics are issued twice yearly since January 1994, and can be used to view progress and trends on the

Web. Information includes general demographics, technology demographics, and electronic commerce. An important feature is the graphs that summarize each set of statistics. This site is supported by the World Wide Web Consortium, NCSA's Software Development Group, and INRIA. The address is: <http://www.gvu.gatech.edu>

Some interesting statistics from the Georgia Tech 9th WWW User Survey, completed in May 1998:

- 45% of the users have been on the Internet 1 to 3 years.
- Average income of users is \$52,000.
- Major access is from home (62.2%).
- Majority pay for their own access (67%).

Continued on page 11

Collaboration Across Boundaries

Proceedings of the ASIS 1998 Mid-Year Meeting. Reviewed by Dorothy Fue Wong

For those who were unable to attend the 1998 Mid-Year Meeting, held May 16-20 in Orlando, the Proceedings are available in print. This work is divided into three parts: fourteen refereed papers, fifteen case studies, and six demonstrations. The major theme is effective collaboration needed in dealing with rapid technological developments and limited resources in a competitive environment.

The papers, most based on field experiences, cover a wide range of topics. A major interest is the social aspects of a distributed mediated environment. Subjects include: social limitations in distance learning and the digital library, types of motivation needed in collaboration, and instruction in successful collaborative behavior. Procedural aspects are also described in papers outlining the collaborative planning of a digital library, evaluation techniques for community networks, and the creation of a university network that includes state-wide public and school libraries. Finally, several papers deal with aspects of collaboration using machines: a hypertext retrieval system, hypertext software for document production and management, and the development of an online database of questions through the interactive collaboration of experts and users.

The panel discussions included experts who actually had experiences in developing specific collaborative projects. They include some of the topics described in the papers such as establishing a library network, training students and staff, developing a community outreach network, creating specialized knowledge systems, implementing distance learning, and organizing an electronic document system that include several authors. Other topics of interest discussed by the panels were protection of intellectual property in a collaborative environment,

collaboration between the corporation and the university, and management of effective groupware in an organization. The panel discussions are especially valuable for those who are planning collaborative projects or are involved with projects discussed in the conference. The panelists can be contacted through e-mail or phone using the ASIS membership directory.

The six demonstrations are an extension of the papers and the panel discussions. They include the hypertext software for organizing and managing electronic documents (Ecolabor) and the interactive database of questions developed by experts and users. Of particular interest are the projects developed at the University of Iowa using different mediated formats in developing intercultural distance learning and organizing web-based guides as resources for university courses.


The Proceedings — priced at \$23.95 for ASIS members — can be ordered at the ASIS web site: <http://www.asis.org/Publications/bookstore/home.html>

Individual full-text articles can be found electronically at <http://www.asis.org/Conferences/MY98/proceedings.htm#contributed> ■

Contributions to Information Science Award

LACASIS has selected Seymour Lubetsky as the recipient of the 1998 Contributions to Information Science Award. Mr. Lubetsky, who is 100 this year, has been instrumental in creating a solid technical foundation for the advances in information dissemination that we now enjoy, through his work in cataloging and classification.

Look for more information in coming months about an awards presentation to honor Mr. Lubetsky. ■



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Distance Learning - A Not So Distant Reality

by Marianne Afifi

Many academic institutions these days are gearing up for distance learning or already using it in some form or another as part of their course offerings. Since my own institution, the University of Southern California, is likely to establish a distance learning program, I decided to attend a distance learning tutorial at the ACM SIGCHI (the Association for Computing Machinery Special Interest Group for Computer Human Interaction) conference I was attending in April 1998 in Los Angeles. Tutorials such as these are a good way to learn more about emerging areas that we so often do not have time to learn about in our daily routines. This particular workshop was a half-day tutorial taught by Lisa Neal, a senior research engineer at Electronic Data Systems. Approximately forty participants from both corporate and academic institutions attended the class. Participants received a workbook that contained an outline of the class, case studies, Web resources, and an appendix with four papers on the subject.

The definition of distance learning as given in this tutorial is as follows: "Distance learning is education where the instructor and students are (at least partially) geographically dispersed and, for the purposes of this tutorial, technology is used to facilitate education." Elaborating on this definition, Ms. Neal covered the

history of distance learning, the human-computer interaction perspective, and the reasons for the increased interest in this area, e.g. time and cost savings and increased access.

Distance learning technologies can either be asynchronous, synchronous, or a hybrid of the two. Examples of asynchronous learning are computer-based training or Web-based training that are self-paced and can be used anytime. Synchronous learning on the other hand is exemplified by such technologies as audioconferencing, MUDs (Multi-User Dimensions) and MOOs (Object Oriented MUDs), Internet Relay Chat, videoconferencing, webcasts, and dataconferencing. Many successful distance learning programs employ both methods.

Although a number of technologies currently in use were discussed in some detail, what I found most interesting about the tutorial was the discussion about how this type of education changes the teaching process and the communication between teacher and student. The instructor gave many examples from her own experience and stressed that depending on which technologies she used, her teaching style had to change. In addition, the communication style changed between her and her students on the one hand and the students among themselves on the other. She stressed that teaching a distance learning class is not the same as teaching a traditional face-to-face class, usually because the technology requires adjustments and may be unfamiliar at first. Conversely, not all types of students are suited for this kind of training, because they have to prepare and study differently.

An important factor in deciding whether to provide distance learning is to perform a cost-benefit analysis. This topic was discussed in a very generic way because so much depends on the type and size of the organization. We briefly discussed how the evaluation of the effectiveness of providing distance learning is being carried out. Often, effectiveness is measured in monetary terms rather than qualitative terms, and it appears that this area could use some solid longitudinal studies that measure effectiveness.

At the end we discussed a number of institutions that offer products and services in distance learning, for example CBT Systems, FORDSTAR, USA (Ford Motor Company's satellite-based training network), and the University of Phoenix. For each of the 16 case studies, we were given a summary of what type of education is provided and how it is delivered to the students.

Overall, I found the tutorial helpful to start me off in this subject area although some areas I would have liked to see discussed, such as cost-benefit analysis tools, were given less emphasis than others. However, during the conference there were several other sessions on the subject and since then, I have found plenty of new information about distance learning on the Internet. ■

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Exploring the Library & Information Job Market

*Notes from the LACASIS program held at Cal State Fullerton,
April 26, 1998 — notes provided by Marianne Afifi*

PANEL ONE

*Recently Hired Library and
Information Science
Graduates*

Moderator

Amy Buse
The Libraries of the Claremont
Colleges

Other Panelists

Jill Foreman
Rockwell Semiconductor Systems

Janine Free
Qualcomm

Linda Heichman
Gibson, Dunn & Crutcher LLP

Robert McAllister
The Boeing Company

Heidi Thiessen Sandstrom
Pacific Southwest Regional Medical
Library at UCLA

Claude Zachary,
University of Southern California

Q What is it that helped you get your job? Classes, internships, networking, your willingness to learn, other experiences?

A Familiarity with a variety of databases, previous experience with Dialog, FirstSearch, Dun and Bradstreet. Volunteering at local public library, which provided networking opportunities. Flexibility and attitude; skills to be a corporate librarian can be taught. Networking and making phone calls.

Networking, class work and experience combined; willingness to learn.

Determination, see what will work for you. Network within the school, get involved with the student association, get to know librarians, network with peers.

Internships help, try to do more than one, seek mentoring.

Focus as you go through the program, participate in student organizations, internships are very important.

Q How are you using the theories and skills learned in library school? Which classes were the most valuable, and which do you wish you would have taken?

A The answers to these questions were different depending on where the panelists ended up working and it appeared that for all there were some classes they could have used in the jobs they ended up with. Most said that a broad, general background was important, but, at the same time, a focus was also important to get your foot in the door. The courses mentioned were library systems, reference, resources for a specific discipline (e.g. business resources, government documents).

Q Do you now and did you while in school have a mentor (or mentors)? Was this a valuable experience/would you recommend it to others?

A Ongoing mentorship programs were discussed, specifically the one at UCLA. In general, the panelists thought it was a good idea. Not all had experiences with mentors. Those that did described their experiences, which were generally good. They thought it was another good networking opportunity.

Q Is your job what you thought it would be? What is it about the position that is rewarding/unrewarding? How is it different now than when you started?

A None of the panelists is doing the job that they thought they would be doing. Here are some of the comments.

I took 6 months to get hired for a technology librarian/systems job.

The library was in boxes and had to be unpacked.



The job was different than what I was hired for.

Boss went on medical leave; I had to wing it.

Need a sense of humor

Place of work was in crisis mode, job was unrewarding and management was not responding.

I had a good experience at Qualcomm, they gave me the tools to do the job, it's a fast moving company on the cutting edge.

Q Are there professional development opportunities? Is professional development encouraged or required?

A Professional development is encouraged and membership in 2 organizations is subsidized. Attend local workshop like SCOUG and LACASIS, and serves on a committee in SCALL (Southern California Association of Law Librarians).

In academic libraries professional development is required in the promotion process, should get involved locally and nationally.

At Boeing, if you go for technology classes they will pay for them. Project oriented development encouraged, 40 hours per year training are required. At Rockwell, professional meeting attendance is strongly suggested.

General Comments: professional development helps to become a knowledgeable professional. Go to local meetings if possible; this is also where networking is done. Important to ask about professional development support when interviewing, how much is paid for, what is expected etc.

Q What professional organizations do you belong to besides ASIS?

A The following professional organizations were mentioned: SLA, CLA, MLA, SCALL, AIM, SAA, ALA, ACRL, Society of California Archivists, LAPNET.

PANEL TWO

Q What types of skills and experiences jump out at you on a resume or in an interview?

A The answers depended on the type of library each of the panelists worked in and also which kind of job they held. However, here are the more important skills that were mentioned. Instruction, technology, Internet experience, reference skills, language experience, supervisory experience, public library experience for public library jobs, project experience, i.e., the applicant's role in the project.

People who knew much about the institution that they were applying to would have an edge over those who don't.

Q What qualities/experiences/skills can interviewees bring with them from non-library and information science work experience?

A In general anything that defines the candidate as a broader person and is transferable. Examples were people-related skills, communication, experience with entertainment, training experience, publishing experience, outreach, customer service, dealing with the public, deadline driven environment, indexing at night, self-directed teams.

*Library and Information
Professionals that Hire*

Moderator

Mary Sellen
Chapman University

Other Panelists

Marianne Afifi
Center for Scholarly
Technology at USC

Linda Gunter
Claremont Colleges

Dorothy Ingebretson
Los Angeles Times

Susan McGlamery
Metropolitan Cooperative
Library System

Continued on page 12

Calendar

Make your plans now, with this selective look at events of interest in the near and distant future.

September 11-12 Sixth Annual CARL Conference (California Academic & Research Libraries). "Collaborative Adventures, Collaborative Efforts: Academic Libraries in Partnerships." Newport Beach. <http://www.carl-acrl.org/>

September 18 LACASIS Fall Workshop. "Who's in the Driver's Seat, You or Technology?" Industry Hills Sheraton, City of Industry. 8:45 a.m. - 4:00 p.m. For information contact Louisa Toot, (626) 395-3408, louisa@library.caltech.edu <http://www.usc.edu/Library/LACASIS/>

September 21-24 Electronic Commerce World 1998. "Business Solutions through Technology Integration." Denver, CO. <http://www.ecomworld.com/>

September 23-26 Museum Computer Network Conference '98. "Knowledge Creation - Knowledge Sharing - Knowledge Preservation." Loews Santa Monica Beach Hotel. <http://www.mcn.edu/>

September 24-27 The Ethics of Electronic Information in the 21st Century. The University of Memphis, Memphis, TN. <http://www.memphis.edu/ethics21/index.html>

October 12-14 Online World Conference & Expo. Washington, DC. <http://www.onlineinc.com/>

October 13-16 Educom '98. "Making the Connections." Orlando, FL. <http://www.educause.edu/>

October 23-25 Conference on the History and Heritage of Science Information Systems. Pittsburgh, PA. Sponsored by ASIS, the ASIS Special Interest Group/History and Foundations of Information Science (SIG/HFIS), and the Chemical Heritage Foundation (immediately prior to the annual meeting of ASIS). Contact: Robert V. Williams, Phone: (803) 777-2324, Fax: (803) 777-7938, Email: bobwill@sc.edu <http://www.asis.org/>

October 24-29 ASIS 1998 Annual Meeting. "Information Access in the Global Information Economy." Pittsburgh, PA. <http://www.asis.org/>

November 1-5 Internet Librarian '98. Monterey Conference Center. <http://www.infotoday.com/>

November 14-17 California Library Association 100th Annual Conference. Oakland. <http://www.cla-net.org/>

December 7-9 School for Scanning: Issues of Preservation and Access for Paper-Based Collections. New Orleans, LA. Sponsored by the Northeast Document Conservation Center. <http://www.nedcc.org/>

December 8-10 Online Information 98. London, United Kingdom. <http://www.online-information.co.uk/>

December 8-11 Cause98. "The Networked Academy." Seattle, WA. <http://www.educause.edu/>

December 15 Annual Joint LACASIS/SLA Holiday Dinner. Caltech Athenaeum, Pasadena. (The speaker is writer/performer Sandra Tsing Loh, author of the essay collection, *Depth Takes a Holiday* and the novel, *If You Lived Here, You'd Be Home By Now.*) <http://www.usc.edu/Library/LACASIS>

January 5-8, 1999 Hawaii International Conference on Systems Sciences. Wailea Maui, HI. <http://www.hicss.hawaii.edu/>

January 19-21 Information Online & On Disc 99. Sydney, Australia. <http://www.csu.edu.au/special/online99/>

January 29 - February 3 American Library Association Midwinter Meeting. Philadelphia, PA. <http://www.ala.org/>

February 12 Online Northwest. Portland, OR. Sponsored by the Interinstitutional Library Council Online Coordinators Committee of the Oregon University System. <http://www.sou.edu/library/onlinenw/>

April 26-27 VirComm '99 ("Conference on Business-Based Virtual Communities") and Intranets '99 ("Collaborative Strategies for Knowledge Management"). Hyatt Regency San Francisco. <http://www.onlineinc.com/>

May 23-26 Third International Conference on Concepts in Library and Information Science (CoLIS 3). "Digital Libraries: Interdisciplinary Concepts, Challenges and Opportunities." Dubrovnik, Croatia. <http://www.colis3.hr/>

May 24-26 ASIS Mid-Year Meeting. "Evaluating and Using Networked Information Resources and Services." Pasadena Hilton Hotel. <http://www.asis.org/>

June 5-10 Special Libraries Association Annual Conference. "Knowledge Leaders for the New Millennium." Minneapolis, MN. <http://www.sla.org/>

June 24-July 1 American Library Association Annual Conference. New Orleans, LA. <http://www.ala.org/>

Spring Program at the Getty

by Jason Binford

For the second year in a row, LACASIS sponsored a well-attended spring dinner program at the new Getty Center. The March 30th meeting featured Stephen Toney, an ASIS member and Las Vegas-based consultant. Stephen spoke of his work developing the Getty project known as Janus, a Web-based interface for a large database of historical art data and images.

The Janus project — named after the Roman god associated with gateways and entrances — was designed as a user-friendly entryway to a massive collection known as the Census of Antique Art and Architecture Known to the Renaissance. Stephen explained that this census has been developed over more than 50 years, originally through card files. It now contains over 200,000 records, including 10,000 images. It takes 8 CD-ROMs to capture all the information available in the database.

When Stephen was selected to develop Janus, he and interface designer Karen Donoghue paid particular attention to the needs of the anticipated users. "The first rule of the system developer," said Stephen, "is that the user's needs must come first." Because of the characteristics of Web-based applications this meant finding ways around the limitations of the Web's low bandwidth and unsophisticated interface (relative to a Windows- or Macintosh-based application, for example).

Stephen explained various approaches he and his co-designer used to overcome these limitations. For example, the interface design was heavily influenced by focus groups and other user feedback, which allowed making the interface more intuitive over several design iterations. The speed of the system was enhanced through several features that Stephen implemented: pre-processing of queries, Javascript, and client-side image maps.

WEB DEMOGRAPHICS *from page 5*

- 81.4% use Window 95, while 12.5% use Mac.
- 47.9% upgraded their modem in the past year, while 37.6% will upgrade next year.
- Microsoft browser is gaining, while Netscape is declining.
- Internet technologies used: Java (83.4%); audio (55.44%); chat (61.05%); push (25%); Internet Telephony, Internet fax, and digital certificates (below 20%).
- Usage: majority (32.7%) use Internet 10 to 20 hours each week; 26.4% more hours; 40.9% use fewer hours. 87.9% access Web daily.
- Regarded as indispensable: e-mail (93.3%); Web (90.6%); Java (29.7%).
- Problems using Internet: speed in downloading pages (64.8%); broken links and finding information (over 50%); 76.2% ordered a product compared to 68.1% last year. ■

A demo of Janus at the program showed the developers' success in making use of the advantages of the Web while overcoming its limitations. A sample keyword search on "Apollo" allowed intuitive hyperlinked navigation among tables of record counts, thumbnail images, textual information, and enlarged images.

A demonstration version of Janus is available over the Internet, along with additional information about the project. Stephen's Web site (<http://www.systemsplanning.com>) has links to this and his other projects.

In addition to the Stephen's presentation, another draw for attendees at this dinner program was the spectacular hilltop setting of the Getty complex. Although guests were not able to tour the museum collections (the Getty museum is closed Mondays), those who arrived early enough were treated to a tour of the gardens, led by Vivian Hay, LACASIS member and Getty Information Institute staffer. ■

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JOB MARKET *from page 9*

Q: Do you need a second masters to compete for academic positions?

A: The consensus among the panelists was that it is not necessary, but that it does not hurt, especially when you move up the career ladder or work in a specific area.

Q: How closely do the candidates you interview match the original job description?

A: The panelists agreed that it is rare that someone will match the job description exactly, but that the people who meet the most requirements are likely to get the job, everything else being equal. However, their personality and skill sets should match the organization's. In an interview, the candidate may give off subtle clues that lead the interviewers to believe that there is a match.

Q: Do you mentor others? How did this relationship(s) develop (i.e., through professional organization memberships, personal contacts, the workplace)?

A: Most panelists said that they did mentor or have mentored someone in all of the places mentioned above. They all thought that these were rewarding, two-way relationships where both mentor and mentee learned from each other.

Q: If interviewee accepts an entry level job that may not be their ultimate career goal, what type of opportunities exist for lateral advancement within organizations? The larger field of library and information science?

A: The panelists responded that these opportunities do exist in some organizations, depending on the size of the organization and the number of staff in the library. They thought that the key to advancement is the development of skills and goals.

Q: Are there professional development opportunities? Is professional development encouraged or required?

A: This was dependent on the organization. Academic institutions such as Claremont and USC require professional development and make funds available to attend meetings and for continuing education purposes. In the public libraries, funding is not too great for these opportunities, although it seems that people in higher positions do receive funding. Dorothy from the LA Times said that nothing specific is required, but that a willingness to learn and a continual update of skills are required.

Q: What professional organizations do you belong to besides ASIS?

A: ALA, ACRL, ACM, CARL.

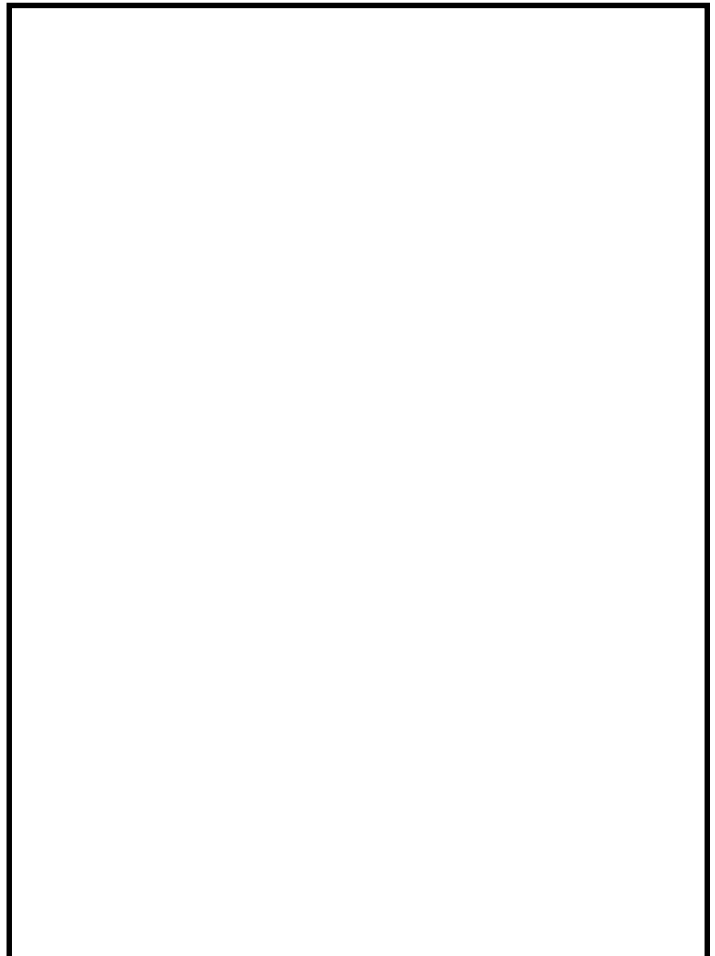
MID-YEAR *from page 1*

policy analyses, "best practice" reports, and conceptual papers. Persons considering submissions in areas related to, but not specifically mentioned in, the above topics should discuss them with the conference Chairpersons for additional guidance.

To offer the most current information to conference attendees, initial submissions will first be comprised of abstracts of no more than 250 words and are due November 1, 1998.

Practitioners are especially encouraged to submit abstracts and proposals for papers and sessions related to "best practices," case studies, and current activities related to use and evaluation of networked information services and resources. All conference attendees are asked to bring examples of user/use studies, and evaluation efforts that have been conducted in your organization. Other "handouts" that describe efforts to conduct use and user studies and evaluation efforts, data collection techniques and instruments, and other related items are also important information for attendees. Display tables will be made available for conference attendees to provide copies of such information.

For more information , see <http://www.asis.org/> ■



SCOUG's Spring Workshop:

Rethinking Reference and Research — by Linda Rudell-Betts

The Southern California Online Users' Group Spring Workshop this year was as stimulating as those in past years, and more. It proved that the reference side of the library is indeed changing. There were presentations throughout the day, starting at 8:30 a.m. with Dr. Herb White and ending at 5:00 with Barbara Quint's wrap-up, which I regrettably had to miss due to transportation arrangements. This year there was even a lunch-time speaker, Dan Wagner, CEO of Dialog Corporation. (It was a challenge to concentrate on the entree while learning of Dialog's new hard-to-digest pricing structures.)

I came away from the workshop having heard from two distinct camps: those presenters who used cost of service as the baseline and those presenters who used customer/patron satisfaction as the baseline. Fortunately, there were several presentations that focused on what is right about library reference service.

Reference services innovations presented were interesting and appropriate. Bob Kent of Lucent Technologies detailed customized call handling solutions for routing reference calls. Dwight Foster of Net Perceptions described collaborative filtering and psychometric profiling that make up the "recommendation engine" used by Amazon.com and some 45 other customers. Both of these technologies could well be applied to reference service desks.

My one complaint of the presenters who were technologists, rather than information professionals, was that they were quite comfortable dictating to the audience where reference services should be going and what should be done. I would have liked to have put a few of the presenters behind the reference desk for an afternoon shift to see if perhaps their take on delivery of service might change.

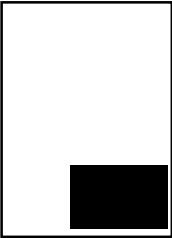
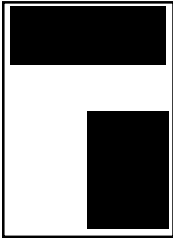
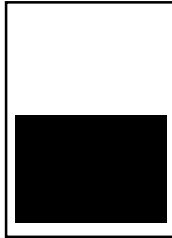

From those who had spent time behind the desk, I heard three different approaches to coping with changes in reference: preserve the status quo, compromise with technology's

offerings, and jump in the deep end. Dr. Herb White advised attendees to scope out the "information turf" and to protect it, much as plumbers and other craftspeople protect their interests through guilds or unions. James Rettig discussed electronic and print reference media and the efficacy of both. He came to the conclusion that the librarian is the guide and interpreter of information, regardless of the resource medium. Dr. Joseph Janes of the Internet Public Library has applied traditional reference services to a library that exists only on the Internet. The IPL is a full-service public library that has the same challenges as any public institution: cranky patrons, off-the-wall-questions and a dedicated staff and volunteers. (A side note: Dr. Janes is hands-down one of the funniest information scientists around, as anyone who has attended the tongue-in-cheek SIG CON at the ASIS Annual Meeting may attest. Southern California locals who might not otherwise attend an ASIS conference were treated to his non-stop humor during this presentation.)

Other helpful presentations spent time on "how we do reference at our shop" – I particularly enjoyed the special libraries reference showcase breakout. Alice Wilder Hall of Xerox PARC discussed practical suggestions for marketing the library such as an electronic clipping newsletter and making personal contacts with library users. These library marketing stand-by's were a welcome relief to hear after being assailed with proposals for re-engineering libraries.

I have been a proponent of change in the profession myself, but much of the change discussed was organizational change and that is off-putting to many of us. It means changing the way reference librarians perceive themselves in the professional universe and determining which elements of practice are worth preserving and which are truly obsolete. This SCOUG workshop went far in raising the issues and may well contribute answers many are looking for.

Rethinking Reference and Research: SCOUG's Spring Workshop <http://www.scougweb.org/workshop.html> ■

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New LACASIS Members *February - June*

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Student

Susan Jacobson
Student

Lisa Vondersher
Student

Sandra Wu
Student

Wanda Aki
Student

Shannon Jager
Bergen Brunswick Corp

Jennifer Winter
Student

Richard Zwies
Student

Alan Aoki
Student

Teresa Juzba
Manatt, Phelps &
Phillips, LLP

Daniel Beardt
Price Waterhouse Information
Center

Holly Korotie
Quarterdeck

Kristina Brooks
Jouve Data Management

Colleen Lashway
Student

William Burton
Student

Candace Lee
Student

Chien-tzu Chou
Student

Wendy Lohman
Student

Katherine Collins
Student

Francine Marsan

Dorothy Crenshaw
Indianapolis Public School

Christopher Morin
Student

Virginia Evans-Perry
Student

William Mulherian

Gregory Garneau
Student

Jan Nakayama
Student

John Going
San Bernadino
County Med. Ctr.

Sharon Olson
Boeing Company

Melissa Gross
Student

Roger Palmer
Liu-Palmer

Laurie Gullick
Student

Kim Pepperell
RAND Corp.

Catherine Hulsy
Student

Beverly Rubin-Goldrup
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Linda Iraelson
Student

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- SINCE 1983 -

Who's in the Driver's Seat — You or Technology?

What's happening with Web access, machine translation, automated text summarization and information retrieval today?

Keynote Address

Does Technology Drive Change, or Change Drive Technology?

Eduard Hovy, Director of the Natural Language Group at the Information Sciences Institute of the University of Southern California

The Web has been a blessing and a curse for R&D in Natural Language Processing (NLP). The things NLP can do are increasingly appreciated; but we also stand exposed: the shortcomings of things we can't do are woefully obvious. Modern information access systems usually overwhelm the user with information. Recent research shows that automated text summarization may be just around the corner—although you can be sure that it will not work well on Shakespeare or Dostoyevsky. This talk will take you on a tour of the various capabilities, highlight some of the key technology, and point out how the advent of the Web is driving R&D in new directions.

What Does Information Literacy Mean for Different Populations? Panel Discussion

Speakers from academic and public libraries will address questions such as “Are definitions changing? Are expectations changing? Are we doing a good job?” Panel moderator and members include: Zorana Ercegovic, UCLA; Ken Pflueger, California Lutheran University; Nancy O’Neill, Santa Monica Public Library.

High Tech and High Touch Unusual Interfaces and Technologies

Li Hunt, ISLA Project, University of Southern California. Information System for Los Angeles (ISLA), is made up of two components: (1) a library of multidisciplinary digital materials (texts, photographs, quantitative data, and other formats) about the Los Angeles region; and (2) a specific search and retrieval method involving a space/time/full-text/format index.

Jeffrey Smith, NTT Multimedia Communications Laboratories. Technologies can enhance the new collaborative work environment. This presentation will address the “Living Web,” the overall architecture for EColabor and WebArchitect, two examples of collaborative technologies.

Agent Technologies

Agent technologies can change the way people gather and manage information. They have the potential of impacting the role of information professionals within organizations, so what

are the latest developments? A panel of researchers and developers from both the academic and commercial world will present their latest research and products.

Will the Millennium Bug Bite You? Y2K Compliance Case Study

What is your response when your CIO asks “Are the systems in the library/information center ready for the Year 2000 glitch?” Jody Simon and Karl Geiger from Amgen Libraries will discuss their experience in getting their computer systems certified as “Y2K Compliant.”

Access to Resources by Remote Users

Technologies have made it a reality to provide resources to users from remote locations. This session will include two speakers: Cary Schnieder from *LA Times* Editorial Library will discuss the implications of networked information in providing reference and research assistance to international bureaus; Debbie Hansen from the California State University system will talk about the distributed MLS program, an example of distance education made possible by technologies.

Date: Friday, September 18, 1998

Time: 7:45 am - 8:45 am

Registration & Continental Breakfast

8:45 am - 4:00 pm

Workshop, including Buffet Lunch

Place: Industry Hills Sheraton Resort & Conference Center

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Updated information and online registration form available at the LACSIS Web site:

<http://www.usc.edu/Library/LACASIS>

Registrations with payment must be received by September 10.

For more information contact: Louisa Toot at (626) 395-3408 or louisa@library.caltech.edu

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