

ANNUAL REPORT OF THE TRIANGLE RESEARCH LIBRARIES NETWORK JULY 2003-JUNE 2004

This year many activities of the Triangle Research Libraries Network (TRLN) focused on scholarly communication, recruitment to the library profession, and support of library, information and technology advocacy groups. Services that ensure convenient access to the combined collections of the TRLN libraries for faculty, staff and students were maintained or enhanced. Opportunities for staff development, training and education were provided by bringing national and international experts to the Triangle. Programs tapped the breadth of expertise resident in the staff of the member libraries to impart knowledge and share information. This local expertise and commitment to service creates a cooperative environment that benefits library users through the growth of collections, implementation of advanced technologies, and expanded services.

TRLN maintains an active program to license scholarly electronic journals for faculty, researchers, and students. This past year several of the major publisher packages were due for renewal, most notably Elsevier Science. The crisis in journal publishing is well documented as is the fact that libraries face huge price increases and restrictive licensing terms. The “big deal” afforded consortia in the past is becoming too costly to maintain. The journal collections in libraries continue to be eroded by high inflation prices on scholarly journals from for-profit publishers. The consortium took collective action and agreed that two principles would guide our negotiations with publishers: that we regain local control over collection development decisions, and that we manage our budgets responsibly without preferencing a single publisher within the library collections. Elsevier Science was unwilling to offer a consortial package that fulfilled those principles, and TRLN discontinued its arrangement with them effective January 2004. The provosts at Duke, NC State, and UNC issued a joint statement to their faculties supporting the decision. This action was cited often by other academic research libraries and consortia confronting the same problems in negotiating renewal terms. On each campus, librarians worked to compile statistics and use data and to engage faculty and library board members about the crisis in scholarly scientific publishing. The directors of the TRLN libraries shared information on their library’s current and planned activities to raise faculty awareness of scholarly communication issues. A task group identified every faculty member at a Triangle university that serves on an Elsevier Science editorial board. With the support of the Governing Board a summit meeting of those editors will be planned for the fall to continue to educate faculty about the economics of publishing and the impact of the high cost of published research on libraries.

Open access journals present a new publishing model that offers a method of countering the rising costs of journals, and the consortium is invested in examining this model. TRLN announced its intention to join the Public Library of Science (PLOS) in 2004, and will publicize this alternative publishing opportunity to the faculty. BioMed Central is another open access publisher which the directors considered for support. However, due to serious concerns about the pricing model of this publisher TRLN has declined membership indefinitely. TRLN wrote a public letter to BioMed Central in support of

their open access model that urged them to reconsider their pricing model. Through a consortial membership we support the Council on Library and Information Resources, and its projects and activities to ensure that information resources needed by scholars, students, and the general public are available for future generations. TRLN is a voting member of the National Information Standards Organization (NISO), which identifies, develops, maintains, and publishes technical standards to manage information in the digital environment. Staff from the member libraries participate and co-chair a NISO Metasearch Initiative which deals with standards to support searching a heterogeneous set of resources with a single interface. The first meeting of this international group involving librarians, publishers, and system vendors took place in RTP and was co-sponsored by TRLN and NISO. TRLN recently joined another standards initiative, COUNTER (Counting Online Usage of Networked Electronic Resources). This publisher and library collaboration exists to develop acceptable, global standards for measuring online usage of resources. Through a North Carolina Networking Initiative (NCNI) project, three of our institutions are involved with an Internet 2 middleware application, Shibboleth, designed to accommodate cross-institutional authentication. TRLN resources can provide a rich test bed for Shibboleth demonstration projects.

On October 28, 2003, the Institute of Museum and Library Services (IMLS) awarded a nearly \$500,000 grant to TRLN and the UNC School of Library and Information Sciences to fund a project, "Educating the Next Generation of Academic Library Professionals: A Unique Partnership Approach". The grant will fund five TRLN Doctoral Fellows and will provide them with an opportunity to conduct a research project under the guidance of senior library administrators. The goal of the program is to develop faculty who will be ideally suited to prepare the next generation of academic librarians. This program represents a new direction for the consortium. A Program Coordinator has been hired and is housed in the TRLN offices. The Program Coordinator has worked to recruit students for the fellowship, and to define the program components with librarians and with SILS faculty. Three TRLN Fellows have been accepted for the fall semester, and two will be recruited for spring admission. There is a strong commitment from SILS faculty, TRLN library directors, human resources directors, and other library staff to ensure the success of this project and to help recruit librarians to our profession. A brochure was created to attract undergraduates to library school and a career in academic libraries. A second grant proposal was submitted to IMLS in January 2004. The proposed project would fund internships in the libraries and would develop a pipeline for recruiting to the profession.

Despite an array of new issues and priorities, the consortium continues to support, manage, and dedicate significant staff time to the cooperative services that benefit users most directly. Faculty, staff and students of the TRLN institutions have direct access to the services and collections of the member libraries, with combined holdings of over 14 million volumes and almost 150,000 serials. The expedited document delivery service completed a fourth year of meeting its service goal to deliver any requested item in the Triangle within 48 hours. Reference librarians launched a cooperative virtual reference service that extends the hours that librarians are available to provide online assistance to remote users. Instruction librarians in collaboration with biology specialists are

developing a suite of shared tutorials that can be adapted and used at the four institutions to teach basic biology resources. Lastly, as the libraries move toward implementation of disparate integrated library systems, librarians have made it a priority to provide the same level of access and functionality that patrons have in the current systems, and to exploit new features that will enhance this access.

Staff from the member libraries benefit from a variety of training and development events at little or no cost to participants. We have attracted national and international experts to make presentations at various TRLN events, and we have contracted with others to provide needed training and workshop opportunities. National experts conducted workshops for librarians and support staff on the supervision of student employees, and on the librarian as communicator of a customer service philosophy. The Director of the American Library Association Office for Diversity conducted two sessions for librarians and support staff on providing library services to diverse populations. Brian Schottlander, University Librarian at UC San Diego, was the featured speaker at a collections symposium. Mr. Schottlaender presented information on several cooperative print and electronic collections projects in the University of California System, including the Mellon funded Collection Management Initiative and the shared print archive. A full-day symposium on building usable digital libraries was attended by librarians, faculty and technologists from the TRLN institutions. David Levy, Professor at the University of Washington Information School and author of Scrolling Forward: Making Sense of Documents in a Digital Age, provided the keynote speech and participated in the program throughout the day. A unique opportunity for interaction on the open access movement was provided by a new faculty member at Duke, Anthony So. Dr. So directs the new Program on Global Health and Technology Access at Duke's Sanford Center, and serves on the Open Society Institute's Information Program Sub-Board, which has been active on issues of open access journals and open knowledge ecology. Dr. So arranged for a meeting with TRLN librarians to hear from three distinguished speakers on the open access movement, and to interact with them on strategies for promoting institutional repositories and open access journals.

The consortium is fortunate to be able to draw on the knowledge and experience of leading librarians from the member libraries to share information on new and emerging services and technologies, and to develop best practices that can be adapted and replicated as appropriate. The TRLN Annual Meeting drew a record-breaking 250 attendees and featured breakout sessions led by local librarians on digital library projects, support staff issues, and facilities and change. The NCSU Libraries worked with TRLN to host an open house of their newly opened Learning and Research Center for the Digital Age where new service areas and facilities were demonstrated. Librarians and graduate school representatives met to share information on the evolution from paper to electronic theses and dissertations. Topical meetings were held to facilitate information sharing on web development, library systems, and business collections. TRLN sponsored attendance at a State Library workshop on marketing for academic libraries, and will use that experience to shape a workshop in the coming year. A new activity this year is a quarterly TRLN orientation session for all new employees which provides an overview to the history, structure and activities of the consortium in an effort to foster collaboration.

The consortium engaged in a review of standing committees that resulted in changes to two of their charges. The current committee structure was established seven years ago and reflects the priorities of that time. A new priority setting exercise and possible restructuring of the standing committees was considered but was deferred due to impending changes in the leadership of two member libraries. The University Librarian at UNC retires this year and the Duke University Librarian has accepted another position. Therefore, two new leaders will be named to these posts and will join the consortium governing bodies.

The next year is already taking shape with several significant opportunities. Orienting two new library directors to TRLN and its staff and committee structures and activities will be a major priority. Scholarly communication issues will be of importance as we continue to educate and engage faculty from the four institutions. Creating a research agenda and academic library experience for the TRLN Doctoral Fellows will be a major activity for many library administrators and staff. These activities will expand if we receive funding from IMLS for the second grant submitted. As the libraries complete their implementations of new integrated library systems we will capitalize on new functionality to bring enhanced access and services to the users of TRLN resources.