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The Scholar's Workstation Now a Reality! Enhancing Faculty Information Access and Delivery

By CLAIRE M. GERMAIN, Duke University School of Law Library

Rapidly evolving computer technologies are challenging the traditional ways libraries do business. The introduction of networks, particularly the use of the Internet, which allows for the connectivity of separate electronic resources, has permitted end-users to get access to online catalogs, indexes, and a wealth of other resources on their own by remote log-ins. What follows is how the Duke Law Library has met the challenge by installing a new library services submenu on the Faculty Network and offering faculty new options for obtaining journal articles.

New Library Services Submenu on Faculty Network

In September 1992, a library services submenu was installed on the Faculty Local Area Network (LAN) (the "Faculty Network") accessible to law faculty, staff, and library personnel. The Faculty Network is an MS-DOS based local area network and runs on Novell software. WordPerfect is used for word processing. Pegasus mail is used for e-mail. It is connected to the Student Research Network. Duke Law faculty now have access to the following information sources: the library online catalog, Innopac serials and acquisitions data, CARL UnCover, OCLC FirstSearch,

LEXIS and WESTLAW, *Current Index to Legal Periodicals*, and the *Index to Foreign Legal Periodicals*.

Online Catalog

The law library has shared an in-house online catalog with other area universities since 1986. The Triangle Libraries Research Network (TRLN) comprises Duke University in Durham, North Carolina State University in Raleigh and the University of North Carolina at Chapel Hill. These libraries started a cooperative development program in the 1930s. The collections show remarkably little duplication and are reported as the second-largest collection of library materials in North America.¹ Cooperative efforts undertaken have included the development of a union online catalog with a circulation module and reciprocal borrowing agreements. The Duke Law Library, together with the other TRLN libraries, will switch to a second-generation online catalog early in 1993, offered by Data Research Associates (DRA).

Access to the online catalog was possible prior to the new library services submenu. It is now accessible through the network (DukeNet), not

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by dial-in access, and presented as part of a package of information sources. One advantage of using the online catalog through the network is that faculty can capture screens to their word processing files (by using the Telnet command "alt C"). This capability is also available for the other services on the menu. Faculty can also check on the status of a particular book, whether it is checked out, etc.

INNOPAC

INNOPAC's online acquisitions and serials module, which is shared by all Duke libraries, lets faculty check whether the law library or any library on campus has a book on order, and whether we have received the latest issue of a particular periodical.

UnCover²

UnCover, produced by the Colorado Alliance of Research Libraries (CARL), provides faculty access to journal articles and tables of contents of over 12,000 legal and interdisciplinary periodicals. Records are added daily. Designed for the public, the system is menu-driven and user-friendly. Copies of articles can be ordered online and obtained from CARL which guarantees FAX delivery of all articles within 24 hours during business hours. This document delivery part of UnCover is called UnCover2. For selected articles, delivery is available within one hour.

Public access to UnCover was introduced on the Duke campus to faculty, staff, and students in April 1992 using the VAX/VMS hardware platform as the gateway. It is a TRLN project. TRLN staff created a centralized gateway service through which patrons access UnCover over the Internet.³ The libraries share the cost of the service, currently set at

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\$5,000 per year for unlimited searching. On-screen instructions encourage users to get their articles from the area libraries.

In the law library, we promote the service as a convenient index for interdisciplinary research. Many legal periodicals are indexed as well. Faculty are encouraged to send in requests for articles found to the reference desk via e-mail or in person. The library will endeavor to get the article within 24 hours. As a breakthrough measure, however, we have decided to give our law faculty our deposit account number and allow them to order articles on their own. We feel that it may be useful to them if they want to order articles on the weekend or late at night. We trust that they will not order articles from legal periodicals, but we feel that ordering articles contained in interdisciplinary journals from CARL is cost-effective. The total cost averages \$10 per article, including the copyright fee.

FirstSearch⁴

FirstSearch, offered by OCLC specifically for end-users since October 1991, provides access to over 24 million records held at nearly 15,000 libraries around the country and abroad. It contains over 40 databases. We encourage our faculty to use "Worldcat," the OCLC online union catalog. Searches are by author, title, and subject key word. Each record indicates whether Duke or other libraries own the item. Once a book is found, faculty may request it from the library via interlibrary loan.

The FirstSearch pricing structure is very convenient. Users pay per search rather than connect time. Searches are purchased in blocks of 500 searches. We have selected to receive the searches in the form of cards good for 25 searches each and we distribute these to interested faculty. Each search costs 90 cents. Access to Worldcat complements the TRLN Union catalog. It is also good for subject searches since only FirstSearch and EPIC allow for subject searching of OCLC.⁵

FirstSearch is constantly adding more databases. The most recent are "ArticleFirst" and "ContentsFirst." These are similar to UnCover in that they provide information about individual issues of over 11,000 journals in science, technology, medicine, social science, business, the humanities, and popular culture. ContentsFirst records detail the complete table of contents page of one issue of a journal. Each ArticleFirst record describes an item (individual article, news story, etc.) listed in the table of contents. Coverage extends back to January 1990 for most journals, and to July 1992 for some.⁶ Articles can be searched by subject, journal name, subject headings, etc. Each record contains a list of libraries that own the journal. A simple search reveals that 620 journals are listed as having law as a subject.

LEXIS and WESTLAW

Faculty are connected to LEXIS and WESTLAW over the Internet, which provides faster connection than telephone/

modem connections. We have shown faculty how to embed their password into the system. We encourage them to use programs such as LEXFORM for LEXIS to format their search results into their word processing files. For faculty working on casebooks, this lets their secretary avoid having to retype the cases. Upon request, we set up SDI searches (ECLIPSE on LEXIS and PDQ on WESTLAW) for them and with them. We also show them how easy it is to download documents or print them to their attached network printers or one of the fast stand-alone Hewlett-Packard Laserjet™ IIISi printers in the library. The new WESTLAW dual-column printing format is particularly attractive to them.

Current Index to Legal Periodicals

The Duke Law Library subscribes to the computer disk file which is sent every week over the Internet from the University of Washington Law Library. Individual paper copies are also made upon request. By now offering the file on the network, we hope that faculty will not need the paper copy any longer. The file is available as a WordPerfect file. The "Search" function key (on WordPerfect) can be used to search for specific terms. Of course, CILP can also be searched in the WESTLAW database "CILP."

Index to Foreign Legal Periodicals

The Index to Foreign Legal Periodicals is offered by RLG (Research Libraries Group) as one of the CitaDel files. The Index, edited by Thomas Reynolds at the University of California at Berkeley, indexes over 600 foreign-language legal periodicals, essays, and collections. The database goes back to 1985 (the Index itself started in 1960). It is accessible through an account number and password available from the reference desk. Searches can be by author, title, subject, or a combination of these. Instructions appear at the bottom of the screen. Instruction sheets are also available. The service is available to faculty and students for a flat fee for unlimited use. The network fee is set by RLG and varies depending on the number of users. For instance, it is set at \$900 per year for us. Another file of potential use in a law library is the "World Law Index," currently containing "Part I: Index to Hispanic Legislation," from 1976 on, updated quarterly. This file contains abstracts of Latin American legislation, and is produced by the Hispanic Law Division of the Law Library of Congress. Source documents are available from LC's photoduplication services. RLG will offer an online ordering document service in 1993.⁷

New Options for Obtaining Journal Articles

Until recently, lack of speedy delivery of journal articles was often frustrating to faculty. The new options capitalize on remote log-in capabilities and the availability of commercial document delivery services.

We now have a new document delivery policy. We have set

the standard of delivery of journal articles to a 24-hour turnaround time. This is a big challenge, which is important from a public relations and administrative standpoint, but will require ingenuity and speed to implement.

There are several options for faculty to obtain journal articles:

—Faculty may send a request to the library through e-mail or in person. Articles can be supplied not only in print, but also on diskette or electronically through the Faculty Network (the staff downloads legal or news articles).

—Faculty may order articles directly from other campus libraries. Duke University implemented a campus-wide document delivery service in 1991. It allows patrons in any branch library to request photocopies of journal articles which are then delivered to the library most convenient to the patron. The libraries use campus mail and facsimile machines to deliver documents. Delivery is made to the mailbox or the law school fax machine, if requested. The library pays for the service. Both the law library and the main library have acquired the ARIEL document transmission system developed by RLG.

—Whole articles or parts of articles can be printed or downloaded from LEXIS and WESTLAW.

—Faculty may order articles directly from CARL UnCover using the law library deposit account.

Future possibilities will add direct deliveries to the faculty personal computers.

Why Are We Doing This?

The mission of the Duke Law Library, as defined in our Strategic Plan, is "to provide access to resources and a full range of services in order to support the curriculum and programs of the law school, promote the advancement of legal scholarship, and meet the legal information needs of library users." The installation of the new library services submenu and the new options for document delivery is a new way for us to fulfill our mission.

To promote the new services, we offered a faculty lunch with a demonstration of the new submenu. The reference staff also developed two guides: "The Library Services Menu" and "Obtaining Journal Articles," explaining the options. The idea is to explain to faculty that they can quickly get the information they need, whether it is held in the law library or not. Each reference staff member is a liaison for a faculty member and has visited them individually.

With these new services, the faculty get the following benefits:

—Enhanced access to books (online catalog and OCLC catalog). We hope to provide end-user access to RLIN soon. RLG plans to test a new patron-oriented search service early in 1993.⁸

—Enhanced access to journal articles. The options include CILP (WordPerfect file and WESTLAW), Legal Resource Index on LEXIS and WESTLAW, and UnCover. CILP and

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UnCover have the added advantage of providing tables of contents of indexed periodicals. Journal contents online is an often-requested feature. An important caveat, needless to say, is to realize that this access is only good for current articles, since the indexing starts in 1988 or even in 1992. In our current environment, it is more economical to use UnCover because we pay a flat fee shared with the other TRLN libraries. We are therefore not advocating use of "ContentsFirst" and "ArticleFirst" on FirstSearch where we pay per search. The latter could provide a viable alternative, however, since it will soon be accompanied by Faxon document delivery service.

—Actual delivery of documents within 24 hours. Improved access to information sources often raises faculty expectations and is a source of frustration if the document is not available fast. The 24-hour delivery time is a crucial component of the new service offered.

A Wish List for the Future

Desired capabilities and functions that are still missing include, but are not limited to:

—Access to chapters of books. The *Index to Foreign Legal Periodicals* indexes, in addition to periodical articles, collections of essays, Festschriften and congress reports. My personal plea is for bibliographic utilities to start loading tables of contents of books (understood broadly to include government documents, etc.), so that they can be indexed and browsed in the same way as journals now are in UnCover and FirstSearch.

—More sophisticated search capabilities for UnCover and FirstSearch, services intended for end-users. UnCover and FirstSearch only allow for "and" connectors. They do not allow for truncation or the use of the "or" command which would allow for synonyms or other boolean operators. Legal researchers tend to be more sophisticated researchers than most non-specialist users, since they have been trained on LEXIS and WESTLAW. More refined search techniques will certainly be devised in the future, so that not only "quick and dirty" searches can be done, but also searches that retrieve materials to their fullest potential. Database producers are certainly already working on refining the search techniques.

—The capability for the article to be faxed directly to the computer of the end-user. This capability will probably come soon.

—The capability for the article to be transmitted electronically over the Internet to the computer of the end-user. The document might be either already in electronic form, or it will be scanned with an imaging technique. Since ARIEL has emerged as a strong system, it is to be hoped that it will become the standard in that regard.⁹

North Carolina State is embarked on a pioneer project, the Digitized Document Transmission Project (DDTP), a research and demonstration project exploring the transmission of digitized documents via campus networks and the national Internet.¹⁰

The Duke Law Library will also soon participate with great interest in a new TRLN project. TRLN has recently received a grant from the U.S. Department of Education to develop an automated document delivery system using a network-based client/server approach. Users will be able to transmit requests to automated document servers located at each campus. The document servers will use databases of deliverable materials and use ILL/circulation policies to determine the formats and delivery methods for materials and set charges and/or establish loan periods. Items will be delivered by normal mail for borrowed items, photocopy or facsimile for journal articles, direct electronic delivery to a user's computer or high-speed, typeset-quality centralized printing for any electronic document (including scanned images, multimedia documents and the like), and commercial delivery.¹¹

Conclusion

Our new program has been planned deliberately to enhance the services the library provides to the faculty.¹² It is the continuation of our effort to take advantage of new network technologies to advance legal scholarship. This effort started with the installation of the Student Research Network in 1989, which preceded the Faculty Network by over one year and was the initial step in that direction. It was made possible by the vision of the Director of the Law Library, Professor Dick Danner, who had specially built student workstations placed throughout the library, rather than restricted to a separate computer lab, so that students could use both books and electronic resources in their study carrels and word processing to complete their assignments. At first, students accessed the online catalog and LEXIS and WESTLAW via dial-in modems. After the extension of the campus backbone network (DukeNet) to the law school, faculty and students started accessing these services and others over the Internet in simultaneous sessions. In addition to several of the services available to the faculty on the Faculty Network, students have access to a great variety of services adapted to their needs, including Grammatik V, CiteRite, Westcheck and Checkcite. They will soon be able to schedule placement interviews electronically. They all receive e-mail addresses to facilitate communication with faculty within the building and with their correspondents throughout the United States and the world. The Faculty and Student networks are bridged.

The provision of this enhanced information and document delivery program to faculty presents several issues for the library administration to address, including budget allocation and staffing. We have to start allocating money for document delivery and consider how staffing is affected by the need to retrieve documents and the added burden on public services staff to meet the 24-hour, delivery turn-around time that we have set.

The library is promoting this new service as a public relations effort. It offsets the cancellation of journal subscriptions and cutting back on purchase of new monographs. It

also demonstrates our commitment to applying new technologies in a scholarly environment. Stay posted for a later evaluation!

Endnotes

1. For a history and analysis, see Patricia Buck Dominguez & Luke Swindler, "Cooperative Collection Development at the Research Triangle University Libraries: A Model for the Nation."

2. For more information, contact CARL Systems Inc., 3801 East Florida St., Suite 300, Denver, CO 80210. Tel. (303) 758-3030.

3. For further information, contact David Carlson, TRLN Executive Director. Tel. (919) 962-8022.

4. For more information, contact OCLC Online Computer Library Center, Inc., 6565 Frantz Road, Dublin, Ohio 43017-3395. Tel. (614) 764-6000.

5. OCLC advertises its two first subject-searching indexes as FirstSearch for the end-user and EPIC for the professional librarian.

6. For more information, contact Tamsen Dalrymple, Manager, Reference Services Marketing, Opportunities and Projects, at OCLC.

7. For further information on the CitaDel files, contact RLG, 1200 Villa St., Mountain View, CA 94041-1100. Tel. 1-800-537-RLIN; e-mail: BL-RIC@RLG.BITNET or BL.RIC@RLG.STANFORD.EDU.

8. RLG has announced that three or four institutions will

be preview sites. The prime objective of the project is to enable a first-time patron user to retrieve bibliographic information quickly—without training, previous experience, printed documentation, or special equipment. For more information, contact Wayne Davison, Director, Access Services, at RLG.

9. See Win-Shin C. Chiang, "ARIEL™: RLG's New Image-Based Document Transmission System," 5 *Trends in Law Library Management and Technology* 1 (July-Aug. 1991).

10. Tracy M. Casorso, "The North Carolina State University Libraries and the National Agricultural Library Joint Project on Transmission of Digitized Text: Improving Access to Agricultural Information," 19 *Reference Services Review* 15 (1991).

11. For further information, contact one of the Project directors: Susan K. Nutter, Director of Libraries, or John E. Ulmschneider, Assistant Director for Library Systems, North Carolina State University, The Libraries, Box 7111, Raleigh, NC 27695-7111. Tel. (919) 515-2843.

12. For an account of other library services offered through a network, see, e.g., the services offered at the University of Maryland Law Library: Barbara Gontrum, "Library Services Through Law School Networks," 11 *Automatome* 8-9 (Spring 1992).

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Law Library Software Selection Criteria

By SCOTT FINET, ELLEN QUINN & JOE RESENFELD, Cleveland-Marshall College of Law

The proliferation of personal computers in law libraries has resulted in a number of complicated and potentially confusing issues associated with the decision to purchase software. Many libraries select software using the same criteria used for selecting other types of library materials. While there are important similarities, the nature of contemporary software packages makes selecting software a very different process. A sound software purchase decision must be supported by good information developed from a thoughtful, systematic selection process. This article offers a model framework for identifying the important issues and gathering the input necessary to make sound software selection decisions.

Determining Benefits for Library Users. The central issue when selecting software is determining how the software will benefit library users. A request for software purchase and the decision to purchase must be justified in terms of service to

library patrons. Service must be enhanced either directly or indirectly by the proposed purchase.

Priority in the selection decision process will be given to software that has a direct benefit to primary library patron groups. This may be software that is to be used by the faculty or students to aid in brief writing or online legal research, or it may be software that assists library staff, in some significant way, in providing service to these or other groups.

End Users. An audience must be specified for the proposed software purchase. That audience may be students, faculty or library staff. In general, it is wise to purchase the same software for use by staff and patrons. This will reduce training costs and accelerate the development of a critical mass of local expertise that is essential to making the most efficient use of a given software package.

Number of Copies. Justification is always required for
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