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Library in the Clouds: Cloud Computing and Its Impact on Library Services

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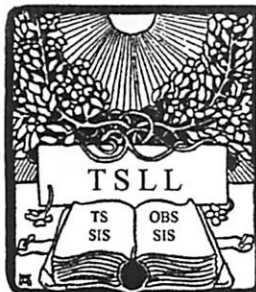
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The CONELL Workshop: Dispatches from the Trenches

Jen Richter
Sacramento County
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Saturday, late afternoon: Climbing back onto the bus at the conclusion of both our city tour and the CONELL workshop, I—and probably many other CONELL attendees—reflected on the day's events, lessons, and revelations. The 2011 AALL Annual Meeting and Conference in Philadelphia would begin the following day, and as this year's recipient of the TS-SIS Marla Schwartz grant to attend the CONELL workshop, I was happily anticipating the opportunity to apply all that I'd learned. I've been a law librarian for two years and some change, the latter half of which has been happily spent in technical services, primarily handling acquisitions but also dabbling in reference and various other tasks in support services. This was my first professional conference since I had transitioned from public to technical services, and I was looking forward to speaking with other "tech" librarians on the trends and challenges we're currently facing.

Saturday, early morning: The workshop began bright and early with a continental breakfast and a contingent of cheerful CONELL volunteers, all easily identifiable by the blue shirts and big smiles they were wearing. The volunteers were busy welcoming attendees, answering questions, and providing directions to navigationally-challenged folks like myself about the layout between the Marriott ballrooms and the Pennsylvania Convention Center. My fellow workshop attendees and I grabbed some breakfast and coffee and made our way into the ballroom to await the festivities. Looking at the agenda, it seemed we were in for quite a day: a who's who lineup of speakers; activities designed to break the ice and get us mingling, learning, and mingling; and a tour of Philadelphia to cap off the day.

That morning, we had the privilege of listening to some outstanding leaders in the AALL community speak of their experiences at both CONELL and the annual conferences. Each speaker touched on an aspect of membership contribution, such as publishing an article, mentoring new law librarians, or submitting a proposal for an Annual Meeting program. Later, we were able to chat in small groups with AALL Executive Board Members, gaining perspective on career paths and the value of association involvement. As new librarians, perhaps we are a bit insecure about our lack of experience, whether in the field or in a leadership position. We

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top. All law genre/form terms are listed under the “bucket” term *Law materials*, though as a term it should only be used for collection-level records that include multiple genre/forms.

The importance of balancing the need for specificity with the need to group like materials together expressed the essence of the principle, “Terms should be specific but not too narrow.” *Legislative materials* is a broad genre/form term and applies to congressional/legislative hearings, digests, documents, journals, proceedings, proposals, reports, resolutions, and more. The editorial group elected to use the term *Dictionaries* rather than the more narrow term “Legal dictionaries.” Nevertheless, the editorial team chose *Commentaries (Civil law systems)*; though this term may yet change to *Commentaries (Law)*. *Hornbooks (Law)* is part of *LCGFT*; “*Nutshells (Law)*” is not. Rare terms have a place in *LCGFT*: *Indulgences*, *Customals*, and *Remonstrances*. “*Codicils*,” however, was added as a UF (Used for) reference under *Wills*.

To comply with the third principle, reflecting current usage, the editorial team consulted various sources, including reference librarians, *LCSH*, legal literature, *Black’s Law Dictionary*, Google, and Wikipedia. To ensure that the terms would work across legal systems, the editorial group tried to avoid, whenever possible, US-centric terms.

Following the explanation of principles, the program focused on examples of challenges facing the editorial team. Harmonizing civil law system codes and common law system codes was one illustration. After considering different proposals, the group decided upon *Statutes and codes*. “*Treatises*” was a second case in point. Should the term be “*Treatises*,” or “*Legal treatises*,” or omitted altogether?

After the draft was completed, the group released it for comment in July 2009. The group then revised the document, and the AALL Cataloging and Classification Committee approved it in October 2009. After that, the Law Editorial Group and PSD fine-tuned terms to ensure good fit with *LCGFT*. In October 2010, LC officially announced the incorporation of the law genre/form terms into *LCGFT*.

Now, the challenge is to apply the terms both to current receipts and retrospectively.

Program Report

Library in the Clouds: Cloud Computing and Its Impact on Library Services

*Reported by Christine Korytnyk Dulaney
American University, Pence Law Library*

Presenters: Erik Mitchell, Wake Forest University, Z. Smith Reynolds Library; Andrew Pace, OCLC Online Computer Library Center; Roy Balleste, St. Thomas University Law Library

As libraries explore and develop their next-generation library catalogs, cloud computing has emerged as a critical component of these new systems. This program provided technical services librarians and library administrators with a basic understanding of cloud computing and an outline of the advantages and disadvantages of this model.

The first speaker, Erik Mitchell, defined cloud computing as a “pay for what you use” model, which is easy to replicate, service-focused and scalable. The benefits of cloud computing include saving time, reducing personnel and eliminating local hardware. Cloud computing offers benefits of efficiency, lower cost and ease. By demonstrating the “business cloud,” Mitchell showed how cloud computing has been adopted by many commercial applications.

Although the opening video made cloud computing seem very easy, Mitchell believes that for the library application cloud computing is actually more complex, because of the uniqueness of libraries. Cloud computing adds both opportunities and challenges for a library. Increased collaboration with external partners is critical, since working in the cloud impacts every aspect of a library, including its organization, finances and strategic direction. Despite the challenges, the computing infrastructure at Wake Forest University is 90 percent in the cloud.

The second speaker, Andrew Pace, described how OCLC has developed Web-Scale Management Services (WMS), a product which leverages the scalability of cloud computing to improve the efficiency and visibility of libraries’ collection and management services. Although both cloud computing and web-scale services require the successful intersection of infrastructure and data, WMS adds services and community. This additional capacity allows libraries to leverage global cooperation on a local level, not only for creating and sharing catalog records, but for sharing other library management services as well.

The implementation of cloud computing to develop its next-generation catalog was demonstrated by Roy Balleste of St. Thomas University Law Library. St. Thomas chose WMS because of its ease of use, efficient workflows, customer support

from OCLC, and quick training. Patron privacy, however, remains a concern. With cloud computing, information about users can be vulnerable. Balleste suggested that librarians may be in the best position as a group to develop privacy standards and guidelines for library systems that rely on the cloud.

This presentation outlined the landscape of cloud computing and how it is evolving for use in libraries. An understanding of cloud computing and its features is instrumental in the development of next-generation library systems. Although the opportunities which cloud computing offers libraries can lead to enhanced user services and collection visibility, there are security challenges to overcome. It is critical for librarians to understand cloud computing, and then work together to leverage the improvements this new architecture offers and address the potential difficulties it presents.

Program Report

Library Operations and the Evolution of the ILS: Backfield in Motion?

*Reported by Erin Harper
Edwards Angell Palmer & Dodge LLP*

"Library Operations and the Evolution of the ILS: Backfield in Motion?" was an exploration of the edge of the world of library systems. The question mark in the title reflects the exploratory nature of the program, which provided both an overview of the latest developments in the integrated library system (ILS) as well as a specific example of an ILS on the edge of development. It was coordinated by Ellen McGrath of the University at Buffalo, SUNY and moderated by Hsi-Yen Chen of the Duke University School of Law.

Even though both speakers represented ILS creators, they came from very different points of view. Mike Tartaglione, managing director of the Eastern District for Ex Libris Group USA, spoke about the next generation of library services being developed by his company. According to Mr. Tartaglione, library discovery was first developed with the end user in mind as opposed to library operations. While OPACs and discovery layers continue to refine the library patron's experience, librarians in technical services must find ways to funnel diverse work products into a system that looks increasingly old-fashioned. However, new developments in the field are taking the needs of the back end of libraries into account.

An approach called Unified Resource Management increases workflow efficiency by consolidating multiple frameworks in order to extend the range of services available. Mr. Tartaglione explained that the "silos of information" represented by print, electronic, and digital items have been streamlined for the end user with the new discovery layers on the market today. Unfortunately, those vertical silos will continue to create duplicate work for librarians until horizontal workflows are instituted for the back end. The unified format and tightened workflows should be coupled with a cloud-hosted, open platform. Ex Libris Alma provides both of these aspects. With a cloud-based system, libraries don't have to worry about hardware. An open source platform allows larger libraries to share their wealth with smaller ones; a large IT staff at one institution can build and share widgets and plug-ins with those more thinly staffed. The basic product allows for streamlined and consistent workflows, while the cloud-hosted system encourages community collaboration. You can find more information on Alma at <http://www.exlibrisgroup.com/category/AlmaOverview>.

The second presenter was Michael Winkler, director of information technology and digital development at the University of Pennsylvania. Mr. Winkler is one of the staff members at the University of Pennsylvania spearheading the Kuali OLE project. Kuali OLE is an open source software project developing an ILS based in a community of top research libraries. While the Kuali Foundation provides licensing, legal counsel, and a technology base, the academic libraries that make up the partnership (Indiana University, a consortium of Florida schools, Lehigh University, the Triangle Research Libraries Network in North Carolina, University of Chicago, University of Maryland, University of Michigan, and University of Pennsylvania) collaborate on the design and functionality of the software. The private sector provides cloud computing capabilities and other infrastructure support; the academic library community provides librarians who know which innovations in ILS design will be most valuable to them. Academic libraries have a history of collaboration, and the Kuali OLE project seeks to leverage that history by using their combined experience and resources to create a next generation technology product. You can find more information on Kuali OLE at <http://www.kuali.org/ole>.

Kuali OLE is only one example of the general ideas outlined by Mr. Tartaglione, but it serves to highlight the community-based thinking inherent to cloud computing and open source technologies. Mr. Winkler emphasized that in the Kuali OLE product, librarians are "driving the bus." They design the product based on their own needs, and the support of the Kuali Foundation frees up staff time to allow innovation.