



# **Technically Speaking**

**The Newsletter of CATS**

**Spring 2004**

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## **Second Annual Technical Services Open Forum**

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The CATS division sponsored and held its second annual technical services open forum at the Sachem Public Library on Monday, March 24, 2004. Sixty-eight guests from various public, academic, and special libraries on Long Island attended to discuss current practices in technical services and to share thoughts and ideas with the group.

The forum was moderated by Cynthia Guzzo of Smithtown Library, a CATS executive board member and current president of SCLA. The forum also featured five panelists representing technical services departments from public and academic libraries on Long Island: Sue Goldman (Smithtown Library), Kathy Irish (Mastics-Moriches-Shirley Community Library), Regina McEaney (Suffolk Community College), Sue Ketcham (Southampton College, LIU), and Michael Aloï (Dowling College).

Among the topics discussed were workflow issues, prioritizing materials, online ordering and acquisitions, training new staff, and materials processing issues.

Particularly interesting were descriptions and demonstrations of materials for DVD cleaning and protection, as well as new security devices available to protect against theft of media materials.

The response to the second annual forum was overwhelmingly positive and a good time was had by all.

Please join us for the next annual forum and bring your technical services questions and ideas with you!

—Michael Aloï

### ***Technically Speaking's*** **Featured Quotation**

“Information is not stuff, but a process. It is the process of becoming informed.”

—Michael Buckland

# Presidential “Meowsings”

Welcome to all our “CATS”. Your Executive Board this year consists of both active and retired members from technical services and computer departments in academic and public libraries. Michael Aloi from Dowling College and Tom Cohn from Huntington Public Library are new to the board this year. We look forward to great things from them. Michael will manage the ins and outs of our many programs, and Tom has volunteered to edit the CATS newsletter, which will now be published twice a year.

We are busy planning a great year of programs and fun for everyone. (And if you have any ideas, we’d love to hear them – contact Michael at Dowling.) So far this year, we have presented a two-part Powerpoint Workshop; a Technical Services Open Forum; and Dewey De-Mystified, a Dewey number-building workshop. Taking place around press time are the annual Library Tour and a Fred Pryor workshop on “How to Manage Priorities and Meet Deadlines.” Due to technical difficulties, we were not able to present a program at the Long Island Library Conference this year. Look forward to an alternative program in the fall. Watch the SCLA-Listserv, your mailbox or our website, <http://cats.suffolk.lib.ny.us>, for the latest programming information brought to you by CATS. While you’re there, check out our vendor links, resources, and Swap & Sell.

For all you non-CATS out there, remember to check off CATS as an additional division. For only \$1.00, you’ll be among the first to find out about our great programs.

—Renee Capitanio

# Radio Frequency Identification

RFID (Radio Frequency Identification) is not a new wireless technology. What’s new about RFID is that it has become cheap enough for large-scale deployment. Wal-Mart made the news this past year when they announced that they would require their 100 top suppliers to put RFID tags on pallets and cases of goods destined for Wal-Mart stores. Quite a few libraries have implemented RFID systems as a tool to help track materials, stop theft and check out and return books more rapidly. In a sense, RFID is the technological child of bar codes. The big difference between the bar codes and RFID tags is that bar codes have to be “seen” by a scanner and RFID tags can be read as long as they are within range of a reader. The difference to a library user may be the difference between standing in line waiting for access to a bar code scanner and having material checked out merely by entering the circulation area

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One reason libraries have been slowly adopting RFID technology is cost, but as is always the case with technology, this inhibitor will eventually vanish. A more serious inhibitor is the

concern many librarians have (and they have company in the Electronic Frontier Foundation) about the collection of data and individuals’ privacy rights.

[from De Rosa, Cathy et al. “The 2003 OCLC Environmental Scan: Pattern Recognition, a Report to the OCLC Membership. Dublin, Ohio: OCLC, 2004.]

**Did you know: Every 12 seconds an OCLC member library adds a new record to WorldCat, which contains more than 55 million records at 924,900,141 holding locations as of May 29, 2004? Every 4 seconds an OCLC member library fills an interlibrary loan request using WorldCat. Source: OCLC Abstracts, vol.7, no.22 (June 1, 2004)**

## Report from the International IUG

What’s an IUG? It’s the International Innovative User’s Group. For those of us who are members of PALS, it’s the once a year, three-day barrage of all you could ever want to know about our Integrated Library System. And it is informative! Here’s where you learn what you can expect in the next release, and the one after that, and the one after that. It’s where you learn what new products Innovative is working on. It’s where you learn what technology is on the horizon. It’s also where you learn that everyone in the world has the same problems. So, my brief impressions from three soggy days in Boston follow.



**Scenes from the CATS booth at the Long Island Library Conference on May 5 at Crest Hollow in Woodbury. Top: CATS officers Ted Gutmann and Laura Hawrey; center: SCLA President and CATS board member Cynthia Guzzo et al. check out the exhibit; bottom: CATS President Renee Capitanio.**

Things to look forward to with the upcoming releases:

FRBR (functional requirements for bibliographic records), a front-end product that

ties together the holdings records for a title whether they are print, electronic, audio, video; wireless workstations; and electronic invoicing (a big time-saver).

Keynote speaker Marshall Keys was intelligent, erudite, and his speech sounded what was to become the recurring topic of the conference: that the common themes of today's issues illustrate how the library should be evolving. The telephone is becoming THE information appliance for young people, with camera phones becoming a huge part of the system. With phone interfaces, users will access telephone reference through text messages, camera phones, web cams and expect to be able to snap pictures of material and forward it to anyone. Anyone heard of copyright? It seems "we are a rule-bound institution in a society with little respect for limits" where privacy is a non-issue. This is a bit scary.

The trends touted throughout the conference were self-service, wireless access and electronic access to everything. Patrons want to be able to handle their library needs through self-service access at kiosks, work stations or at home. All of this is supported by the technology of RFID, WiFi, encryption, robotics, web servers, portals, integrated backup, and SAN storage. And now, I realize, that most of this is way over my head.

Like most conferences, this one leaves you energized, full of ideas, exhausted and a bit frustrated. It was worth every penny spent.

—Renee Capitanio

# Upcoming Events

Coming this fall, look for programs on:

- **Weblogging**
- **Functional Requirements for the Bibliographic Record (FRBR)**
- **In-house Solutions to IT Dilemmas**

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