

The network has
configured whole
industries: what will
academic libraries do?

Lorcan Dempsey
OCLC

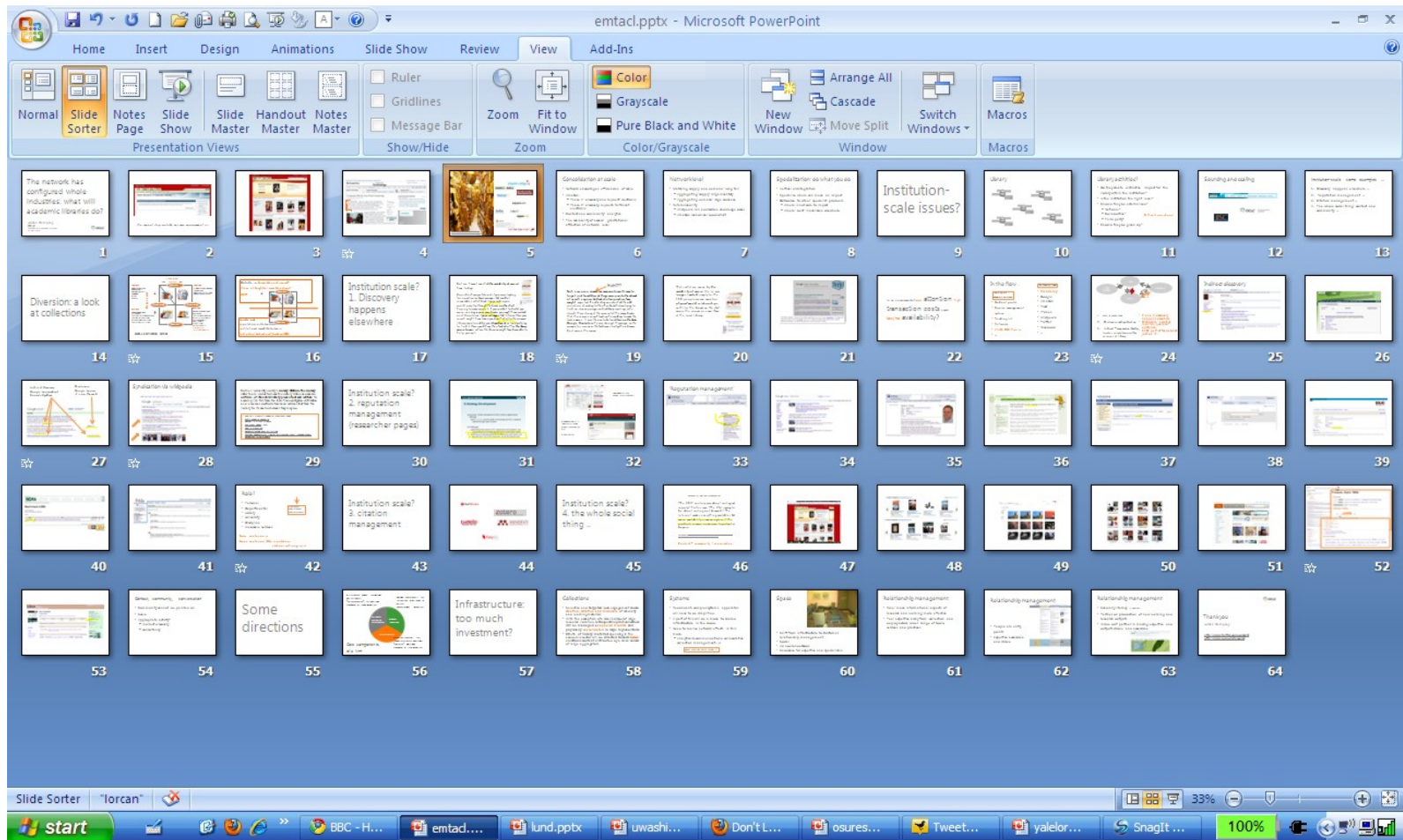
EMTACL10, Trondheim, Norway
26 April 2010





We cannot step outside our own environment

Overview ...



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Movies, TV shows, actors, directors, genres

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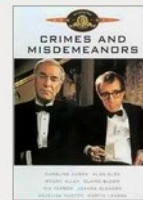


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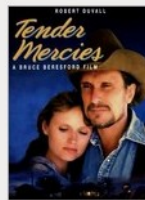
Understated Romantic Movies from the 1980s

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Companies Slowly Join Cloud-Computing

By BRAD STONE and ASHLEE VANCE

Published: April 18, 2010

SAN FRANCISCO — This year, [Netflix](#) made what looked like a peculiar choice: the DVD-by-mail company decided that over the next two years, it would move most of its Web technology — customer movie queues, search tools and the like — over to the computer servers of one of its chief rivals, [Amazon.com](#).

Enlarge This Image



Peter DaSilva for The New York Times

[Amazon](#), like Netflix, wants to deliver movies to people's homes over the Internet. But the online retailer, based in Seattle, has lately gained traction with a considerably more ambitious effort: the business of renting other companies the remote use of its technology infrastructure

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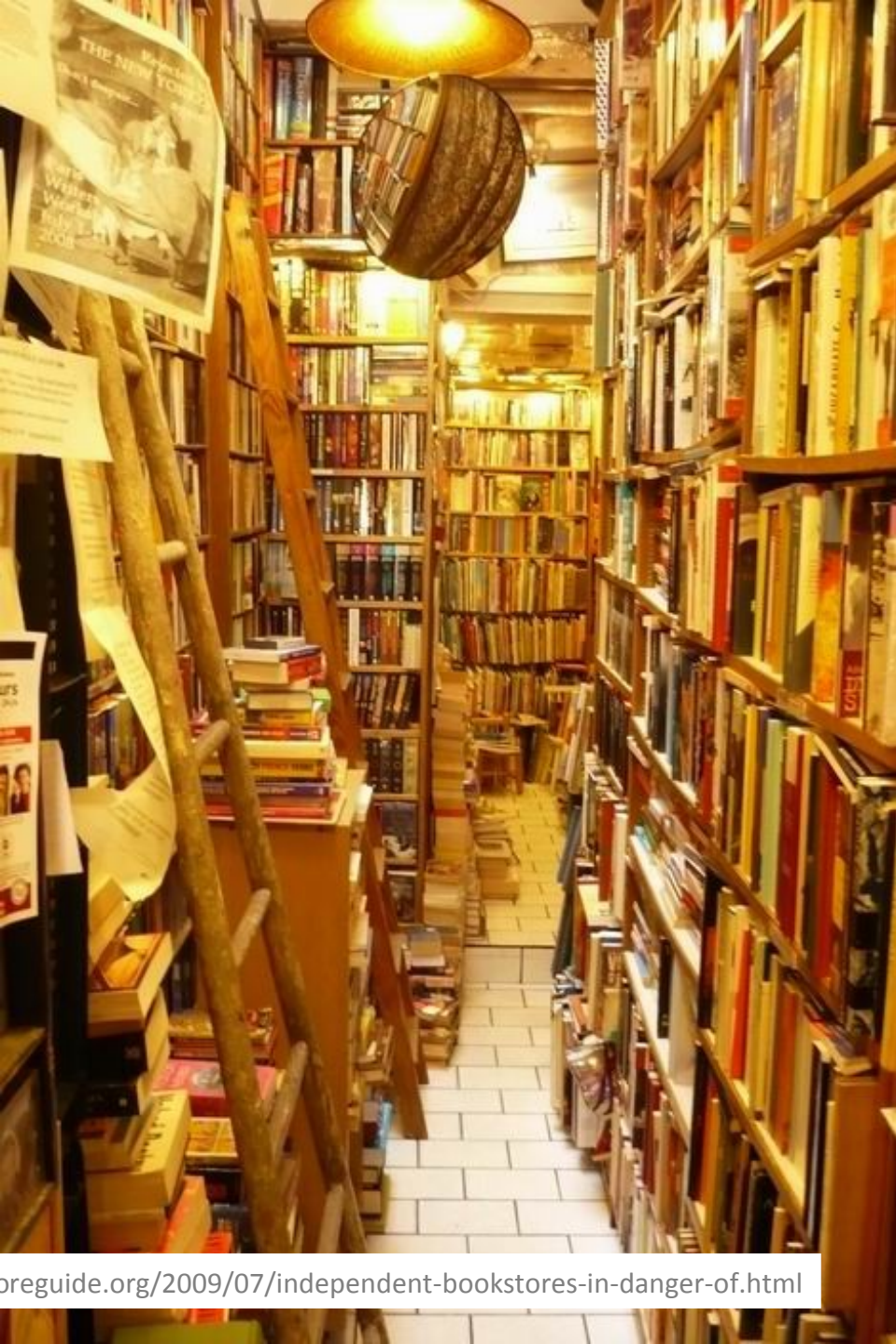
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THE TOR·COM STORE BETA



Consolidation at scale

- Network encourages efficiencies of scale
- Amazon
 - Phase 1: discovery and request: electronic
 - Phase 2: discovery, request, fulfilment: electronic
- Context and community: analytics
- The scalability of access: gravitational attraction at network level

Network level

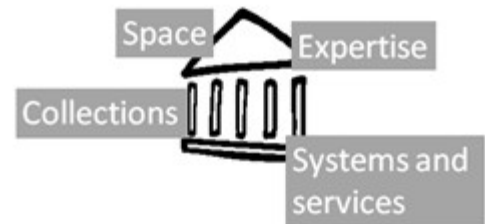
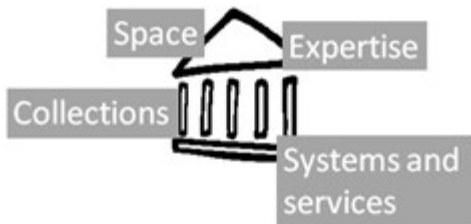
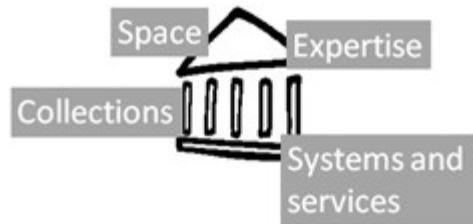
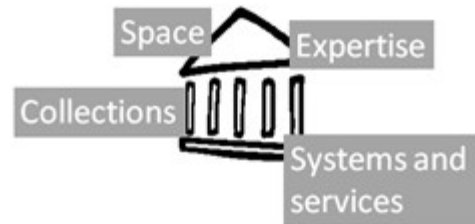
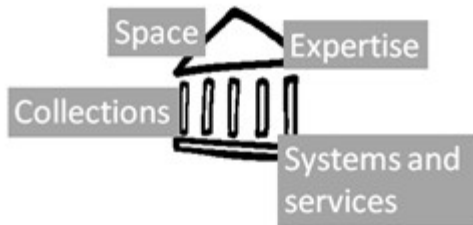
- Matching supply and demand: long tail
 - Aggregating supply: large inventory
 - Aggregating demand: large audience
- Referencability
 - Wikipedia (an addressible knowledge base)
 - Amazon (canonical book URLs?)

Specialization: do what you do

- Vertical disintegration
- Specialise where can make an impact
- Outsource to other specialist providers
 - Where is not core to impact
 - Where 'best' is available elsewhere.

Institution-
scale issues?

Library



Library activities?

- Do they create distinctive impact for the library within the institution?
- Is the institution the right level?
- Should they be externalised?
 - National?
 - Collaborative?
 - Third party?
- Should they be given up?

Difficult questions!

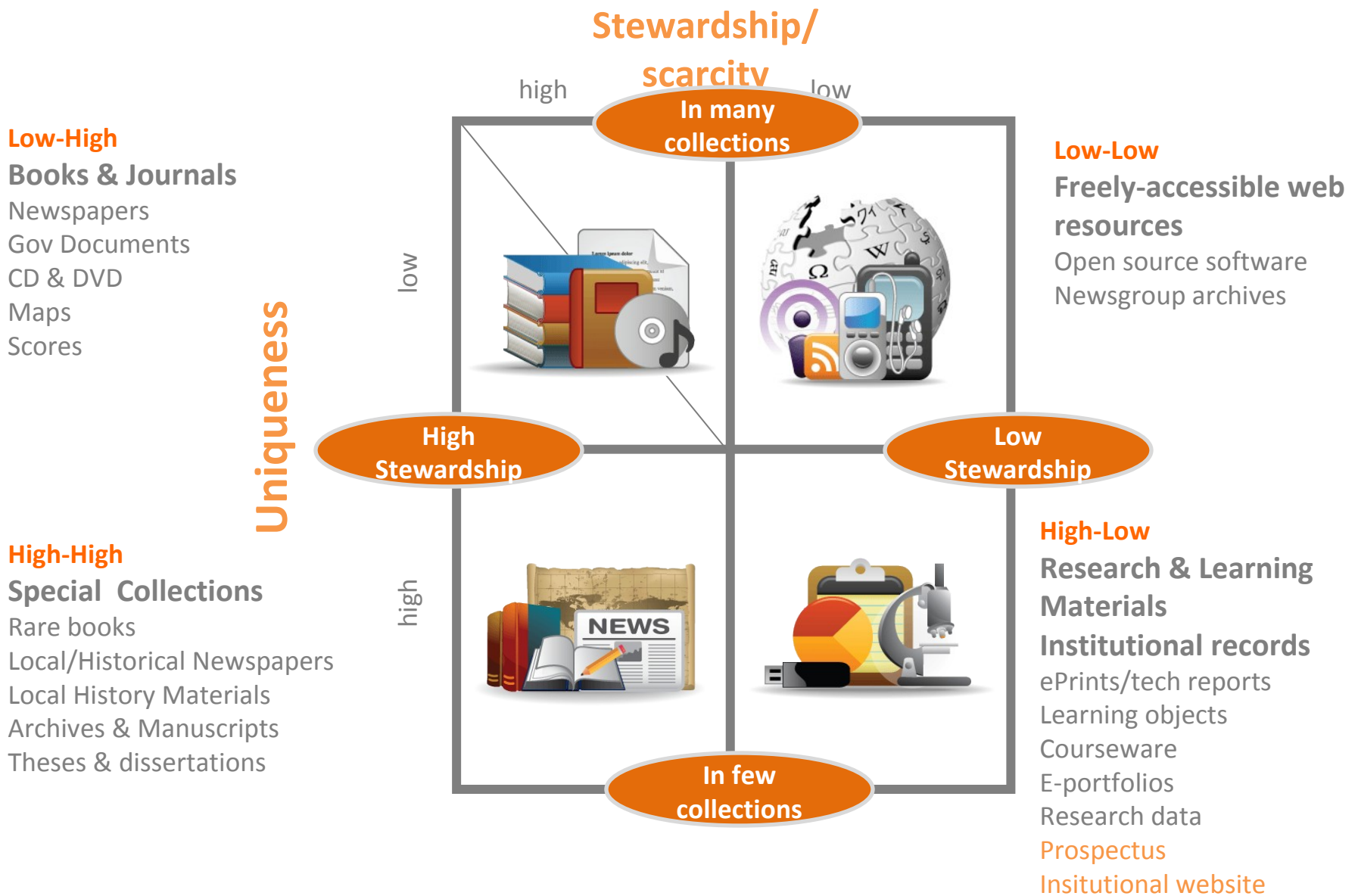
Sourcing and scaling



Institution-scale: some examples ...

1. Discovery happens elsewhere (as well) ...
2. 'Reputation management' ...
3. Citation management ...
4. The whole social thing: context and community ...

Diversion: a look
at collections



COLLECTIONS GRID

Outside in: Consolidation of licensed?

Move of bought to licensed/electronic?

GBS?

low



Inside out:

reputation, institutional assets,
institutional record, distinctive, ...

Individual destinations? Academic SEO.

Institution scale?

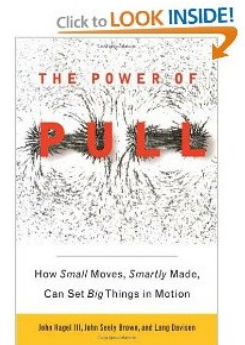
1. Discovery

happens

elsewhere

But we haven't ever had **the scalability of access** that have today.

Consider how, pre-Internet, if you were looking for a particular book passage, but couldn't remember which book it appeared in, you could only flip through the books **on the shelf** hoping to come across it. If you couldn't find what you were seeking in your own books, you might have walked next door to see if **your colleague** had it. From there your search might have taken you down the hall to the common library maintained by your **department** or function. Failing to find it there, you'd have then headed off for **the library across town**, where the librarian might have been able to help you out.



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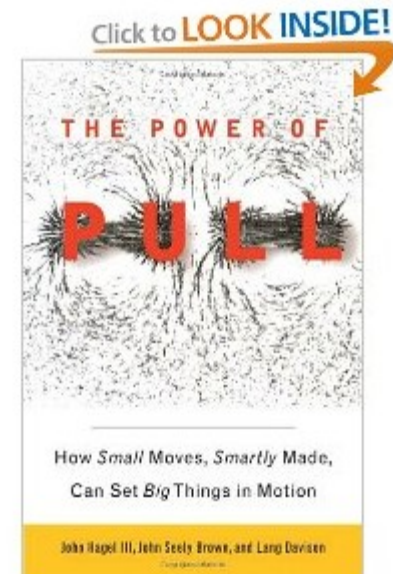
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 **Huh!?!?**

Such a scenario almost seems quaint now. It's easy to forget just how different things were prior to the advent of search engines. And not all of our practices have caught up. Just the other day one of us had the odd sensation of waking to the office bookshelves, trying to find an elusive passage, and suddenly recalling, as he stood there staring at the spines of all the many books, that there was a search function he could use to make the tasks easier: It was the one to be found back on the desk, **Google Books**. Soon he was staring at the passage on the computer screen as the hardcover itself gathered more dust across the room.

That's what we mean by **the scalability of access**. We're **no longer limited** simply to the 150 people we can maintain **physical-world relationships** with, to the books on the shelf across the room, or even those at the local library.



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Google's views on government, policy and politics



Modifications to the Google Books Settlement

Friday, November 13, 2009 at 11:54 PM ET

Posted by Dan Clancy, Google Books Engineering Director

Last year, we joined with a broad class of authors and publishers to announce a settlement agreement that would make millions of out-of-print books available to students and readers in every part of the U.S., while forging new opportunities for rightsholders to sell access to their books. Tonight we submitted an amended version of the [Google Books settlement](#) agreement to the court.

We've traveled all over the world together with the authors and publishers to talk with people about our agreement, and over the last two months, we've read the many letters and briefs written to the court. We've also had discussions with the Department of Justice about the settlement.

The changes we've made in our amended agreement address many of the concerns we've heard (particularly in limiting its international scope), while at the same time preserving the core benefits of the original agreement: opening access to millions of books while providing rightsholders with ways to sell and control their work online. You can read a summary of the

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We firmly believe in the promise of the agreement, as do our many [supporters](#). As Sergey Brin recently wrote in a recent [op-ed](#), "even if our cultural heritage stays intact in the world's foremost libraries, it is effectively lost if no one can access it easily."

In an environment of **scarce** attention **high**
transaction costs equals
low/no availability?

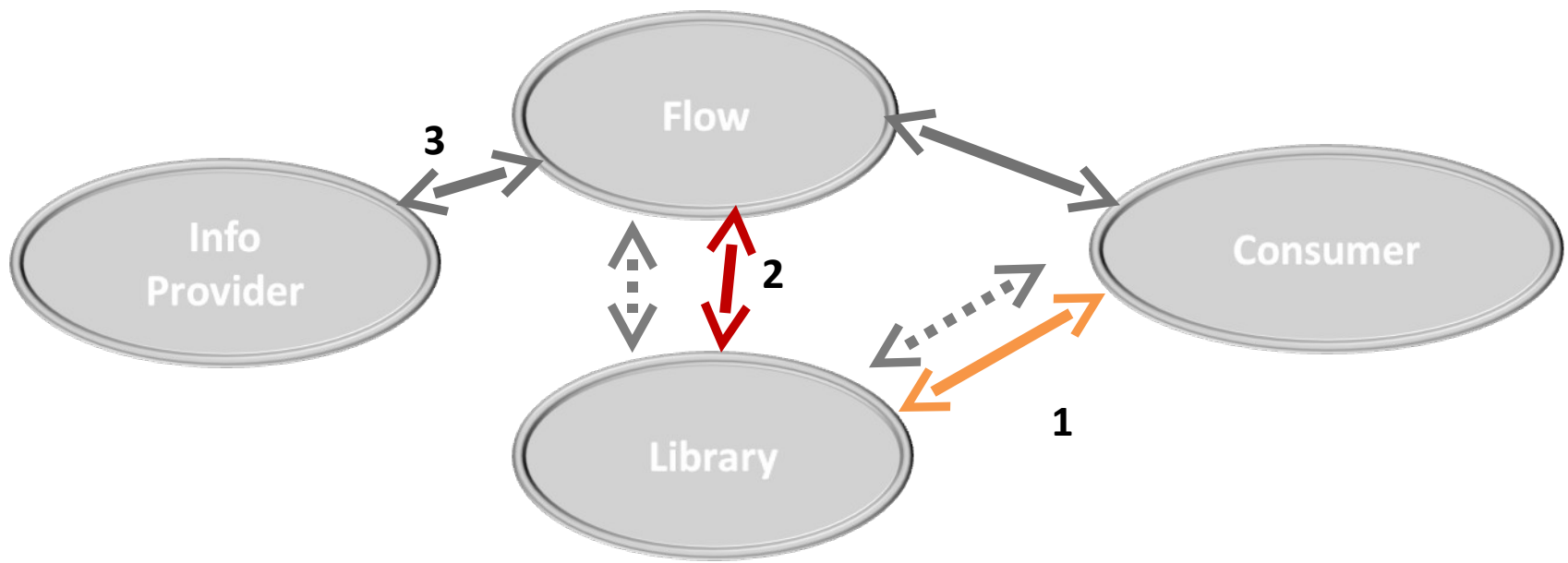
In the flow ..

Variety of campus venues

- * Student portal
- * Course management system
- * Reading list
- * Refworks
- * **VIVO, OSU Pro, ...**
- * ...

Network level

- **Mendeley**
- Google
- Amazon
- Flickr
- iTunes
- Wikipedia
- Twitter
- Facebook
- ...



1. Direct – added value
 2. Disclosure and syndication
 3. Indirect – may involve identity, locate, resolution or other services at library
- 2 and 3: discovery happens elsewhere
 - Disclosure: holdings (non-unique) and existence.
 - SEO: interoperability with the web ..

Indirect discovery

Google books

Reidar Trønnes

Search Books

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Mineralization, wallrock alteration and zonation of ore deposits associated ... By Peter M. Ihlen, Reidar Trønnes, Frank M. Vokes



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Title	Mineralization, wallrock alteration and zonation of ore deposits associated with the Drammen granite in the Oslo region, Norway
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Forfatter: Ihlen, Peter M. 1947-
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Årstall: [1980?]

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Institution scale?
2. reputation
management
(researcher pages)

E-Strategy Development

- ❑ Success: Further development of the Library's digital library offerings:
 - ❑ UCL [E-Prints](#) and the ability to showcase all UCL's research outputs through Open Access
- ❑ Challenges
 - ❑ Identifying the needs of UCL researchers and students, and recognising the most appropriate tools to meet these needs
 - ❑ Fitting such developments into an electronic world which now focuses work not on the local level, but at the network level



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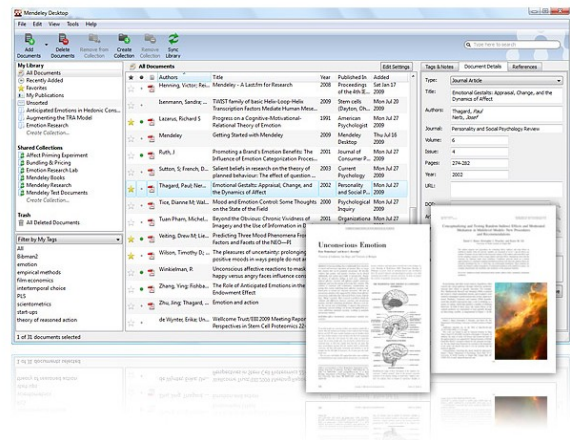
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Kommer Katla med et udbrud, vil det ifølge **Reidar Trønnes**, der er geologi-professor i Norge, betyde voldsomme ødelæggelser. ...

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Reidar G. Trønnes

[Norsk](#)**Unit:** [Department of Geology and Mineral Resources Engineering](#)**Position:** Professor**Group:** [Geology](#)**Office:** Bergbygget*B511, Sem Sælands vei 1**Phone:** +47 73594806**Email:** reidar.tronnes@ntnu.no

Mineralogy, geochemistry and planetary dynamics

Origin, evolution and dynamics of Earth and the terrestrial planets

Experimental studies of phase relations and mineral physics of major minerals in the deep mantle. This is a contribution to a multidisciplinary effort, including computational mineralogy and mineral physics, seismology and geodynamic modelling.

Geochemistry of primitive flank zone basalts from Island and Jan Mayen

Characterization of mantle source materials and melting processes, using Sr-Nd-Hf-Os-Pb-O-He-isotope systematics. Compilation of the results with existing geochemical and geophysical data for the North Atlantic og Gakkel Ridge basin provides information on mantle dynamics. We are particularly interested in the relations between the active plume flow under Island, the passively ascending asthenosphere and detached and entrained lithospheric material originating from the continental margins of Greenland, Jan Mayen Ridge, Norway and Spitsbergen/Barentshavet.

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Publikasjoner

Recent publications, R.G. Trønnes (some are linked to a PDF document)

Trønnes, R.G., 2009, Structure, mineralogy and dynamics of the lowermost mantle. *Mineral. Petrol.*, DOI 10.1007/s00710-009-0068-z (Spec. Issue, *Exp. Mineral. Petrol. Geochem. XII*) [PDF](#)

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[Hovedside](#) > [Matematisk-naturvitenskapelige fakultet](#) > [Geofag](#)

[Hjelp](#) [English](#)

[Søk i DUO](#)

Forfatter:	Haug, Lars Erik
Tittel:	Mantel- og skorpekomponenter i Drammensgranitten
Undertittel:	En LAM-ICPMS Lu-Hf isotopstudie av zirkon
Publisert år:	2007
Dokumenttype:	Masteroppgave
Språk:	Norsk Bokmål
BIBSYS:	BIBSYS
Veileder(e):	Tom Andersen, Reidar Trønnes

 [Fulltekst](#)

Sjekksum MD5: 223fbcd50af60d981502511a704bc150

For å kunne åpne dokumentet må du ha Adobe Reader. Programmet kan hentes gratis på Adobes hjemmeside, Store pdf-dokumenter kan ikke vises i enkelte nettlesere: Har du problemer - høyreklikk på lenken og lagre fila lokalt! [Adobe](#)

Result of search in NORA

You have searched for:

all of the words: 'Reidar and G. and Trønnes'

1-1 of 1

Author	Title	Documenttype	Year	Archive
Trønnes, Reidar G.	Structure, mineralogy, chemistry and economic potential of calcitic marble in the Geitfjellet-Bukkafjellet area, Nord-Trøndelag	Research report	1993	NGU



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Search criteria:

Person sequence number: 2628 Institution: University of Oslo All publishing channels

Showing results 1-50 of 324

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2010

1. **Trønnes, Reidar G.**
Et klarere bilde av Jordas indre struktur og dynamikk. *www.forskning.no*, 8. jan, <http://www.forskning.no/artikler/2010/januar/239069>. *www.forskning.no* 2010
UIO
2. **Trønnes, Reidar G.**
Jordas indre bevegelser og platetektonikk. Faglig-pedagogisk dag, Univ. i Oslo; 2010-01-08
UIO
3. **Trønnes, Reidar G.**
Structure, mineralogy and dynamics of the lowermost mantle. *Mineralogy and Petrology* 2010
UIO

2009

4. **Debaille, V; Trønnes, Reidar G; Brandon, AD; Waight, T; Graham, DW; Lee, C-T.**
Primitive off-rift basalts from Iceland and Jan Mayen: Os-isotopic evidence for a mantle source containing enriched subcontinental lithosphere. *Geochimica et Cosmochimica Acta* 2009 ;Volume 73.(11) p. 3423-3449
UIO

Role?

- Personal
- Departmental
- Library
- University
- Discipline
- Webscale services



R.G Trønnnes
Reidar Trønnnes.
Reidar G. Trønnnes

Scalar confusion ...

**Scope confusion (OA, reputation,
citation, archiving, ...) ...**

Institution scale?

3. citation

management



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MENDELEY
RESEARCH NETWORKS BETA 0.9

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Institution scale?
4. the whole social
thing ..

Gavin Potter: Netflix prize competitor

"The 20th century was about sorting out supply," Potter says. "The 21st is going to be about sorting out demand." The Internet makes everything available, but mere availability is meaningless if the products remain unknown to potential buyers.

Read More

http://www.wired.com/techbiz/media/magazine/16-03/mf_netflix?curr

Context – community – conversation
“return on attention”

http://www.netflix.com/MemberHome?lnkce=sntDd&lnkctr=mhbwse

Netflix Lorcan Dempsey | Your Account & Help

Watch Instantly Browse DVDs Your Queue Movies You'll ♥

Home Genres New Releases Netflix Top 100 Critics' Picks Award Winners

Because you enjoyed:

The Lives of Others
The Bicycle Thief

We think you'll enjoy:
Z

Play Add



★★★★☆
Not Interested

Z

1969 NR 127 minutes

Based on true events, director Costa-Gavras's Oscar-winning film closely parallels the real-life assassination of a Greek doctor and humanist whose 1963 murder led to public scandal and eventual overthrow of the democratic government in Greece.

Starring: Yves Montand, Irene Papas
Director: Costa-Gavras
Genre: Foreign Classic Dramas
Language: French
Format: DVD and streaming

★★★★★ 4.0 Our best guess for Lorcan

Recommended based on your interest in *The Lives of Others*, *The Bicycle Thief* and *The Conversation*

See all >

Critically-acclaimed Cerebral Independent Movies

Your taste preferences created this row.
Critically-acclaimed
Independent
Cerebral

Election



Add

★★★★☆
Not Interested

Down by Law



Add

★★★★☆
Not Interested

Crimes and Misdemeanors



Add

★★★★☆
Not Interested

The Spanish Prisoner




Add

★★★★☆
Not Interested

Understated Romantic Movies from the 1980s

Based on your interest in...



LIANNA




Tender Mercies



Maurice



Wings of Desire



The Fabulous Baker Boys

http://www.netflix.com/Movie/Z/70124581?trkid=918124

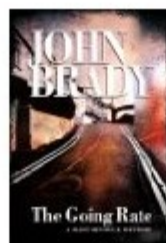
7:41 AM 4/24/2010

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Page 9 of 13 ([Start over](#))



[Naked Airport: A Cultural His...](#) (Paperback) by Alastair Gordon
★★★★☆ (8) \$11.56
[Fix this recommendation](#)



[The Going Rate \(Matt Minoque Mystery\)](#) (Paperback) by John Brady
\$24.95
[Fix this recommendation](#)



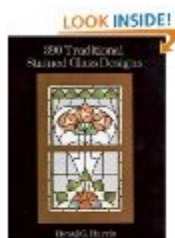
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★★★★☆ (18) \$11.56
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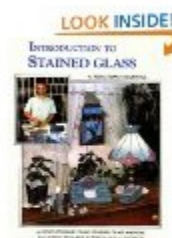
[390 Traditional Stained Glass...](#) (Paperback) by Hywel G. Harris
★★★★☆ (14) \$8.95
[Fix this recommendation](#)



[Key Thinkers on Space and Place](#) (Paperback) by Dr Phil Hubbard
★★★★★ (1) \$45.06
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[Introduction to Staine...](#) (Paperback) by Randy Wardell & Jud...
★★★★☆ (6) \$10.19
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CREDITS (10)



tracey thorn



channels

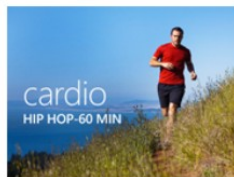
categories

VIEW ALL
PREMIUM
STAFF PICKS
▶ FITNESS
TOP SONGS

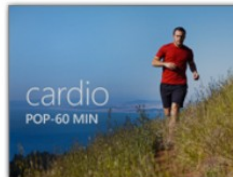
genres

▶ VIEW ALL
ROCK
HIP HOP
POP

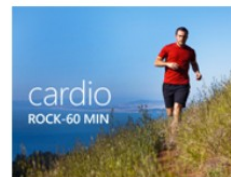
Title Last updated



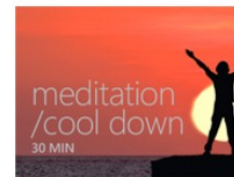
Cardio- Hip Hop- 60 minute
Fitness



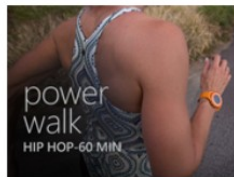
Cardio- Pop - 60 minute
Fitness



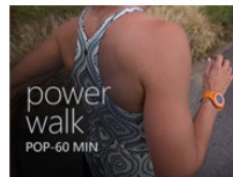
Cardio- Rock - 60 minute
Fitness



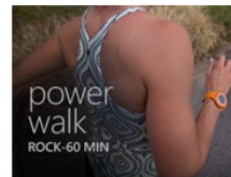
Meditation / Cool Down - 30 minute
Fitness



Power walk - Hip Hop- 60 minute
Fitness



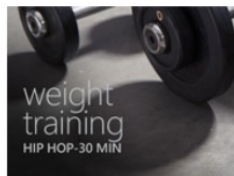
Power walk - Pop- 60 minute
Fitness



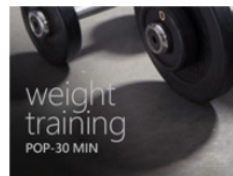
Power walk - Rock- 60 minute
Fitness



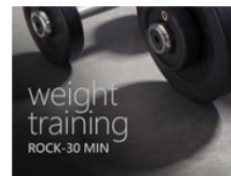
Weight Training
Fitness



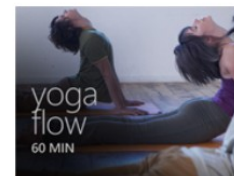
Weight Training -Hip Hop- 30 minute
Fitness



Weight Training -Pop - 30 minute
Fitness



Weight Training -Rock - 30 minute
Fitness



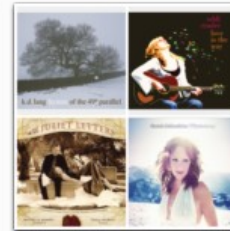
Yoga Flow - 60 minute
Fitness



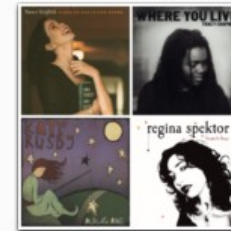
Singer/Songwriter Mix



Celtic Mix



Adult Alternative Mix



Contemporary Folk Mix



Alternative Country Mix



Contemporary Folk Mix 2



Traditional Folk Mix



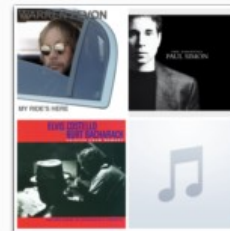
Americana Mix



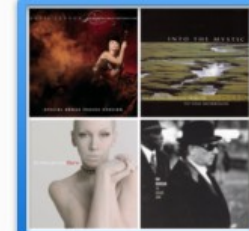
Americana Mix 2



Jazz Vocals Mix



Rock Singer/Songwriter Mix



Pop Mix

Etsy

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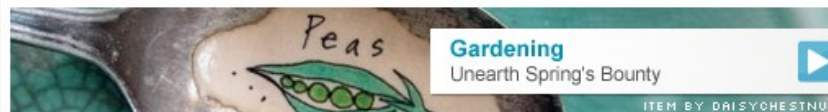
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Handmade ▼

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Sellers' top picks for moms



Handpicked Items

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Georgette Skirt - ...
littleocean **\$45.00 USD**



Cherry Print and G...
lizengel **\$20.00 USD**



Gingham Rain Hat
moaningmi... **\$39.50 USD**



Fossum, Karin 1954-

Overview

Works: 73 works in 271 publications in 17 languages and 5,949 library holdings

Genres: Detective and mystery stories Mystery fiction Domestic fiction

Classifications: pt8951.16.o735, 839.8238

Publication Timeline



Most widely held works by Karin Fossum

The Indian bride by Karin Fossum (Book)
24 editions published between 2000 and 2008 in 6 languages and held by 1,000 libraries worldwide
When perpetual bachelor Gunder Jomann goes to India for two weeks and comes home married, the Norwegian town of Elvestad is stunned. On the Indian bride is supposed to arrive, the battered body of a woman is found in a meadow on the outskirts of town. None of the "good people of Elvestad" believe that anyone among them would be capable of such a brutal murder. But in his quiet, formal way, Inspector Konrad Sejer understands that good people can commit atrocious deeds, and that no one is altogether innocent—including the café owner who knows too much, the girl who wants to be a witness, and the bodybuilder with no outlet for his terrible strength. Another psychological mystery from one of Europe's most successful crime writers. —From publisher description

When the devil holds the candle by Karin Fossum (Book)
32 editions published between 1998 and 2008 in 7 languages and held by 961 libraries worldwide
When the theft of a purse from a stroller results in an infant's death, two teenagers are in trouble. Unaware of the enormity of their crime, Zipp and are intent on committing still another. They follow an elderly woman home, and Andreas enters her house with his ever-reliable switchblade. Motionless in the dark, Zipp waits for his friend to come out. Inspector Konrad Sejer and his colleague Jacob Glisane see no connection between the infant's dead reported disappearance of a local delinquent. While confusion mounts in the world outside, the chilling, heart-stopping truth unfolds inside the old woman's home. Unfappable as ever, Sejer digs below the surface of small-town tranquility in an effort to understand how and why violence destroys every lives. —From publisher description

Don't look back by Karin Fossum (Book)
30 editions published between 1998 and 2008 in 7 languages and held by 948 libraries worldwide
At the foot of the Kollen mountain lies a small village where the children play unafraid in the streets. But the tranquility is about to be irreversibly by a most sinister crime when a young woman's naked body is found by the lake. Inspector Sejer - smart, tough and enigmatic - is called in to investigate. Only he can uncover the dark secrets of this quiet community, hidden by deep family ties.

Black seconds by Karin Fossum (Book)
20 editions published between 2002 and 2008 in 6 languages and held by 879 libraries worldwide
In this fifth Inspector Sejer mystery, a little girl has vanished without a trace and Sejer must find her before it's too late.

He who fears the wolf by Karin Fossum (Book)
31 editions published between 1997 and 2006 in 6 languages and held by 872 libraries worldwide
Inspector Sejer is investigating the brutal murder of a woman who lived alone in the middle of the woods. The chief suspect is another loner, a schizophrenic recently escaped from a mental institution. Then a mental institution. The only witness is a twelve-year-old boy, overweight, obsessed with archery, and a real home for delinquents. When a deranged man robs a nearby bank and accidentally takes the suspect hostage, the three misfits are drawn into an alliance. Shrewdly, patiently, Inspector Sejer confronts a case where the strangeness of the crime is matched only by the strangeness of the crime and where small-town prejudices warp every piece of information he tries to collect.

Broken by Karin Fossum (Book)
1 edition published in 2008 in English and held by 85 libraries worldwide

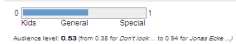
Глас Оми by Karin Fossum (Book)
11 editions published between 1996 and 2007 in 6 languages and held by 24 libraries worldwide

De gales hus : roman by Karin Fossum (Book)
6 editions published between 1999 and 2007 in Norwegian and Finnish and held by 17 libraries worldwide

Eva's oog by Karin Fossum (Book)
6 editions published between 1998 and 2007 in Dutch and held by 16 libraries worldwide
De ontmoeting met een jeugdvriendin heeft voor een Noorse kunstenaar verstrekkende

Kijk niet achterom by Karin Fossum (Book)
3 editions published between 2001 and 2005 in Dutch and held by 15 libraries worldwide
Inspector Sejer wordt geconfronteerd met de vermissing van een 6-jarig meisje en de af

Audience Level



Related Identities

- Sejer, Konrad (Fictitious character)
- Smit, Annemarie
- Ömkloo, Ulf 1934- Translator
- Ömkloo, Helena 1973- Translator
- Rintout, David Narrator
- Ömkloo, Ulf Translator
- David, Felicity
- Ömkloo, Helena Translator
- Teva, Tarja
- Haefs, Gabriele Translator

Useful Links

- Library of Congress Authority File (English)
- Deutsche Nationalbibliothek Authority File (German)
- Wikipedia Karin Fossum

Associated Subjects

Audiobooks Criminal investigation Detective and mystery stories Detective and mystery stories, Norwegian Homicide investigation Hostages Large type books Missing children Missing persons Murder Murder--Investigation Norway Police Psychological fiction Schizophrenics Talking books Village communities Widowers Women Women novelists

Fossum, Karin 1954-

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- Rintout, David Narrator
- Ömkloo, Ulf Translator
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- Ömkloo, Helena Translator
- Teva, Tarja
- Haefs, Gabriele Translator

Useful Links

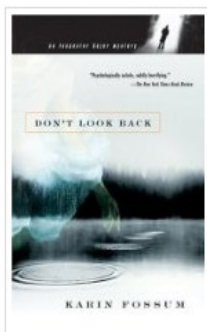
- Library of Congress Authority File (English)
- Deutsche Nationalbibliothek Authority File (German)
- Wikipedia Karin Fossum

Associated Subjects

Audiobooks Criminal investigation Detective and mystery stories Detective and mystery stories, Norwegian Fiction Fictitious characters

Homicide investigation Hostages Large type books Missing children Missing persons Murder Murder--Investigation Norway

Police Psychological fiction Schizophrenics Talking books Village communities Widowers Women Women novelists



Don't Look Back

by [Karin Fossum](#)

Series: [Inspector Sejer Mysteries - English Publication Order \(1\)](#), [Inspector Sejer Mysteries \(2\)](#)

Members	Reviews	Popularity	Average rating	Conversations
436	11	12,911	★★★★½ (3.66)	25

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6/48

Popular covers



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[Recommendations](#)

[Descriptions \(1\)](#)

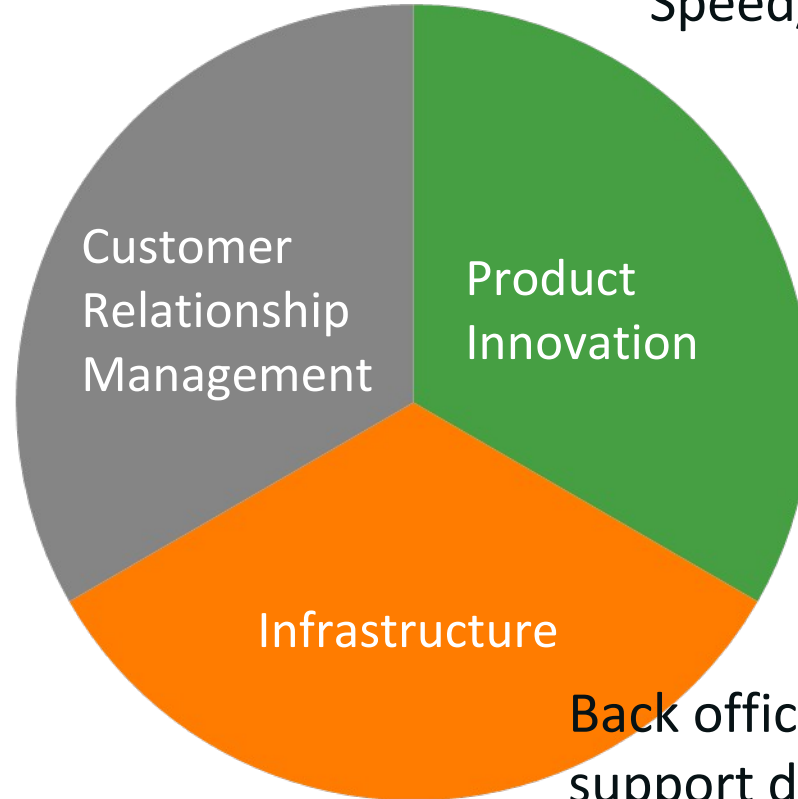
Context, community, conversation

- Community cannot be painted on
- Scale
- Appropriate activity?
 - Indirect discovery
 - consultancy

Some
directions

Attracting and building relationships
with customers
“Service-oriented”, customization
Economies of scope important

Develop new products and
services and bring them to
market
Speed/flexibility important



Back office capacities that
support day-to-day operations
“Routinized” workflows
Economies of scale important

Core components
of a firm

Infrastructure:
too much
investment?

Collections

- Selective and **targeted** local engagement around **creation, curation and disclosure** of scholarly and learning materials
- With the exception of a small number of large research libraries, **retrospective print collections will be managed as a pooled resource and physically consolidated in large regional stores**
- **80+% of library materials** spending in the academic sector will be **directed toward licensed electronic content** distributed by a small number of large aggregators

Systems

- Redundant, complex systems apparatus will have to be simplified.
- A part of this will be a move to shared infrastructure in the cloud.
- Need to realise network effects in this move.
 - Analytics (recommendations, collaborative collection management, ...)

Cloud is a question not an answer ;-)

Space



- Shift from Infrastructure to Customer relationship management
- Social
- Ad hoc rendezvous
- Showcase for expertise and specialisms.

Relationship management

- Role: make informational aspects of research and learning more effective
- Peel expertise away from collection and deploy across wider range of tools, services and practices

Relationship management

- People are entry points
- Expertise accessible and visible

The screenshot displays the MLibrary website interface. At the top, the 'MLibrary' logo is visible alongside navigation links for 'About MLibrary', 'Services', 'Libraries', 'MGet It', 'Search Tools', and 'Catalog (Mirlyn)'. Below this is a search bar with the text 'Find books, journals, databases, web pages' and a 'GO' button. To the right of the search bar is a 'Browse' section with a dropdown menu set to 'Select a Subject -'. Further right is a 'Get Help' section with links for 'Ask a Librarian' and 'Using the Library'.

The main content area is titled 'Browse Results for Architecture' and includes a breadcrumb trail: 'Home > MLibrary Browse > Architecture'. Below the title, a brief description states: 'This is an overview of library resources related to Architecture. See the Research Guides listed below for librarian-recommended resources on this topic.'

The page is organized into several columns of links and resources:

- Electronic Journals:** 1-5 of 176. Includes links for 'Aberdeen's magazine of masonry construction the Aberdeen Group', 'American architect and Architecture', 'American school & university', 'Annual for ... Theatre Historical Society', 'APT bulletin', and 'more ...'.
- Databases:** 1-5 of 20. Includes links for 'Avery Index to Architectural Periodicals', 'Citations to articles from architecture and related periodicals, emphasizing the fields of architectural design and h...', 'ARTbibliographies Modern', 'Abstracts of articles, books, essays, exhibition catalogs & reviews, and dissertations covering artists & movements L...', 'Bibliography of the History of Art', 'Covering European and American art from late antiquity to the present, the Bibliography of the History of Art indexes...', 'Design & Applied Arts Index', 'Contains over 100,000 annotated references to articles from over 450 design and craft journals published worldwide. p...', 'AP Images', 'Online access to over 500,000 photos with detailed captions from the AP news wire. Includes all photos from US and ab...', and 'more ...'.
- Research Guides:** 1-3 of 3. Includes links for 'Architecture' (describing guides for descriptions and access), 'Landscape Architecture' (resources for research in Landscape Architecture), and 'Researching and Writing an Architecture Paper' (basic information on research and writing).
- MLibrary Website:** 1-5 of 7. Includes links for 'Using the Visual Resources Center' (describing the VRC's location), 'New Books' (listings of new books acquired by the Art, Architecture & Engineering Library), 'Jobs Listed in Journals' (recent issues of journals listed below), 'Finding Books at the Art, Architecture & Engineering Library' (identifying and locating books), and 'Finding a Journal/Journal Article at the Art, Architecture & Engineering Library' (how to find journals and journal articles).
- Library Contacts:** Features two contact cards. The first is for Theodore W. Hall, Research Computer Specialist, with email 'thwall@umich.edu' and phone '734 647 5745'. The second is for Rebecca Price, Senior Associate Librarian, Art, Architecture & Engineering Library, with email 'rpw@umich.edu' and phone '734 647 5274'.

The footer of the page is divided into four sections:

- QUICK LINKS:** My Account, EJournals, Library Hours, Outages, CTools, Wolverine Access.
- MTAGGER:** Includes a 'TAG THIS PAGE' button and a message: 'This item has not yet been tagged. Be the first to tag it!'.
- SITE FEEDBACK:** Includes a form to provide feedback and links for 'Known Problems' and 'Coming Soon'.
- COPYRIGHT:** Includes a Creative Commons license logo and text: 'Except where otherwise noted, this work is subject to a Creative Commons license. Additional permissions are available.' and '©2009, Regents of the University of Michigan'.

Relationship management

- Scholarly literacy (P Courant)
- Partner on production of new learning and research outputs
- Inside out: partner in making expertise and outputs visible and accessible



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Thank you

Lorcan Dempsey

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