


Fiesole 2002

Fiesole Collection Development Retreat Series

*The Grand Amsterdam Hotel
Amsterdam, The Netherlands
Thursday - Saturday
July 18 - 20, 2002*

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Some Thoughts . . .

Since the first Adam who beheld the night
And the day and the shape of his own hand
Men have made up stories and have fixed
In stone, in metal, or on parchment
Whatever the world includes or dreams create.
Here is the fruit of their labor: the Library.
...

The faithless say that if it were to burn,
History would burn with it. They are wrong.
Unceasing human work gave birth to this
Infinity of books. If of them all
Not even one remained, man would again
Beget each page and every line.
...

— From **Alexandria** 641 A.D.

By **Jorge Luis Borges**, Translated by **Stephen Kessler**
From *Harper's magazine*, February, 1999, p.49.



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Name: Henrik Åslund

Born & lived: Born 1964 in Kristianstad, Sweden, and I have been living in Stockholm for the past ten years.

Early life: No proof or sign of an early life but I'm hoping for a life after!

Family: Girlfriend and a new born son.

Education: Master of science in Library and information science, university studies in literature, film, political science and history.

First job: Cold room worker at Swedish Meats plant in Kristianstad when I was sixteen. (First library job was as an extra at the undergraduate library at Lund university during my university studies.)

Professional career and activities: Started my career at Stockholm University Library as a librarian at the circulation and interlibrary loan department, went on to a position as researcher when the library joined the european funded quality project EQLIPSE. When I left the university library I held the position as assistant head of the circulation and interlibrary loans department. My next job was with the National Library of Sweden, where I started as information manager at the Libris department (Swedish union catalogue) from there I moved on to the department for national coordination and development where I have a position as an senior executive officer.

During my ten years in the library field I have been very much involved in the professional library associations in Sweden. For six years I was on the board of the Swedish association for research librarians, four years as the vice president. The association merge with an association for public libraries and librarians and became the Swedish Library Association and I have been its vice president for the last two years and was recently re-elected for another



two year period. I am also on the board of the Nordic Federation of Research Libraries Associations. I am on the IFLA committee for statistics and are on two ISO working groups (statistics and performance indicators). Since last year I am a member of the LIBECON strategic advisory board.

In my spare time I like to: Be with friends and family. Listen to good music. Eat good food. Go to the movies.

Favorite books: Anyone of Raymond Chandlers, Charles Willefords or Elmore Leonards.

Pet peeves/what makes me mad: Intolerance.

Philosophy: You don't need a weatherman to know which way the wind blows (Dylan quote).

Most meaningful career achievement: When I started to engage my self in the work of professional associations. I found out that career achievement was closely connected to having a personal network of colleagues and friends to share new ideas and viewpoints with.

Goal I hope to achieve five years from now: To have a position with an interesting work agenda.

How/Where do I see the industry in five years: Still moving on and developing!

S

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Name: Stephen Barr

Born & lived: Edinburgh, Scotland; Princeton, New Jersey, USA; various places in England.

Family: 4 sons.

Education: History, Oxford.

First job: Europa Publications, Assistant Editor.

Professional career and activities: Cambridge University Press 1979-83; Open University Press 1983-86; Sage Publications UK 1986-.

In my spare time I like to: Look after my children, there isn't a lot of time for anything else.

Favorite books: *Bertrand Russell: History of Western Philosophy.*

Pet peeves/what makes me mad: People who don't respect others.

How/Where do I see the industry in five years: Generally I read the current signs as showing us that we are undergoing reform not revolution, over this kind of time period. I would anticipate continued focus on trends such as:

- greater emphasis on value added features of electronic products
- move away from the electronic version of the book/journal as a static imitation of print
- real effects from the availability of usage data starting to drive decisions throughout our business
- greater use of electronic resources as primary teaching materials
- continued pressure towards direct licensing rather than sale through intermediaries
- continued wrestling over the effective means of digital rights management and the limits of fair use in an electronic environment

These trends will have differential effects in different parts of the book and journal businesses and on different points in the value chain.



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Name: Buzzy Basch

Born & lived: Boston, MA. Grew up in Winthrop, MA

Early life: Sports and more sports

Family: Oldest of 4

Education: BS & MBA, Washington University, St. Louis, MO

First job: Sweeping floors

Professional career & activities: Faxon, Turner, Ebsco, Basch Subscriptions. Various offices and committees ASIS, SLA, ALA. Currently candidate for Treasurer of the Special Libraries Asscn.

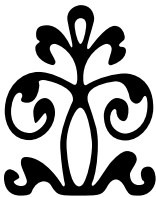
In my spare time I like to: Travel.

Favorite books: Mysteries.

Philosophy: What matters is not how badly you screw up, but how quickly you recover.

Most meaningful career achievement: Having a successful business.

How/where I see the industry in five years: For serials, electronic and print formats will continue, with publishers seeking effective pricing algorithms and libraries experimenting with management and access approaches.



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Name: Chris Beckett

Born & lived: Hastings Sussex.

Early life: Growing up in Hastings. Going to dodgy pubs and rock concerts on Hastings Pier (Rolling Stones 3hr set for \$1.50) pretending to be more aesthetic than I was, in the belief (sometimes confirmed) that this was the sure fire way to romantic success.

Family: Partner Liz Kay

Education: Patchy. Politics 2:1 University of Sheffield, followed by an uncompleted MPhil in Latin American Studies (Univ. of Glasgow), followed by Masters in Information Studies from Univ. Sheffield.

First job: Ice cream salesman.

Professional career and activities: 1979-1983 Medical Librarian - National Demonstration Centre for Neurological Rehabilitation - Wakefield Yorkshire.

1983-1985 Medical Librarian - Ministry of Defence & Aviation - Riyadh, Saudi Arabia.

1985-87 Sales Representative - BH Blackwell (Oxford) Books Division - Selling to North American Academic Libraries.

1987-91 Product Development Manager - BH Blackwell Subscription - Agency setting up Blackwells CONNECT + EDI + ISIS.

1991-94 Business Development Manager - BH Blackwell Subscription Agency - Managing Blackwell end of the UnCover company + setting up the Blackwell Plus Consolidation service.

1995-98 General Manager & Director Blackwell's Online Bookshop - Setting up and running Blackwells Online Bookshop.

1998-2000 Sales Marketing Director - CatchWord Ltd.



2001 Feb - Feb 2002 - International Publisher Sales Director - Ingenta.

Feb 2002 to date Vice President Library Services.

In my spare time I like to: Read, garden, drive, camp, travel, watch classic racing cars I can't afford.

Favorite books: Too many to list.

Pet peeves/what makes me mad: Lazy people at work. English football supporters.

Most meaningful career achievement: Making BH Blackwell Ltd \$5m through their original UnCover deal. Setting up and running Blackwell's On-line Bookshop; But most of all helping to grow CatchWord.

Goal I hope to achieve five years from now: A small place in the sun and have as much fun working as I did with CatchWord.

How/Where do I see the industry in five years: The emergence of new intermediaries, will continue to present challenges to the more established players who will imitate or acquire them. Those publishers who either directly or via intermediaries develop a good understanding of their readers will be in a stronger position and will profit from their better understanding of their customers than those that do not. Whether publishers need to have their own independent web presence to achieve this is an interesting and still unanswered question.

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Name: Kurt De Belder

Born & lived: Born in Antwerp, Belgium. Lived in Antwerp & Brussels (5 years), Belgium; Kassel, Germany (1 year); Berkeley, CA, USA (6 years); New York, NY, USA (6 years); Amsterdam, The Netherlands (5 years and continuing).

Early life: Relatively sheltered life and treasured only child. As an antidote I started moving around.

Family: I have friends and my parents.

Education: Germanic Philology (Free University Brussels); Comparative Literature (UC Berkeley); Library and Information Science (UC Berkeley).

First job: Taught Dutch and English to French speaking students at a private college in Brussels.

Professional career and activities:

- Variety of library jobs at UC Berkeley and Stanford University: acquisitions, preservation, collection management, cataloguing, reference (1986-1990).

- Curator, Western European Literatures and Languages + Head Electronic Text Center at Bobst Library, New York University (1991-1996).

- Chief, Division of Electronic Services & member of the Library's Management Team, University Library, University of Amsterdam (1997-).

Focus on digital library development, electronic services & electronic publishing.

In my spare time I like to: Read, listen to classical music, go to movies, opera, theatre, bike riding (although for Dutch standards I'm woefully inadequate), rollerblading and really enjoy good food.

Favorite books: Most books by Thomas Mann (Todd in Venedig, Der Zauberberg, ...), poetry by Konstantin Cavafis.



Pet peeves/what makes me mad: Cynicism.

Philosophy: Berlinian liberalism (i.e., this is not Irving but Isaiah, and yes I know you wanted a spiffy phrase).

Most meaningful career achievement:

- Was able to convince my superiors at NYU in 1992 that a move from gopher to www was the way to go. After many meetings and hand-wringing, got the ok as long as the gopher site was equally maintained. Disregarded that order. No one asked about our gopher again.
- Setting up the Digital Production Centre at University of Amsterdam for electronic publishing (journals, institutional documentserver, image databases, text databases, multimedia editions, ...)

Goal I hope to achieve five years from now: Buy a house/apartment in sunny Spain in or near Barcelona and lead (during selected periods of vacation) the city equivalent of the idyllic country life as Abbé Prévost sketched it in his novel *Manon Lescaut*: a good library, good friends, good food, ...

How/Where do I see the industry in five years: Researchers and scientists, universities & libraries have taken a greater control on scientific output. Substantially different business models with commercial publishers are starting to be implemented. Provision of not only digital text but also of digital image, sound, moving image and data as an ordinary regular service. Libraries are starting to use on an experimental basis intelligent information systems and software agents.



Peter B. Boyce

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Name: Peter B. Boyce

Born & lived: Born in New York, NY and grew up in Orange County, NY on the Hudson River on ninety acres of woodland and farm. Spent ten years in Flagstaff, AZ, 27 years in Washington, DC, and now live on Nantucket Island. My life has been punctuated with living abroad from time to time in Chile, Denmark, and, most recently for six months in Strasbourg, France.

Family: With a historical novelist for a father and a singer for a mother, my sister and I were well introduced to the arts early and often, so I probably became a scientist as an act of rebellion. Nevertheless, an early introduction to music, literature and the arts has greatly enriched my experiences throughout life.

Education: B.A Harvard - 1958; Ph.D. (Astronomy) University of Michigan - 1963.

First job: Staff astronomer at the Lowell Observatory, Flagstaff, AZ. when my regimen was observing at night, building instruments during the day, and river running through the Grand Canyon on vacation.

Professional career and activities: I came to Washington for two years and stayed 27, including a year working as a Congressional Fellow, six at the National Science Foundation, and 19 at the American Astronomical Society. While at the AAS, I led the team which brought our scholarly journals online in 1995.

In my spare time I like to: Fish, sail, restore old boats.

Favorite books: *The Clock of the Long Now*, by Stewart Brand, William Manchester's *A World Lit Only by Fire* and everything that Anne McCaffrey writes.

Pet peeves/what makes me mad: Drivers who feel they are more important than anyone else on the road. Publishers who think that an unlinked PDF format makes a satisfactory electronic journal.



Philosophy: The computer should work for you. If it doesn't, the designer has not understood the problem to be solved.

Most meaningful career achievement: I am proudest of leading the development of the AAS electronic journals, and encouraging the linking of the major electronic astronomical resources into system geared to the way scientists work.

How/Where do I see the industry in five years: I see the scholarly information industry changing, but the crystal ball is cloudy.

We know there will be drastic changes coming, but it is hard to predict how rapidly. Some segments are changing before our eyes, while others are still plodding along slowly in their move to electronic resources.

- Users are sticking to the formats and norms they are familiar with -- printing out papers instead of reading on screen. It's not clear when this will change -- depends on better hardware.
- Open access and fair use are being contested, and it is not clear what the final balance will be after the dust settles.
- Wireless is growing. We'll see information structure and packaging changing to accommodate the users' desire for information they need "on the go."
- Most scholarly information will still be read carefully and digested, but the need for new information types will be recognized, and products will be developed to satisfy the differing information needs of scholarly users.

M*ichael Breaks*

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Name: Michael Breaks

Born & lived: Plymouth, UK. Lived in England, Wales, Ireland and now Scotland.

Early life: Father in the armed services so lived in parts of the (then) Empire and went to Boarding School in UK.

Family: Married with two children (29 and 27).

Education: Degree in Sociology from University of Leeds.

First job: Graduate Trainee at National Lending Library (later BLDSC).

Professional career and activities: Worked mainly as social sciences librarian before moving in management at University College Dublin and then Heriot Watt University.

In my spare time I like to: Garden, walk and occasionally horseride.

Favorite books: *Emma* by Jane Austen.

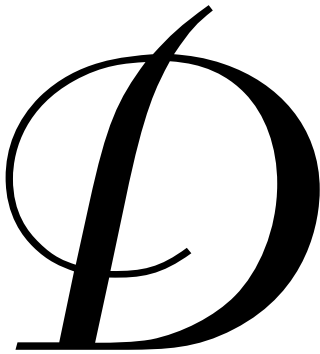
Philosophy: Life's too short to feel guilty.

Most meaningful career achievement: Setting up EEVL: the Internet Guide to Engineering, Mathematics and Computing.

Goal I hope to achieve five years from now: It will probably be retirement.

How/Where do I see the industry in five years: I think the basic players will be the same but doing it differently, all the alternatives such as OAI will still require the same service support.





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Name: David Brown

Born & lived: London, England.

Early life: School in Switzerland (German-speaking part).

Family: Wife and four children (three girls, one boy).

Education: University of Birmingham (England), Economics, Politics and Sociology degree.

First job: British Motor Corporation.

Professional career and activities: Focused on new media developments impacting on scholarly information. Co-editor of monthly newsletter *Scholarly Communications Report*.

In my spare time I like to: Unwind.

Favorite books: Various.

Pet peeves/what makes me mad: Currently, English soccer hooligans.

Most meaningful career achievement: Strategic development of Ingenta as key player in electronic intermediation

Goal I hope to achieve five years from now: Survival.

How/Where do I see the industry in five years: ?



Liz Chapman

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Name: Liz Chapman

Born & lived: Born in Middlesex, a now defunct county of England commuterland for London. Brought up in Surrey. First job in Middlesex and married in Middlesex too.

Family: Married to Frank Webster, Professor of Sociology, University of Birmingham. Son (22) just graduated in History at Durham, where his parents met. This freaks out his friends. He is now moving to study law. Daughter (17) studying being an adult while still at school. Designed cover for my recent book.

Education: BA Durham (English, French, Italian), Dip Lib London, MA Polytechnic of North London.

First job: Tutor Librarian at a Further Education College in North London.

Professional career and activities: Assistant Librarian Brunel University. Economics Librarian Oxford University and since January 1998 Taylor Institution Librarian Oxford University. Wonderful collection of European literature in superb setting. Also Professorial Fellow of Somerville College Oxford. Fellow of CILIP.



Current job is Junior Proctor at Oxford University. This is a full-time elected position for one year. An ancient office dating back to at least the Thirteenth Century, two Proctors are elected each year. I look after undergraduates - examinations, discipline and general relations. Senior Proctor does the same for graduate students. We attend all major committees of the University as senior officers responsible to the Chancellor, and representing the interests of all university members. Committees include the Board of OUP. There's a substantial ceremonial role such as degree ceremonies which are conducted in Latin. We investigate complaints from any member of the university concerning their work. It's a very busy, fascinating, exhilarating, and powerful year. Wearing academic dress every day, including white bow tie and bands, I'm only the ninth woman to be a Proctor and the first Librarian.

In my spare time I like to: Have no spare time but I do like sea, cities and sunshine and there is nowhere much in the world I wouldn't like to visit. Enjoy art both actively and passively, ancient and modern, yoga, theatre and cinema. My taste in music has quietened as I've aged, but I like the children's loud music too. Never seem to get much time to read these days...but collect small books anyway.

Favorite books: *A Suitable Boy* by Vikram Seth.

Pet peeves/what makes me mad: Rudeness, lack of communication, sexism.

Philosophy: Never miss the moment to thank someone who should be thanked. Maintain an active sense of humour. Do it, if it seems right, and explain later.

Most meaningful career achievement: Is yet to come.

Goal I hope to achieve five years from now: "That is a great secret and only known to half the neighbourhood" — Jane Austen.

How/Where do I see the industry in five years: More electronic materials both original works, and in my field of foreign languages, digitized texts for students and researchers. This will cause more questioning of funding of our physical library buildings, but not their destruction. Nor will the printed book die. Libraries will need to work with and take on more attributes of museums. As the bigger publishers and suppliers continue to merge so smaller service-oriented operations will thrive.

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Name: Mel Collier

Born & lived: Bolton, Lancashire, Lived: St. Andrews (Home of golf), Cardiff, (Capital of Wales) Hertfordshire, Leicestershire, Tilburg, Netherlands.

Family: Married to Anne, Two children, Charlotte (27) James (24).

Education: See biographic note.

First job: Ditto

Professional career and activities: Ditto

In my spare time I like to: Spoil a good walk by following a little white ball (if I can find it).

Favorite books: Ian Rankin novels, Julian Barnes, just enjoying Harry Mulisch.

Pet peeves/what makes me mad: Not being able to take that walk.

Philosophy: Plus ca change....

Goal I hope to achieve five years from now: Make a good contribution to Tilburg.

Biographic Note:

Mel Collier is Director of the University Library at Tilburg University in the Netherlands. Tilburg is very well known for its innovation in information services and its excellent ICT infrastructure, voted top of the league by Dutch students. He is also Research Professor at the University of Northumbria, H.E. consultant to Nelson Croom Ltd., and an independent consultant specialising in digital libraries, electronic information markets and information strategies in higher education. Formerly he was Director of Strategic and Operational Planning at Dawson Holdings PLC, one of the largest distributors of information products to libraries world-wide. Prior to that he was Head of Division of Learning Development at De Montfort University,



responsible for libraries, information technology and educational development. His previous career was in academic libraries in universities and polytechnics. He has a degree in Arabic, good French, a working knowledge of German and is now rapidly learning Dutch!

Since the early seventies he has been active in research into the library applications of information technology, culminating in the foundation of the International Institute for Electronic Library Research at De Montfort University. At De Montfort he directed several major national and European research projects. He has written and collaborated in numerous research reports, edited works and journal articles

He has served on a number of professional, national and international bodies including membership of the Library and Information Commission, the UK Government's advisory body for library and information matters, and chairmanship of its research committee. He was also chairman of the Library and Information Advisory Committee of the British Council. A full list of research, consultancies, professional activities and publications is available on request.

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Name: John Edward Cox

Born & lived: United Kingdom.

Early life: Raised in Lincolnshire, a rural county in eastern England; school in Lincolnshire and then undergraduate degree in Law at Brasenose College, Oxford.

Family: Father was the third generation in the family business of fish merchants and fish curers, based in Grimsby, then a major fishing port. Both my parents are alive and well at 82. Have one sister who still lives in Lincolnshire.

Education: BA (Oxon) in Law at the University of Oxford; Barrister at Law.

First job: Sales at University Mailing Service, a direct marketing company serving academic publishers.

Professional career and activities: 32 years in publishing, with The Open University, Butterworths, Scholastic, Blackwell, Carfax and now as a consultant. 17 of those years as the Managing Director (i.e., CEO).

In my spare time I like to: Read, collect nineteenth century British stamps, and represent the air transport user in various official capacities - currently Chair of a committee on financial protection for customer that advises the UK Civil Aviation Authority.

Favorite books: *Oscar Wilde*, by Richard Ellerman, and *Michael Collins*, by Tim Pat Coogan, *Bird Song*, by Sebastian Faulks - the latter a most moving novel about the 1914-18 war. And anything by Carl Hiaasen.

Pet peeves/what makes me mad: Sloppy service in shops, restaurants, airlines, etc., and so called professional people who resent change, wish the world would carry on as they think it always has, and hide behind their job descriptions.

Philosophy: If it needs to be done, do it.

Most meaningful career achievement: Grow Carfax from a small, obscure



journal house into a prestigious publisher attractive enough for Routledge and the Taylor & Francis to buy it.

Goal I hope to achieve five years from now: Retire in good health and considerable prosperity!

How/Where do I see the industry in five years: Publishers and librarians will survive if they adapt to the expectations of readers; there are too many in both camps who would rather see the present and the future go away.



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Name: Linda Crismond

Born: Burbank, California.

Early life: Raised on an avocado ranch in Carlsbad, California.

Family: One son, Dougal, who lives in Los Angeles.

Education: BA from University of California, Santa Barbara, MLS from University of California, Berkeley.

First job: Reference Librarian at San Francisco Public Library's Main Library.

Professional career and activities: San Francisco Public Library, Reference Librarian, Head of Serials, Head of Automation, Head of Acquisitions; University of Southern California, Assistant University Librarian for Technical Services and Administration; County of Los Angeles Public Library, Director; American Library Association, Executive Director; Professional Media Service Corp., National Director, Library Relations; Follett Media Distribution, National Director of Sales and Marketing; also, editor of the *Urban Libraries Council Newsletter* and founding editor of *The Charleston Report*. Principal in the Charleston Group.

In my spare time I like to: Fish, cook wonderful meals and drive my Boxter. I like to run for good health, to compete in marathons and spend time thinking.

Favorite books: Pat Conroy's *Prince of Tides*, Mary Oliver's *New and Selected Poems*, and Peter Senge's *The Fifth Discipline*.

Pet peeves/what makes me mad: My computer when it is acting up, people who are late and when I forgot to eat the cottage cheese before it spoils.

Philosophy: Don't put off what you would enjoy doing today. Never forget where you have been. Librarianship is the most wonderful profession to be in.

Most meaningful career achievement: The first woman Executive Director of ALA.



Goal I hope to achieve five years from now: To have Follett Media Distribution be the leading AV vendor.

How/Where do I see the industry in five years: Libraries will be more entrepreneurial with many of their services sponsored by non-governmental partners. Home entertainment centers with e-books, videos, music and access to Internet resources will dramatically affect the way libraries are used and the mix of people who come to libraries. Libraries will remain as an important place on campuses and in the community center. The need for librarians to organize and evaluate information will be as great as ever.

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Name: Stephen Dane

Born & lived: Born Malden, Massachusetts, USA

Early life: [allegedly] Grew up in Lynnfield, Massachusetts, USA.

Family: Six boys (and we all drove mother crazy!)

Education: BA Degree, Colby College.

First Job: College Sales representative (Pittsburgh, PA territory), Addison-Wesley Publishers.

Professional career and activities: 30 year career in publishing — including positions in sales, sales and marketing management, general management, and publishing — with two companies: Addison-Wesley and Wolters Kluwer Academic Publishers. Member STM (Library Relations Committee) and the American Library Association.

In my spare time I like to: Play golf, tennis and basketball (one on one against my little nephew), play bridge, go for long walks, work in the garden, and travel with my wife.

Philosophy: Hakuna matata, enjoy life (why else are we here?).

Goal I hope to achieve five years from now: Live to work not work to live.

How/Where do I see the industry in five years: Journals and reference works will almost all be available electronically and accessed primarily in electronic form (with the exception of those in the Humanities & Social Sciences). An increasing number of journals will be available only in electronic form. Links among and between journals will be substantial, and the demand for individual articles will continue to rise dramatically. Scholarly books will increasingly be available in electronic form, print runs for traditional folio (print) editions will be lower, and some titles may only be available via print on demand. There will be more publishers of scholarly scientific information than ever before, but fewer commercial publishers due to consolidation within the industry. Further consolidation and disintermediation will take place within the vendor community serving libraries.



*P*hilip Davis

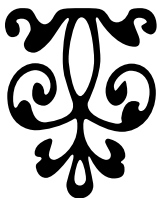
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Name: Knut Dorn

Born & lived: 1936, München, then Leipzig, as of 1947 Wiesbaden.

Early life: Resettling of the family after WW2, witness to the family effort of reconstructing the company of Harrassowitz in Wiesbaden, West Germany. High School / Gymnasium in Wiesbaden. Travels early on, as a student, for the company.

Family: Married, 2 daughters (currently doing graduate work at the University of Mainz and UCSC).

Education: Universities of Frankfurt, Marburg, Bristol/UK, Yale (postgraduate). PhD for Frankfurt University (American Drama / Eugene O'Neill).

First job: Yale Sterling Library, Acquisitions Assistant, Collection Development (1962/63).

Professional career and activities: Harrassowitz as of 1964: Department Head, Assistant to the Manager, Partner & Managing Director (1972), responsible for customer service, marketing, library collection development, Senior Partner as of 1998.



Involvement in the Börsenverein, the German Book Trade Association (chair of the Export Committee, chair of the Book Trade / Library Relation Committee in the 1970s and 1980s).

Member of the Advisory Council of the National Library (Die Deutsche Bibliothek) since 1980.

In my spare time I like to: Go to the theater, enjoy my circle of friends, look after my wine cellar, build my personal library (Thomas Mann and the other writing members of the family Mann).

Favorite books: *Thomas Mann: Joseph Novels, Magic Mountain, Buddenbrooks.* To my regret, the professional literature seems to have largely taken over from books in my life.

Pet peeves/what makes me mad: Unfairness, unprofessional conduct.

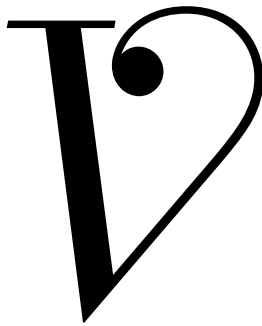
Philosophy: Live and let live — do your best to enhance the level and quality of your particular segment of professional activities, in my case: Provide service to libraries and thus help the advancement of research.

Most meaningful career achievement: Having been able to contribute modestly to the setting of standards in the service to academic libraries.

Goal I hope to achieve five years from now: Stay in business and help establish trade standards for electronic library products that will contribute to a stable business model, similar to what we have seen for the print products in the past.

How/Where do I see the industry in five years: In 5 years, some segment of the industry will have made great strides and set valid patterns for electronic business to business commerce, for communication lines between libraries and users, and for novel forms of research support. But it will not be a uniform advance. My expectation is that there will be a mixed bag similar to the situation of today with members of the industry who are technologically advanced versus those that do not want to participate in the new technologies or that cannot overcome the inertia that affects part of the market and the academic system in particular.

In 5 years, new standards for scholarly communication will be available, not only for the technology where progress is already obvious, but also on the business and commercial level where they have only slowly developed so far.



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Name: Vivienne Dunlop

Born & lived: Born UK, Dublin, Washington DC, London, Bedfordshire.

Early life: London to 1967, Dublin to 1984.

Family: Two Sons and a Daughter 12, 4 and 9 years old respectively.

Education: Modern and Medieval History, Trinity College, University of Dublin; Diploma in UK & European Copyright and Related Rights (King's College, University of London).

First job: US Pirg - membership fundraising for the public interest research group based in Washington D.C.

Professional career and activities: SAGE in various roles since 1988, Site Licensing/Contracts & Rights Manager since 1998, Chair of ALPSP copyright committee and member of CAPP copyright committee; ALPSP representative to British Copyright Council.

In my spare time I like to: Go to Yorkshire!

Favorite books: *The Little Prince*.

Pet peeves/what makes me mad: Use of mobile telephones on the train.

Philosophy: Do unto others as you would have done unto yourself.

Most meaningful career achievement: Being part of a process enabling the successful publication and distribution of quality academic work.

Goal I hope to achieve five years from now: Have written the blockbuster in time to fund all those teenage 'simply must-haves'!

How/Where do I see the industry in five years: Thriving - the sheer mass of print and electronic information available will make signposts of selection, peer-review, publication quality, delivery to the market via academics, librarians and publisher input increasingly valuable. SAGE's development of the SAGE Collections for 2003 looks to help meet these needs in subject specific areas.



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Name: Mary Fugle

Born & lived: Buffalo, NY. Lived in New York City since 1973.

Family: Father recently deceased. Mother living in Buffalo, retired teacher active in environmental commission, H. Philip Randolph Society. Brother, John, and architect living in San Francisco and working in LA.

Education: BA SUNY Albany, MLS Pratt Institute.

First job: Assistant Buyer in Lingerie at Abraham & Straus Department Stores.

Professional career and activities: Various ALA/ALCTS Committees, Executive Board of NASIG.

In my spare time I like to: Teach 5 Spinning classes per week, read, go to movies.

Favorite books: *Spending* by Mary Gordon, All Southern literature - Faulker, Welty, etc.

Pet peeves/what makes me mad: Dragging out issues, points, conversations - cut to the chase!

Philosophy: If no one died, then we can fix it.

Most meaningful career achievement: Helping move LWW into electronic journal age, with more sensitivity to the library market.

Goal I hope to achieve five years from now: Personal trainer.

How/Where do I see the industry in five years: Few players - publishers, agents with more of a commodities attitude toward information.



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Name: Derk Haank

Born & lived: Born April 25, 1953 in Terborg, Netherlands.

Family: One wife, one son (for 25 and 16 yrs resp.).

Education: University, economics (1978) University of Amsterdam.

First job: Research assistant at university institute.

Professional career and activities: 1978-86 Free University Amsterdam, last position head of research institute, faculty of economics Free University Amsterdam. 1986-now Reed Elsevier. Between 1986-91 Elsevier Science UK. 1991- 98 Elsevier Business Information (Europe). 1998- now Chairman Elsevier Science and member of the board of Reed Elsevier.

In my spare time I like to: Chairman of Dutch Soccerclub (premier league) De Graafschap Cycling.

Favorite books: One a day.

Pet peeves/what makes me mad: People who use their brainpower to think of new complications instead of solving things.

Philosophy: Any highflyer needs two feet firm on the ground.

Most meaningful career achievement: Being instrumental in bringing the full benefits of electronic publishing to the science market.

Goal I hope to achieve five years from now: Hope to be as happy in my job as I am today and still balancing work, family and soccer without too much stress.

How/Where do I see the industry in five years: Electronic publishing will make it possible that literature becomes more available at everybody's desktop and hence the information industry will increase the role literature plays in research processes.



huck Hamaker

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Name: Chuck Hamaker

Born & lived: Raised East Central Illinois (farming support community); lived: Midwest, Intermountain West, New England, Coastal South, Mid South.

Early life: I've shoveled cow sheds, walked beans, roofed a house or two, fixed frozen plumbing, played a violin-poorly-- and hope not to do those things again.

Family: Have raised a son, with my partner of over 22 years.

Education: BS in Education, MLIS.

First job: BYU, Harold B. Lee Library. Collections section (preparing collections bulk purchased in the 70's for cataloging).

Professional career and activities: Bowker Ulrich Serials Librarianship Award(with Deana Astle), K.G. Saur best article in College and Research Libraries award, 1998 (with Jane Kleiner). Yale University Libraries Latin American Collection, Charleston Conference Serials Pricing, serial wars. LSU libraries asst. dean for collection development for 11 years.

In my spare time I like to: Read, work in yard.

Favorite books: Currently reading all of Tony Hillerman's Navajo reservation police novels.

Pet peeves/what makes me mad: Untested assumptions in publishing and in librarianship.

Philosophy: Prove it. Change it or lose it.

Most meaningful career achievement: Identifying the primary locus of increasing costs for research library serial collections (1987, Charleston Conference presentation).

Goal I hope to achieve five years from now: Retire?

How/Where do I see the industry in five years: I'm getting pessimistic about the "industry" too many entrenched players trying to protect turf that is rapidly becoming irrelevant. Change it or lose it.





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Name: Leigh Watson Healy

Born & lived: In Texas Panhandle, later on lived in Dallas, Atlanta, D.C., Boston, Connecticut, and now Florida's lovely Gulf Coast.

Early life: Spent most summers in New Mexico Rockies, in an old cabin in the Sangre de Christo mountains near Taos.

Family: A devoted husband, John; head strong 12 -year-old daughter, Shannon, both soccer fanatics; and an adolescent Maine Coon cat, Oliver.

Education: Emory University English major and MLS.

First job: Cataloger arid reference librarian at a small college in middle Georgia.

Professional career and activities: Early career as corporate librarian — Coca-Cola and Federal Reserve — then moved to info vendor side — Faxon (8 years!), Thompson — established and ran own business as independent consultant for 4 years, then joined Outsell in 1999 as lead analyst for the education market. Current role is Chief Analyst. Outsell is a fast-growing research, advisory and consulting firm focused on all aspects of the information content industry.

In my spare time I like to: What spare time? I'm a soccer mom!

Favorite books: Garcia Marquez' *One Hundred Years of Solitude* and Calvino's *Invisible Cities*.

Pet peeves/what makes me mad: Service companies that don't understand service.

Philosophy: Trust your instincts. Ask the universe to deliver what you want.

Goal I hope to achieve five years from now: Financial independence!

How/Where do I see the industry in five years: Users in the driver's seat. Content companies update content databases and users assemble their own products on the fly, with content when and where they want it.



*H*elen Henderson

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Name: Helen L. Henderson

Born & lived: England

Early life: An original “Essex Girl,” brought up near Harwich in a family who loved vintage cars. Spent most of time around race tracks and in workshops.

Family: Half Scottish, half Yorkshire (they say we are like the Scots, but without the generosity!)

Education: Local Grammar school, Hull University, Leeds Polytechnic (amongst many notorious alumni of the 70s).

First job: Startup computerised indexing technology company, funded by OSTI.

Professional career and activities: 70s Librarianship, including at BNB; electronic publishing consultant, projects for EC; 80s Executive Secretary of EUSIDIC; started ILS company, sold in 96; 90s consultant to Dawson/RoweCom; 00s currently consultant to OCLC amongst others.

In my spare time I like to: Play golf; cook.

Favorite books: Historical biography.

Pet peeves/what makes me mad: Bad language; poor service; but generally very even tempered.

Philosophy: Get on with it.

Most meaningful career achievement: Building up EUSIDIC and organising the best conferences around.

Goal I hope to achieve five years from now: Less travel.

How/Where do I see the industry in five years: More consolidation, but more specialist and “boutique” operations fulfilling the demand for good service. Still worrying about archiving. Lean and mean. Worrying about monopolies.



C Carol Hughes, Ph.D.

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Name: Carol Ann Hughes

Born & lived: Yes.

Early life: Raised on a farm in the Midwest USA (Illinois).

Family: Two sisters, a darling ex-step-grandbaby boy (and his mother), and a number of close friends.

Education: BA (magna cum laude) University of Illinois, Urbana/Champaign; MLS University of Illinois, Urbana/Champaign; MBA University of California, Los Angeles; Ph.D. University of Michigan.

First job: Cataloger(monographs) at the University of Wyoming, Laramie.

Professional career and activities: I have had a varied career which suits me perfectly since my nature abhors the doldrums. I've been an administrator, cataloger, public services librarian, instructor, e-text developer and collection manager. The thread running through the jobs has been an undying interest in the creation and distribution of new knowledge.

In my spare time I like to: Listen to music (jazz and classical), travel, read mysteries.

Favorite books: Anything by David Lodge, *Pillars of the Earth*.

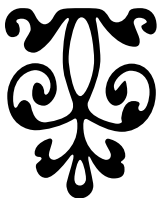
Pet peeves/what makes me mad: Duplicity.

Philosophy: Do what you love to do.

Most meaningful career achievement: Writing up my dissertation research.

Goal I hope to achieve five years from now: Spend more quality time at home.

How/Where do I see the industry in five years: I see the information industry search technology becoming robust enough to deal with precision in full text searching. Making sure people can get precise quickly and easily without complex search expressions. And the interface should be sophisticated and powerful enough to "get out of the way!"



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Name: Terry Hulbert

Born & lived: Born April 2, 1961 (Tidworth, UK). Live in Bristol, UK.

Early life: Father in the Army – lived in Germany and, what was, Aden.

Family: Married for 9 years – to Steph. Two children – Joe (7) and Hannah (4).

Education: Sporadic, but intense.

First job: Bank clerk – no responsibilities, no worries, no grey hair.

Professional career & activities: Lloyds Bank (2 years); Halifax Building Society (2 years); Nestlé (7 years); GE Capital (5 years); IOP (9 years).

Since Nestlé – systems administration, project management, marketing, business development.

In my spare time I like to: I'm married, my wife works in the evenings and I have two children – what's "spare time!"

Favorite books: Joseph Heller – *Catch-22*. John Irving – *The World According To Garp*.

Pet peeves/what makes me mad: Self-congratulation; people pretending to be what they're not.

Philosophy: (a) Life is too short... (b) Good judgment comes from experience; experience comes from bad judgment.

Most meaningful career achievement: I'm British – we don't talk about these things.

Goal I hope to achieve 5 years from now: See above...

How/Where do I see the industry in 5 years: If I could tell you, I'd be a consultant.

Simon Inger

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Name: Simon Inger

Born & lived: Born in Nottingham, England, then lived in Oxford since 1981.

Education: Masters in Chemistry at St. Edmund Hall, Oxford.

First job: Software Engineer at Rover.

Professional career and activities: Simon joined Blackwell's in 1987 as a programmer, then moved to become the product manager for Blackwell's ISIS library automation software. Later he became the Head of Product Development and took a leading role in the development of EDI systems for transfer of subscription and supporting data between libraries, agents and publishers. He left Blackwell's to form and head up CatchWord in 1995, a company designed to meet the total outsourcing needs of journal publishers needing to place their journal content on-line. After a successful 6 years in business, CatchWord was acquired by Ingenta in February 2001, and for the following year Simon formed part of the team tasked with the integration of the two companies. Since March 1st 2002, Simon has embarked on a new career of consultancy in the broad area of e-journals.

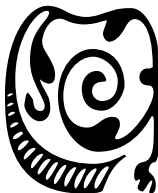
In my spare time I like to: Climb mountains and go caving, but in actual fact I spend most of the time looking after my two daughters.

Philosophy: Do it now.

Pet peeves/what makes me mad: Too many to write.

Goal I hope to achieve 5 years from now: To have another great idea like CatchWord was.

How/Where do I see the industry in 5 years: The answer to that will probably determine my 5-year goal – in other words I have no idea right now.



Rolf Janke

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Name: Rolf A. Janke

Born & lived: Wheaton, IL and lived in New Jersey, North Carolina, Boston and now Santa Barbara, CA.

Family: My wife Judy, Ryan (15), Evan (14) and Anna-Grace (6).

Education: BA International Business, minor in history, Westminster College (New Wilmington, PA).

First job: Picker - Harcourt, Brace, Jovanovich book warehouse.

Professional career and activities: Textbooks sales rep, acquisitions editor, executive editor, VP/Publisher and it all started as a picker in a book warehouse!

In my spare time I like to: Hang with the kids! Play golf, listen to music, read.

Favorite books: *Force for Change*, John Kotter. *A Bridge Too Far*, Cornelius Ryan.

Philosophy: On life: live every moment. On business: under promise and over perform. On golf: "a good walk spoiled."

Goal I hope to achieve five years from now: For Sage Reference to be recognized as a world leader in print and digital reference products in the social sciences.

How/Where do I see the industry in five years: There will certainly be no shortage of technological challenges, especially those that consume our attention regarding content delivery. Print will still remain popular. Libraries will become "the" community center (once again!).



Anne F. Jennings

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Name: Anne Frances Jennings

Born & lived: Grew up in Orangeburg, South Carolina but with the exception of two (foolish) years, I have essentially been living in Charleston since starting college here in 1974.

Early life: Let's just say my fondest memories were of summers spent in Tallahassee and Apalachicola, Florida with my grandparents.

Family: Let's just say my fondest memories were of summers spent in Tallahassee and Apalachicola, Florida with my grandparents.

Education: BA in English, College of Charleston; Paralegal degree; MLIS, University of South Carolina.

First job: Working as a paralegal for (the now famous) Ron Motley in a small, 8 attorney firm in Barnwell, South Carolina at the beginning of the asbestos litigation.

Professional career and activities: Eleven years as a paralegal, then on to library school during which time I interned for Katina Strauch who greatly intimidated me and is now a dear friend. I worked for 7 years as a law librarian, four at a large law firm and 3 as an independent legal researcher. During that time I was active in AALL and a member of the Copyright Committee. Last year I began a great new job at The Citadel as a Reference/Instruction Librarian.

In my spare time I like to: Rest (and work in my yard, read, travel, play with my animals).

Favorite books: Mostly Southern Literature: *All the King's Men*, *The Moviegoer*, *Run with the Horsemen*, *To Kill a Mockingbird*, anything by Flannery O'Connor but also books by Kazuo Ishiguru such as *Remains of the Day* and *When We Were Orphans*.

Pet peeves/what makes me mad: People who don't do what they say they are going to do. People who don't treat others as they would or should be treated.



Philosophy: It used to be “Stop bitching. Start a revolution.” But that tended to get me into trouble. Now it’s pretty much described in the following quote from Goethe:

“I have come to the frightening conclusion that I am the decisive element. It is my personal approach that creates the climate. It is my daily mood that makes the weather. I possess tremendous power to make life miserable or joyous. I can be a tool of torture or an instrument of inspiration; I can humiliate or humor, hurt or heal. In all situations, it is my response that decides whether a crisis is escalated or de-escalated, and a person is humanized or de-humanized. If we treat people as they are, we make them worse. If we treat people as they ought to be, we help them become what they are capable of becoming.”

Most meaningful career achievement: Two programs on UCITA and license agreements which I coordinated at AALL a few years ago.

Goal I hope to achieve five years from now: I wish I could say retirement but I hope I will be accepting tenure and a promotion to Major (at The Citadel faculty members have rank; I am now a Captain).

How/Where do I see the industry in five years: In turmoil. No one will know which end is up. We can’t catch up with the technology and the government and other special interest groups are trying too hard to regulate the flow of information.

K it Kennedy

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Name: Kit Kennedy

Born & lived: Born Morristown, NJ lived in Hackettstown NJ; Jersey City NJ; NYC; Weymouth MA; Buffalo NY; Philadelphia, PA; and currently in San Francisco, CA.

Early life: Winky Dink (sp?); Micky Mouse; American Bandstand; Jersey tomatoes.

Family: My father gave me a love of walking and my mother gave me a love of reading.

Education: BA English; MA English William Patterson College.

First job: Good Housekeeping Magazine Publicity Department.

Professional career and activities: 25 years experience in publishing and library-related sales; active in NASIG and ALA; speaker at Oklahoma Acquisitions Conference, published articles.

In my spare time I like to read: Walk; travel; cook; spend time with friends.

Favorite books: The first (which made me want to learn to read) and the last: *Rubaiyat of Omar Khayyam* and Michael Pollan's *The Botany of Desire*. Of course, the ones I haven't read yet.

Pet peeves/what makes me mad: Road rage.

Philosophy: Eat good food; be kind; read; walk a lot and/or sit still and sip tea.

Most meaningful career achievement: Hopefully, still to come.

Goal I hope to achieve five years from now: Help establish a network of professional co-mentors.

How/Where do I see the industry in five years: Continuing on its hybrid path offering multi-formats, increasing e-content with sophisticated naviga-



tion and evaluation tools; shift in tenure and promotion; rampant entrepreneurial spirit; increased demands on profitability (in the for-profit as well as non-profit spheres); short-term partnerships based on immediate win-win scenarios; accelerating demands of the end-user; shortage of employees with outstanding communication skills; industries of super-trainers; outsourcing will become part of the normal way of doing business.



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Name: Diane Kerr

Born & lived: A Scot, now living in English exile.

In my spare time I most like to: Laugh.

Favorite books: Dorothy Dunnet novels. *John Macnab* by John Buchan.
Laurence Durrell poetry.

Most meaningful career achievement: Helping others realise their potential.

Goal I hope to achieve five years from now: Doing something worthwhile.

How/Where do I see the industry in five years: Still turbulent but thankfully there will still be libraries, there will still be books.



*A*ndrea Keyhani

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Name: Andrea Keyhani

Born & lived: New York City; Columbus, Ohio; Tehran, Iran; Cambridge, Massachusetts.

Early life: Spent in New York and Columbus.

Family: 2 sons, both doctors in training.

Education: MA in English.

First job: English, Spanish teacher.

Professional career and activities: VP, Global Library Services, ingenta.

In my spare time I like to: Be outdoors, bicycling, hiking. If forced to be indoors, I like exercise, art museums, theater, and opera. I also sing in a choir.

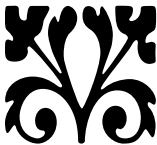
Pet peeves/what makes me mad: Incompetence.

Philosophy: Live life to the fullest; work hard and play hard; don't expect things to happen the way you want without active participation.

Most meaningful career achievement: Establishing OCLC as a significant player in electronic publishing in the eyes of the scholarly publishing community.

Goal I hope to achieve five years from now: Establish ingenta as a must-have service for libraries and publishers worldwide.

How/Where do I see the industry in five years: Academic libraries will have adopted electronic journals and books as their primary medium for scholarly information, with print as a backup for archival purposes. There will be new channels for peer-reviewed self-publishing, which will attain the imprimatur needed for faculty promotion and tenure. This evolution will have significant impact on commercial publishers, forcing them to change from their current practices.



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Name: Dr. Joost Kircz

Born & lived: Amsterdam

Early life: I try to stay in that period.

Family: One son, his mother and me.

Education: Molecular Physics.

First job: Scientific researcher university.

Professional career and activities: After a PhD in molecular sciences in 1979, obtained at the Laboratory for Physical Chemistry at the University of Amsterdam, I entered a post-doctoral research fellowship at the Atomic and Molecular Physics Department of the Physics Faculty at the University of Utrecht.

In 1982, I joined, as an Acquisition Editor, North-Holland Physics, which then integrated into Elsevier Science. In 1984, my position changed to Executive Editor, 60% of my time being taken up with tasks where I held responsibilities for the development of emerging electronic publishing experiments. In 1988, I became Head of the General Physics Department and subsequently Associate Publisher for the Physics and Materials Science Department. On 1 July 1998, I closed my career at Elsevier Science as Associate Publisher of the Physics and Astronomy Department.

In conjunction with my career as a professional international publisher, in the beginning of 1994, I started as project leader of the Communication in Physics project of the Foundation Physica, a Dutch Foundation for the advancement of Physics. This project entails two full PhD programmes and support for a third one. Financial support, in addition to that from the Foundation, is provided by the Royal Dutch Academy of Arts and Sciences, the Royal Dutch Library, Royal Dutch Shell, and Elsevier Science. The project is hosted by the Van der Waals-Zeeman Institute, the Experimental Physics Department, at the University of Amsterdam.



Since June 1997, I'm also been affiliated, as Senior Scientist, with the Intelligent Systems Laboratory, Amsterdam, an initiative of the University of Amsterdam.

As of 1 July 1998, I started Kircz Research Amsterdam (KRA), an independent research and consultancy company in Publishing Research. In this capacity I represent Elsevier Science in various research projects (see below) as externally hired project leader.

At this moment I'm also a visiting scientist at the Van der Waals-Zeeman Institute of the University of Amsterdam.

In my spare time I like to: Read and walk.

Favorite books: *The Master and Margarita*, by Bulgakov. *The Printing Press as an Agent of Change* by Elizabeth L. Eisenstein.

Pet peeves/what makes me mad: No cats please

Philosophy: Experimental materialism as basis for understanding.

Most meaningful career achievement: Creating new scientific research out of a regular job as manager.

Goal I hope to achieve five years from now: Implementating experiments in new knowledge representation schemes.

How/Where do I see the industry in five years: Integration of library's and publisher's functions. Change into new added value schemes. Lots of troubles with Intellectual Property Rights in particular the tension between patentable software and the free flow of information rights.

Eduardo Lasser

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Name: Eduardo Lasser_Alvarez

Born & lived: I was born in Caracas, Venezuela, 49 yrs ago. Left for Rome at the age of 18 where I have basically lived for the last 31 years of my life. Spent 2 yrs in Surrey, England and one in Paris. I am now an Italian citizen.

Early life: In spite of those difficult moments of human growth, it was nice and plenty of experiences, simple ones but still very rich.

Family: Nothing could be better when it is a good one and nothing worse when it is not.

Education: Leading towards Medicine I found myself as a psychologist!

First job: In the UN agency called IFAD, in Rome. A short term contract at the Registry and then another ... in the Library! So, I went to the Vatican school for archivists and librarians ...

Professional career and activities: Started as library clerck, then library assistant, librarian and now I am involved in electronic resources, consortium (CIBER)activities which includes a lot of traveling.

In my spare time I like to: Work on book restoration.

Most meaningful career achievement: When our master on Reference librarianship will be on.

Goal I hope to achieve five years from now: Full functioning of every programmed aspect of our Virtual library project.

How/Where do I see the industry in five years: Depends on what you mean by industry!!!



Angie LeClercq

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Name: Angie LeClercq

Born & lived: Born in Charleston SC; worked first at The Atlanta Public Library from 1967-70, then The University of Tennessee Library, 1970-96 as Head of the Undergraduate Library and then Assistant to the Dean of Libraries; at The Citadel as Director from 1996. Angie and Fred LeClercq now live above their art gallery, Alkyon, that is located in downtown Charleston at 120 Meeting Street.

Angie's new book, *Between North and South, The Letters of Emily Wharton Sinkler, 1842-1865* was published by the University of South Carolina Press in June of 2001. Her earlier book, *An Antebellum Plantation Household, Including the Receipts and Remedies of Emily Wharton Sinkler*, (USC, 1996) is in its 5th printing.

Early life: Raised in Charleston and attended Ashley Hall, an all girls school. Family is from Edisto Island, and Upper St. Johns Parish, SC.

Family: Mother Emily Whaley will be known by many for her *Mrs. Whaley and Her Charleston Garden*.

Education: Sweet Briar College, Duke University (BA); Emory University(MLN), and University of Tennessee Law College for JD.

In my spare time I like to: Avid gardener with a specialty in roses; long distance biker; give two talks regionally: Mrs. Whaley's romantic Garden, and Reading Between the Lines, The Life and Loves of an Antebellum Plantation Mistress.

Favorite books: Currently reading J. Manchip *White Ancient Egypt*, and Adolf Drman's *Life in Ancient Egypt* for a manuscript I am working on dealing with the exploration of ancient Egypt, circa 188-1914.

Pet peeves/what makes me mad: I have a sunny disposition and rarely get mad.

Philosophy: I believe in Libraries. They are the repositories of all the knowl-



edge available on earth. Librarians have a great trust to preserve and leave as a legacy for the future. I believe that it is extremely difficult to define the past, and that even with the best kept records available, much intuition is needed to know what really happened in years past. History is an art as well as a science and libraries are intimately involved with it.

Most meaningful career achievement: Becoming Director of Libraries in my hometown of The Citadel where my father was a member of the class of 1929. biggest achievement there has been establishing a Friends organization that has enlivened the cultural life of The Citadel and been a great vehicle for fund raising.

Goal I hope to achieve five years from now: Writing history, planning events, and helping Fred LeClercq with ALKYON.

How/Where do I see the industry in five years: The library will continue to be important as a place. It is a major cultural institution on campus and should increase its role as a purveyor of cultural events. In addition, the library will offer students a gathering place for study and access to information provided by the information experts. Librarians will craft and hone their skills as providers and interpreters of electronic content. However, they will have to package and promote their services as end users will be wooed by the primary content providers and may be misled into thinking that everything needed is on the Internet, and can be purchased for \$35 a month.

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Name: Rebecca Lenzini

Born & lived: Born in Radford, Va. in 1952. Lived in Illinois 'til the age of 28. Moved to Boston at that time for 7 years. Moved to Denver at the age of 35. There ever since (and love it!).

Early life: Small town in Southern Illinois.

Family: Father, retired, still in Southern Illinois; one sister, living in Portland, Oregon now (married to a golf pro); two daughters—Sarah is 24, working as an Assistant Editor for a Kluwer Co. and Anne is 17 and leaves for college this fall, to the University of Puget Sound. Now a former gymnast and still an all-around great kid.

Education: BA, English and French, Univ. of Illinois Urbana-Champaign; MLS, Univ. of Illinois at U-C; Certificate in Small Business Management, Harvard Business School.

First job: Serials Bibliographer at the Univ. of Illinois Library.

Professional career and activities: Got involved in automation at Illinois—headed the Automated Records Division there, responsible for ILS records and OCLC cataloging; moved to Faxon in 1981 as Manager of Linx Services, became Head of Customer Services, then VP for Academic Division; left in 1988 to join CARL as President, at that time the 7th employee! Started UnCover in 1988, which became a partnership with Blackwell's in 1993. CARL was named small business of the year in 1994 by the Denver Metro Chamber; also named to the Inc.500 that year. Both businesses sold to Knight-Ridder Information in 1995. KRI sold to MAID in Nov. 1997. Both businesses repurchased by Ward Shaw, Founder, Chairman and CEO, in 1999 and subsequently sold. Presently Editor of *The Charleston Report* and Publisher and Editor-In Chief of the *Charleston Advisor* and President of The Charleston Company, in partnership with Katina Strauch.

In my spare time I like to: Hike, camp, ski (poorly), play piano, drink wine, and hang around the gym and gymnastics in general.



Favorite books: *Pride and Prejudice*; *Love in the Time of Cholera* (and other magical realism); *Angle of Repose* (Stegner). Also as a youth, I loved John Steinbeck.

Pet peeves/what makes me mad: U.S. legal system—its utter lack of rationality and productivity.

Philosophy: Always look for the silver lining.

Most meaningful career achievement: Helping UnCover move from a vision to a reality in the late 80's and early 90's. In the past two years, helping a talented gymnastics coach open his own gym.

Goal I hope to achieve five years from now: Too hard to articulate!

But I hope to have combined flexibility in my personal life with a contribution to the industry in the area of collection development.

How/Where do I see the industry in five years: I see urban public libraries as cultural centers, almost museum-like in look and feel; small public libraries struggling but serving as Internet hubs for citizens who need that service; corporate libraries as virtual entities with corporate librarians fully integrated as information managers into corporate teams devoted to various projects and products; academic libraries almost a combination of the earlier categories, with the building serving as a sort of “cultural center” and those serving faculty trying to integrate themselves as corporate librarians do now, all with increasing access by students, faculty and researchers to materials over the Internet, with less and less dependence on any library interaction.

As for publishers, I see them playing a continuing and major role in quality control over networked information, but probably more similar in nature to the role played now by scholarly societies than by commercial publishers.

M *ichael Mabe*

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Name: Michael Mabe

Born & lived: Littlehampton, West Sussex, UK. Has lived Bognor Regis and Oxford.

Education: Read chemistry at St Catherine's College, Oxford and did research into aspects of radiocarbon dating.

First job: Lexicographer with the OED: "a harmless drudge."

Professional career and activities: After five years with OUP spent a year technical editing for the British Standards Institution before joining Pergamon Press as Manager of their Scientific Encyclopedias programme. In 1990 was appointed to run the materials science publishing programme for Pergamon. In 1994 was appointed Editorial Director for materials science at Elsevier Science Ltd, 1996 Publishing Director for the international materials science programme of Elsevier. In 1999 became Director of Academic Relations for Elsevier, running their research and relationship programmes with the global academic community. Also from 1999, Hon Lecturer at the School of Library, Administration and Information Studies at University College, London, supervising a PhD student and giving occasional lectures. In 2001, made a Visiting Professor at City University.



In my spare time I like to: Try to speak better Italian, collect wine, visit archaeological sites and museums.

Favorite books: Lindsay Davis novels set during the reign of Vespasian featuring the ancient private investigator Marcus Didius Falco; Hoggart's *The Uses of Literacy*; Jane Austin *Pride and Prejudice*.

Pet peeves/what makes me mad: Illogicality of argument; willful ignorance; the modern tendency to believe consoling but false truths.

Philosophy: To understand all is to forgive all.

Most meaningful career achievement: Commissioning the world's leading encyclopedia in materials science.

Goal I hope to achieve five years from now: Owning a retirement home in Italy!

How/Where do I see the industry in five years: Electronic delivery predominates with win-win licensing scenarios; the “us and them” has become “us and us” as an evidence-based agenda overturns the emotionally-based one and we can all work on improving the lot of end-users rather than waste energy scoring points.



Deanna Marcum

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Name: Deanna Marcum

Born & lived: Born in Salem, Indiana; Lived in Urbana, IL; Lexington, Ky; Nashville, TN; and in Kensington, MD since 1977.

Early life: A very stable early life--grew up on a farm.

Family: Husband, Tom; Daughter, Ursula and son-in-law, Glenn.

Education: BA in comparative literature; MLS; Ph.D. in American Studies.

First job: Lab assistant in a genetics lab.

Professional career and activities: Cataloger and other technical services positions, University of Kentucky, 1969-1974; Assistant Librarian for Public Services, Vanderbilt University (then Joint University Libraries, 1974-1977; Management Training Specialist, ARL, 1977-1980; consultant with Richard Boss, 1980-1981; program officer and vice president, Council on Library Resources, 1981-1988; Dean, School of Library and Information Science, Catholic University, 1988-1993; Director, Public Service and Collection Management, Library of Congress, 1993-1995; President, Council on Library and Information Resources, 1995-present.

In my spare time I like to: Garden; pursue my research in late 19th century American history.

Favorite books: *The Stranger*; *As I Lay Dying*.

Pet peeves/what makes me mad: Failure to take work seriously.

Philosophy: Leave the world (or the job) better than you found it.

Most meaningful career achievement: Frye Leadership Institute.

Goal I hope to achieve five years from now: Help librarians understand that they are part of a bigger information world.

How/Where do I see the industry in five years: I suspect that libraries will continue to accelerate their licensing activity. Physical collections



decrease in both feasibility and importance. My greatest hope is that librarians and publishers will find more productive ways to work on systems of scholarly communication.

Amy McKee

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Name: Amy J. McKee

Born & lived: Born in North Carolina; lived there until 6 weeks old. Lived various places, mostly on the East Coast of USA.

Early life: Father in the military when young; Mother an elementary school teacher.

Family: Married, 1 son.

Education: University of North Carolina at Greensboro.

First job: 1st career - Fashion model; 2nd - biology teacher; 3rd - reference librarian.

Professional career and activities: Have been at UNC-Greensboro since 1988. Reference, collection management, bibliographic instruction, and faculty liaison for life sciences.

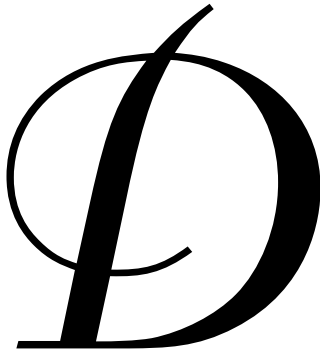
In my spare time I like to: Spare time?

Favorite books: Having been accused of being “an indiscriminate reader” several years ago, I must admit to enjoying a wide variety of subjects and genres with no particular one getting top billing.

Pet peeves/what makes me mad: Obnoxious cell phone/pager users - If the general public is aware that you have one, you might be in this category.

How/Where do I see the industry in five years: I think “change” is still the operative word. I couldn’t begin to guess what changes might be in store but I am sure that we have not even imagined many of them. We will be challenged to make productive use of the new technologies and to adapt to the changing needs of users.





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Name: Daviess Menefee

Born & lived: Midwest, USA; Southwest USA and Europe (Amsterdam and Rome).

Early life: Librarian in Academic Libraries.

Family: Some.

Education: MSLS and MA, PhD.

First job: Collection Development Librarian, Rice Univesity.

Professional career and activities: Electronic Publishing; Library Relations.

In my spare time I like to: Read, garden, ice skate.

Favorite books: *Seabiscuit*; *Dr. Falkman's War*.

Pet peeves/what makes me mad: General rudeness; people who talk during movies.

Philosophy: Existential.

Most meaningful career achievement: Success of ScienceDirect.

Goal I hope to achieve five years from now: Early retirement if the market improves.

How/Where do I see the industry in five years: Content will continue to be the most important factor; quality over quantity; information becomes more of a utility concept in large institutions.



S

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Name: Steve O'Connor

Born & lived: In 1948 in Sydney. Lived and worked in a number of Australian cities.

Early life: Mostly mis-spent in the lazy sunny summers playing tennis and cricket, chasing locusts and cooling off in the Pacific.

Family: Establishing a home with my partner in Melbourne as family.

Education: Catholic boys schools and then University of NSW (BA Dip Lib) and University of New England (M Soc Sc (Hons)).

First job: Cataloguing in the Mitchell Library of Australiana and mis-filing 5x3 hand-written cards.

Professional career and activities: Worked in State Library of NSW and then Universities of Wollongong, New England, Western Australia and finally the University of Technology, Sydney. I was the University Librarian at UTS for 10 years and was lured away recently to be the CEO of Caval Collaborative Solutions. This company seeks to provide solutions to library service dilemmas through the device of collaboration.

In my spare time I like to: Renovate houses, play golf, participate in events and travel.

Favorite books: Christopher Koch *Highways to a War*; Paul Auster *Music of Chance*; Marshall McLuhan *Understanding Media*. New biography on Paul Keating (an ex-PM in Australia).

Pet peeves/what makes me mad: Too much attention to detail and the achievement of "perfection" as an excuse for not "moving forward." Too much risk-aversion! (not on my part, I might add).

Philosophy: Am driven to achieve goals but pragmatic in the means and



ultimate ends sometimes too pragmatic. Need to lobby outcomes more. It is not always obvious to funders!!!

Most meaningful career achievement: Working with Caval to shift it from a Cooperative into a Collaborative organisation for its member libraries and 'can-do' culture. I get a real buzz from seeing people grow beyond where they had been allowed to go before.

Goal I hope to achieve five years from now: Having enabled libraries to better serve their clients through collective actions. Coping better with an income-based organisation.

How/Where do I see the industry in five years: Unless libraries are alive to the necessity to radically different approaches to service and value to their parent institutions, they will become redundant or even merged with each other to form a library serving a range of institutions. There needs to be more scenario planning for real change rather than incremental change.

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Name: Daryl Rayner

Born & lived: Born in Stanmore, England. Live in London, England.

Early life: Lived and went to school in Hertfordshire as a child. Enjoyed school (particularly sport!) and family holidays abroad.

Family: Married to Jeremy Fooks in 1993. Three boys: Fred (7yrs), Otto (5yrs) and Arthur (2yrs).

Education: French and Psychology degree Lancaster University (1983-1987).

First job: Macmillan Magazines (1989) working on Nature, the International Journal of Science (European Sales).

Professional career and activities: Macmillan Magazines (1989-1994) European Sales; Current Science Group (1994-1997) Marketing Manager; Elsevier Science (1997-1998) Marketing Manager; Nature Publishing Group (1998-1999) Associate Director, Electronic Publishing; xrefer (1999- present) Marketing Director and co-founder.



In my spare time I like to: What spare time?! I spend most of my “spare time” occupied with my family – playing football, swimming, visiting museums, doing lego...I also enjoy playing tennis, going to the gym, reading, going to the cinema, travelling, shopping, visiting art galleries, going to the theatre, having friends to dinner, playing the guitar... Too many hobbies and too little time!!

Favorite books: I love the modern-journalists - turned-authors: Nick Hornby, Tony Parsons, Jonathan O’Farrell. I also have a passion for French literature; everything from Moliere to Camus. Reading French, to me, is like listening to music!

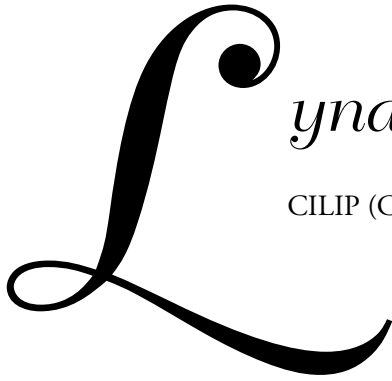
Pet peeves/what makes me mad: Cynics; poor Internet connections; shopping trolleys with bad wheels; dead hypertext links; the state of the Transport system in the UK.

Philosophy: Carpus Diem!

Most meaningful career achievement: Being the co-founder of xrefer; launching xreferplus and seeing it being successfully delivered in libraries throughout the world!

Goal I hope to achieve five years from now: Work: xreferplus available via 90% of libraries world-wide! Personal: To run the London Marathon.

How/Where do I see the industry in five years: Increasing collaboration between book database suppliers, as we have seen over the past few years in the journal field. Increasing emphasis on remote access from libraries. Scientific Publishers providing a growing range of services to authors. xreferplus offering a selection of thousands of reference books to librarians.



Lyndsay Rees-Jones

Workplace & Solo Adviser

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Name: Lyndsay Rees-Jones

Born & lived: Born - Harborough Magna (a little village outside Rugby, Warwickshire). Lived Brinklow, then Newbold, (Manchester for University), then Hillmorton, and finally Braunston in Northamptonshire. Basically an East to West movement across Rugby. Last of the globetrotters!

Early life: Secure village existence, small school, close-knit family, and good extended family. Not particularly inspiring as a student, although I did win prizes. Bit tomboyish, and liked to be individual - not follow the fads.

Family: Mother & Mother (both now deceased), 1 sister and 2 brothers (I am the eldest). Husband - Robin. Daughters - Rhiannon 21 (still discovering what she wants to do) and Angharad 19 (just completed a study year in Kansas).

Education: Normal! BA(Hons) Library Studies - Manchester Poly (now Metropolitan University). MCLIP (Chartered Librarian).

First job: First job was working at a market garden stall on the A45, which was then the main trunk road from London to Birmingham. First post Uni job was for J&J Cash's (the Name-Tape people), a weaving firm in Coventry. I was responsible for custom labels and patches i.e., labels in clothes for specific manufacturers, and woven patches that celebrate your visit to something, your favourite football team etc etc. My claim to fame was being involved in the design of the "Bagstrapper" - an innovative (for the time) luggage strap which could be woven with identifying symbols or name.

Professional career and activities: After working for Cash's for a year, I thought I'd better find a library job. I joined GEC Electrical Projects Ltd in Rugby as a solo librarian, with a potential clientele of 6,500 in 4 GEC companies on the site. I worked for 18 months, then had a career break for 6 years and re-joined the company (then called Cegelec Projects Ltd) where I worked for a further 6 years.



I left in 1992 to join National Grid PLC as their Librarian/Information Officer, based in the new corporate headquarters in Coventry.

I left there to join the Library Association (LA) in 1997 as Professional Adviser Special Libraries and Information Services (by far the longest job title). It was a relief when I was re-branded Workplace and Solo Adviser in early 2002. The LA unified with the Institute of Information Scientists in April 2002 to become CILIP.

I've been variously professionally involved since Uni, beginning as a Student Rep on the LA, and acting in various capacities on sub-groups. I have been involved with UKSG since 1990. Very stimulating.

I'm a member of the Chartered Institute of Management (CIM), and have been very involved with the Heart of England Branch of WiM (Women in Management, which is now a special interest group of CIM).

I was invited to become a Fellow of the RSA in 2000, so can now add FRSA after my name!

In my spare time I like to: Do as little as possible? Socialise with friends, read, walk, go camping, potter in the garden, dressmake....

Favorite books: So many. *Perfume* (Patrick Suskind), *Sophie's World* (Jostein Gaardner), *Lord of the Rings* (Tolkein), *The Dark is Rising Sequence* (Susan Cooper).

Pet peeves/what makes me mad: Sneakiness and dishonesty. I take everyone at face-value and have been disappointed too often! Litter and dog mess left by thoughtless individuals.

Philosophy: Be true to myself, and therefore others.

Most meaningful career achievement: My current role allows me to feel that I make a difference in other peoples lives.

Goal I hope to achieve five years from now: To know myself better. Have raised the profile of workplace libraries and why they are crucial to successful business.

How/Where do I see the industry in five years: More interlinked, boundaries blurred, less possessiveness. A growth in organisation-specific (small and focussed) information units. They may begin contracting out, or service a group of small organisations.

A greater realisation that the thing we call "information" is vast and needs mapping. Librarians (by whatever name) will be recognised as leaders/route guides/hand-holders...

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Name: Margaret Robb

Education: BS, MLS.

First job: Vanderbilt University Library.

Professional career and activities: Library automation, staff development and training, creating new library buildings, reader services, collection management, library management and strategic planning. Cycling.

How/Where do I see the industry in five years: More electronic access and more material digitised, more access from homes, changing definition of what type of services libraries are there to provide.



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Name: Bill Russell

Born & lived: In the UK, close to Oxford. Travelled widely, including two years in Madrid 1997 - 98. Now live in the Yorkshire Dales, in the north of the UK.

Early life: On the farm!!! Grew up in the Cotwolds in the UK. Early awareness of books and publishing, as I am the son of a printer!!

Family: Married to Cilla, with three children (Poppy and Joe - twins, and Tommy).

Education: Schools in Oxford. Read history at Nottingham University in the UK.

First job: Merchandising representative in supermarkets!! Talc miner in Australia!!

Professional career and activities: Bill heads up the worldwide Sales and Marketing activities for Emerald's subscription business. Emerald publish more journals on management and library issues than anyone else worldwide, and are focused on using electronic delivery to maximise access to both the Academic and Manager communities.

He led the re-launch of Emerald (formerly MCB UP Limited) in June 2001, using the re-branding process to develop the "Emerald Vision" that is now well established throughout the business.

Bill joined Emerald in May 2000, following time with the Hallmark greeting card group, and 13 years with Castrol, a leading oil brand. At Castrol he gained experience in a mix of UK focused and international sales and marketing assignments. This mix of national and global experience included an overseas posting to Spain and two years managing the company's international motorsport programme.

In my spare time I like to: Spend time with the family. Cricket, walking and tennis. One day I will actually learn the guitar - for now I remain an avid music fan.



Favorite books: *One's Company* by Peter Fleming, *Built to Last* by Jim Collins and Jerry Porras.

Pet peeves/what makes me mad: Not facing the issues, and taking practical steps to improve things.

Philosophy: Where do you want to start!??

Most meaningful career achievement: Successfully re-launching MCB UP Ltd as Emerald. The library community seems to understand that the company is changing for the better.

Goal I hope to achieve five years from now: Emerald to be seen as a valued leader within the management and library communities, enabling better practice for both managers and librarians.

How/Where do I see the industry in five years: Less adversarial, with firmer foundations. Electronic access will be the norm, and linking will be much improved, but still a challenge!!

There will be a lot more measurement of the utility (not just usage) of material. Hopefully Education will continue to be seen as the fundamental way that countries and societies prepare the wider population for more useful and interesting lives. Budgets will not increase enormously, but management will continue to grow strongly to be a dominant subject discipline for both first and further degrees.

Ward Shaw

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Name: Ward Shaw

Born & lived: New England, Colorado.

Family: Three sons.

Education: AB, SM, LLD.

First job: Cataloger.

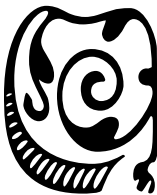
Professional career and activities: Business, Information Systems, Librarian.

In my spare time I like to: Be outside.

Favorite books: *October Light*.

Pet peeves/what makes me mad: Bureaucracy.

How/Where do I see the industry in five years: “The industry” is not now nor will it be a single thing. Defragmentation will continue and attempts to generalize (including this one) will be doomed.



Blaise R. Simqu

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Name: Blaise R. Simqu

Born & lived: Born in Los Angeles, California, and have lived my entire life in California. I may be one of the few publishers who has been able to build a career in publishing without leaving the state.

Early life: My early life is best described as very suburban, Southern California, circa 1960. What do I remember most? Santa Monica beach, riding bikes, lots of baseball games, watching Walter Cronkite give the nightly report on the war in Vietnam, and watching the lunar landings on a little black and white television set propped up in the front of the classroom.

Family: I've been married for seven years to Erin O'Connell. We have two children: Isabelle, age 4; and William, age 2. I also have three sisters and many nieces and nephews.

Education: I have a bachelor's degree from Loyola Marymount University and a master's degree from UCLA. I also attended the University of Salzburg for a year when I was an undergraduate.

First job: Production Editor at the Hampton-Brown Publishing Company.

Professional career and activities: I am a member of the Board of Directors of the Society for Scholarly Publishing and CrossRef.

In my spare time I like to: These days I spend most of my spare time with my two toddlers. However, when I'm not parenting, most of my spare time is spent doing athletic things.

Favorite books: John Irving is my favorite novelist. David Halberstam is my favorite non-fiction author.

Pet peeves/what makes me mad: Tardiness.

Philosophy: Be where you say you're going to be. Do what you say you're going to do.

Most meaningful career achievement: I'm still working on it...

Goal I hope to achieve five years from now: See above.



How/Where do I see the industry in five years: I believe the future for book publishing will be very much the same in five years. Companies will still publish books, libraries will still buy books, and really good books will be the most successful. In the world of journal publishing, I believe we will have migrated completely to an on-line environment. Every component of the process will be electronic: Authors and publishers will work together in an electronic environment. Publishers will distribute electronically, and all academic research will be conducted on-line.

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Name: Duncan Spence

Born & lived: Born 29th March 1943, in west London.

Early life: Parents moved to Oxford when I was eight years old. My father started his own Stationery and Office Supply business three years after moving to Oxford.

Family: I was married at age nineteen, had two daughters and then a son before I was twenty three years old, I now have six grandchildren, two boys by my eldest daughter Nicola, a boy by my other daughter Tina who is currently expecting another child, and a girl and two boys by my son Clinton with another child due before the end of the year.

Education: I was educated at Oxford Grammar School and left there in 1959 when I was sixteen.

First job: I started to work in my father's business, and I very soon found that we did not get on very well. I then started working with a school friend of mine, in a small jobbing print shop, S & S Press, which my father helped me to finance.



We taught ourselves to typeset, print and finish all types of small printed matter, such as letter headings, business cards, order and invoice forms, as well as booklets and promotional material. During the evenings we both went to the local College of Further Education which had a very good printing section, and learned how to manage a business as well as run it practically.

Professional career and activities: In 1966 I started the first 'Instant Printing Shop' (copy shop) in Oxford, which is still there today. I also became involved with publishing an academic journal, Comparative Education, which was purchased from Pergamon Press. This was the first title that became one of many published by Carfax Publishing Company, which was formed before the beginning of the 70's.

In 1968 as well as running S & S Press, I started to sell print, on a commission basis, for a company at Abingdon Oxfordshire, called Burgess and Son. They were a larger firm than S & S Press, and were able to print Books, Journals, Book Catalogues, and Book Jackets and Covers. Much of this work was being offered to me by the publisher customers that I was visiting in Oxford and London.

I had also acquired a small jobbing printer in west London called Astron Express Services, which worked for a number of publishers and other local businesses in the West End.

By the beginning of 1972, I was asked by Burgess if I would join them full time as sales director of the company. I agreed to this, and ceased all other day to day business activities apart from my involvement with Carfax Publishing Company, which I treated as a hobby, working on subscription management during evenings and weekends, the publishing and production work being undertaken by Roger Osborn-King who joined the company from Blackwell Scientific Publications.

When I joined Burgess there were less than forty employees, working mainly in typesetting and letterpress printing. The company had however bought a two colour Lithographic Press in 1968 to enable it to print greetings cards on contract for a local company which was a subsidiary of Hallmark. Before I became involved selling for Burgess that customer was closed down, leaving them with a large amount of capacity to fill. Over the twenty years that I worked at Burgess, we built the business to become the largest manufacturer of Greetings Cards in Europe for the independent publishing industry, working for about forty different publishers, and producing about 16% of all cards sold in Britain. Burgess was also one of the largest suppliers of typesetting to the Stationery Office, printing all of the UK Patent Applications, and many of the Statutory Instruments for the government.

During the early 1970's Burgess installed a state of the art digital typesetting system which was put together from a number of equipment suppliers, most of whom were situated in the USA. During the mid seventies Burgess acquired the business of the software company whose package was incorporated in the system, as they were not going to support the software any longer. During the two or three years that we owned this operation, we started to develop a system which would have been used by publishers to keyboard their own copy before sending it to the printer for processing and printing, what we were developing, but did not realise it, has now become widely used by most people, a Word Processor. Burgess sold this business to Kodak in 1975.

During 1985-1987 I was responsible for planning and developing a new factory and office facility for Burgess on land that we had acquired some years

before, which was adjacent to our original factory. When the new 100,000 square foot building was opened, it was described by the printing trade press, as the most modern and impressive print plant in Europe.

Burgess was sold to the Wace Group in 1990, with over 250 employees, and I continued to work with them for a further two years, during which time Wace acquired the printing division of Taylor & Francis, and incorporated this business into the typesetting and journal printing division of Burgess. Unfortunately Burgess was sold on again, and due to changes in the market place and bad management the company closed completely during the summer of 2000.

I then joined Carfax Publishing Company, full time, as managing director, handing over that position to John Cox in 1995, and staying with Carfax as Chairman until the company was sold to Routledge in March 1997. Carfax had built a huge reputation in Education, Planning, Philosophy and Addiction, with leading journals in all of these areas. From a single title in the late 1960's with annual revenues of about £4,000.00 the company had grown to over 230 journal titles on their list and revenues of £10 million.

Before the sale of Carfax, I had become Chairman of Publishers Services (PSL) Limited, which had been set up to finance or acquire publishing related businesses. In 1995 it was agreed that PSL would fund the development of CatchWord, which has created the software and distribution system, to allow academic publishers to make their publications available on the Internet in a secure way. CatchWord was sold to ingenta plc, at the end of January 2001.

The first acquisition of PSL, was Publishers Communication Group, Inc. (PCG) based in Boston Massachusetts, and run by Charles Germain. This company was bought from Faxon just before they were acquired by Dawson. The company developed steadily over the late 90's with the appointment of a number a staff, and with a solid tranche of client contracts. PSL sold PCG to Ingenta during May 2000.

During 1996 PSL acquired Current Medical Literature Ltd. (CML) a London based publisher, who produce over forty different Review Journals, which are sold in bulk to the Pharmaceutical Industry. CML also produce special books, slide sets, and CDROM's for the same customer base. In addition they manage web sites for a number of Pharmaceutical Companies.

In March 1996 I moved from the UK to settle in Sark, Channel Islands where I had owned property since 1981, I now live and work from Sark. I travel extensively to the UK, USA and South Africa on business, and continue to be interested in subscription based publishing, printing, internet



related businesses and property. I have invested personally in one or two indulgences, such as the best hotel in Sark, the Aval du Creux Hotel, a restaurant in Berkshire, the Bistro Roque at Kintbury, and the Rickety Bridge Winery at Franschhoek, South Africa. There are other more serious business investments such as Ling Publishing Ltd, Carte Blanche Greetings Ltd, both leading greetings card publishers in the UK, Cellphonics the leading retailer of cell phones in the Cape area of South Africa, and internet related companies based at Abingdon.

The first investment in the internet, other than CatchWord was in Babyworld.com Ltd, an internet site that was developed in conjunction with the owners of Radcliffe Medical Press (RMP). This was managed by Chris Blake ex Elsevier, and nine months after forming the company and starting to launch the site, the company was sold to Freeserve PLC, before their stock market launch, for £3.7 million. In addition I have invested in Mediasource Ltd. a company which services the internet requirements of a number of other businesses with which I am associated, as well as starting independent sites of its own, such as the very successful Divorce-Online.

In my spare time I like to: I currently have no real hobbies, I was involved in International Rallying until 1975, but gave that up to concentrate on my work. I do enjoy wine, good food and reading when I get time.

Favorite books: I enjoy reading John Grisham, Dick Francis, Nicholas Sparks, Tom Sharpe, when I travel or am on holiday.

Pet peeves/what makes me mad: People who agree with me in a discussion or conversation, particularly about a business plan or project, and then change their minds, a day or so later. Air travel on scheduled airlines.

Philosophy: To try to do everything well, and to work hard at it. I have found over the years that the harder I work, the luckier I get.

Most meaningful career achievement: Building Burgess to be the best producer of Greetings Cards in Europe, and planning and developing the new factory and offices. Building Carfax to become a leading Academic Publisher.

Goal I hope to achieve five years from now: To live at least twenty five years beyond that.

How/Where do I see the industry in five years: I think virtually everything we do in publishing, teaching, and business will be internet related. However I am sure that we will still be attending conferences to talk about the challenges and problems, and if Acquisition Librarians still exist in five years, then I am sure they will continue to harass the publishing industry over prices.

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Name: Bruce Strauch

Born & lived: Oct. 15, 1947, Fayetteville, NC.

Early life: A rich mix of joy and squalor.

Family: Wife Katina; two children Raymond and Ileana.

Education: B.A., J.D. UNC-CH, M.A. Oxford Univ.

First job: Commercial Property Underwriter for Chubb & Son.

Professional career and activities: Prof. of Business Law at the Citadel and Publisher of *Against the Grain*.

In my spare time I like to: Paint grotesque symbolist pictures which guarantee many visitors do not return to our home a second time.

Favorite books: Lermontov, *A Hero of Our Time*; John Buchan, *Greenmantle*.

Pet peeves/what makes me mad: Katina's constant state of disorder.

Philosophy: Ars longa, vita brevis.

Most meaningful career achievement: Published nine very rapidly remaindered horror novels.

Goal I hope to achieve five years from now: Avoid prostate cancer.

How/Where do I see the industry in five years: Scholarly publishing follows what economists call the perfect competition model — low barriers to entry, hence constant new entries driving down profit margins and the constant destruction of the weakest. The rise of big conglomerates does not change the character of the industry. Rather the conglomerates will find they have to make very hard choices about which journals to let die. They imagine they are sufficiently ruthless to do this, but they will face the unceasing new entry of small publishers with lower operating costs and more creativity. We may see a few giants stumble and fall.



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Name: Katina P. Strauch

Born & lived: I was born in Columbia, SC. Lived and worked in Chapel Hill, North Carolina for 11 years. Have lived in Charleston, SC since 1977.

Early life: My grandparents on both sides of my family were Greek immigrants so my childhood was dominated by “Greekness.” My mother was a housewife and my father was a college professor. I have two younger brothers, Nick and Stel. As children, we lived in idyllic college towns all over the Southeast. The place we lived in the longest was New Orleans (3 years) which I loved the most.

Family: I have been married to Bruce Strauch since 1977 and have two children. Raymond graduated from West Point in 1996 and is now in the Army stationed in Wichita Falls, Texas. My daughter Ileana just finished her first year at USC Honors College. Her major is currently chemistry. We also have a Jack Russell Terrier, Cleo, who is 8 years old.

Education: I got my Bachelor’s degree in 1969 in Economics from UNC--Chapel Hill and my MSLS in 1972 from UNC-CH.

First job: I worked as a volunteer at the Richmond Public Library in the Children’s Department. Maybe I’ll become a children’s librarian when I retire.

Professional career and activities: I have been a professional librarian since 1972. Lots has happened. The loves of my life (besides my husband and kids) are the journal which I edit six times a year, *Against the Grain*, and the Charleston Conferences which are held yearly.

Passions: Opera, publishing, and movies.



Favorite books: Anything by John Mortimer. Current favorite popular author: Janet Evanovich.

Favorite quote: “If Abraham’s son had been a teenager, it wouldn’t have been a sacrifice.”

Last favorite movie: Enigma about the WWII codebreakers. Runner up: My Big Fat Greek Wedding.

Pet peeves/what makes me mad: People who say either “no” or “can’t.”

Philosophy: If at first you don’t succeed, try, try again.

Most meaningful achievement: Having a great family life.

Goal I hope to achieve five years from now: To be a published mystery writer.

How/Where do I see the industry in five years: There will still be libraries and publishers and vendors. The printed book will still be strong. On demand printing and delivery will be gaining in appeal to the mass market. There will be more of an ability to “customize” databases for specific users or user groups or geographic areas. Use data will be more standardized.

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Name: John Tagler

Born & lived: Utica, New York (birthplace); lived and worked in New York City since 1971.

Early life: Uneventful.

Family: Uneventful.

Education: Bachelor of Arts, State University of New York at Albany. Masters of Library & Information Science, Pratt Institute.

First job: Librarian, National Foundation/March of Dimes.

Professional career and activities: Migrated from a life as a librarian who dealt with publishers to that of a publisher who deals with librarians.

In my spare time I like to: Theatre, travel -- but spare time is an increasingly rare commodity.

Favorite books: Where to begin?

Pet peeves/what makes me mad: People who crack their chewing gum -- they commit two faux pas.

Philosophy: Less is more.

Most meaningful career achievement: Surviving for 25 years with one publishing company.

Goal I hope to achieve five years from now: For the civilized world to survive for another five years.

How/Where do I see the industry in five years: Continue to be embroiled in the same tug of war with librarians and researchers that has existed for decades -- only the details will change.



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Name: Carol Tenopir

Born & lived: I was born in Whittier, California (Los Angeles County) and went to school there. I moved to Honolulu in 1979 and lived there until the mid-1990s when I moved to Knoxville, Tennessee.

Early life: I grew up in California with one sister and one brother.

Family: I married my husband, Jerry Lundeen, in Honolulu in 1979. We have one son, Andy, born in 1985.

Education: B.A., Whittier College, MSLS, Calif. State University, PhD, University of Illinois.

First job: Librarian for Cibbarelli and Associates, consulting firm where I indexed medical and engineering documents and did online searching (in early days of online searching--mid-1970s.)

Professional career and activities: After working for a library consultant, I was a Systems Librarian at the University of Hawaii, then on the faculty of the School of Library and Information Studies at Hawaii and now at Tennessee.

In my spare time I like to: Garden, read, travel.

Favorite books: 19th century British novels; mysteries; travel books--anything that is totally non-work related.

Pet peeves/what makes me mad: I'm a pretty calm person.

Most meaningful career achievement: Full professor before age 40.

Goal I hope to achieve five years from now: I plan to concentrate on research for the foreseeable future, maybe retire when my son graduates from college.

How/Where do I see the industry in five years: Emphasis on more complete online products where customers pick the amount they want. A continued array of options from free to expensive.





an Tonkery

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Name: Dan Tonkery

Born & lived: Fairmont West Virginia. West Virginia, Nashville Tenn., Urbana, Ill., Bethesda, MD., Los Angeles, CA., Boston, MA, Morristown, NJ.

Early life: Raised in a small town in West Virginia

Family: Married to Linda Tonkery and have three sons—John, Steve and Andrew and have three grandchildren.

Education: BA from David Lipscomb College and MS from the University of Illinois in Biomedical Communications. Post Graduate program at the National Library of Medicine.

First job: First professional job at the National Library of Medicine in Network Services. First actual job in data processing at the Baltimore & Ohio Railroad.

Professional career and activities: Have over 30 years in libraries such as the National Library of Medicine and UCLA and held various senior corporate positions at various library subscription companies including President of Readmore and Faxon. Now serving as VP and Director of Business Development for EBSCO.

In my spare time I like to: Travel, golf and garden.

Favorite books: How to books on investing, gardening and gardening.

Pet peeves/what makes me mad: Slow play on a golf course.

Philosophy: Live each day to the fullest and never put off anything you want to do until tomorrow.

Most meaningful career achievement: Serving on the Board of the Council for Libraries and Information Resources and being elected to various positions in NASIG including President of the organization.

Goal I hope to achieve five years from now: Break 80! and have time to play more....



How/Where do I see the industry in five years: Still complaining about high prices and continue to buy everything the library can afford. The library will continue to shift from print to e-formats and still need staff to make sense out of all the information that is available.

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Name: Catta Torhell

Born & lived: Born in Helsingborg, live in Lund both cities in the southern part of Sweden.

Family: Husband and two sons.

Education: Major in literature, history and art, Degree in library science.

First job: Bookshop in Lund.

Professional career and activities: Five yeares at publishing company, 12 years as a Librarian at Lund university.

In my spare time I like to: Cook and Read.

Favorite books: Too many....

Pet peeves/what makes me mad: Badly organized institutions and departments.

Philosophy: It straightens itself out!

Most meaningful career achievement: Very many - lately an evaluation of the library organization for the Faculty of Arts and Theology.

Goal I hope to achieve five years from now: Fullfill the changes within the library organization at Lund University Libraries.

How/Where do I see the industry in five years: More than 50 % e-media within my field - social sciences.



Sue Usher

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Name: Sue Usher

Born & lived: Born in Scunthorpe, Lincolnshire (self-proclaimed Industrial Garden Town of the North); still return regularly to visit family.

Education: BA Hons in Philosophy, University of Reading, 1970; DipLib, University College London, 1976 (Sir John MacAlister Medal).

First job: Recently celebrated 30 years as a librarian; my first job was at the Radcliffe Science Library, starting on 4th July 1970. All over the place thereafter including the J.W. Jagger Library at the University of Cape Town and ten very fruitful years at the Lanchester Library, Coventry Polytechnic (now University) before coming back to Oxford in 1990.

Professional career and activities: I am currently a member of Oxford's Digital Library Resources Group and the English Faculty Library is a partner in MALIBU (Managing the Hybrid Library for the Benefit of Users) and EGIL (Electronic Gateway for Icelandic Literature) as well as housing some of the manuscript material on which the Wilfred Owen Multimedia Digital Archive is based.

In my spare time I like to: Swim, garden and buy pictures.

Favorite books: My favourite books are too numerous to mention but my most significant books are probably *The Second Sex*, which I read on the beach in the south of France in 1971, and Walter Jackson Bate's *John Keats*.

Pet peeves/what makes me mad: Aside from war, pestilence, politicians and death, bad writing is what really bothers me -- well I am the English librarian as well as the current editor of the Oxford University Libraries Bulletin.



Most meaningful career achievement: The establishment of the National Acquisitions Group with colleagues from other academic libraries and the book trade.

How/Where do I see the industry in five years: Things are happening so fast that I have no doubt we will all be thoroughly hybridised in five years time and a lot closer to solving the urgent questions raised for our professions by the impact of today's electronic information and communications environment.

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Name: Leo Voogt

Born & lived: Netherlands

Family: Wife (Jolande Valk), two cats.

Education: Librarianship, History degree, Applied Informatics.

First job: Bookseller.

Professional career and activities: Koninklijke Bibliotheek (National Library of the Netherlands), International Federation of Library Associations and Institutions (IFLA), Royal Dutch Booktrade Association (KVB), Elsevier Science.

In my spare time I like to: Read, Listen to music (eclectic - from African folk - through jazz and classical - to Zydeco), Cycle.

Favorite books: Italo Svevo, *Confessions of Zeno*; the novels of Colm Toibin; Goran Tunstrom *The Christmas Oratorio*.

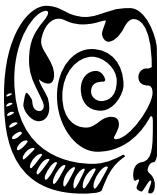
Pet peeves/what makes me mad: Lack of respect for people, cruelty against animals, intellectual laziness.

Philosophy: Commitment makes the difference, and Don't stop looking for inspiration - it's closer than you think!

Most meaningful career achievement: Launch of 600 ES biomedical journals for free to the developing world.

Goal I hope to achieve five years from now: Read Fernand Braudel's fascinating study on the Mediterranean in French.

How/Where do I see the industry in five years: It will be a more diverse marketplace with more players on the non-commercial side. Integration will be the name of the game from the library perspective. STM-publishing will continue to be strong if stakeholder interests (author/editor - librarian/end user) continue to remain high on the agenda. Resourcing technological functionality will be key in defining leadership.



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Name: Dr. Leo Waaijers

Born & lived: August 27, 1938, The Hague, The Netherlands.

Education: 1964, Degree in Mathematics & Theoretical Physics, Leiden University; 1968, PhD in Mathematics, Delft University of Technology.

First job: 1964, Assistant professor at Delft University of Technology.

Professional career and activities: 1977, Personnel manager dept. of Mathematics TU Delft; 1984 member Executive Board TU Delft; 1988 University Librarian TU Delft; 2001 University Librarian Wageningen University and Research Centre.

In my spare time I like to: Sail, hike.

Favorite books: Hofstadter, Gödel, Escher, Bach.

Philosophy: Information is the only resource that grows with use.

Goal I hope to achieve five years from now: Healthy pension.

How/Where do I see the industry in five years: I envisage a future where scholarly publications belong to the public domain and are freely accessible, like e.g., governmental publications. Market driven parties then may add value to this material through quality based selection, subject based selection, presentation, editorials, linking, finger printing etc. This added value, of course, has a price. But this price will be based on competition, no longer on exclusive ownership of copyrights. The industry will experience the discipline of the market and profits will go down from the current 40% to, say, 15% to 20%. The efficiency of the industry will grow tremendously, e.g., refereeing an article will take place after its instant publication and in the open, just like a piano concerto is openly reviewed after its execution.



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Name: Anthony Watkinson

Born & lived: Born in Nottingham in the English East Midlands and lived there until 1961. Since 1968 I have lived in or near Oxford.

Family: One wife who is Vice Principal of St. Hilda's College Oxford, one Son aged 30 who is an archaeologist and a bookseller and one daughter aged 19 who will be starting at University College London to study architecture from this September.

Education: Seven years at the University of Cambridge, the last three researching in ecclesiastical history.

First job: Assistant Librarian New College Oxford.

Professional career and activities: Mostly in Science Publishing as Editorial Director Academic Press London, Head of Journals at Oxford University Press, Publishing Director Chapman & Hall and Intellectual Property Director Thomson Science and Professional.

Since 1998 Information Consultant in online, library/publisher relations, intellectual property, etc., etc. Consultancies mostly now in publishing, both profit and non-profit, but I have been involved in JISC projects and committees (UK Higher Education sector).

Since 2000 Visiting Professor in Information Science at City University London and Associate Director in Digital Transition the Ciber Institute (see <http://ciber soi.city.ac.uk/>).

I am on the editorial boards of The Charleston Advisor and ASLIB Proceedings.

In my spare time I like to: Drink, go to concerts and theatre, exercise my dogs.

Pet peeves/what makes me mad: Librarians who do not recognise the value-added provided by publishers and publishers who do not recognise the value-added provided by librarians.



Philosophy: Eclectic.

Most meaningful career achievement: Surviving in senior publishing management until I was 56.

Goal I hope to achieve five years from now: Still involved and getting paid.

How/Where do I see the industry in five years: Still performing the same functions.

Sarah Watkinson

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Name: Sarah Watkinson

Born & lived: United Kingdom.

Early life: Yorkshire grammar school and rural seclusion.

Family: Medical/academic/art.

Education: Cambridge.

First job: Oxford academic (demonstrator).

Professional career and activities: Cambridge then Oxford biological science.

In my spare time I like to: Ride, read.

Favorite books: 18th and 19th century classics and escapist pulp; selected science authors.

Pet peeves/what makes me mad: Inconsiderate behaviour on local to global scale.

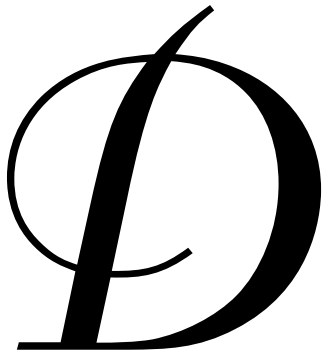
Philosophy: Sort of liberal socialist.

Most meaningful career achievement: Mastering and conceiving enthusiasm for a body of knowledge and enquiry and occasionally managing to transmit it to younger people.

Goal I hope to achieve five years from now: Finding out a bit more about communication in the wood wide web (sic).

How/Where do I see the industry in five years: Distributed.





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Name: David Worlock

Born & lived: Chipping Sodbury, Glos.

Early life: Moreton in Marsh, Glos.

Family: Farmers.

Education: Selwyn College, Cambridge - MA History.

First job: Kitchen Assistand Hand, Hotel St George.

Professional career and activities: Salesman, Editor, Publishing Director, Thomas Nelson & Sons Ltd (school book publisher). Chairman Electronic Publishing Services Ltd (search and consultancy company).

In my spare time I like to: Sleep.

Favorite books: Boswell's *Johnson*.

Pet peeves/what makes me mad: People who say "we have too much technology today ..."

Philosophy: The answer lies in the soil.

Most meaningful career achievement: Escaping from corporate life into self-employment with undiminished sanity.

Goal I hope to achieve five years from now: Retirement.

How/Where do I see the industry in five years: In five years the industry will be going through its next periodic revolution, this one surrounding the onset of the semantic web and the implications of ubiquitous, always-on broadband. The complaints will be the same - inadequate search mechanisms, overload, insufficient band width - but a much higher level. Machine to machine dialogue will be a cause of celebration - and complaint. Much underlying content will be free - but all significant value-added services will be paid for. Libraries will have become Publishers, Researchers will have become Archivists, Publishers will have become few, and far between!



