



LibraryNotes

For Harvard Library staff

Harvard College Library Digitizes Artemas Ward House Collection

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The General Artemas Ward House is filled with 18th- and 19th-century objects similar to those displayed here in the east kitchen. The efforts of HCL Imaging Services have significantly improved access to the collection.

The General Artemas Ward House in Shrewsbury contains hundreds of 18th- and 19th-century artifacts: old-fashioned dresses and top hats, china and linens, parasols and playing cards, a sewing basket, butter churns, and much, much more. Originally owned by the commander of the patriot forces during the Battle of Bunker Hill, the house was given to Harvard in 1925, but has proven difficult to study since it lies 40 miles from Cambridge.

Now, HCL Imaging Services has significantly improved the collection's accessibility by digitizing a large portion of the collection and making images of the house and 500 of its original objects available to Harvard professors, students, and anyone, in fact, with an Internet connection.

Collections such as those in the Ward House cannot fit on a library shelf, but are important to researchers. So HCL was well prepared when

Harvard professors Laurel Ulrich and Ivan Gaskell, who have used the Ward House collections since 2005 in their co-taught History 1610 course, "Confronting Objects/ Interpreting Culture," proposed a digitization project that would benefit their course.

"Professors Ulrich and Gaskell saw that using digital technologies could be a way to really facilitate use of these materials in their classes," said Maggie Hale, librarian for collections digitization, HCL Preservation and Imaging, who served as project manager.

The project required the dedicated attention of two photographers over summer 2007: David Remington, manager, and Julia Featheringill, assistant manager, in HCL's Digital Imaging and Photography Group. The rooms alone took three weeks as Remington and Featheringill struggled to maneuver a small arsenal of cameras and lamps through the cramped 18th-century structure. To be thorough, they photographed

every room from multiple angles. "One of the reasons for capturing overall shots of the rooms was to compare them with earlier photographs and to see how the house museum of the early 20th century compared," explained Hale, noting that for a time before the Ward House came to Harvard, it operated as a museum. "That is, in the early 21st century, how have they interpreted this room differently? Where is the furniture placed? What is the wallpaper like? This information can be used to study history but also used in museum studies."

Working onsite came with other challenges as well. Remington and Featheringill often found themselves covering windows and moving furniture to make room for equipment, minimize distractions, and lessen glare. Consulting with Paula Lupton, Ward House collections manager, ensured that they restored each piece to its original spot. Fortunately, they were aided by technology. "We were shooting digitally, so we would confer over a lot of the shots," said Remington. "The image would come up on a computer and an external monitor, so we could study it and fix problems. That was reassuring."

Once images of the rooms had been captured, they faced the new challenge of photographing the smaller objects. "We pretty much built a custom studio outside in the woodshed—it was really a garage, with wood walls, a concrete floor, and lots of spiders," said Featheringill.

Most items required multiple shots to capture the item from different angles or to show specifics, like labels, so that researchers later viewing the images online would be able to really study the details. The multiple shots, close-ups, and details are what will help make the objects so useful to scholars online—for instance in



Jennifer Tomase/Harvard College Library

Winners of the Visiting Committee Prize for Undergraduate Book Collecting

In March, when Harvard student Gregory Scruggs '08 was on spring break in New Orleans, he discovered a general used bookstore called La Librairie d'Arcadie that had a great selection of books by Louisiana writers. Even better for Scruggs, it had a special section of French-language books by Louisiana authors—Cajun literature, black Creole literature, general books about the state and New Orleans—a boon for the literature concentrator always on the lookout for francophone books. His venture is paying off: Scruggs has been awarded first prize in this year's Visiting Committee Prize for Undergraduate Book Collecting for his entry *The Francophone Collection*, while second prize went to Trisha Pasricha '11 for *Finding P. G. Wodehouse: Catalytic Legacies of My Grandfather's India* and third prize to Ming Emily Vandenberg '08 for *Representative Works in Science and the History of Science*.

Scruggs only started his collection within the past two to three years, he said, attributing its origins to his Harvard classes and from studying abroad in France. He has acquired most of his 37-item collection from bookstores, and his favorite item is his copy of *La Statue de Sel* by Albert Memmi, a Tunisian-born French writer.

Second-place winner Pasricha, a VES concentrator, inherited the start of her P. G. Wodehouse collection from her Indian grandfather. Decades earlier, her grandfather had tried to join the military but found that the government would not take him because, although fluent in several languages, he didn't speak English. So he decided to learn the language on his own using books, including a selection by Wodehouse.

Third-place winner Vandenberg traces her collection's roots back to a trip to England. "I participated in a summer program at Oxford to learn about Charles Darwin and to physically retrace his footsteps through England," she said. "We trekked across the hills of Wales because Darwin did."

Students competing for the book collection prize were asked to submit an annotated bibliography and an essay that spoke to issues such as early collecting efforts, influence of mentors, the experience of searching for items, organization and care of items, and future direction of the collection. Fourteen students declared their intention to enter the competition and five submitted their work for consideration. The jury consisted of Heather Cole, Librarian of Lamont Library; Susan Fliss, Associate Librarian of Harvard College for Research and Instruction; and Alison Scott, Charles Warren Bibliographer for American Literature.

The Visiting Committee Prize for Undergraduate Book Collecting was established in the spring of 1977 to recognize and encourage book collecting by undergraduates at Harvard. It is sponsored by the Members of the Board of Overseers' Committee to Visit the Harvard University Library. Cole, who has coordinated the competition since its inception, annually selects a jury with noted bibliographic expertise from among Harvard College Library staff.

An exhibition featuring items from the winners' collections continues on the second and third floors of Lamont Library through May 2009.

In photo: Trisha Pasricha '11, Gregory Scruggs '08, and Ming Emily Vandenberg '08

HCL's reference librarians are used to handling questions from patrons in a variety of formats, whether in person, on the phone, or via e-mail. Now a new pilot program gives patrons additional access to reference help online—and in real time—by introducing an instant-messaging (IM) or “chat” function for reference services. Billed as “Ask Us Live!”, the IM service is accessible from the HCL public web site at <http://hcl.harvard.edu> and will run from June 23 through August 15, or the length of Harvard's summer session.

To use the service, patrons simply have to click the “Ask Us Live!” icon at the top of the HCL site. This will take them to a new page featuring a chat box where, from 3 until 10 pm, Sunday through Thursday, they can submit their questions in real time to a reference librarian. Twenty-five HCL librarians from Cabot, Fine Arts, Loeb Music, the Social Science Program, and Widener have volunteered to monitor the online chat feature and answer questions during these hours. The pilot project is overseen by the IM Working Group of HCL's Research, Education, and Outreach Committee.

The IM pilot employs the free, user-friendly software known as Meebo for web messaging. Meebo allows the user to have a live conversation with a reference librarian on the HCL site without having to download or install anything on his or her computer. Meebo is also compatible with a wide array of popular instant-messaging networks, including Yahoo!, MSN, Google Talk, AIM, ICQ, and Jabber.

Online reference is an integral part of reference services today, and instant messaging provides an easy way to extend reference service, especially to undergraduates. “IM and chat users tend to be a younger cohort,” said Deborah Kelley-Milburn, research librarian in Widener Library.

By its very nature, online chatting lends itself to simpler, shorter queries. “It's somewhat analogous to what we handle over the phone,” said Joe Bourneuf, head of Reference and interim co-head of Research Services, who chairs the IM Working Group. Those with more complicated questions will be asked to schedule a consultation or e-mail the appropriate reference desk. Patrons trying to use the IM feature during off-hours will also be referred to e-mail.

Running the pilot during Harvard's summer session allows the working group to test the usefulness and sustainability of IM as part of reference services within a smaller and more manageable population. While the IM service is open to the public, priority is given to Harvard students, faculty, and staff. “We anticipate pretty low traffic over the summer,” said Kelley-Milburn. “It gives us a chance to try it out and to see if the software works.”

The IM Working Group will be looking to see what kinds of questions are submitted, the frequency, and the ability of volunteer librarians to incorporate the additional reference function into their workload—the pilot requires a reasonably significant number of hours per day to adequately test the project. Although submitted questions are anonymous, the IM-Meebo web page also includes an optional survey designed to help determine who uses the IM function, the difficulties they experience, and the likelihood they will use it again.

The HCL IM Working Group members are Bourneuf; Kelley-Milburn; George Clark, environmental research librarian/government information services manager in the Social Sciences Program; Spruill Harder, visual resources librarian in the Fine Arts Library; Ann Robinson, science reference librarian for the Cabot Science Library; and Dan Gregson, computer support specialist in Information Technology Services. Michael Hemment, head of Research and Learning Technology in Widener Library, is serving as advisor to the project.

The working group is also researching the viability of deploying more robust virtual reference products that offer statistical and tracking capabilities, such as OCLC's QuestionPoint, for a longer-term virtual reference capability.

Library's "Harvard Heroes" Honored for 2007–2008

Each year, Harvard University recognizes the dedication and professionalism of individual employees and teams of workers by designating Harvard Heroes. Harvard Heroes are employees of the Central Administration, which includes HUL, as well as the John F. Kennedy School of Government and the Radcliffe Institute for Advanced Study.

A total of seven members of Harvard's library community—two individuals and one team of five—were honored as Harvard Heroes in a June 11 ceremony led by President Drew Gilpin Faust in which individuals and teams were formally cited for their work.

Ernesto Santiago

Courier
Harvard Depository—Harvard



"Ernesto Santiago, you are universally adored by your clients. You bring great humor and a positive attitude to your work as courier for the Harvard Depository. You are a one-man quality-improvement program, fine-tuning all aspects of the courier routine. Your persistence and proactivity are an example to all. Neither rain, nor snow, nor electrical

fire can keep you from delivering excellent service."

Maureen Jennings

Archivist and Librarian



"Maureen Jennings, as archivist and librarian for the University Planning Office (UPO), you bring vision and professionalism to everything you do, whether updating the online cataloging system, creating a departmental newsletter, or staying up to date on the cutting edge of archival practices. Under your leadership, UPO's Property Information Resource Center has evolved from a simple repository to an invaluable tool."

Library Collections Emergency Team (LCET)

Representatives in HUL's Weissman Preservation Center—Harvard University Library

Pamela Spitzmueller

James Needham Chief Conservator for Special Collections in the University Library and the College Library

Debra Cuoco

Paper Conservator

Heather Hamilton

Special Collections Conservator



Heather Hendry

Special Collections Conservator

Theresa Smith

Special Collections Conservator

"In 1613, The King's Players of London staged a play called *Cardenio*, co-written by a popular local actor and playwright named William Shakespeare. You've never seen it because sometime shortly thereafter, it disappeared. Forever.

"When a document of historical significance is lost or damaged beyond repair, we all lose an irreplaceable part of our human heritage—to say nothing of its financial value.

"Here at Harvard, we are fortunate to be the custodians of a large number of rare and unique books, manuscripts, and priceless works of art. And earlier this year, we discovered how equally fortunate we are to have an extraordinary team of professionals on staff to safeguard the irreplaceable records of our human heritage.

"Last March, in the wake of torrential rains, a sudden and unexpected leak caused flooding in Pusey Library, home to a part of Houghton Library's collections. Houghton holds materials ranging from centuries-old

manuscripts, rare books, and pamphlets to original maps, drawings, prints, and musical scores. By the time the leak was discovered, the water was three inches deep in some places.

"Within ten minutes, Heather Hendry, a member of the Library Collections Emergency Team, was on the scene to coordinate the rescue of the priceless works. Soon, four other members of this emergency response team of conservators and preservation specialists joined her. With the unflinching help of a great number of their colleagues from Harvard College Library, they worked through the night to move affected materials out of drawers, off of shelves, and into spaces where they could be air-dried. Because of their efforts, almost no irreversible damage was done to our valued collections. Their prompt, well-orchestrated, and professional response saved some of the University's greatest assets . . . for us and for future generations."

The University-wide, 19-member Library Collections Emergency Team (LCET) has been called on repeatedly at all hours of the day and night whenever a physical plant failure or weather emergency damages the University's library collections. For more information on the LCET, visit <http://preserve.harvard.edu/emergencies>.

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History 1610, where students need those details to research their chosen item, its maker, materials, and significance.

"Now that so many materials are available—objects as well as documents—I will be able to use

these things in undergrad lecture courses and small seminars," said Ulrich. "I will no doubt use them in my core course "Inventing New England" when I next teach it."

Gaskell was careful to note that he will still want to take his students to the Ward House so they can see the original items and view the collection in context. Still, students should now be able to view the possibilities online before visiting the Ward House and afterward study their chosen objects

online in their spare time. The Ward House may hold ordinary objects, but the abundance and totality of the collection—house, furnishings, manuscripts, photographs—make it extraordinary as well. It presents, all at the same time, an opportunity to study an important figure in the American Revolution, a 19th-century farm family, and a 20th-century museum.

HCL has made all but the room photos publicly available, and a

finding aid describing the virtual digital collection will link to the various components—collection objects, family photos, and manuscripts—drawing them together and thus integrating the pieces.

View objects from the Ward House in VIA by visiting <http://via.harvard.edu>, choosing "General Artemas Ward House Museum" in the "Limit Repository to:" box, and entering "objects" in the "Search for:" box. To view photos of rooms, use the search term "interior views."

Staff Activities

Kathryn Hammond Baker presented “Closing the Circle: Community-Building at the Center for the History of Medicine” at *Future Proof IV*, a conference sponsored by the Swedish Royal Academy of Sciences and Cooperation on Archives of Science in Europe, in Stockholm, Sweden, on April 24. She recently completed her ninth year teaching “Managing Records in Electronic Environments” at the Simmons Graduate School of Library and Information Science.

Joseph Garver, reference librarian in the Harvard Map Collection, Harvard College Library, recently gave a lecture on the cartographical history of Rhode Island to the Redwood Library and Athenaeum in Newport, and met with the Redwood’s Cartography Cartel to discuss the Harvard Map Collection’s digitization efforts.

Jay Hurd, preservation review librarian in HCL’s Preservation and Imaging Services, attended the 20th Cooperstown Symposium on Baseball

and American Culture at the National Baseball Hall of Fame and Museum in Cooperstown, New York, where he gave a presentation entitled “An Introduction to the History of Baseball Literature for Children and Young Adults, Late 19th–Early 20th Centuries.”

Raymond Lum, librarian for the Western Languages Collection in the Harvard–Yenching Library and Asian bibliographer in Widener Library, HCL, was invited to submit an article on Hedda Morrison’s photographs of Beijing for the June issue of *Orientalism: The Magazine for Collectors and Connoisseurs of Asian Art*, which is being prepared to coincide with the Beijing Olympics. Lum’s article, “Beijing 1933–46: The Photographs of Hedda Morrison,” is illustrated with a number of Morrison’s photographs, all drawn from Harvard’s VIA catalog. A synopsis of the article is available on the *Orientalism* web site: <http://www.orientalism.com.hk/tbiss.htm#raymond>. Morrison’s China photos, which she

bequeathed to the Harvard–Yenching Library, and additional information about the photographer and the collection are available at <http://hcl.harvard.edu/libraries/harvard-yenching/collections/morrison>.

Ann Robinson, science reference and interlibrary loan librarian in HCL’s Cabot Science Library, gave a talk in May at the Chemical Heritage Foundation (CHF) in Philadelphia entitled “The Transference Wars: Chemistry, Physics, and the Politics of Naming.” The talk was an overview of the thesis she wrote for the master of liberal arts at the Harvard Extension School. Robinson also received a travel grant from CHF to do further research in the archives of the International Union of Pure and Applied Chemistry, which are a part of CHF’s collections.

Lynn Shirey, librarian for Latin America, Spain, and Portugal in Widener Library, made an acquisitions trip to Manaus, Belém, and Fortaleza in northern and northeastern Brazil this past April. In addition to purchasing materials for the libraries, she met with publishers, book distributors, and library colleagues. She

also visited the São Paulo office of Harvard’s Brazil Studies Program, which sponsored her trip. Shirey and a colleague from Michigan State University were featured in the Manaus daily *A Critica*, as “Miners of Amazonian Books.”

Jeffrey Spurr, Islamic and Middle East specialist in the Aga Khan Program for Islamic Architecture, Fine Arts Library, HCL, participated in a symposium, *Homeward Bound: Returning Displaced Books and Archives*, held at the Metropolitan Museum in New York City on April 6. He presented a paper entitled “Contested Patrimony: The Fate of the Iraqi Jewish Archive.”

Congratulations Are in Order

The following members of Harvard’s library community have reported earning degrees or completing academic programs in recent months:

Harvard Business School—Knowledge and Library Services

Martha Lagace

Senior Editor, *HBS Working Knowledge*
ALM in archaeology and anthropology,
Harvard Extension School

Harvard College Library

Olha Aleksic

Petro Jacyk Bibliographer for Ukrainian
Collections
MSLIS, Simmons GSLIS

Valerie Belmonte

Imaging Technician—Preservation and
Imaging Department
EdM in technology, innovation, and
education, Harvard Graduate School of
Education

Heather Greer

Technical Services Assistant—Cabot
Science Library
MSLIS, Simmons GSLIS

Delana Hirschy

Library Assistant—HCL Technical Services
MSLIS, Simmons GSLIS

Miriam Leigh

Staff Assistant—Preservation and Imaging
Department
MSLIS, Simmons GSLIS

Stephen Marley

Director of Human Resource Services
MSLIS, Simmons GSLIS

Steven Riel

Head, HCL/FAS Cataloging Support
Services
MFA in poetry, New England College

Ann Robinson

Science Reference and Interlibrary Loan
Librarian—Cabot Science Library
ALM in History of Science, Harvard
Extension School

Amy Sprung

Human Resource Coordinator
MSLIS, Simmons GSLIS

Peter Steinberg

Woodberry Poetry Room Assistant—
Houghton Library
MSLIS, Simmons GSLIS

Andrew Wilson

Access Services Librarian—Loeb Music
Library
MSLIS, Drexel University

Beth Wodnick

Cataloging Assistant—Fine Arts Library
MSLIS, Simmons GSLIS

Harvard Divinity School— Andover–Harvard Theological Library

Steven Beardsley

Library Assistant—Weekend Circulation,
E-Reserves, and Stacks Maintenance
Supervisor
MSLIS, Simmons GSLIS

Harvard Graduate School of Design— Frances Loeb Library

Bohyun Kim

Instructional Technology/
Library Information Systems Assistant
MSLIS, Simmons GSLIS

Harvard Law School Library

Stephanie Miles

Cataloging Assistant
MSLIS, Simmons GSLIS

Harvard Medical School—Countway Library

Michael Dello Iacono

Records Assistant, Center for the History
of Medicine
MSLIS, Simmons GSLIS

John F. Kennedy School of Government Library

Scott Salvaggio

Technical Services Library Assistant
MSLIS, Simmons GSLIS



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A Concrete Symbol: The Building of Harvard Business School, 1908–1927



Elevation for McKim, Mead and White's administration building at Harvard Business School

In 1927, with the support of New York banker George F. Baker and the guidance of HBS Dean Wallace B. Donham, construction of the Harvard Business School campus, designed by McKim, Mead and White, came to completion on the banks of the Charles River. *The Architectural Forum* praised the new campus for exemplifying “the definite idea that business men are to take a

large share in that leadership in the community, and that buildings and grounds could and should help in this education.”

A Concrete Symbol: The Building of Harvard Business School, 1908–1927, is an exhibition that looks back at the process behind the planning and building of the campus, which Edwin Gay, the School's first dean, envisioned as “a concrete symbol of what American business is prepared to give—and be.”

Architectural guidelines, correspondence, early plans, detailed blueprints, elevation drawings, and construction photographs reveal how the expansive, graceful campus gave the School its first real home and helped legitimize the fledgling discipline of business administration. The exhibition continues through September 29 in the North Lobby of the Baker Library/Bloomberg Center at Harvard Business School.

Visit the exhibition web site at <http://www.library.hbs.edu/hcl/buildinghbs> for more information and a selection of the wide array of materials drawn from the Harvard Business School Archives, as well as the George F. Baker Trust, the Boston Public Library, the



The HBS campus was completed with the support of philanthropist George F. Baker and the guidance of HBS Dean Wallace B. Donham.

Harvard University Archives, the Harvard University Property Information Resource Center, and the McKim, Mead and White Archives at the New York Historical Society. The exhibition was organized by Baker Library Historical Collections,

Knowledge and Library Services, and supported by the de Gaspé Beaubien Family Endowment at Harvard Business School.

Images courtesy of Baker Library Historical Collections/Knowledge and Library Services—Harvard Business School.

A Message from Tracey Robinson: Digital Preservation and Repository Program Update

July 2008 will mark the ten-year anniversary of the Library Digital Initiative. During the past decade, the Harvard libraries and museums have made substantial investments in the development of infrastructure and expertise to support the work of acquiring, licensing, scanning, cataloging, storing, and integrating digital library content into the Harvard academic enterprise. A key aspect of these developments has been the evolution of new forms of metadata—needed not only for discovery and access, but also to help ensure our commitment to long-term preservation of digital content. Even ten years ago, we knew that digital preservation would be one of the key challenges of our profession in the 21st century.

After years of discussion and analysis, the Harvard University Library has taken the next major step in a

commitment to long-term digital preservation with the establishment of the Digital Preservation Program in the Office for Information Systems (OIS) of the Harvard University Library. This spring, Andrea Goethals assumed the newly created position of digital preservation and repository manager. Andrea will be responsible for providing leadership in the development and operation of Harvard's digital preservation program and for the management and oversight of the Digital Repository Service (DRS), Harvard's large-scale digital preservation repository. The Harvard digital repository has been in production for more than eight years and future development will focus on the expanding demands of the Harvard community for persistent digital asset management.

Andrea has been a digital library software engineer in OIS since January 2005. Before coming to Harvard, Andrea worked as a digital

preservation software engineer/file format specialist at the Florida Center for Library Automation. Andrea was an active participant on PREMIS (PREservation Metadata: Implementation Strategies), a working group jointly sponsored by OCLC and RLG from 2003 to 2005, and she has a passionate interest in the difficult and important challenges of long-term digital preservation.

The initial challenge of creating a Digital Preservation Program will be to identify our most pressing priorities—as always, the projects and work to be done far outnumber the resources available. As part of this process we expect to focus on two broad areas. The first is defining additional infrastructure requirements to more fully support digital preservation, including enhancements to the Digital Repository and the development of the Global Digital Formats Registry (GDFR). Second, Andrea will be doing some specific analysis of several new

formats for the DRS, including projects to analyze the preservation requirements for both PDF files and e-mail.

As the program evolves, Andrea also has plans to develop more open channels of communication with community members regarding digital preservation and repository needs at Harvard. Stay tuned. Andrea can be reached in OIS at 5-3724 or andrea_goethals@harvard.edu.

Tracey Robinson is the head of the Office for Information Systems in the Harvard University Library.

New Appointments

Michael Austin

Manuscript Cataloger (May)
Houghton Library
Harvard College Library

Most recently, Michael Austin worked as a processing assistant in the Harvard University Archives. He holds a BA in philosophy and German from the University of Texas, an MA in South Asian studies from the University of London's School of Oriental and African Studies, and an MLS from Syracuse University.

Aly Brown

Records Management Assistant (May)
University Archives
Harvard University Library

Aly Brown worked most recently at the Henry Art Gallery in Seattle, where she was a visitor services coordinator. She also worked as a page/library assistant/book processor at Kitsap Regional Library in Silverdale, Washington. She has a BA in English literature from the University of Washington and is working towards an MSLIS at Simmons.

Ae Young Lee

Library Assistant (May)
Harvard-Yenching Library
Harvard College Library

Ae Young Lee has worked in the Harvard-Yenching Library as an LHT since November 2007 as a project assistant on the Korean Rare Book Digitization Project. She earned a bachelor's degree in agricultural biology at Kyungpook National University in Taegu, Korea, and a master's degree in social work at Sungkyul University in Anyang, Korea.

Matthew Nickerson

Library Assistant (May)
English Division
HCL Technical Services
Harvard College Library

Matthew Nickerson worked at HCL in 2007 as a library assistant for the Widener Barcoding Project. More recently, he worked for Google as a quality rater. He has a BA in history from the University of Massachusetts, Amherst.

Jennifer Pelose

Collections Services Archivist
(November)
Center for the History of Medicine
Countway Library
Harvard Medical School

Jennifer Pelose has worked at the Countway Library since 2000, as a project processing assistant, assistant archivist for manuscripts, and most recently processing archivist in the Center for the History of Medicine. She currently coordinates descriptive practices for and the processing of the Center for the History of Medicine's archival and manuscript collections. She received BA degrees in history and French from Union College, and holds an MSLIS and an MA in history from Simmons.

Valerie Robison

Preservation Project Cataloger (June)
Open Collections Program
Harvard University Library

Valerie Robison has held several library jobs, including four years at Harvard in library-assistant positions in HUL's CONSER office and at Radcliffe's Schlesinger Library. She has also worked at the McQuade Library, Merrimack College; the O'Neill Library, Boston College; and the Morris Library, University of Delaware. Her most recent position was providing library services at Accufile Inc., a Boston staffing firm. She has a BS in human resources from the University of Delaware, and an MSLIS from Simmons.

Peter Steinberg

Woodberry Poetry Room Assistant
(May)
Houghton Library
Harvard College Library

Peter Steinberg has been working at Houghton as an LHT since 2007 as an archival assistant. He also works part-time at the Massachusetts Historical Society as a library assistant and a digital projects production specialist. He holds a BA in English from Mary Washington College, and an MSLIS from Simmons with a concentration in archives.

Bryan Sutherland

Processing Archivist (August)
Center for the History of Medicine
Countway Library
Harvard Medical School

Bryan Sutherland has worked at the Countway Library over the last year and a half as an archives assistant and most recently as the project archivist for the Harvard Medical School Office of the Dean Records Project in the Center for the History of Medicine. Previously, he completed archival internships at the Massachusetts Historical Society and the Center for the History of Medicine. He holds a BA in history from the University of Massachusetts at Lowell, and an MSLIS from Simmons.

Mark Vassar

Manuscript Cataloger (February)
Schlesinger Library
Radcliffe Institute for Advanced Study

For the past five years, Mark Vassar has been a processing and reference archivist at the Massachusetts Archives. He will continue to be the resident archivist at the Cambridge Historical Society (the Hooper-Lee-Nichols House on 159 Brattle Street), where he has lived and worked for more than seven years. With a strong background in both archives and American history (including women's history), he is particularly knowledgeable about state and local history. He has a BA in history/social science from Eastern Connecticut State University, an MS in education from the University of New Haven, and an MSLIS in archives management from Simmons.

ULC Policy on Returning, Suppressing, or Destroying Materials on Request

The following statement of policy was ratified by Harvard's University Library Council on April 24, 2008.

Harvard's libraries acquire and provide access to information in order to support a broad range of scholarly activities. Many items are acquired for long-term retention; permanence is part of their purpose. The Harvard University Library and its constituent units from time to time receive requests to return, destroy, delete, suppress, or modify particular items that have already been accessioned. This policy codifies our responses to challenges that involve hard-copy holdings.

Requests from parties with no immediate association to the work, most typically based on objections to content, are routinely not honored—though such requests may trigger decisions to reshelve the pieces in controlled locations.

Requests from the producers or previous owners of library materials can raise different issues, particularly when the item contains information that the producer or previous owner deems erroneous or problematic. Concerns over confidentiality or privacy, questions of intellectual property subject to third-party claims, matters of local or national security, and materials under legal challenge are among those that may also fall within this category.

1. Library Acquisitions

When one of Harvard's libraries has acquired an item that has been made available to the general public, a producer's request for return, suppression, or destruction should normally be refused insofar as the item is now part of the record of publication and therefore has a place in the collection. In such circumstances, the library should openly document the perceived problem in the catalog record and, where appropriate, also in the item itself. Occasionally the library will be asked to tip or paste in revised texts. As a general practice, such additions should be accommodated in ways that do not efface or obscure the original version.

Some library holdings may have been deemed illegal by governments or agencies from within whose jurisdictions they emerged on grounds that they are, for example, subversive, libelous, obscene, blasphemous, or invasive of privacy. In the absence of a judicial ruling enforceable by US courts, such resources will be retained in the collection. The library will not ordinarily divulge the sources of any such materials, particularly if such information might put the source at risk. Copies of the documentation related to these requests should be forwarded to the local library administration, as well as retained within the unit itself.

Claims may occasionally arise with regard to library holdings that are alleged to have been stolen from past owners, looted during times of conflict, or otherwise misappropriated—regardless of whether the library's records indicate an unimpeachable source. The legal and ethical frameworks for response are in such cases not always clear. The library will, as always, comply with judicial rulings enforceable by US courts. Its more general stance will be to respect claims for which there is clear substantiating evidence. Where practicable, arrangements for repatriation or restitution will include provisions for the library to prepare and retain copies of the material(s) in question.

2. Donations

Harvard's libraries will resolve donor requests to return items conveyed as gifts on a case-by-case basis. The library will normally resist returning items that have been transferred to its possession. However, if the donor presents a reasonable cause for the request (e.g., the item was donated by mistake), then the item should be returned. Donors are responsible for any tax obligations that they may incur as a result of such returns, as determined by IRS regulations. (Most library units typically keep no records for unsolicited gifts, nor for the disposition of gift materials that are not retained for the collection.)

3. Deposits

The library is obliged to return, destroy, or delete items at the direction of the owner or issuing agency in cases in which it is storing and making accessible material that it does not technically own. In these situations, the library should ensure that the request has been issued by the owner or an authorized agent of the owner.

In the case of the Federal Depository Library Program, for example, instructions to return, destroy, or delete materials should be confirmed with the Government Printing Office if they are received from a separate body. In the absence of specific instructions from the GPO (or a judicial directive), the library should not comply with such a request. Similar confirmation should be sought for materials that are on deposit from a private individual or an organization. This is particularly true for long-term deposits, or in cases where the initial transfer agreements are unclear or ambiguous.

4. Theses and Dissertations

The library will comply with policies established by the Graduate School of Arts and Sciences, and by other Harvard schools and faculties as appropriate, in limiting or otherwise placing conditions on access to Harvard theses and dissertations. Specific timetables or arrangements to lift any restrictions should be set forth at the time of accession. Theses and dissertations from other universities will be treated as any other library holdings, as described in other sections of this document.

5. Digital and Internet Resources

This policy applies to library holdings in their tangible, physical manifestations. Separate policies, addressing questions that will arise with regard to resources in the digital realm, will be referenced from this document as they are promulgated. (Such policies may eventually encompass library-based institutional repositories at Harvard, resources harvested or otherwise captured from the Internet, materials that are digitized from our holdings, and materials placed on reserve.)

Unit heads may normally apply this policy without further consultation. In cases of doubt, the final decision on whether to return, destroy, delete, suppress, or modify information will be made by the Director of the Harvard University Library or his/her delegate, in consultation as needed with the relevant unit head(s) and the University's Office of the General Counsel. All decisions should be documented for the record.

This policy may be modified upon the consensus of the University Library Council.

The full text of the Policy on Returning, Suppressing, or Destroying Materials on Request will be retained on the Harvard University Library web site at <http://hul.harvard.edu/resources/policy.prsdm200804.html>.

Interview: Stuart Shieber



Kris Shieber/Harvard News Office

Stuart M. Shieber '81 directs the University Library's new Office for Scholarly Communication (OSC). Shieber received an AB in applied mathematics *summa cum laude* from Harvard College in 1981 and a PhD in computer science from Stanford in 1989. Having joined the Harvard Faculty of Arts and Sciences in 1989, Shieber was named John L. Loeb Associate Professor of Natural Sciences in 1993, Gordon McKay Professor of Computer Science in 1996, Harvard College Professor in 2001, and James O. Welch, Jr., and Virginia B. Welch Professor of Computer Science in 2002. He is the founding director of the Center for Research on Computation and Society and the faculty co-director of the Berkman Center for Internet and Society at Harvard Law School. He was interviewed for Library Notes on June 19.

LN With open-access policies adopted in the Faculty of Arts and Sciences and at Harvard Law School, what are OSC's next steps among the Harvard faculties?

SS We're talking to several other faculties right now about open-access policies. But it's a separate discussion with each faculty, and different faculties may want to work differently. My guess is that it will take some time for schools who want an open-access policy to come to that decision and to figure out exactly how they want to do it. It took FAS and the Law School a couple of years to do it. Once we have the repository set up, however, any faculty should be able to use it.

LN What can you tell us about the organization of the OSC itself?

SS We're in the process of hiring a small number of staff—a program manager and an administrative person—who will be located in Wadsworth House. Initially, the office will be responsible for running the repository, implementing the open-access policies in FAS and the Law School, and doing outreach to other schools to help them with considerations of similar policies. We need to ensure that the repository is successful in getting a large percentage of the articles by our faculties deposited.

LN Has the OSC faculty advisory committee been appointed as yet?

SS The committee is in formation. We have a good base now, and we will be adding additional people over time. We're trying to get University-wide representation on the committee.

LN What issues will the committee address over time?

SS In the long term, there's a whole range of scholarly communications issues that will be in the purview of OSC: support for faculty publishing in open-access journals, difficult issues in monograph and book publishing in the humanities, access to scientific data, tools for supporting open access, new kinds of scholarly output such as databases and web sites. I'm starting to think about some of these issues and hope to be working soon with a faculty advisory committee for the office on these issues.

LN What's the status of the open-access repository?

SS We've started setting up a system based on the DSpace software to operate the repository. Once that's ready, the plan is to get a small number of beta testers—maybe one or two or three of the departments in FAS—to test out the system.

Hopefully, by the fall, we'll have a version that we're reasonably happy with where we can do a broader rollout. We'll keep the repository confined to the Harvard campus before making an official launch that is open to everyone. But I would hope that, during the fall, we'd have the repository fully functioning.

LN How does the open-access repository relate to other repositories at Harvard—specifically to the DRS?

SS Right now, the open-access repository that is going to underlie the article-distribution mechanism will be separate from the DRS—though in the long run it may make sense to use the DRS. At the moment, DRS doesn't have the front-end functionality that we need.

LN Obviously, you're working with OIS. Who are you working with?

SS Dale Flecker of course is the main person we're working with there. Randy Stern has been leading the development of DSpace. Several people at OIS are making important contributions to the effort.

LN Will your decision to go live, as it were, be dependent on any particular critical mass in the repository?

SS It'll be dependent in general on the experience that we've had with the whole process. And also we'd like to have a reasonable number of papers available so that there's actually some content to be distributed.

LN When you go to the Harvard Libraries portal at <http://lib.harvard.edu>, you see a set of tools that let users search books, photographs, e-resources. How will the open-access repository relate to those tools?

SS My guess is that the primary means by which people will discover articles in the open-access repository will not be by going directly to the repository software. It's not going to be people saying, "I wonder what Harvard papers there are on such-and-such a topic?" My guess is it's going to be through aggregation mechanisms. The big one that everyone knows about is Google Scholar. But there are lots of other indexing services that

take advantage of the fact that all the major repositories' software systems these days are interoperable through open standards.

It may be useful also to have connections from various library web sites, but I defer to people at the library who know better than I what the best ways to link the repository into the libraries' resources will be.

The nice thing about having collected the materials is that once you have them, you can index them in all kinds of ways. You don't have to pick *the* way.

LN How can Harvard librarians help?

SS Librarians are in contact with faculty all the time. They can play a key role in getting individual faculty members to understand the importance of placing articles in the repository. They tend to be much more knowledgeable about these issues of the repositories and open access and the importance not only for mass distribution but for the faculty member him- or herself of making articles available with open access. So that connection with faculty provides a perfect venue to facilitate the process of moving articles from filing cabinets and computers in the faculty member's office into the repository.

The most valuable thing in the near term that people in the library can do is to take every opportunity where they meet with faculty to remind them about the importance of attending to publication agreements, about using addenda to make them consistent with open-access policies such as the FAS and NIH policies, to get them to use the repository once it's up and running, and to track and report any kind of difficulties in using the repository or any uncertainties about rights and obligations. By letting the office know what issues are coming up we can try to address those. The librarians will be on the front line of all of the OSC's efforts.

For more information on the new Office for Scholarly Communication, visit the OSC web site at <http://hul.harvard.edu/osc>.