



# LibraryNotes

For Harvard Library staff

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## HBS Baker Library Takes the Lead in New Web Site Launch

### THE BEGINNING: EXTENDING INFORMATION SERVICES TO ALUMNI

Two years ago, **Tom Michalak**, Executive Director of Baker Library at the Harvard Business School (HBS), got a phone call from an HBS alumna in Marblehead who was inquiring about online access to the School's extensive resources for help on a management project he was researching. "The problem was," Michalak recalls, "our licensing agreements do not allow alumni remote access to our databases, so this graduate's only option was to trek all the way in here to use the Library. In an age when information should be more immediate and accessible than ever before, that didn't make any sense."

To determine if other alumni had the same needs, Baker Library undertook a study of HBS graduates to identify their interest in obtaining access to current business information. The results from surveys and focus groups demonstrated

*By listening to our alumni we discovered they wanted the most vital business information packaged and presented to them via the Web.*

an overwhelming desire for a Web site incorporating timely business material, alumni information, and access to proprietary business databases. "By listening to our alumni we discovered they wanted the most vital business information packaged and presented to them via the Web," states Michalak. The Library's approach to information had been focused on providing a large volume of material to users currently in the MBA program. However, Baker's research discovered that alumni needs were different; they clearly expressed the need for filtered and distilled infor-

mation delivered in brief, timely, and concise capsules. This insight led to the development of a beta site, named *The Management Center*, which was offered to a test group of 250 graduates.

### A SCHOOLWIDE PROJECT

After reviewing the beta site and the feedback from alumni users of *The Management Center*, Harvard Business School Dean **Kim B. Clark** suggested broadening the prototype and developing a plan for a more extensive Web site. Since a fall 1999 launch was desirable, Dean Clark suggested a five-week turnaround on the new prototype and project plan. To complete this initiative within the given timeframe, Michalak formed a Steering Group comprised of key directors and managers from HBS. The prototype and plan for what was to become the *HBS Working Knowledge* Web site was presented to the Dean and his advisors on July 20. After receiving their enthusiastic moral and financial support to proceed with full-scale development and a fall launch, Michalak appointed **Melissa Shaffer**, Head of Baker Library's IT services, as Product Manager. Together, they coordinated the collaborative efforts of people from units across the School—including Alumni Relations, Baker Library, Communications, the Dean's Office, Executive Education, External Relations, HBS Publishing, Information Technology, the MBA Program, the Division of Research, and the faculty—to plan, develop, and release *HBS Working Knowledge*. The objective was to build a site that would prove useful to the entire HBS community, faculty, staff, students, alumni, and the general public while reflecting the full breadth and depth of the School's intellectual output. The collaborative effort of HBS campuswide units was essential in achieving this goal.

As the site was developed during the summer of 1999, teams were established to manage the editorial, marketing, design, and technology requirements needed for the project. The expertise and guidance of HBS professionals such as **Bob Fogel** in Executive Education and **Jon Winder** in Publishing were vital

in establishing the site's long-term implications in the areas of editorial content and distance learning.

### LAUNCHING HBS WORKING KNOWLEDGE [hbsworkingknowledge.hbs.edu](http://hbsworkingknowledge.hbs.edu)

*HBS Working Knowledge* launched in October with the help of a succession of emails to groups of 5,000 alumni. By Thanksgiving, more than 24,000 alumni had received an email from Dean Clark announcing the availability of *HBS Working Knowledge* and encouraging them to register for the Web site and subscribe to the Baker Library Research Center. In early December, the site was made accessible to the Harvard community, the general public, and the business information community.

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## Elements of Web Design

To make the *HBS Working Knowledge* site as user-friendly as possible, the following considerations have been incorporated into its design.

- The articles are long enough to convey the essence of the material and allow the reader to draw conclusions and make decisions.
- Featured articles are presented in three stages: a capsule summary, a lengthy excerpt, and a link to the full article. An easy print version or the ability to order the full article are options.
- The text is large and readable on a computer screen.
- Screens are designed to look like pages that direct the readers visual attention to a defined space.
- Simple graphics or photos convey a visual presentation of the material.
- Navigation is simple and intuitive.

# Personnel

## HARVARD COLLEGE LIBRARY

**Amy Kautzman** has been appointed Head of Reference and Instruction for the Social Science Program. In this dual position, Amy is responsible for the direct management of the Government Documents and Microforms unit in Lamont Library and, working with her colleagues in Littauer Library, Government Documents, Environmental Resources, and Maps, will coordinate and develop reference and instructional services to support the social sciences. For the past nine months she has served half-time as Acting Head of Public Services in Government Documents while at the same time serving as Head of Reference for Lamont Library, a position she has held for the past four years. Prior to that she was a Reference Librarian at Lamont and at Northeastern University. Amy has an M.L.S. from Simmons College, as well as an M.A. in Literature, from Northeastern, and a B.A. from the University of Minnesota. She is a veteran of the U.S. Navy.

## HARVARD UNIVERSITY LIBRARY

**Beth Doyle** is the new Conservator for Special Projects in the Preservation Center. Beth's new duties include conducting three major collections condition assessments: a random-sample survey of the general research collections in the Fine Arts Library; a comprehensive survey of rare materials in the Ernst Mayr Library; and a comprehensive survey of videotapes held in the Harvard University Library. She is also working half-time on the treatment of rare and unique materials in collections throughout the Harvard College Library. Most recently, Beth was a Contract Conservator and a Collections Conservation Intern, both

at Widener Library. She has a B.A. in Photography from the University of Dayton, in Ohio, and an M.L.I.S. from the University of Texas at Austin.

## THE FRANCES LOEB LIBRARY

**Linda Kitch** became a Staff Assistant in mid-January. Previously, she was a staff assistant at the Davis Center for Russian Studies. Originally from Tampa, Florida, Linda has been living in the Boston area for 25 years. She is interested in landscape design and has been doing coursework through the Radcliffe Seminar program.

**Ines Zalduendo** is a new Project Archivist, and is currently appraising and processing a collection of items by Jorge Ferrari Hardoy, a distinguished Argentinian architect, urbanist, and designer. Ines worked as Associate Curator of the exhibit, "A Chair, A House, A City: On the Works of Jorge Ferrari Hardoy," now on display in the lobby of Gund Hall. Ines has a degree from the Graduate School of Design, has years of architecture experience, and is currently enrolled in the Archives program at Simmons College.

## THE CHEMISTRY AND CHEMICAL LIBRARY

**Esme Green** has accepted the new professional position of Reference and Interlibrary Loan Librarian. Esme was previously a Library Assistant in the CCB Library. She has a B.S. from the University of California, Santa Cruz, and an M.L.S. from Simmons College.

## BAKER LIBRARY

**Melissa Clarke** is the new Production Coordinator for Library Electronic Products in the Information

Technologies Department. Melissa comes to Harvard from the University of Delaware, where she assisted with the redesign and maintenance of the Department of Geology's Web site. She also worked as a Teaching Assistant in the Department of Geography while enrolled in their Master's program. In previous positions at the University of Delaware, Melissa worked as a Student Consultant in the Microcomputing Station of the Morris Library, and as a Lab Assistant in the Information Technologies Department. She has a B.A. in Spanish from Boston University.

**Tim Driscoll** started as the Archivist/Records Manager in Historical Collections on December 1, 1999. Tim was formerly the Curator of Manuscripts and Archives at Andover-Harvard Theological Library at the Divinity School, where he started in 1992. Prior to that, he was the Acquisitions Archivist in the Harvard University Archives for four years. Tim has an M.A. in History/Archival Management and a B.A. in English, both from the University of Massachusetts, Boston.

**Sarah Eriksen** was promoted to Manager of Research Services in the Research Services Department, effective November 1, 1999. Previously, Sarah was a Research Database Analyst.

**Tim Mahoney** is the new Manuscript Librarian. Tim comes to Harvard from the University of Maryland, in College Park, where he worked in various capacities for the past seven years, most recently as the Assistant Curator of Historical Manuscripts. Tim has dual Master's degrees from the University of Maryland—an M.A. in History and an

MLS—as well as a B.A. in History from Bates College, in Maine.

**Julie Savovitz** was promoted from Library Assistant IV to Library Assistant VI, and is now serving as the evening/weekend supervisor in the Business Information Services Center. Julie joined the Baker staff in October 1998, but has worked within the Library, including the former Cole Room, since 1990 as a guard with Security Systems, Inc. Known for her friendly and courteous manner at the front desk, Julie was recently awarded a customer service award as part of an HBS class project.

## LAW SCHOOL LIBRARY

**Vickie Queeny** is the new Reference Assistant at the Langdell desk. Vickie has a B.A. in History from Bates College, in Maine, and a law degree from Georgetown University Law Center, in Washington, D.C. Aside from practicing law in her own firm, Vickie has library experience as well—both at a law firm in Washington, D.C., and most recently at Pembroke Public Library. While working part-time at HLSSL, she is also enrolled at Simmons College and plans to have her M.L.S. by next fall.

**Robert Rendall** is the new Search/Receipts Assistant in Acquisitions. Robert has an M.A. in Slavic Linguistics from the University of California, Berkeley, and has worked in that university's departmental library of Slavic languages and literatures. A dual citizen of the United States and Canada, Robert speaks Russian and French, and has a good reading knowledge of German, Italian, and Spanish.

# Exhibitions

## "To Slay the Devouring Monster: The Vaccination Experiments of Benjamin Waterhouse"

Rare books, letters, manuscripts, artwork, and artifacts commemorating the bicentennial of Benjamin Waterhouse's experiments with vaccination leading to the eradication of smallpox in the United States.

Now through August 2000, Francis A. Countway Library of Medicine. Contact: Jack Eckert (617-432-6207, jack\_eckert@hms.harvard.edu).

## "Tracking the Elusive Document: Contemporary Research in Historical Collections"

This exhibition examines the varied uses, both traditional and nontraditional, of primary source materials in contemporary scholarly research by looking at several recent publications that have relied on historical documents held at Harvard Business School's Baker Library. Ten publications are featured, as well as a selection of the rare books, manuscripts, and archival material that were used to complete them.

Now through May 24, 2000, Baker Library Lobby. Contact: Karen Bailey

(617-495-6411, histcollref@hbs.edu; www.library.hbs.edu/hc/).

## Gutman Library, Graduate School of Education Exhibition Schedule

"Metageometry—Works by Jan Kubasiewicz"  
February 6 - February 19

International Education Forum—  
exhibits by students  
February 22 - March 8

Watercolors by Julia Blackburn &  
Trish Friedman  
March 19 - April 1

Abstract watercolors by Katherine

Williams, Raku ceramics by Doug Hooten  
April 3 - April 17

Cape Cod watercolors by Ken Rempel  
April 30 - May 13

Scenes of Harvard Square by Sean Moore  
May 14 - May 27

Exhibitions Listing  
[hul.harvard.edu/exhibitions](http://hul.harvard.edu/exhibitions)

# Notes and Comment

## DONATIONS

### *Marilyn Monroe at the Schlesinger Library*



Books from Marilyn Monroe's private collection were purchased at auction and donated to the Schlesinger Library by an anonymous donor this fall. The books are *My Antonia* and *Lucy Gayheart*, both by Willa Cather, *The Ballad of the Sad Café*, by Carson McCullers, *The Little Disturbances of Man*, by Grace Paley, and *The Portable Dorothy Parker*. **Jane Knowles**, Acting Director of the Library, commented, "This collection of books just goes to prove that there was more to Marilyn Monroe than the movie star and popular icon: She was also a reader." **Barbara Haber**, Curator of Printed Books, mounted a small exhibit of books on Monroe including the five donated volumes.

### *Gloucester Fishermen's Wives Donate Papers to the Schlesinger Library*

Last November, members of the Gloucester Fishermen's Wives Association (GFWA), led by its President, Angela Sanfilippo, visited the Schlesinger Library to present the organization's papers to the Library. The highlight of the visit was Ms. Sanfilippo's description of the extraordinary quilt created by members of the Association. Each square documents the mission of the group and the causes for which the women have fought. Since its establishment, in 1969, the GFWA and its members have worked to promote the New England fishing industry, helped to preserve the Atlantic Ocean as a food supply for the world, and assisted active and retired fishermen and their families. The group has also encouraged community forums that have brought together conservationists, businesses, government, artists, clergy, educators, fishermen, and the broader community. These women have become an increasingly strong voice heard at local, state, federal, and

international meetings and hearings.

The records of the GFWA, which tell the story of three decades of women's activism, document all of the organization's major efforts, which include the successful fight against oil drilling on Georges Bank, advocacy for new laws to stop ocean dumping, promotion of under-utilized species of fish for food, support of the Stellwagen Bank Marine Sanctuary, and the publication of *A Taste of Gloucester*, a cookbook that has sold over 100,000 copies.

## SEMINAR

The Harvard University Library Preservation Center and the Harvard College Library Preservation & Imaging Services are pleased to sponsor a seminar on practical, affordable strategies for conducting ongoing environmental assessment.

### *ENVIRONMENTAL MONITORING: A Gateway to Long-lived Collections*

March 30, 2000  
9:00 a.m. - 12:30 p.m.  
Starr Auditorium, Kennedy School of Government

William Lull, well-known consultant specializing in conservation environments for cultural repositories, and author of *Conservation Environment Guidelines for Libraries and Archives*, will preside.

Library, archives, and museum staff, as well as facilities managers, are invited to attend a half-day lecture, demonstration, and discussion of the rationale, techniques, and equipment used to monitor environmental conditions in spaces where collections are stored. Much has been published about the profound impact of temperature, relative humidity, light, and air quality on the rate at which paper, leather, glass, plastics, and other materials common to cultural repositories deteriorate. Environmental monitoring is a critical strategy for identifying and correcting minor and major problems.

Mr. Lull will discuss and demonstrate a broad range of monitoring equipment, from hygrothermographs and data loggers to light UV meters, heat detectors, and water alerts. For those attendees who would like to take a closer look at monitoring equipment, Mr. Lull will be available on the afternoon of the

seminar, in the Preservation Center, to demonstrate the use of instruments. For more information contact the Preservation Center ([deskpres@hulmail.harvard.edu](mailto:deskpres@hulmail.harvard.edu)).

## RECEPTION

A reception for new library and information professionals will take place on March 8, from 3 to 5 p.m. at the Faculty Club.

## MILESTONE

As of January 2000, **Lucille Lewis** has worked for Harvard for 30 years. Lucille is currently Library Assistant IV in the Resource and Database Management Department in Baker Library. Congratulations!

## WEB SITE UPDATE

The Records Management Office has a new Web site. The updated site includes the General Records Schedule and information about the services of the Office.

[hul.harvard.edu/huarc//RMO917set.htm](http://hul.harvard.edu/huarc//RMO917set.htm).

## LDI Update

Round 4 of the LDI Internal Challenge Grant Program is approaching. The new "Call for Proposals" will be posted on the LDI Web site ([hul.harvard.edu/ldi](http://hul.harvard.edu/ldi)). The deadline for submissions will be mid-April.

Please contact Wendy Gogel by phone (495-3724) or email ([wendy\\_gogel@harvard.edu/ldi](mailto:wendy_gogel@harvard.edu/ldi)) for information about the program and assistance in preparing proposals.



Gore Hall Reading Room  
Gore Hall was demolished to make way for Widener Library.

The Committee on Communications and Orientation of the Harvard University Librarians' Assembly cordially invites library staff to the

## SPRING LIBRARY OPEN HOUSE

at the  
**Harvard University Archives**  
3:30 - 4:45 p.m.  
Tuesday, February 29, 2000

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## Staff Activities

**Gregory Finnegan**, Associate Librarian for Public Services and Head of Reference at Tozzer Library, was invited by the U.S. Department of State to participate in a seminar held last August to brief the new Ambassador-Designate to Burkina Faso. Gregory, who carried out anthropological field research there in 1971-72 and 1980, spoke on "The Sociological Structure of Burkina." Another anthropologist reviewed resettlement projects in the country, while an agricultural economist addressed agricultural development prospects and problems, and an art historian covered the cultural wealth of Burkina. Ambassador-Designate Jimmy Kolker is a 1983 Harvard MPA.

**MacKenzie Smith**, Digital Library Projects Manager in the Office for Information Systems, published an article, "DFAS: The Distributed Finding Aid Search System," in the January 2000 issue of *D-Lib Magazine*. The article summarizes the Distributed

Finding Aid Server (DFAS) project, which was proposed by the University of Michigan and Harvard University to develop an automated system for distributed online searching of EAD-encoded finding aids. The project, which was underwritten by the Digital Library Federation during 1998-99, was completed in July 1999 with the publication of a final report. The participating institutions were, in addition to Michigan and Harvard, Columbia University, Indiana University, and Oxford University. MacKenzie's article can be found on the D-Lib Web site ([www.dlib.org](http://www.dlib.org)).

**Shelley Woods**, Reserves Coordinator at Gutman Library, presented, with Roberta Lewis of the Boston Public Library, an hour-long session at the 11th Annual Unified Arts Conference of the New England League of Middle Schools, November 15, 1999 in Sturbridge, Massachusetts. The focus of the talk was collaboration between public libraries and middle schools.

Shelley referred to the findings of a research project in which she participated that collected data on how children search the Internet.

On January 31, **Barbara Haber**, Curator of Printed Books at the Schlesinger Library, participated in a "Culinary Arts and Nutrition Forum" sponsored by the Department of Nutrition at the Harvard School of Public Health. The forum was held at the American Academy of Arts and Sciences. Barbara's talk, "Reforming America by Reforming What Americans Eat," gave a historic perspective to the subject.

**Ruth Hill**, Coordinator of Oral History Projects at the Schlesinger Library, attended the Oral History Association (OHA) annual meeting in Anchorage, Alaska. Ruth is a member of the Nominating Committee of OHA. Following the meeting in Anchorage, she traveled to Juneau where she gave an oral history workshop in a history

class at an alternative high school. In September, Ruth began producing and hosting a two-hour radio show on WCCR, Cambridge Community Television's new radio station.

**Susan von Salis**, Information Systems Administrator and Archivist in the Schlesinger Library, presented a paper in October on Encoded Archival Description (EAD) at the annual meeting of the International Association of Aquatic and Marine Science Libraries and Information Centers in Woods Hole, Massachusetts. Susan also chaired and sat on a panel of archivists at the New England Historical Association meeting in Boston, where topics for discussion centered around the areas where the responsibilities of the archivist and those of the historian meet and, sometimes, conflict.

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## Extended Professional Development Opportunity Program

In December 1998, the University Library Council announced the establishment of a program allowing eligible library staff to pursue activities that improve their professional skills. The **Extended Professional Development Opportunity Program** is a five-year pilot program that, each year, allows two professional staff members of Harvard libraries to take one-to-three month's leaves to engage in projects or activities that further their professional development and contribute to their job performance or scholarship more generally. A committee reviews applications and monitors the program's effectiveness. During 1999, the two members of the Library staff who availed themselves of this opportunity were **Chia-yaung Hu**, Librarian for the Chinese Collection, Harvard-Yenching Library, and **Barbara Haber**, Curator of Printed Books, Schlesinger Library.

### WHO COOKED THE LAST SUPPER?

Barbara Haber applied to the program to work on her book *Who Cooked the Last Supper?* The book, which is to be published by the Free Press, looks at the connections between women's history and culinary history, and, according to Ms. Haber, "represents the culmination

of years of thinking and writing about this topic and is totally dependent on the Schlesinger Library archives and book collections and other collections at Harvard."

*Who Cooked the Last Supper?* addresses the question posed by its title, which also serves as a metaphor for other periods in history when the work of women who cooked and served food had an important impact on the people they served. "Just as women's history puts women at the center of scholarly inquiry to illuminate social history," says Ms. Haber, "I believe that the age-old connection between women and food brings revealing new light to women's history." The book ranges over several centuries, beginning with a chapter on the Spanish Inquisition that describes the punishments visited upon Jewish women converts who nevertheless continued to cook traditional kosher meals. A more modern instance is the work of Asenath Nicholson during the Irish Famine—a New Yorker who traveled to Ireland to help feed the starving poor. A local example describes the story of the Window Shop on Brattle Street in Cambridge where a group of Harvard faculty wives assisted Jewish refugees fleeing Hitler's Europe to establish "a shop that sold hand-sewn goods and a café that offered Viennese pastries

to an appreciative Cambridge clientele." Barbara Haber can be reached at the Schlesinger Library ([bhaber@radcliffe.edu](mailto:bhaber@radcliffe.edu), 496-8651).

### FILLING IN THE GAPS: A STUDY OF THE CHINESE COLLECTIONS IN THE HARVARD-YENCHING LIBRARY

This October, Chia-yaung Hu will travel to China to undertake internships at both the Beijing University Library and the Fudan University Library. Ms. Hu, in consultation with the Librarian of the Harvard-Yenching Library, James Cheng, developed the idea for the internships as a way of evaluating and addressing gaps in the Chinese collections at the Harvard-Yenching Library.

"The Harvard-Yenching Library's Chinese collection, though widely recognized as one of the best in the West, is not without its weaknesses," says Ms. Hu. "The challenge, however, is that at a time when China's book publishing and distribution is undergoing tremendous changes, if we cannot take appropriate measures to keep up with the rapidly developing situation, then it is most likely that before old gaps can be stopped, newly created ones will appear."

Through the internships, Ms. Hu hopes to meet the following objectives:

- To conduct a thorough investigation of the Chinese collections in the Beijing and Fudan University libraries, particularly the various separately housed special collections.
- To study the current situation of book publishing and trade in China.
- To find out whether in addition to a few large state-owned book export and import incorporations, there are other useful acquisition sources.
- To gain an insight into the specific acquisition methods and procedures currently being employed by Chinese libraries, and to try to determine their effectiveness and whether they might be employed at the Harvard-Yenching Library.
- To establish close exchange and cooperative relations with the Beijing and Fudan libraries.

Chia-yaung Hu can be reached at the Harvard-Yenching Library ([hu@fas.harvard.edu](mailto:hu@fas.harvard.edu), 495-3394).

Full details on the application process, conditions for application, eligible projects, and other procedural issues are available from **Mathilda van Es**, in the Office of the Director ([huladmin@hulmail.harvard.edu](mailto:huladmin@hulmail.harvard.edu), 495-3650).

# Automation Committee Structure Revised

The Harvard University Library system has a long tradition of using librarian committees to oversee policies, planning/development, and the operation of centralized library systems. Recent systems developments prompted a University Library Council (ULC) review of HUL automation committees. The attached diagram reflects the outcome of the ULC discussions. The revised committee structure attempts to take into account new systems as well as the growing need to provide greater coordination among these systems in terms of metadata standards and user interfaces.

## Overview of Committee Structure

The general scheme establishes steering committees for each of the major systems that are supported by the Office for Information Systems (OIS)—in addition to two “coordination” committees to oversee developments across all systems in the areas of user interface and metadata. Steering committees may establish task groups and sub-committees depending on the needs of the committee. The steering committees act in an advisory capacity to OIS but make reports and recommendations to the ULC for all major system decisions.

Three steering committees have been defined: HOLLIS, VIA, and OASIS. It is likely that committees for the Library Portal System (i.e., the “next generation” of HOLLIS Plus) and Geodesy will be established in the near future.

## Impact on Existing Committees

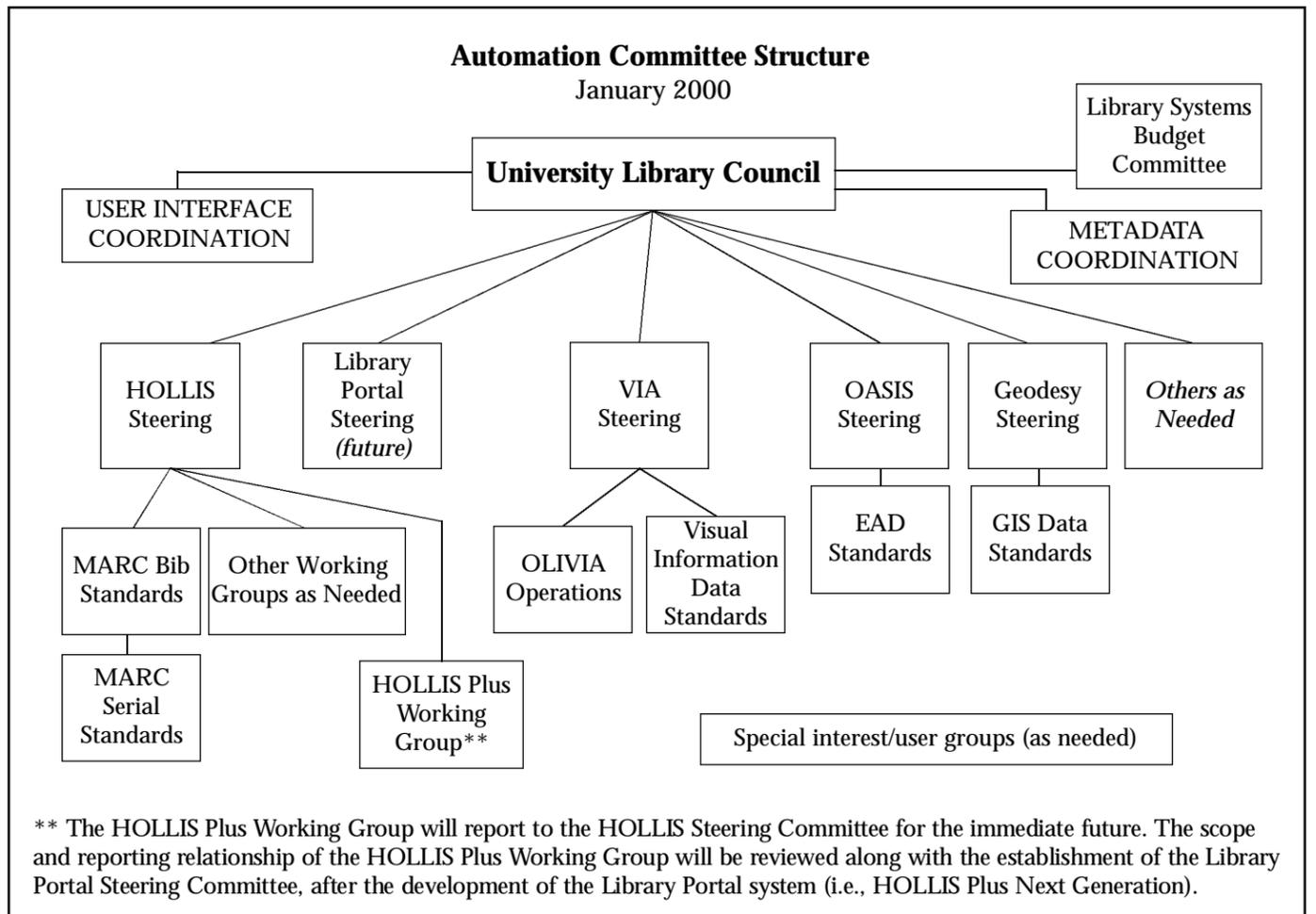
In most cases, these “new” steering committees replace and/or redefine existing committees. (For example, the HOLLIS Steering Committee will take

on the roles previously served by HAAC and the HOLLIS II Committee.) As for sub-committees and task groups, the new steering committees are being asked to review all existing sub-committees and make recommendations for additions, changes, continuations, etc., as appropriate. Steering committees will also periodically review subcommittee membership and make changes as needed.

## Current Status

The process of reviewing committee members for the steering committees and the coordination committees is currently underway and should be completed within the next few weeks. If you are a member of an existing automation committee, you will be hearing more about how this revised structure affects your committee in the near future.

Questions about the Automation Committee Structure should be directed to **Tracey Robinson**, Assistant Director in the University Library for Systems Management (tracey\_robinson@harvard.edu). The names of committee members will be printed in a future issue of *Library Notes* and will also be available on the HUL Web site.



## HARVARD UNIVERSITY LIBRARY COUNCIL MEETING SUMMARY • DECEMBER 16, 1999

### OIS LIBRARY SERVICES BUDGET

The ULC reviewed the proposed OIS Library Services Budget for FY2001.

### ACCESSIBILITY FOR PERSONS WITH DISABILITIES—LICENSING GUIDELINES

**Ivy Anderson**, Coordinator for Digital Acquisitions, distributed draft language on Accessibility for Persons with Disabilities for inclusion in the Guidelines for Licensing Electronic Resources.

### DATA REPOSITORY SERVICES

**Jim Coleman**, Digital Library Projects Manager, joined the ULC to discuss possible business models for Digital Repository Services (DRS). Mr. Coleman reported on three possible models and reviewed the policy questions.

### NETWORKED RESOURCES IN THE LIBRARY PORTAL

**Robin Wendler**, Metadata Analyst, joined the ULC to review a proposal for how to present networked

resources in the library portal. The proposal suggests using a “reference room approach to highlighting resources so that the portal will link to electronic reference sources and divide these sources into categories. The two goals of this effort are to highlight resources that might otherwise be buried in the catalog and to identify materials that are available remotely.

### HOLLIS II

**Tracey Robinson**, Assistant Director for Systems Management, joined the ULC to discuss next steps for the HOLLIS II Project. Ms. Robinson outlined the current operating assumptions: implementation in 2001 is unrealistic; a yearlong evaluation process is not possible; and the marketplace has not changed significantly since the last evaluation. She also reviewed the current state of the marketplace, noting that a review of potential systems would begin in February.



WORKING KNOWLEDGE  
*continued from page 1*

Visitors to the site can browse 13 management topics featuring timely articles and essays, interviews with HBS professors and industry leaders, book recommendations, and Web site reviews. Topic areas include E-Commerce and the Marketplace, Innovation and Change, Investment and Finance, and Knowledge and the Information Economy. Since the launch, 75 topic features, 61 book recommendations, and 60 Web site recommendations have been offered by *HBS Working Knowledge* staff. Weekly

*HBS Working Knowledge offers the advantage of “rolling up” a considerable amount of that material in one convenient location... now that capability continues after graduation, regardless of time of day or place of residence.*

updates of three to four topical features and new book and Web site recommendations ensure fresh, current, and lively business reading for *HBS Working Knowledge* users.

The name of the site derives from an HBS newsletter, *Working Knowledge*, first published in 1997, which showcases research conducted at the School. The Web site *HBS Working Knowledge* consolidates information from this publication, along with a wealth of material produced and published by HBS and other respected information sources. Since the print version of *Working Knowledge* was widely distributed to the business community, it made sense to make the expanded electronic version widely available as well.

**ALUMNI SERVICES: THE BAKER LIBRARY RESEARCH CENTER**

HBS graduates have access to alumni-only areas of the site for networking, career information, and the Baker Library Research Center. A subscription to the Baker Library Research Center provides access to research tools including ABI/Inform, OneSource Global Business Browser, and CareerSearch. Baker Library negotiated special licenses for these services—services that are otherwise unavailable to individual subscribers.

While in the MBA program, students benefit from access to research and insights available from HBS pro-

fessors and publications, as well as an array of analytical and management information tools. For them, *HBS Working Knowledge* offers the advantage of “rolling up” a considerable amount of that material in one convenient location. And now that capability continues after graduation, regardless of time of day or place of residence. In addition to database access, a subscription to the Research Center also allows access to internal resources such as SiliconDeck, an informational tool produced by Baker librarians covering electronic commerce, the Internet, Portals, and Web technologies.

There are currently over 2,700 registered users for the site, including 1,900 alumni. Registered users may receive a weekly email with headline summaries of new features, book recommendations, and Web site reviews. A total of 424 alumni have subscribed to the Baker Library Research Center and its business databases. By aggressively getting the word out through HBS Alumni clubs, articles in the *Alumni Bulletin*, direct mail, and targeted approaches to groups of graduates, the School hopes to double the number of subscribers by spring.

**FUTURE DEVELOPMENTS**

Future plans for *HBS Working Knowledge* include increased use of video and audio to provide enhanced platforms for distance learning, a regular column by Professor **James Heskett**, coverage of campus symposia and conferences, and special reports on management topics. “Information is more immediate and accessible than ever before, and we are constantly thinking up new ways to package and deliver it,” says Michalak. “The speed of change in our work lives is altering the way learning takes place and increasing the importance of continued learning on a real-time basis. *HBS Working Knowledge* will play an important part in meeting that need.”

By *Sarah Jane Johnston*,  
Marketing Manager, Baker  
Library Information Technology



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**FSAP Packet on Domestic Violence Available**

The Faculty and Staff Assistance Program (FSAP) has compiled a packet of information on domestic violence that includes life-saving resources (such as a safety plan and safety checklist, complete statewide listing of shelters and women’s programs) for victims, their friends, family, and coworkers. If you would like to confidentially discuss a domestic violence situation, call FSAP for an appointment. If you would just like the information packet, email FSAP at [fsap@harvard.edu](mailto:fsap@harvard.edu) or call 5-HELP (5-4357).

**Visiting Committee Book Prize**

The essay deadline for the Visiting Committee Book Prize for Undergraduate Book Collecting, sponsored by the Members of the Board of Overseer’s Committee to Visit the Harvard University Library, is 5 p.m., February 18. The prize was established in the spring of 1977 to recognize and encourage book collecting by undergraduates at Harvard. Cash prizes of \$500, \$400, and \$300 are awarded to the first, second, and third place winners respectively.

**Heather E Cole**, Librarian of Hilles

and Lamont Libraries, who has coordinated the competition since its inception, is responsible for selecting the award judges from among Harvard College Library staff with noted bibliographic expertise. Names of the jury are not made public until after the award is announced. Sixteen applicants declared by the November 25, 1999 deadline that they intended to submit essays for the prize. The results of the contest will be announced in mid-April.