

---

# Contents

<i>List of figures</i>	<i>xi</i>
<i>Acknowledgements</i>	<i>xiii</i>
<i>About the author</i>	<i>xv</i>
<b>1 Introduction</b>	<b>1</b>
<b>2 Universal discovery and access to information</b>	<b>9</b>
2.1 Building a unified information environment	10
2.2 Silo busting: integrating management and access to online information	13
2.3 The traditional integrating role of the library taken to new heights	17
2.4 The hybrid library	22
<b>3 The library catalogue and the new role of distributed     electronic content tools</b>	<b>25</b>
3.1 Link resolvers and the knowledgebase	26
3.2 Federated searching	30
3.3 Electronic resource management	32
3.4 Document delivery patron services	34
3.5 Citation management	35
3.6 Proxy servers	36
3.7 Enhanced content services	40
3.8 Social networking tools and resources	41
3.9 New and additional distributed content tools	42

<b>4 Electronic content products – materials management and integration</b>	<b>43</b>
4.1 Large aggregated full-text and indexing databases	44
4.2 Large publisher full-text databases	47
4.3 Small publisher websites	49
4.4 Individual journal webpages	50
<b>5 The ILS and the challenges of electronic materials</b>	<b>53</b>
5.1 Automated information exchange	61
5.2 Links and link resolving	68
5.3 Link checking	71
5.4 Linking, authentication and remote access	74
5.5 Getting more from link resolvers	78
5.6 Package, not item, management	87
5.7 Staffing, skills, vendor hosting and distributed management	93
5.8 Costs of new systems, rich and poor libraries and the new digital divide	99
5.9 Information preservation	101
<b>6 Whither the OPAC: new models for the primary library search interface</b>	<b>107</b>
6.1 Distributed search and materials management	111
6.2 Distributed/federated search problems still to be overcome	118
6.3 Divergence of e-content and e-interface	122
<b>7 Still too many search interfaces: wrestling with old and new disintegrated applications</b>	<b>127</b>
7.1 CD-ROM, standalone software, and other annoying silos	137
7.2 My library tools	141

<b>8 Innovative interfaces, new interfaces, search services, toolbars, lookups and widgets</b>	<b>145</b>
8.1 User perceptions of broken	158
<b>9 End-to-end integration and a seamless user experience</b>	<b>161</b>
<b>10 Net size, bigger and better partnerships, and getting others to share the work</b>	<b>171</b>
<b>11 Library application services for information exchange services: more and less than web services</b>	<b>185</b>
<b>12 More elements of the integrated information environment</b>	<b>201</b>
12.1 Object oriented principles, relational structure and modularity	201
12.2 Open source	203
12.3 Standards	205
12.4 Mashups	209
<b>13 Conclusions</b>	<b>215</b>
13.1 Distributed and shared access and materials management	216
13.2 New search combinations and points of user access	217
13.3 Seamlessness	218
13.4 Silo busting	219
13.5 Taking information management to the network level	220
13.6 The unified and integrated online information environment	220
<i>References</i>	223
<i>Index</i>	231