

Libraries in the Age of Amazoogle & Web 2.0

**Stellenbosch University Library Service
Eighth Annual Symposium
27 - 28 October 2005**

**Phyllis B. Spies
Vice President
Collection Management Services
spies@oclc.org**

In the age of Google, Amazon and Yahoo!, why is library content so difficult and expensive to discover, access and share?

The User Experience with Google, Amazon and Yahoo!

- **Immediate**
- **Without Walls**
- **Personalized**
- **Participative**
- **All Encompassing (Global)**
- **Self-service**

How does this compare to the user experience with library OPACs?

Users are a product of their environment

Baby Boomers

- TV generation
- Typewriters
- Telephone
- Memos
- Family focus

Generation X

- Video games
- PC
- Email
- CDs
- Individualist

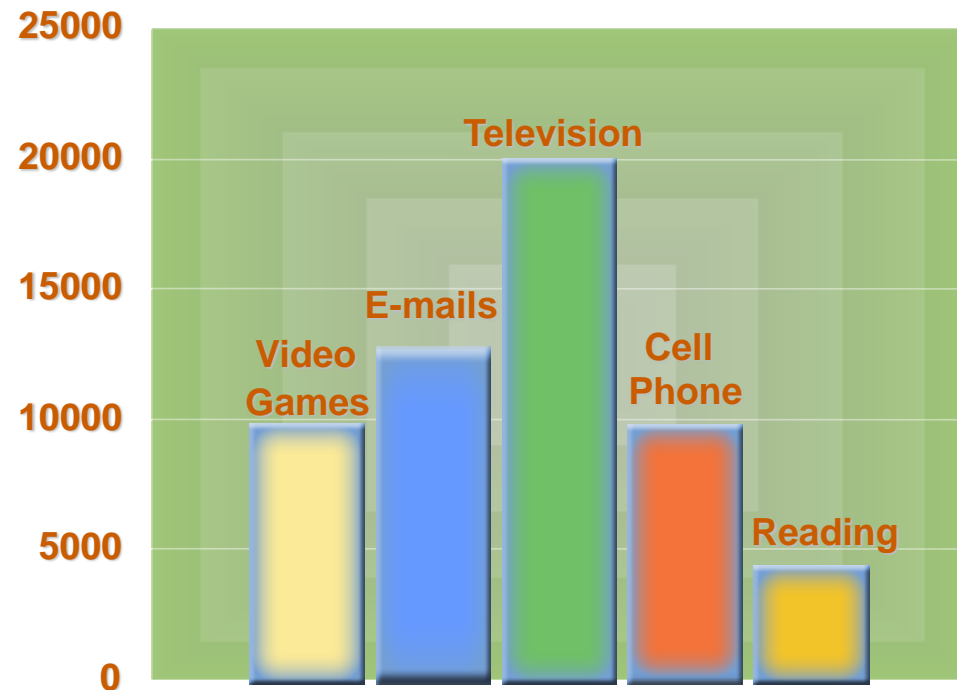
Net Gen

- Web
- Cell phone
- IM
- MP3s
- Online communities

Media exposure

By age 21, the average person will have spent

- 10,000 hours video games
- 200,000 emails
- 20,000 hours TV
- 10,000 hours cell phone
- Under 5,000 hours reading



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– Prensky, 2003

A Web 2.0 World

A digital platform



- The Web is the information space
- Amazoogole defines what is “on-web”
- Focus on the lines between services as opposed to the features of a service

Reduced friction in workflows



- Network workflows emerging to help manage time spent in network
- The library has to be in those workflows
- Streamlined logistics and supply chain

Distributed global, deep collaboration & sourcing



- Pool uncertainty
- Libraries do less on their own
- Influenced by social networks

Convergence of Societal Shifts and Enabling Technologies

Old

- Formal
- Hierarchical
- Professional
- Paid
- Centralized
- Autocratic

New

- Casual
- Flat
- Amateur
- Free
- Distributed
- Democratic

Are Libraries Ready for Web 2.0?

Web 1.0

- Search & browse
- Collection of content & e-commerce sites
- Web as a network

Web 2.0

- Feeds, streams, subscriptions & relationships
- Web as a vast, global operating system with both human- and computer-mediated applications
- No service is the sole focus of user attention
- Gather, create, share, re-use, analyze, chunk

Last Generation Library Systems

- **Libraries have done an admirable job of automating legacy applications**
- **OPACs are wonderful card catalogs**
- **Integrated library systems did not appreciably change workflow practices**
- **For most users, libraries are primarily still places with books and comfortable chairs**

The Look and Feel of Web 2.0 Library Services

- **A comprehensive discovery experience**
- **Predictable, often immediate fulfillment**
- **Data works hard**
- **Open to other applications**
- **Co-created with users**
- **Lightweight Web services replace complex industry protocols**

OCLC's Response to Web 2.0

Web 2.0 Services	Library	OCLC Response
A comprehensive discovery experience	Fragmented	<ul style="list-style-type: none"> ▪ Open WorldCat ▪ Group Catalog ▪ Massively aggregated metadata
Predictable, often immediate fulfillment	Intermittent	<ul style="list-style-type: none"> ▪ Expose services in Open WorldCat ▪ "Buy-it" & rapid e-document sharing
Data works hard	Passive	<ul style="list-style-type: none"> ▪ Collection Analysis ▪ FRBR
Open to other applications	Monolithic	<ul style="list-style-type: none"> ▪ Service-oriented architecture
Co-created with users	Monolithic	<ul style="list-style-type: none"> ▪ WorldCat User-contributed Content ▪ Registries & Directories
Lightweight Web services	Complex protocols	<ul style="list-style-type: none"> ▪ SRU/SRW (Zing Update) ▪ Directory Maintenance

Distributed Global, Deep Collaboration & Sourcing

Historical examples:

- Cataloging
- ILL

Future possibilities:

- Ratings & recommendations
- Digital preservation
- Exposing to search engines
- Data mining
- Metadata & content aggregation
- Digitization/storage of print collections
- Registries & directories

What is Open WorldCat?

A cooperative approach to:

- Help libraries mobilize their collective resources
- Expose data to search engines
- Act as a discovery engine and service router

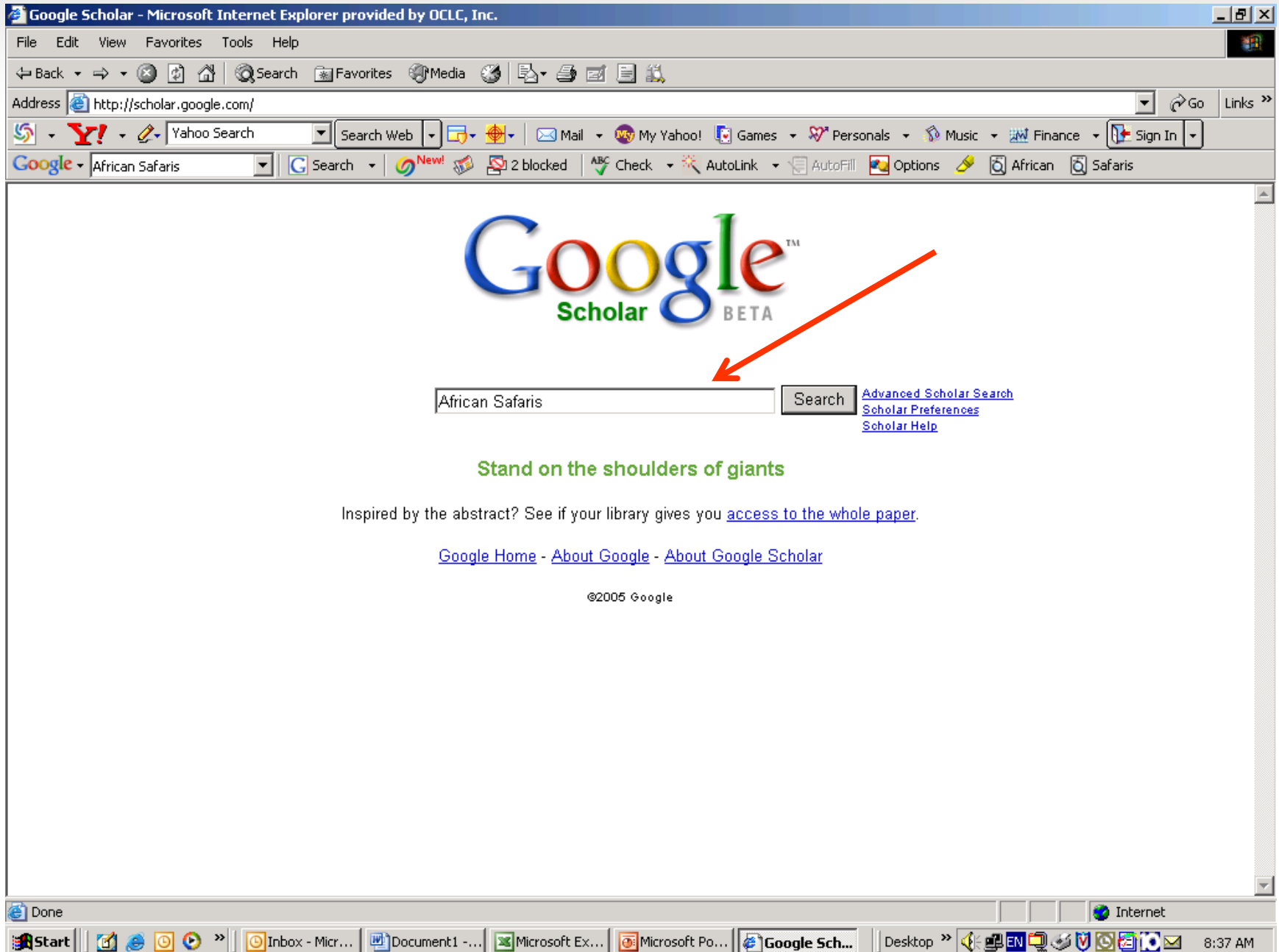
Current Partners in Open WorldCat



Top 20 Referring Sites August 2005

- | | |
|----------------------------------|------------------------------|
| 1. Yahoo! | 11. Overture |
| 2. Google | 12. Yahoo! Hong Kong |
| 3. Google Scholar | 13. Yahoo! France |
| 4. AltaVista | 14. Yahoo! En Español |
| 5. Yahoo! United Kingdom | 15. Google Canada |
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| 7. Yahoo! Mexico | 17. Yahoo! Japan |
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Over 800 sites send searches to Open WorldCat



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CH Fry, S Keith, EK Urban - 2000 - [wildwatch.com](#)
Wildlife reviews, links and news in Africa covering photography, wildlife viewing and birdwatching.
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[Ecosystem Tourism: A Resource-based Philosophy for Ecotourism](#)
D Tyler, JM Dangerfield - [Journal of Sustainable Tourism](#), 1999 - [ingentaconnect.com](#)
... In some cases this means the care and preservation of charismatic organisms that allow activities such as whale spotting, **African safaris** and bird watching ...
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GH Anderson - 1997 - Long Beach, CA: Safari Press
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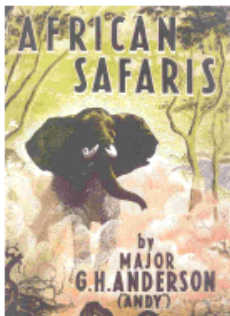
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Type: English : Book : Non-fiction
Publisher: Long Beach, CA : Safari Press, ©1997.
ISBN: 1571570748
Subjects: [Anderson, G. H.](#), -- 1878-1946. | [Hunters -- Biography.](#) -- Africa | [Elephant hunting -- Africa.](#)

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Global Holdings	All items
Library	African Studies Library
Shelf mark/Call No.	BA 799.296 ANDE
Main Author	Anderson, G. H., 1878-1946..
Title	African safaris / by G.H. Anderson ; with a foreword by Lord Cranworth.
Imprint	Long Beach, CA : Safari Press, c1997.
Description	xvi, 173 p., [16] p. of plates : ill., port. ; 25 cm.
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Subject	Hunters — Africa — Biography.

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KeepMedia Free Trial. FRANKFURT, Germany -- Among **the** buzz at **the** Frankfurt Auto Show, which runs through Sunday, is **the** appearance for **the** first time here of **Chinese** cars.
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Publisher: Zhonghua min guo Taiwan Taipei Shi : Guang hua hua bao za zhi she : Zong jing xiao Taiwan Ying wen za zhi she, Minguo 80 [1991]

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Publisher

Taipei : Guang hua hua bao za zhi she ; Taipei shi : zong jing xiao Taiwan Ying wen za zhi she, Min guo 80 [1991]

臺北：光華畫報雜誌社；臺北市：總經銷臺灣英文雜誌社，民國80 [1991]

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Language in South Africa

by [Rajend Mesthrie](#)

Type: English : Book : Non-fiction

Publisher: Cambridge, U.K. ; New York : Cambridge University Press, 2002.

ISBN: 0521791057 052153383X

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DR. JERRI NIELSEN
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Ice bound : a doctor's incredible battle for survival at the South Pole
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Type: English : Book : Non-fiction
Publisher: New York : Talk Miramax Books/Hyperion, ©2001.
ISBN: 0786866845
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The Oxford illustrated history of opera

Type: English : Internet Resource

Publisher: Oxford [England] : Oxford University Press, 1994.

ISBN: 0585233659 0198162820

Subjects: [Opera.](#) | [Opera -- Pictorial works.](#)

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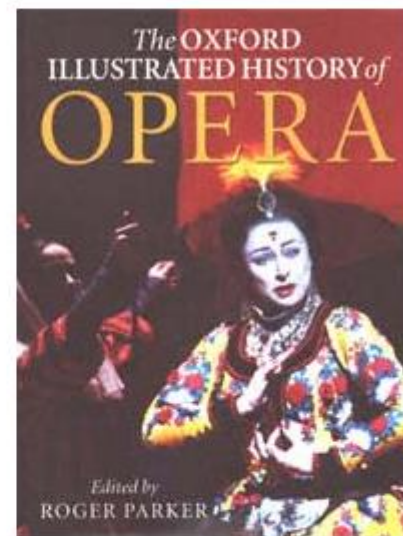
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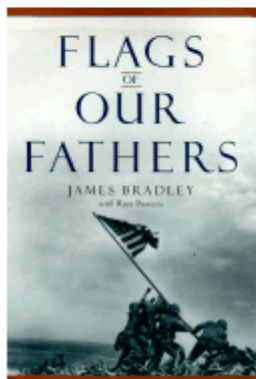
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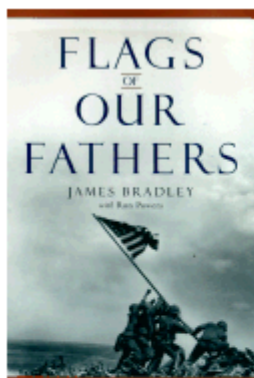
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While in Paris on business, Harvard symbologist Robert Langdon receives an urgent late-night phone call: the elderly curator of the Louvre has been murdered inside the museum. Near the body, police have found a baffling cipher. While working to solve the enigmatic riddle, Langdon is stunned to discover it leads to a trail of clues hidden in the works of Da Vinci -- clues visible for all to see -- yet ingeniously disguised by the painter.

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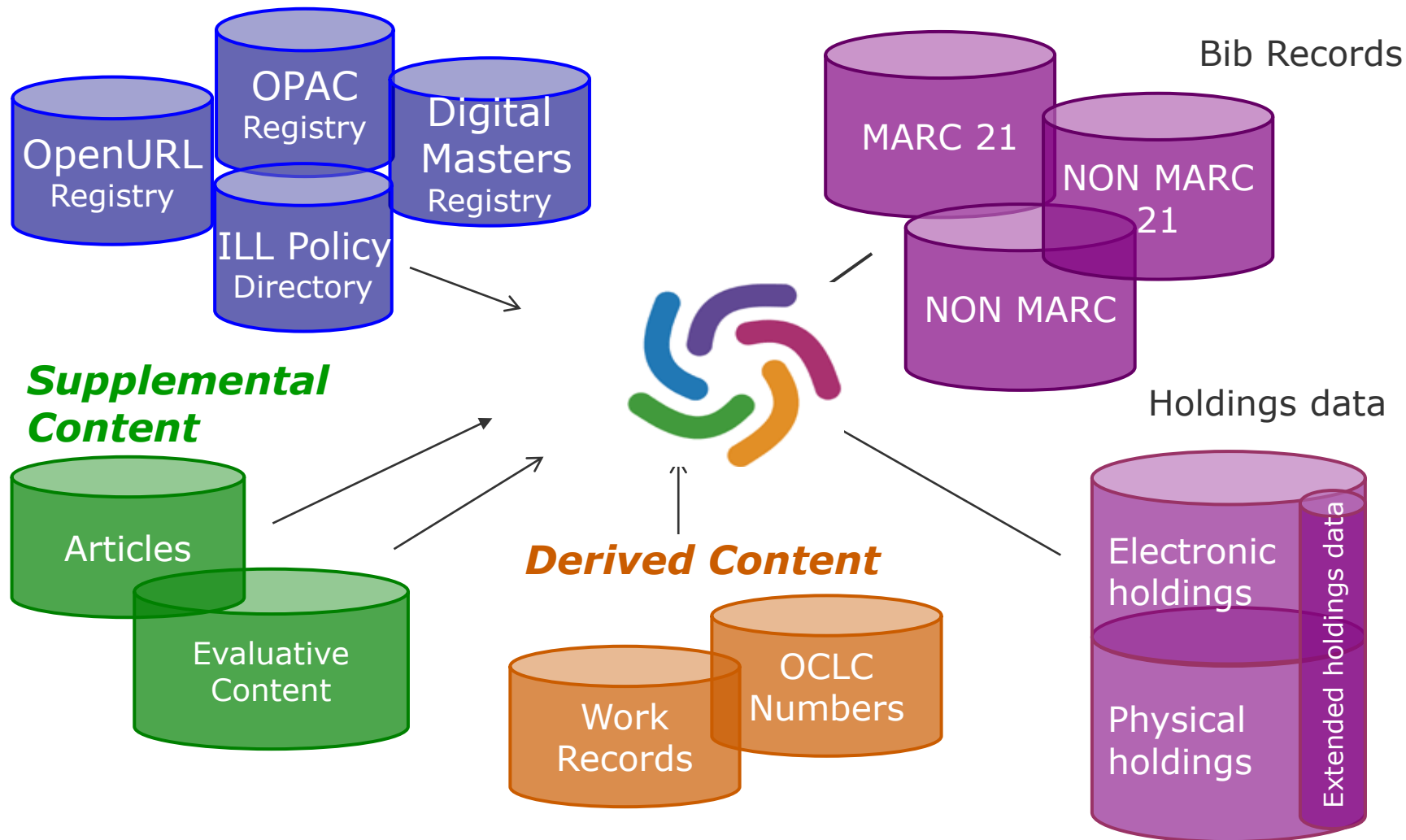
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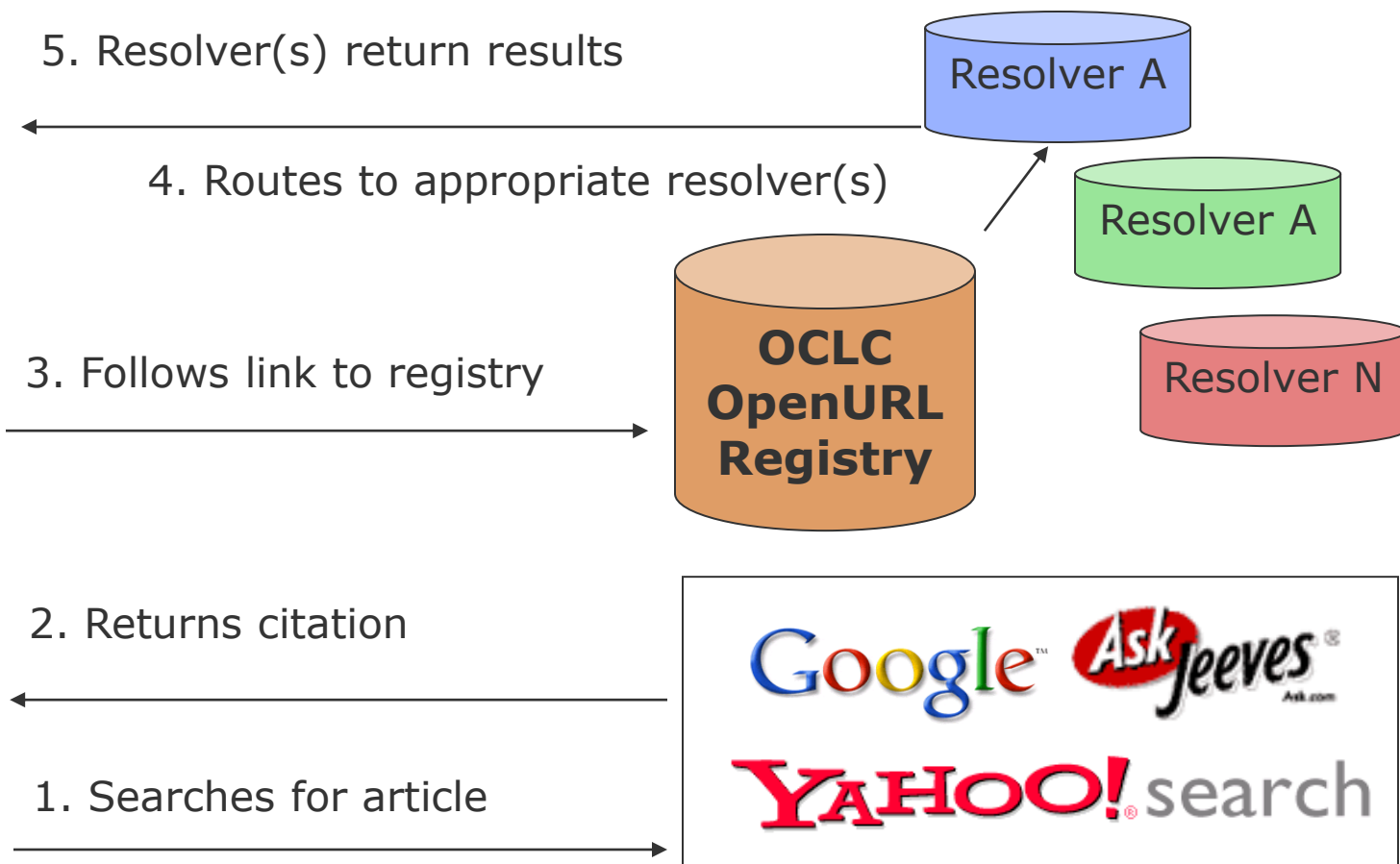
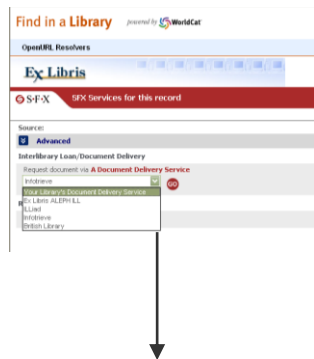
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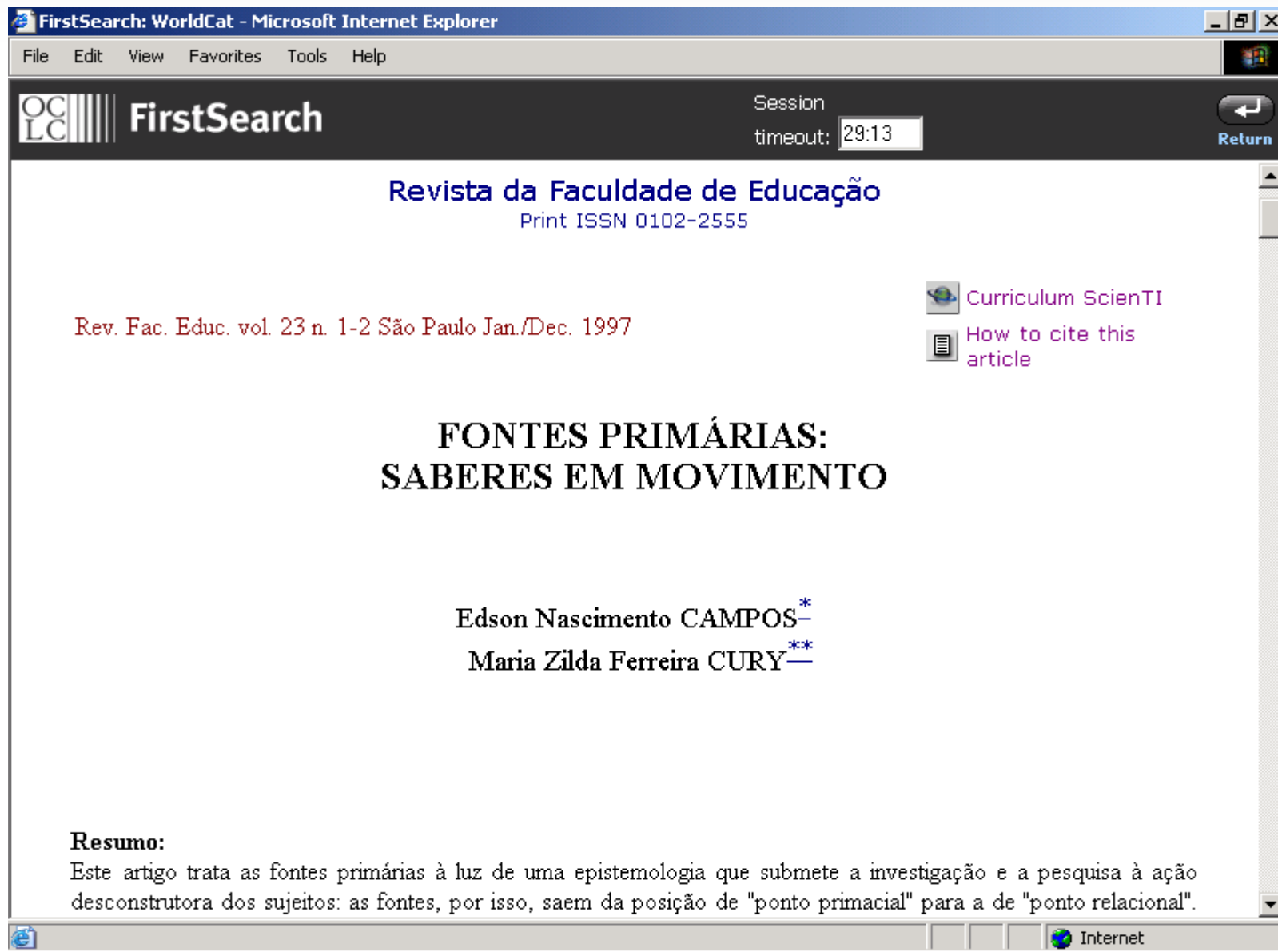
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Este artigo trata as fontes primárias à luz de uma epistemologia que submete a investigação e a pesquisa à ação desconstrutora dos sujeitos: as fontes, por isso, saem da posição de "ponto primacial" para a de "ponto relacional".

Internet

WorldCat as a Group OPAC

Tailored View of WorldCat: Group Catalogs

Statewide Illinois Library Catalog

Illinois State Library

[Find-it Illinois](#) | [IL State Library Catalog](#) | [IL State Library Page](#)

Illinois Group Catalog List of Records

- Click on a title to see the detailed record.
- Click on a checkbox to mark a record to be e-mailed or printed in Marked Records.

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Illinois Group Catalog results for: ti= "devil in the white city". Searched in:
All Illinois Libraries [\(Save Search\)](#)
Records found: 11 Rank by: Number of Libraries
Search in: [Libraries Worldwide](#)

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All 11 [Sound 6](#) [Books 5](#)

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☐ 1. [The devil in the white city : murder, magic, and madness at the fair that changed America /](#)
Author: Larson, Erik. Publication: New York : Crown Publishers, 2003
Document: English : Book Internet Resource
[Libraries: All Illinois Libraries: 379 Worldwide: 1812](#) ILLINOIS STATE LIBRARY
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☐ 2. [The devil in the white city : murder, magic, and madness at the fair that changed America /](#)
Author: Larson, Erik.
Publication: Waterville, Me. : Thorndike Press, 2003
Document: English : Book : **A1 LARGE PRINT**

1. [The devil in the white city : murder, magic, and madness at the fair that changed America /](#)
 Author: Larson, Erik. Publication: New York : Crown Publishers, 2003
 Document: English : Book Internet Resource
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IL	ILLINOIS STATE LIBR	SPI
IL	ABRAHAM LINCOLN PRESIDENTIAL LIBR	JFK
IL	ACORN PUB LIBR DIST	TZ8
IL	ALPHA PARK PUB LIBR DIST	ISF
IL	ALSIP-MERRIONETTE PARK PUB LIBR	JCF

Statewide Illinois Library Catalog

The devil in the white city w.
Author: Larson, Erik
ISBN: 0609608444

Session
timeout: 14:54

Illinois State Library
ILLINET Online Library Catalog

[NewSearch](#) [ILCSOLibraries](#) [Titles](#) [MyAccount](#) [Request](#) [History](#) [Quit](#) [Help](#)

Now Searching: Illinois State Library
 You Searched: Guided Keyword = (OCLC AND ocm51053561)[in OCLC Number]
 Search Results: Displaying 1 of 1 entries.

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Author: [Larson, Erik](#)
Title: Devil in the white city : murder, magic, and madness at the fair that changed America / Erik Larson.
Edition: 1st ed.
Published: New York, NY : Crown Publishers, c2003.
Physical Description: p. cm.
Includes: Includes bibliographical references and index.
Contents: Evils imminent -- Prologue, aboard the Olympic (1912) -- Frozen music (Chicago, 1890-1891) -- An awful fig
 white city -- Cruelty revealed (1894-5) Property of H.H. Holmes -- Epilogue, the last crossing.

WorldCat as a Data Mining Tool

WorldCat Collection Analysis Service

Group Analysis View

FirstSearch: WorldCat Collection Analysis: Analysis Results (Staff View) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Search the Web Search Address http://ref1sp5.dev.oclc.org:9575/WebZ/F5Page?pagename=wca_tableview;sessionId=ref1sp5.d Go Links

Google Search Web 3 blocked AutoFill Options

Adobe Y! Search Web Mail My Yahoo! Personals Shopping Games Music Sign In

Staff View **WorldCat Collection Analysis: Analysis Results**

- Click the or icons to expand a row
- Click the icon to graph a row by the Column values

Home Databases Results Resource Sharing Collection Analysis Leave Staff View My Account Options Policies Directory Comments Exit Hide tips

Analysis Results Limit Analysis Change Analysis Go to page

Export News Help

Data to Analyze: **Florida Group**
 Column Values: **Publication Date**
 Row Expansion Order: **Library > Division > Language > Format > Audience**
 Limits: (No Limits Selected)

Publication Date Overlap Uniqueness

Data Analyzed: **Florida Group**

	Totals	Pre-1900	1900-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1994	1995-1999	2000	2001	2002	2003	2004	2005	Other
Libraries Totals by "Library":	1962768	21913	82430	58373	215459	293863	350264	299278	392333	81505	60312	58247	40898	3762	17	4114
FLORIDA ATLANTIC UNIV (FGM)	799147	10450	37655	24405	78588	140325	173023	117609	136770	27369	19010	18150	13925	1155	6	707
UNIV OF CENT FLORIDA (FTU)	629098	2796	16195	13747	59691	62377	54626	116241	175737	39104	31376	31223	23299	2316	7	363
UNIV OF W FLORIDA (FWA)	534523	8667	28580	20221	77180	91161	122615	65428	79826	15032	9926	8874	3674	291	4	3044

Session timeout: 42:59

Internet

start 100% 1:33 PM

WorldCat Collection Analysis Service

Individual Library View

FirstSearch: WorldCat Collection Analysis: Analysis Results (Staff View) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail Print W Wordpad People My Computer Viewpoint

Search the Web Search Address http://www.firstsearch.org/WebZ/F5Page?pagename=wca_tableview:sessionId=sp07sw04-636 Go Links

Google Search Web 4 blocked AutoFill Options

Adobe Y! Search Web Mail My Yahoo! Games Personals Movies Music Sign In

Search the Web Go Visual Bookmarks Pop-up Bin Search Results Viewpoint

Export News Help

Data to Analyze: **My Library**
Column Values: **Publication Date**
Row Expansion Order: **Division > Language > Format > Audience**
Limits: (No Limits Selected)

Publication Date

Data to Analyze: My Library

	Totals	Pre-1900	1900-1949	1950-1959	1960-1969	1970-1979	1980-1989	1990-1994	1995-1999	2000	2001	2002	2003	2004	2005	Other
Divisions	13807	26	307	75	253	1716	4209	2401	2802	640	444	352	289	213	16	64
Totals by "Division":																
Agriculture	4					1	3									
Anthropology	21					1	3	4	7	3	1		1	1		
Art & Architecture	78		3	1	2	8	9	6	22	7	3	2	7	8		
Biological Sciences	6					2	1	1		1			1			
Business & Economics	1849	1	20	2	17	152	491	409	487	93	73	43	34	23	1	3
Chemistry	6					1	3		2							
Computer Science	2002			3	8	104	404	349	588	152	142	137	77	32	6	
Education	210	1	8		2	18	41	35	65	11	7	9	6	4		3
Engineering & Technology	673		9	7	17	121	248	133	84	13	22	9	8	1		1
Geography & Earth Sciences	47				2	4	8	10	17	5		1				

Session timeout: 14:45

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In the Web 2.0 World ...

- **Think streams, not documents**
- **Think platforms**
- **Think open**
- **Think people-power**
- **Think services, not products**
- **Think global**

In a Web 2.0 world ...

**OCLC is building platforms to mobilize
the collective resources of libraries
around the world**

Questions & Answers



Thank you!