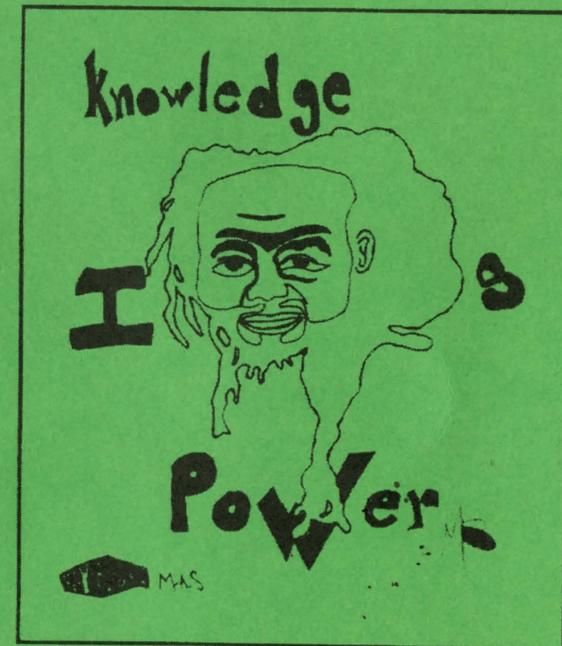


PROGRESSIVE LIBRARIAN

A Journal for Critical Studies & Progressive Politics in Librarianship

Issue #21

Winter 2002



**SCHOLARLY COMMUNICATION & THE INTERNET
CATALOGING UNION BUGS
ELECTRONIC OR PAPER
BOOKS IN PRISON
REPORTS ON PALESTINIAN LIBRARIES
READERS' FORUM — DOCUMENTS**

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SOS CALLS, BREAKING STORIES, NETWORK DISINFORMATION, AND THE PROCESS OF SCHOLARLY COMMUNICATION: IMPLICATIONS FOR INFORMATION INTERMEDIARIES

by Christopher Brown-Syed

Introduction: Caught in the Words of the Web

Harold Innis and Marshall McLuhan were among the first communications analysts to suggest a relationship between the medium through which a message was delivered and the recipient's perception of the urgency of that message. Innis analyzed the use of the telegraph in diplomatics, suggesting that international memoranda delivered through other media were perceived to be less important. McLuhan went further, suggesting that the medium was itself the message. Today, as organizations enhance their global presences cheaply and impressively using the Internet and the World Wide Web, their use of these media would appear to lend credence to claims to legitimacy and accuracy.

However, the new medium poses certain problems for information intermediaries such as researchers, publishers, and librarians, as well as for its end-users. Virtually anyone with a computer and access to a service provider can become an instant Web publisher. One cannot assume that these millions of users necessarily have professional training in the disciplines in which they publish, that they have subscribed *en masse* to the ethics statement of the American Library Association, or become members of Computer Professionals for Social Responsibility.

Consequently, we cannot ascribe authority and reliability immediately to any network resource. Moreover, trained in the assessment of printed

and audiovisual materials, but not necessarily of electronic ones, librarians, archivists, and other researchers, may have difficulty judging the salient features of network resources. The task is difficult enough when the information providers are people of good will. It becomes trickier still when they are malicious, deceptive, self-serving, or cavalier with facts.

The current paper examines three aspects of electronic communication. First, it presents a brief account of a study into the use of a Bitnet discussion by a geographically disparate group of library software users, predominantly in the developing nations, and its implications for technology transfer. Second, it discusses the use of the Net by astronomers and other scholars conferring about discoveries, and the implications for the scholarly publishing process. Third, it describes an attempt to subvert the process of research by "loading" a World Wide Website with misleading keywords, and explores some of the most controversial purportedly scientific documents on the Net. Finally, it presents some practical and philosophical implications for librarians and information specialists.

During the summer of 1996 we conducted a content analysis of traffic on Unesco's polyglot CDS-ISIS mailing list, categorizing postings and responses, and demonstrated how the list provided timely assistance to novice and expert users, making up for delays in, or complete lack of, vendor-initiated customer support. However, questions of the accuracy and readability of the postings suggested themselves, together with questions about the sophistication and technical competence of the respondents. (Brown-Syed & Witzke, 1997).

In the second example, we discuss the use of science-oriented Newsgroups by astronomers, recalling the worldwide confirmation of the discovery of the supernova, SN1987a in the pre-Net days, and mentioning some more nearly contemporary discoveries. In this case, we note issues such as the credit of discovery, intellectual property rights, and the sequence of scholarly publishing. As well, we present evidence of an attempt to misdirect Web search engines by the Heaven's Gate cult, and delve into some of the documents which contain questionable science, and discuss their impact upon the reference and research processes.

The current paper suggests that both ethical norms and essential investigative techniques will be required of information intermediaries such as library reference staff, and demonstrates the use of electronic "hallmarks" which equate to the approved sources of information used in cataloguing,

and to similar selection criteria for print and conventional audiovisual materials.

Please Help Me: The Net and User Support

Both the United Nations Educational, Scientific, and Cultural Organization (UNESCO) and the International Federation of Library Associations (IFLA) have long held that information is a prerequisite for economic and social development. Over the past two decades, electronic mail, Internet mailing lists (Listserv®) and Usenet Newsgroups, have become commonplace tools for organizations in developed nations. Can we demonstrate their potential for enhancing information provision in the less developed countries (LDCs)? Can we use communications technologies to rectify information disparities which they helped to create? In short, can the Net be numbered among Ithiel de Sola Pool's "technologies of freedom"?

The Computerized Documentation System / Integrated Set of Information Systems (CDS/ISIS) is a software suite designed by UNESCO to facilitate work by librarians and documentation specialists in developing nations. ISIS uses the ISO 2709 (MARC) standard for bibliographic data exchange, and is distributed free of charge in developing countries. This UNESCO project can be seen as complimentary to ongoing IFLA initiatives to promote the Universal Bibliographic Control (UBC) and the Universal Availability of Publications (UAP).

In the summer of 1997, we presented a paper at the World Order Conference, held at Toronto's Ryerson Polytechnical University (Brown-Syed & Witzke, 1997). In it, we discussed the role of an electronic mailing list (Listserv) in creating a worldwide polyglot community of ISIS users. With about 500 subscribers worldwide, the list is moderated by Hugo Besemer in the Netherlands, and accepts postings in English, Spanish, and French. We report the results of a content analysis of list traffic, backed by an informal survey, conducted during the summer of 1996. The study found that the list was being used to seek timely technical support, and as an arena for discussing common professional concerns.

While some of its functions appear to be characteristic of other Listservs and Newsgroups, we believe that the ISIS list presents many distinctive features. The most visible is its use of three official languages. ISIS users run the gamut from computer neophytes to software developers, and the questions posted to the list range from specific requests for emergency

assistance to detailed queries about software availability, installation, and enhancement. Requisite information is sometimes completely nonexistent or unavailable through official channels, and users support one another by generating or sharing it.

Because of the geographic dispersion of users, the variety of institutions they represent, the paucity of manuals in their working languages, and UNESCO's dependence upon third-party distributors, support for ISIS users could be problematic without some such means of linkage. The list appears to provide an appropriate technological solution to an otherwise intimidating logistical problem.

Messages in the ISIS list range from simple and straight forward queries about the use of the list itself, to questions about the availability of, configuration of, or enhancements to the software, to extremely technical questions about developing special programming code. Some users experience frustration subscribing to or unsubscribing from the list. Misdirected "unsubscribe" commands are generally the subject of civil corrective messages. For instance, on 23 February, 1998, an experienced user from Iran follows up a novice user's posting with useful information:

```
> How do I sign off PLEASE!!!  
Dear my friend,  
you should send the  
SIGN OFF CDS-ISIS  
command to:  
Listserv@NIC.SURFNET.NL  
not to cds-isis@nic.surfnet.nl  
Sincerely yours
```

In a posting of 3 April, 1998, an experienced poster from France reassures a user who doubts the propriety of his using the ISIS list rather than personal email:

```
N'hésitez pas à utiliser la liste de discussion ISIS. D'autres  
utilisateurs pourront aussi vous aider et ils seront souvent plus  
"informaticiens" que je ne le suis.
```

On 23 February, 1998, a Slovak academician posted a query about the availability of certain software:

Yesterday I managed to install microCDS/ISIS v3.0 on my linux system together with the Websis gateway for WWW access. Everything seems to work OK. [...] Where is it possible to get the documentation for CDS/ISIS Pascal?

As anyone who has followed conversations in esoteric Newsgroups or Listservs will know, answers to questions like these come rapidly, from a variety of sources, and with a great deal of variation in sophistication. The recipient, and perhaps the information intermediary, are left with the challenge of sorting out numerous, sometimes conflicting, suggestions, and taking appropriate action. A second problem comes later — when collections of email threads are made available at ftp sites on the Net, for example. The task of evaluating the relative merit of these postings may prove daunting to future historians and archivists.

For Immediate Release: The Net Moves Breaking Stories

On 24 February of 1987, Ian Shelton was working for the University of Toronto Department of Astronomy, at Las Campanas in Chile. Shelton had borrowed an ancient 10-inch telescope, and was using it to continue his doctoral work in his spare time. This was his third night of doing an inventory of a particular class of objects. (Marschall, 1988). When Shelton developed his photographic plate, something unusual seemed to be happening in the Tarantula Nebula region of the Large Magellanic Cloud. A bright object was clearly visible on the plate, in a spot which had been quiet the previous night. The object was, in fact, the Supernova SN1987A — the brightest object of its type since the year 1006. Johannes Kepler observed a fainter supernova in 1604.

As Marschall (1988) notes, the accidental observation occurred at a perfect time in the history of astronomy, because 20th Century instruments could study the event on a variety of wavelengths — including infrared, ultraviolet, optical, and radio. Davison Soper (1998) provides additional information about the chronology of the discovery and the instruments used to confirm it. Twenty years later, although the source itself has cooled, controversy and excitement over its nature still flares up in the astronomical literature. The exact mechanism behind the phenomenon (Royal Astronomical Society, 1997), the presence of mysterious rings about the remnant (NASA, 1998), and even its candidacy for a "black hole" continue to fuel debate — and to do so over the Web.

From an information studies perspective, what is noteworthy about this story is the manner in which Shelton's discovery was initially confirmed, given the time-sensitive nature of the exercise, and how the Net might be used to verify similar ones today. A Canadian astronomer, using a telescope in Chile, had made a discovery, but he had no way of alerting other astronomers effectively. "I had trouble even getting a phone call off the mountaintop back in 1987," he says (Shelton, private communication, 1998). In the event, someone had to drive to the nearest telex machine to alert the Central Bureau for Astronomical Telegrams, in Cambridge, Massachusetts, thereby alerting other observers and ensuring that its discovery would be properly credited. The telegram, reproduced in Marschall (1988), provided the coordinates of the object. Noting the lack of sophistication of networking at the time, Ralph Martin, of the Royal Greenwich Observatory, and the author of a network guide for astronomers, recalls:

We got our information about 1987A via a Telex and it was only some months later that we started getting the circulars via DECNET. Virtually everybody got it first via a telephone call and I can remember the excitement at being told of the neutrino results by a contact in Bristol. (Martin, Personal communication, 1998).

The story was different in the case of SN1993J. That event was accompanied by a second burst of signals, this time terrestrial. It came in the form of Usenet Newsgroup traffic, as observers around the world confirmed the discovery, and debated the significance of their results over the Net. The more recent purported discovery of cold fusion by Utah scientists — hotly contested and still uncorroborated — provides a steady stream of Usenet traffic to the present day, as an inspection of the Newsgroup, "sci.physics.fusion," will demonstrate aptly.

Discussing potential discoveries over Listservs or Usenet Newsgroups is not exactly publishing reports of them, since only those interested in, and presumably conversant with various disciplines are likely to read them. For instance, the American Philosophical Association has posted "preprints" of its members' articles to its Web pages for comment, but it is unlikely that the ideas contained therein would be stolen or used prematurely.

What happens when scientists issue press releases before the process of science has run its course, or when they release breaking stories or "research in progress" memoranda to the public or to the news media at

large? A good example is NASA's "LIFE ON MARS!" Web page, issued in its first iteration before the "discovery" had been properly debated, and long-since revised. The original screen layout featured a red background and a banner headline. If the peer review process is short-cut, even other scholars may be led to unfortunate conclusions. However, the quick release of reports about potentially important discoveries can enhance the public perception of science and scholarship — so long as the tentative nature of the findings is stated clearly. Building up hopes which might later be dashed is perhaps unprofitable.

Below the Bottom Line: Disinformation on the Net

In the summer of 1997, we were shocked by the mass suicide of a group of people who apparently believed that an alien space ship was hiding behind the Hale-Bopp comet. The cult, run by a couple known as Ti and Do, believed that the alien visitors were representatives of a higher form of life, which they might attain by shedding the vessels of their bodies. The visitors came with an offer of eternal life in this new form, and in the cult members' view, although suicide was inherently evil, rejecting such an offer constituted a greater one. Accordingly, they succumbed. Evidently, cult members were so convinced of the correctness of their position, they sought to lead anyone interested in aliens, religion, philosophy, or any form of metaphysical or spiritual development, to the "truth" which their ersatz religion offered. They did this by loading their Web pages with open and covert keywords.

Web search engines use the title tags and the meta-tag "keyword," found in document headers, to create indexes to Web documents. Some engines, like AltaVista, go further, indexing the actual texts of documents. This practice has made it possible to judge the "relevance" of items to a particular user query, and to rank items on retrieval lists by the frequency with which selected terms occur within them. However, because keywords may be tallied easily, but context is harder to determine, the mechanism is open to manipulation. Just as companies hoping to attract customer attention give themselves alphabetically prominent names in phone books — like AAAA Towing, Inc., manipulative Webmasters can "load" document headers with particular keywords.

While the practice of keyword loading has been going on for some time, it is perhaps best exemplified in the case of the religious cult, Heaven's Gate, whose members earned money by designing Web pages commercially. The

following keywords appeared in the meta tag, "keywords", within the document header. This field is intended for use in constructing search engine indexes. Since search engines increasingly tend to list apparently relevant sites at the top of search set retrieval screens, this tactic would normally cause the site to be ranked highly on such lists. The Heaven's Gate designers deliberately repeated several keywords, to increase the apparent relevance of the site.

Heaven's Gate, [...] ufo, ufo, ufo, ufo, ufo, ufo, space alien, space alien, [...] extraterrestrial, extraterrestrial, extraterrestrial, extraterrestrial, extraterrestrial, extraterrestrial, millennium, millennium [...] misinformation, misinformation, [...] angels, angels, angels, [...] Jesus, Jesus, [...] God, God, God

Note: so as to avoid misdirecting users to this online version of the paper, I have reduced the redundancy of the words in the quoted text. Words frequently occurred five or ten times.

A total of 101 keywords appeared in this field. In theory, the relevance of a document to a user's query depends upon the number of times the keywords used in a search request occur within the text of that document. For instance, a file containing several references to the Buddha is, in theory, more likely to be useful to someone seeking information on Buddhism, than one with only a few mentions of the term. Also in theory, the concept of relevance applies to the body of a text, not to its descriptive header. This is because the document header is only intended for control information, and because it is possible to perform a "unique" operation against it, reducing multiple instances of terms to single occurrences useful in indexing. The Heaven's Gate designers were apparently aware of the fact that search engine designers might "unique" their header. In order to ensure a high ranking for their site, they fastened upon a subtle and almost undefeatable method of inserting multiple occurrences of terms within the actual body of the text.

Using the "body bgcolor" tag, the designers first turned the user's screen black. Against this black background, they inserted an image file containing a star field. The text intended for public view was then printed in white or other light colours, creating a dynamic and visually striking effect. Finally, below the body of the text, the designers inserted a "font color" tag which turned any subsequent writing black. They then included more multiple occurrences of keywords. To use a print analogy, any subsequent words

would be printed in black ink on a black piece of paper.

Consequently, the terms would not be visible to a user, unless that user noticed that the apparent end of the Webpage was not the physical end of the file — below the last line of text, almost a full screen of empty black star field was visible. If a user became curious at this apparently inelegant waste of space and bandwidth, and used the browser's "view document source" option to examine the HTML code, the reason for the discrepancy would become apparent — the hidden keywords would be perfectly visible in the plain text display.

While it is possible to "unique" the keywords occurring in a document's header, it is not possible to do the same with words in the text — to do so would defeat the concept of relevance entirely. Since the "hidden" keywords were actually part of the text, even though not immediately visible to users, search engines could not reduce these multiple instances to single occurrences — for this would defeat the purpose of the relevance system. The keywords inserted included:

Heaven's Gate Heaven's Gate [...] ufo ufo [...] space alien [...] extraterrestrial extraterrestrial [...] misinformation misinformation [...] 144,000, Abductees, Agnostic, Alien, Allah, [...] Implant, Incarnation, Interfaith, [...] Krishna Consciousness, Lamb of God, Last Days, Level Above Human, Life After Death, [...] Reincarnation, Religion, Resurrection, Revelations, [...] Yahweh, Yeshua, Yoda, Yoga.

This "hidden" section of the document contained more than a hundred keywords. Does the "loading" tactic work? The short answer is "yes." On 20 April, 1998, an AltaVista search using the string "misinformation and extraterrestrial" yielded 251,120 hits. On the first page of the retrieval list returned by the search engine, two relevant citations were found:

1. RKKODY Sole survivor of Heaven's Gate. <http://www.rkkody.com/> - size 16K - 15-Dec-97 - English - Translate; and
8. Heaven's Gate - How and When It May Be Entered (Spookie Stuff) How and When Heaven's Gate, the Door to the Physical Kingdom Level Above Human, May Be Entered. Organized Religions Are Killers of Souls. UFOs and <http://>

The first site was no longer extant at the time of the search. The second citation pointed to a compilation of the cult's material, edited by a third party, whose editorial comment, "Spookie Stuff," had been inserted into the original title tag of the original Heaven's Gate home page. Aside from this brief editorial comment, the pages are presented intact.

If the Truth be Told

If network traffic is not as easily verifiable as the contents of peer-reviewed scholarly journals, can it still be used to good effect by information intermediaries? The answer is a qualified "yes." Before you pass on information gained through the Net, whether in the form of Listserv and Newsgroup traffic, or from Web pages, it is incumbent upon you to subject that information to at least the same level of scrutiny you would apply to a book or journal.

First, it is imperative that librarians, archivists, and other information intermediaries become familiar with the naming conventions used on the Net. The principal source of knowledge about the origin and trustworthiness of a page of Web information or an electronic mail message is the URL.

The Universal Resource Locator (URL) provides a standard means of directing people to network resources. It is the Hypertext Markup Language (HTML) code used to establish links among sites on the World Wide Web. A URL is a type of URI — universal resource identifier. A typical URL consists of:

1. a network protocol for obtaining a resource (e.g. http://, mailto:, telnet://, or ftp://)
2. a complete search path starting with a site's domain name (e.g. www.lisp.wayne.edu)
3. possibly, one or more directory names and a filename at the site (e.g. /csyed.html)

A site's domain name is like a personal or company name in a telephone directory. Like telephones, each machine on the Net has a number, called an "Internet Protocol (IP) Address." An example of an such an address is "141.217.97.3," a number not likely to occur readily to a human user.

Scattered around the Net, machines called Domain Name Servers (DNSs), maintain copies of this vast directory and facilitate lookups. Sometimes, a particular machine number may have several aliases. For instance, the names "valinor.purdy.wayne.edu," and "lisp78.purdy.wayne.edu," both refer to the same IP address.

Moreover, it is important to remember that many of the books about the Net originate in the United States, and usually provide domestic conventions. The principal divisions, called "upper level domain names," given even in canonical books like Krol's *Whole Internet*, are often taken as invariable by newcomers to the net. But anyone who has examined the URLs of more than a handful of sites, knows that not all of them end in ".com," ".mil," ".gov," ".org," or ".edu." Outside the USA, most countries maintain their own network governance structures, and assign domain names based on two-letter country codes, such as ".ca", ".au", or ".ch".

For information intermediaries, a knowledge of URLs is paramount. If you understand URLs and the domain name system, you will usually be able to identify the origin of a Web page or of a piece of email which you have received. An intermediary who is reasonably certain of the origin of information may be in a better position to assess its quality and authenticity. A user who understands URLs and the domain name system, may be able to "guess" the likely names of sites, thereby reducing the amount of time spent using search engines. An understanding of URLs, of the domain name system, and of the file structures and file types used on the Net, is beneficial to the users, and crucial to the designers, of network information.

However, verifying the origin of a message does not guarantee either its accuracy, or the credentials of the originator. A message originating from "mit.edu" might have been created by a professor of astrophysics, an undergraduate in creative writing, or a groundskeeper who is experimenting with the Net. Conversely, the groundskeeper might be a bona fide member of her local amateur astronomy club, and — like many non-academic astronomers — an acknowledged expert on comets or planetary observing. It is, therefore, incumbent upon reference librarians to become conversant with the Web sites, Newsgroups, and Listservs frequented by users in their subject fields, and to recognize the "net.personalities" who habitually post reliable information in them.

So far, we have been discussing information which can be obtained from the headers of messages. However, additional clues to the accuracy and

authority of the information must be gleaned from the text itself. Perhaps nowhere on the Net is the disinformative, the spurious, the suspect, more likely than in the Ufology Newsgroups, such as alt.alien.visitors, alt.conspiracy, alt.alien.research, and the like. One of the most popular constructs of this genre is the "Majestic" theory — which is premised on the notion of a super-secret group within the intelligence community charged with concealing the presence of extraterrestrial visitors to Earth. Based on archival material available at the Wiretap Project, we can piece together a summary of the popular material on the Net.

According to the contributors, Earth has been visited, at least since the Second World War, by a race of aliens known as the Greys, and perhaps by another race with yellowish complexions. In response to incidents of the early 1950s, a super secret group known as the Maji, Majestic 12, or MJ-12, was created to investigate and to control the situation. Their documents are labeled "TOP SECRET MAJIC," and they have access to limitless resources and intelligence. They may have used genetic engineering to cross-breed humans with aliens, and created a group of hybrid clones (possibly including the Men In Black). The Greys may not be naturally malevolent, since the First Nations knew them as kindly visitors. It is possible that the Greys have fallen under the control of another malevolent race. Friedman (1996) also notes another race with a yellowish cast to their features.

The Wiretap versions of several of the Majestic documents contain interesting disclaimers, suggesting the possibility not only of systematic disinformation, but also of "counter-disinformation." The preamble to one series of documents suggests:

The "author" of this work, "O. H. Krill" is believed to have been a joint effort ... to "smoke out the dis-informants in the field." For many of us who have been into this field for awhile, this file is held in low esteem.

The most obvious possibility is that the Majestic literature is the work of sincere but misguided individuals. A second possibility is that it is a clever work of mischief. Or, it could be a product of paranoia. A fourth possibility is that the story is true, and the preambles like the one mentioned are themselves deliberate disinformation. Science rests upon verifiability, replication, truth-telling. Given the maze of accusations and counter accusations, and the absence of peer review and vetting, one would be hard pressed to

pass judgement on such sources. It is noteworthy that the Wiretap archives have placed the documents in a directory called "Fringe."

What is of interest here is the interplay between network traffic and other components of popular culture such as television and film. Many of the components of this theory have been used to good effect as plot elements in the popular television series, *The X-Files* (20th Century Fox, 1993). A short-lived series, *Dark Skies*, which aired in the mid 1990s, told the tale of an agent who had defected from Majestic. The series suggested that Robert Kennedy had been murdered because he was about to go public with the Majestic material. (Columbia Pictures, 1996). The series' opening credit sequence includes a close shot of a document marked "TOP SECRET MAJIC," and a book bearing that title (Friedman, 1996) has been treated seriously in library and book trade reviewing sources. (Barber, 1996, Eberhart, 1996). Friedman describes himself as a relative newcomer to the Net, and one disappointed by the quality of material he found there. However, he notes that many books on the subject of UFOs are also unreliable (Fridman, private communication, 1998).

How is a librarian to judge the relevance of such documents for a client? It may be objected that we do not pass judgement upon articles appearing in print media such as supermarket tabloids, nor do we necessarily steer people away from mass market literature in general. However, one can usually infer from the appearance and layout of print material some things about its quality. Peer reviewed journals are easily distinguished from popular periodicals, and from supermarket tabloids. A librarian concerned with credibility can point out these design features without risk of appearing biased. The publishing process stands behind the print process, as the apparatus of film, television, and radio production stand behind the artefacts of those media. This is not the case with material from the Net, or from the Web.

With the elimination of the editorial process, characteristic of every other mass communications medium, the Net has perhaps enhanced the chances of achieving global, immediate, and truly democratic communication. It has also placed a greater burden upon information intermediaries such as librarians, archivists, and information scientists. Where a cursory examination of a publication's layout, title page, contents, and references might suffice for determining the credibility of publications in other media, an in depth examination of the contents of Network artefacts is sometimes necessary.

Clues to the authenticity and credibility of an email message, a network news posting, or a Web page may be gleaned from its apparent grammatical sophistication, the presence or absence of verifiable citations, the author's familiarity with the medium of communication, and the author's use of jargon appropriate to the subject at hand. Additional clues may include the author's reputation in the field, which can sometimes be determined by the reaction of other readers, or inferred from citation counts derived from search engines. Such detailed analysis is beyond the traditional purview of the profession.

Librarians face yet another challenge from the Net. Since time immemorial, the materials contained in libraries and archives have been categorized, arranged, classified, or catalogued. Such organization imposes meaning upon otherwise random and chaotic collections of data and information. To borrow a notion from General System Theory, we might say that a set of "emergent" meanings obtain from an organized collection of knowledge — that is, that additional meanings can be gleaned from the organized whole, which did not obtain from an examination of its parts. We know, for example, that there exists a discipline called 'astrophysics' and that certain works are part of its canon, by the fact that such works appear near one another on the shelves. This process of categorization has been one of the strengths of our profession, perhaps even one of its trade secrets, at least since the middle ages. The other great pillar of the profession, information retrieval, has depended to a large measure upon this underlying process. The Net, and the Web, and the popularity of keyword searching, pose grave challenges to these traditional strengths.

The Net may mean the end of librarianship as we have known it, and the beginning of a new age of confusion of ideas. But there is a graver consequence looming on the electronic horizon than the displacement of a relatively small number of professionals.

McLuhan suggested that when examining any medium or technology, we ask several stock questions: What does it extend or enhance? What does it render obsolete? What does it retrieve from the past? What does it produce or become when pressed to an extreme, i.e. if dialectically reversed? (McLuhan, 1988). We have dealt in some measure with the first two. In passing, we might observe, along with Thom Gillespie, that the prevalence of icons on the Web, calls to mind "the cave walls of Altamira and Lascaux...covered with pictographic drawings that even today we can recognize." (Gillespie, 1993). If carried to its logical extreme, an unmoder-

ated Net produces the end of science or scholarship, due to an unpredictable mingling of pseudo-science and opinion with the products of scholarly research.

Science, *scientia*, or the quest for knowledge in its broad sense, depends upon scientists' telling the truth as they see it, of documenting their apparatus and methods, and of providing means of verification. When these controls are absent, or difficult to discern, in a world in which it is increasingly difficult to judge the relative merit of ideas, ideas themselves become valueless. In a world in which the medium of expression is valued as highly as its contents, impressions alone will remain.

Addendum

After submitting this article to the conference, I discovered quite by accident that I had, quite unintentionally, used in its conclusion, some technical terms defined in the opening paragraphs of David Hume's *Treatise of Human Nature*. Hume declares that all perceptions are either IDEAS or IMPRESSIONS, the latter including sensations, passions, and emotions. Ideas, he maintains, are the "faint images of these in thinking and reasoning." Thinking and feeling, says Hume, are normally easily distinguished. But "in sleep, in a fever, in madness, or in any very violent emotions of soul, our ideas may approach our impressions...." Might we add, "or on the Net"?

Directions for Future Research

It may be possible to identify certain elements within ordinary email documents, from the headers and the text, for example, and the "bottom" (signature) area, and to predict mathematically their usefulness in estimating the relevance of a news posting or private message.

Here are some possible predictors in the headers:

- path line
- organization line
- subject line
- digital signatures
- reply to line
- from line
- time and date
- existence of purported site of origin

proxy and/or alias?
IP address

Possible predictors in the body:

presentation - grammar, spelling, organization
use of terminology appropriate to
familiarity with medium (netiquette & elegance)
signature (correspondence with header?)
citations (in the text proper)
number of repeated lines or words from other posts
number of original lines or words

Possible predictors from analysis of newsgroup archives:

posting record/frequency of current author
thread topic
citations (threads, raw counts from archives, etc...)
domains of origin of messages

An experiment could be constructed to compare the effectiveness of several of these potential predictors. With the wider acceptance of the DTD concept and the introduction of more SGML and XML to the Net, such studies could be extended to other elements within the documents.

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PROPOSAL FOR INCLUSION OF UNION LABEL DESCRIPTION IN BIBLIOGRAPHIC & ARCHIVAL CATALOGING

by Lincoln Cushing



Challenging Invisibility

*Step by step, the longest march
Can be won, can be won;
Single stones will form an arch
One by one, one by one
And, by Union what we will
Can be accomplished still
Drops of water turn a mill,
Singly none, singly none.*

from the cover page of the Constitution of
the American Miners' Association, 1864.¹

Data are like drops of water. Individually, they are usually quite meaningless. Only once they are organized, with purpose, do they take on significance. This article seeks to rectify the oversight by bibliographic catalogers to include information about a small but important item of published data — the union label, or “bug.”²

A Brief History of Union Printing

The dawn of modern printing occurred during the 1880s, when photoengraving and rotary presses made their debut. By the 1890s the production improvements included linotype machines, electric drives, and automatic paper feeders. Mechanization began to transform a small-scale industry into a trade with craft specialization.

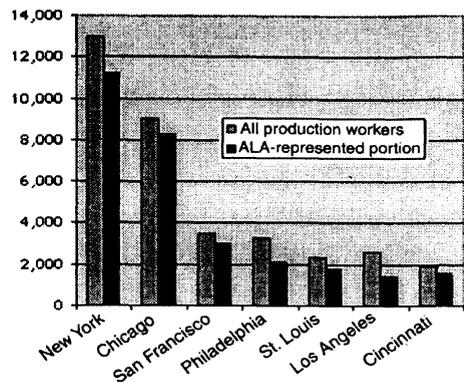
In January 1850, New York journeymen organized the New York Printers' Union, whose president was Horace Greeley, apprenticed printer and founder of the daily *New York Tribune*. Greeley was an outspoken advocate for social justice — “...the first if not the most important movement to be made in advance of our present social position is the organization of Labor.”³ The National Typographical Union was organized soon afterwards on May 3, 1852 (in 1869 it revised its name to International Typographical Union, or I.T.U.). Originally the I.T.U. was a comprehensive industrial union with a membership drawn from all phases of the printing process.

Technological developments at the end of the 1800's resulted in increased job specialization, which in turn led to segregation of union jurisdiction. Pressure formed within the I.T.U. for a separate pressmen's union.⁴ The International Brotherhood of Bookbinders (I.B.B.) was founded in 1892. The International Printing Pressmen Union of North America (I.P.P.U.) was founded in 1889, and by 1897 added the Assistants to form the I.P.P.A.U. The International Stereotypers' and Electroplater's Union (I.S.&E.U.) was formed in 1902. By the time the International Photoengraver's Union (I.P.E.U) was formed in 1904, four separate unions represented the portion of the printing trade outside the composing room. However, of these the I.T.U. remained the strongest and most stable printing union in the United States until the mid 1900s.^{5,6}

The Amalgamated Lithographers of America (A.L.A.), representing the lithographic industry, was founded in 1915.⁷ By the late 1900s a series of mergers consolidated many of the unions. In 1973 the I.P.P.A.U. merged with the I.S.&E.U., creating the International Printing and Graphic Communications Union (I.P.G.C.U.). Ten years later the I.P.G.C.U. merged with the Graphic Arts International Union to form the Graphic Communications International Union (G.C.I.U.)⁸, and in 1987 the I.T.U., suffering from declining membership in the face of dramatic technological changes, joined forces with the Communication Workers of America (C.W.A.).⁹

The impact of union membership on document production varied depending on geographical region, type of document, printing client, and date. As with most industrial unions, membership was highest in urban areas. Also, some parts of the country (Northeast, Midwest) have a history and culture that is supportive of trade union activities. The following chart shows the A.L.A.-represented workforce in 1958 and illustrates major regions of union membership¹⁰.

Union representation in the printing workforce, as most industries, has generally declined in the last half of the 20th century. In 1899 an estimated 26% of wage earners in printing and publishing as a whole were unionized, the percentage was 63% in 1935.¹¹ The current figure is approximately 5-10%. Another factor is industrial sector; workers in the newspaper and magazine sectors have always been more organized than those in the book and job printing sectors. The *San Francisco Chronicle* is one of many newspapers produced with union labor, and the Allied bug appears on the front page of every edition.



Use of the Union Bug

Printers have been known to use a bug to designate work by union labor as early as October 15, 1891, when it appeared at the head of the editorial column of the *Compositors (I.T.U.) Typographical Journal*. The first known use of a bug in commercially produced documents was by the I.P.P.A.U. in May 1893¹². The union label has at least five purposes¹³:

1. It is a protection against anti- or non-union shops that might otherwise profess union working conditions.
2. It can be part of a public-relations campaign to induce customers to buy union-made products.
3. It is a sign of good workmanship and quality standards.
4. It is badge of union prestige to attract new members.
5. It is warning against trespass by competitive unions.

In 1897, under the pact with Pressmen and Bookbinders, the Compositors agreed to a design for a new Allied Printing Trades Council label (see Appendix 1). In 1911 all five unions in the trade (I.T.U., I.B.B., I.E.&S.U., I.P.P., and I.P.E.U.) formed the International Allied Printing Trades Council (I.A.P.T.C.) as an inter-union agency to control and promote the use of the union label. By 1939 the Allied label was in general use throughout the printing trade and took precedence over the individual labels of the five internationals. Of course, this was not seen as an entirely positive activity

by the management side of the industry. The United Typothetae of America (U.T.A) was founded to represent the interests of printshop owners in response to the demand by the I.T.U. for a nine-hour day in the late 1880s. In 1899 the U.T.A. passed a resolution deprecating the use of the union label by its members and encouraged them to stop putting the label on work produced in their shops.¹⁴

The most common union bug is that of the Allied Printing Trades Council (displayed at beginning of article), and indicates that all production work, from typography through bindery, was performed with union labor. There are two exceptions to the use of the Allied label.



The first is shops that use their own printing union's bug, such as that of the G.C.I.U., when there is no regional council to issue an Allied bug. Some examples displayed above are the G.C.I.U. "football" bug and the Amalgamated Lithographer's Union.



The other exception comes from shops that are in-house duplication services for unions representing workers other than printers, such as the United Electrical Workers Union, the United Farm Workers, the California State Employees Association (used by California State Publishing), or the Industrial Workers of the World.

The label has always been, and remains, a symbolic weapon in the struggle between labor and capital.

Bug Metadata

Bugs usually appear discreetly at the corner of a back page or at the bottom of a title page. The example below¹⁵ displays the Allied bug in such a context. The Allied bug at the beginning of this article is large enough to easily observe all of its data components. The lower arc contains the geographic region, which may be a city ("New York") or a broader area ("Northern California"). Coupled with that location is a shop name or number. The number is permanently assigned when the shop is organized. A regional list of union shops, indexed by shop name and number, is available from the local Printing Trades Council. A national database is also now available on the Web.¹⁶

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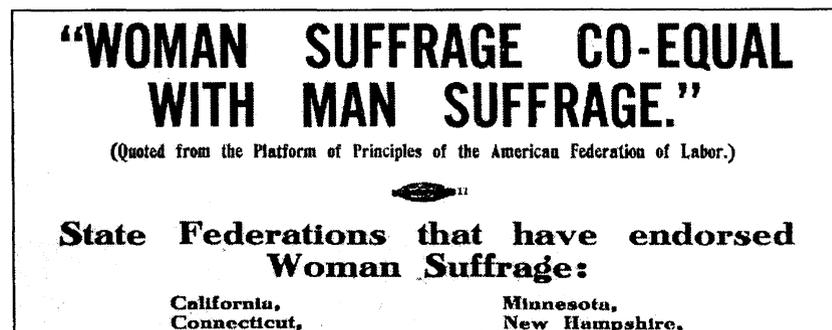
It should be noted that the union bug is a copyrighted symbol, and is occasionally accompanied by a © symbol. This adds a legal dimension to archival material duplication, because any reproduction of the document, commercial or otherwise, cannot bear the bug unless it is reproduced by union labor. The bug is protected by state laws as well as printing trade customs, with penalties for misuse including fines and imprisonment.

Union Bug Recognition and Oversight

Some catalogers recognize the importance of the union bug in describing materials. One example is a commercial website specializing in political campaign ephemera, including buttons and badges¹⁷ (significant text bolded by author):

209. "REPUBLICAN INTEGRITY: 41st PRES. BUSH" (w/Lincoln, TR, etc.).\$8.00
210. "MIKE DUKAKIS FOR PRESIDENT '88" w/union bug. r/w/b. cell. \$6.00
211. "BUSH-QUAYLE '88" r/w/b. litho. \$4.00
212. "DUKAKIS-BENTSEN '88" r/w/b. cell. mint. \$8.00
213. "ATU — DUKAKIS-BENTSEN '88" with union bug. litho. bright. \$6.00

Most catalogers, however, have no idea what to do with them. Full cataloging of bug-bearing documents either fails to mention them at all or indicates only that portion which is recognizable. The following document is from the Library of Congress's "An American Time Capsule: Three Centuries of Broadides and Other Printed Ephemera" on-line gallery.¹⁸ Because it provides excellent images of the artifacts, it is easy to identify items that have bugs and then view the documentation. A good example is the detail below of the poster "Woman suffrage co-equal with man suffrage." (New York, 1910). The Allied bug is clearly evident in the image.



The catalog text (below), however, reveals that the bug was an unknown cipher. It is a text element that could only be identified by three question marks in brackets. The shop number "11", however, is diligently indicated (significant text bolded by author). Direct inquiry confirmed, "The Library

"WOMAN SUFFRAGE CO-EQUAL
WITH MAN SUFFRAGE"
(Quoted from the Platform of Principles of the American Federation of Labor.)
[???] 11
State Federations that have endorsed
Woman Suffrage:
California...

of Congress has not sought to describe (this) level of detail...when encoding historical documents with the American Memory DTD."¹⁹

Sources for Guidelines for Cataloging Bugs

The authoritative source on cataloging guidelines is the Anglo American Cataloging Rules (AACR2r). According to Michael Gorman, Dean of Libraries at California State University at Fresno and editor of the AACR, "I can safely say that the Union Bug is not mentioned in any English-language cataloging code." A review of the 1988 edition provides several potential loci for specifying union bug information:

1. General Rules

1.4G1 *Place of manufacture, name of manufacturer, date of manufacture*

"If the name of the publisher is unknown and the place and name of the manufacturer are found in the item, give the place and name of the manufacturer"

2.4G1 *Place of Printing, name of printer, date of printing*

"If the name of the publisher is unknown and the place and name of the printer are found in the item, give that place and name as instructed in 1.4G"

2. Early Printed Monographs

2.16D

"Give the rest of the details relating to the publisher, etc. as they are given in the tem. Separate the parts of a complex publisher, etc. statement only if they are presented separately in the item. If the publisher, etc. statement includes the name of a printer, give it here. Omit words in the publisher, etc. statement that do not aid in the identification of the item and do not indicate the role of the publisher, etc. Indicate omissions by the mark of omission."

2.16H

"If the printer is named separately in the item and the printer can clearly be distinguished from the publisher or bookseller, give the place of printing and the name of the printer as instructed in 1.4G"

3. Graphic Materials

8.4G1

"If the name of the publisher is unknown and the place and name of the manufacturer are found in the item, give that place and name as instructed in 1.4G"

8.4G2 *Optional addition.*

Give the place, name of manufacturer, and/or date of manufacture if they are found on the item and differ from the place, name of publisher, etc. and date of publication, etc., and are considered important by the cataloging agency."

Suggested approaches for Bibliographic Cataloging

Because the union bug is a valuable piece of cataloging data, I would like to propose that it be formally included in AACR2, MARC, EAD, and other archival cataloging protocols. A rule change would provide designated subfields to record bug data should it be present. The logical MARC location for this information is in the *Physical Description, etc.* Fields (3XX); the current subfield codes are:

\$a - Extent (R)

\$b - Other physical details (NR)

\$c - Dimensions (R)

\$e - Accompanying material (NR)

\$f - Type of unit (R)

\$g - Size of unit (R)

\$3 - Materials specified (NR)

\$6 - Linkage (NR)

\$8 - Field link and sequence number (R)

An example of MARC record accommodation for bug data might look like this:

300 164p. \$h Union Label \$i Allied Printing Trades Council \$j #147 \$k Northern California \$l Inkworks Press

While dedicated subfields for bug information might be ideal, formal rules at this level change at a glacial pace. In the meantime, I would suggest that original catalogers adjust their current practice to include the relevant data under existing subfield \$b. An example might look like this:

300 164p. \$b Union Label, Allied Printing Trades Council, #147, Northern California, Inkworks Press

One practical problem with bugs is that they are often quite small or smudged and therefore hard to read. Some data, especially the Geographic Region, may even be illegible. Identification is another issue, and a central database of bugs would assist the description of labels from the many other

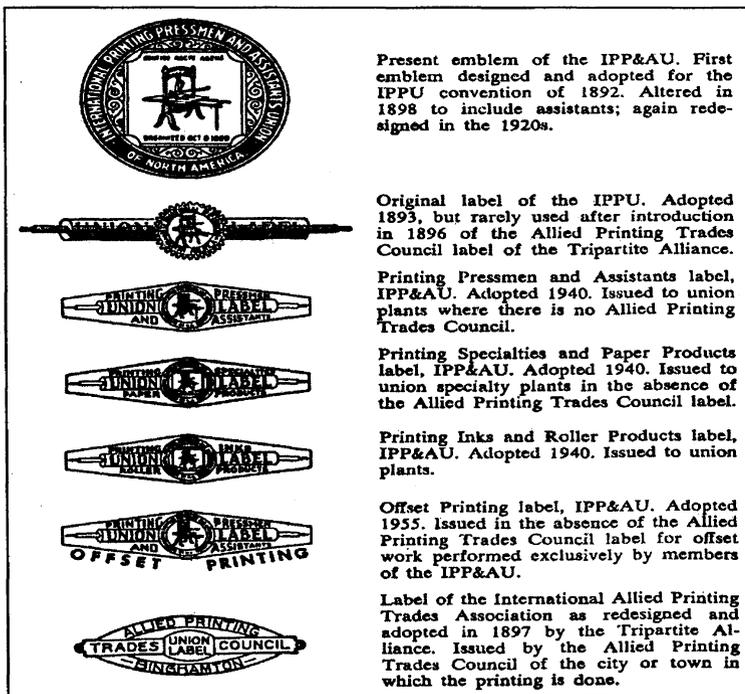
trade unions. Regardless of the challenges posed by proper and thorough cataloging, the first step is to begin acknowledging their very existence through the term "union label."

Conclusion

It is my belief that the inclusion of these data will be of value to future researchers and archivists. The trade union movement has a long and honorable role in document preparation and production, just as the library and archival community has done so for documentation and dissemination. Catalog inclusion of the union bug as evidence of this contribution is a small but significant step in erasing the historic invisibility of those that labored before us.

Appendix I - historic printing union labels

from *Printers and Technology, A History of the International Printing Pressmen and Assistants' Union*, by Elizabeth Faulkner Baker, Columbia University Press, 1957, Appendix VII.



Present emblem of the IPP&AU. First emblem designed and adopted for the IPPU convention of 1892. Altered in 1898 to include assistants; again redesigned in the 1920s.

Original label of the IPPU. Adopted 1893, but rarely used after introduction in 1896 of the Allied Printing Trades Council label of the Tripartite Alliance.

Printing Pressmen and Assistants label, IPP&AU. Adopted 1940. Issued to union plants where there is no Allied Printing Trades Council.

Printing Specialties and Paper Products label, IPP&AU. Adopted 1940. Issued to union specialty plants in the absence of the Allied Printing Trades Council label.

Printing Inks and Roller Products label, IPP&AU. Adopted 1940. Issued to union plants.

Offset Printing label, IPP&AU. Adopted 1955. Issued in the absence of the Allied Printing Trades Council label for offset work performed exclusively by members of the IPP&AU.

Label of the International Allied Printing Trades Association as redesigned and adopted in 1897 by the Tripartite Alliance. Issued by the Allied Printing Trades Council of the city or town in which the printing is done.

Footnotes

- ¹ The American Miners' Association, by Edward A. Weick, Russell Sage Foundation, NY, 1940.
- ² "Item 2040; bug, *U.S. slang* - Printed matter produced by a union shop," in Elsevier's Dictionary of the Printing and Allied Industries, by F.J.M. and E.F.P.H. Wijnekus, 1983. Although the term is used interchangeably in this document, I believe the term bug is more specific than union label, because it is in common usage in the trade and distinguishes it from the labels commonly associated with garments, cigars, and other products. Many different trades have their own form of public identification.
- ³ Printers and Technology; A History of the International Printing Pressmen and Assistants' Union, by Elizabeth Faulkner Baker, Columbia University Press, NY, 1957, page 50.
- ⁴ Yes, *pressmen*... the trade has remained overwhelmingly male (and white) since its creation.
- ⁵ The Printing Trades, by Jacob Loft (Labor in the Twentieth Century Series), Farrar & Rinehart, 1944, page 187.
- ⁶ The I.T.U. portion of I.A.P.T.A. membership in 1900 was 71%, and drifted downward; 61% in 1914, 52% in 1929, and 50% in 1939.
- ⁷ Labor Relations in the Lithographic Industry, by Fred C. Munson, Harvard University Press, 1963, page 25.
- ⁸ *Graphic Communicator*, newspaper of the Graphic Communications Union, October 1989.
- ⁹ Personal communication with Pete Rockwell, I.T.U. shop steward, spring 2000.
- ¹⁰ Labor Relations in the Lithographic Industry, page 243; figures are approximations based on 1958 Census data and estimation by the author.
- ¹¹ The Printing Trades, by Jacob Loft (Labor in the Twentieth Century Series), Farrar & Rinehart, 1944, page 203.
- ¹² Printers and Technology; A History of the International Printing Pressmen and Assistants' Union, by Elizabeth Faulkner Baker, Columbia University Press, NY, 1957, page 113.
- ¹³ "Indirect emphasis upon buying habits of general public in Chicago can be supported by the *List of Firms Whose Advertising Matter Does Not Bear the Chicago Allied Printing Trades Council Label, June, 1941*," The Printing Trades, by Jacob Loft, footnote #20, page 221.
- ¹⁴ The Printing Trades, by Jacob Loft (Labor in the Twentieth Century Series), Farrar & Rinehart, 1944, page 218.
- ¹⁵ Printers and Technology, by Elizabeth Faulkner Baker, title page.
- ¹⁶ <http://www.gciu.org/shop.shtml>
- ¹⁷ Ameribilia Books and Collectibles, <http://www.ameribilia.com/butcat.htm>
- ¹⁸ http://memory.loc.gov/cgi-bin/ampage?collid=rbpe&fileName=rbpe13/rbpe132/13200200/rbpe13200200page.db&recNum=0&itemLink=D?rbpebib:5:/temp/~ammem_u0CS::@@@mdb=ncpm,rbpebib,suffrg&linkText=0
- ¹⁹ e-mail from LeeEllen Friedland, Library of Congress, 4/24/00.

ELECTRONIC METAPHORS AND PAPER REALITIES

by Robert Terrio

The Licensing Agreement

The concept of "fair use" has been one of the most contentious aspects of licensing electronic databases and e-journals. This is largely a result of licensing agreement conditions operating under the authority of contract law instead of copyright law. Traditional library resources in the form of books and journals are governed by copyright law, which, under the aegis of fair use, permits excerpting and quotation, lending, distribution, and use for educational purposes. Additionally, these materials are bought outright by libraries. Copyright law tries to strike a balance between protecting the rights of creators and diffusing knowledge. Licenses should account for the user rights protected by copyright law, and most do, but producers of electronic resources are not relying exclusively on copyright to protect their investments. Agreements can express the principles of copyright law within the confines of contract law. For example, the right to lend to the public, under copyright law, may be reinterpreted by contract law as use by "authorized users" only, thereby narrowing and restricting the rights normally imposed under copyright law. Ann Okerson of Yale University Libraries illustrates one of the ironies of copyright law:

In a modern society supposedly based on private property, copyright both exalts and undermines the integrity of property in telling ways. It grants to the person who has written a text (created a picture, film, or dramatic work) an extraordinary power over that creation, though it may go to the ends of the earth, a power that lasts at least five decades beyond the author's death. Elvis Presley has already made more money dead than in all his career alive! (Okerson, 1996 p. 58).

Much of the defensive posturing exhibited by database and journal publishers and vendors centers around the belief that large numbers of users have the potential to access resources simultaneously, but I think this perception has been exaggerated. What publishers don't consider when libraries sign

site licenses, often at considerably more expense than multiple print subscriptions of the same journals, is that electronic access is theoretically more restrictive than access to the print versions. Because site licenses eliminate the need to specify exact numbers of simultaneous users (except in concurrent user pricing models), access restrictions imposed by vendors or by the libraries themselves provide authentication methods that adequately control use.

While no standard model for licensing electronic products currently exists, there have been efforts to develop working models for e-journals, and a few of the more reasonable expectations that should emerge from the considerable time and effort libraries and consortia spend developing licensing agreements would include several of the following options.

- ◆ One-time purchase of content, regardless of format

While librarians have grown tired of the "access vs. ownership" debate, the reality is that the purchase and long-term storage of electronic content has implications that need careful thought and preparation, which extends far beyond what many libraries are capable of at this time. Suffice it to say that purchasing the complete run of a high impact journal in paper is relatively uncomplicated to manage and find a home for on a shelf somewhere, when compared to the considerable planning involved in setting up and maintaining an electronic archive of the same material, but the option to buy outright should be available.

- ◆ Options for title by title purchases as well as bundled purchases

The reality is, we can do this now. Our institution's preferred mode for acquiring electronic access is direct from the publisher, although admittedly the number of titles is quickly becoming unmanageable. Journal bundling involves collecting all titles produced by one publisher who sells it as an "all or nothing" product. This is a particularly favorite way for the large science, technology and medicine publishers to sell their information. Libraries that purchase information in these packages (most do now) should carefully consider studying the impact factors of included journals. Libraries often cancel print journals in lieu of pure electronic, only to find out that access has been cut (meaning no access to backfiles) when contracts are terminated.

- ◆ Print purchases should not be a factor and should not be required to acquire electronic versions

The reality is that publishers don't want their print subscription base to erode, which is a main motivation for the content embargos (anywhere from 90 to 720 days in some aggregated databases) that frustrate library staff and users alike. The impetus for libraries to sustain a print subscription would be lost if complete full text availability online coincided with the print publication. One specialist in copyright law characterizes (with considerable bias to print journals) the problem:

Even when magazines move today to the on-line world, they have little to fear of a serious erosion in their paper subscription sales. Many glossy magazines are available over services such as America Online. For example, magazines such as *Time*, *Business Week* and *Scientific American* can be browsed online, and some are even accompanied by pictures. The slowness of browsing, the slowness of downloading the graphic images to the desktop computer, and the fact that many illustrations are not available, however, means that currently there is little competition between the computerized and the print versions of such periodicals (Trotter, 1995, p.2).

Granted, computer architecture and line connection speeds have vastly improved since that was written, but I believe there is a subtext here as well which implies a certain comfort and security in the printed copy. My experience has been and continues to be that people print what they are viewing on-line, particularly if it is an article of considerable length.

- ◆ The determining factor for authorized users should be affiliation, and not location

The reality is that if a user is being authenticated properly, physical location doesn't make a difference. The potential for use and abuse is the same, whether access is obtained from physical library property, or from a hotel in another part of the world.

- ◆ Contract should be exempt from any indemnification clause

The reality is that libraries cannot, under any circumstances, be held liable for the actions of users above or beyond the general proviso of good faith effort.

In theory, the license should provide for more cost-effective access to scholarly materials in order to support academic research, graduate research and teaching, and undergraduate learning. There is little doubt to the validity of the promise for electronic information to reduce publication costs over time, facilitate distribution of scholarly information, and improve scholarly communication, but a balance needs to be retained between author's rights and the larger public interest. Do publishers obsess about who may have access to a library collection that provides electronic access to their products? Most libraries outside of the corporate environment include *walk-ins* as a normal part of their licensing terms, which could easily allow access to corporate users who otherwise pay significantly above and beyond the costs that academic libraries incur for the same information products.

The current state of licensing remains in a transitional phase that requires considerable time and investment on the part of both librarians and publishers. Access models are also in a state of flux. In a recent case involving the *New England Journal of Medicine*, access methods for institutional users were changed from a 2-user per print subscription to a 5-user per print subscription model. At first, this change appears to benefit both libraries and users by increasing the user limit by 3. The catch here is NEJM's reckless decision to restrict those 5 users to specific machines, rather than controlling concurrent usage from their side via IP recognition. In direct response to their new access model, I asked NEJM directly if it was possible to have them monitor the concurrent usage the same way many other electronic resource vendors and publishers do, rather than limit to specific workstations (something, by the way, that is impossible at our institution because of we do not assign specific IP addresses to individual machines). My argument was less about 5 users per print subscription, which in our system would mean 15 potential simultaneous users, and more about convenience of access. To limit access to specific machines at individual libraries would defeat the very purpose of requesting on-line access, which is accessibility at any distance. The response was less than helpful: NEJM feels that concurrent usage models potentially enable a lot more access than institutions are willing to pay for. They explained that some publishers have tried it and found that 2 concurrent users actually accommodates a couple of thousand users' needs. Their belief is that 2=2,000=200,000. They went on to explain that they did consider implementing this access method, but they decided it probably wouldn't work very well. The math doesn't play out. If concurrent usage is monitored by NEJM, there is no further access being enabled, and 2 users=2 users. The reality is that print subscriptions techni-

cally have an infinite potential user base even given the limited location where they reside (most periodicals do not circulate outside the library). Electronic resources can be configured to restrict access in enough ways to prevent potential abuse, and publishers need to take a hard look at the impact their decisions have on institutional subscribers. Has NEJM considered the consequences of what physicians will do who depend on bedside access to help with patient diagnosis and treatment?

Collection Development

Many facets of collection development assume new roles in the electronic environment. Planning and collection functions require modification as electronic products enter the equation: the folks who identify, evaluate, select and de-select, formulate policy, monitor budgets, and evaluate collections have all seen simpler times, and are now living in interesting times. Those librarians who "live on the edge," whatever that might be in library parlance, welcome exponentially larger volumes of information choices and we look forward to the challenge of honing new skills to work with emerging models for acquiring, maintaining, cataloging, using, and preserving this information. Those who long for simpler times lament the fact that we are less able to control the quality, and shape the content, of our collections. The mad rush to incorporate all things electronic into our collections is reaching epidemic proportions while the reliability of the "quality vs. demand" selection philosophy seems to have given way to the unpredictability of instant methods of access, which often results in a tradeoff of quality for quantity. Indeed, one of the primary tenets of the collection development librarian is to provide quality products that support the needs of their clients, making client-driven decisions whenever possible. Above all other selection criteria, (relevance, scope, faculty requests) cost is the overriding factor in deciding whether to initiate a purchase, particularly with regard to journals. Electronic resources will compete for dwindling funds along with traditional monograph and serials title lists, but on-line journals exhibit no more content value simply because of the format in which they are published. Likewise, as new subscription models and increasingly more complex licensing terms emerge, librarians will find themselves operating in an environment where collection development functions are impaired by institutional and budgetary restrictions. They must now meet the challenges of emerging technologies within these restrictions, while at the same time remaining cautious not to alienate the old guard and their devotion to the traditional resources. Relationships with vendors are becoming more involved so librarians can better understand

new trends in subscriptions, publishing, and technology.

The proliferation of electronic journals in the sciences is staggering. The reasons are fairly obvious: the immediacy with which scientific literature is disseminated makes electronic delivery the preferred format. Searching abilities are now possible that were impossible in print-only formats. Authors benefit from the reduction in publication time which, in turn, may introduce their work to wider audiences. Scientific publishing is also a money-making operation: the American Association for the Advancement of Science finances most of its activities with income from its publication, *Science* magazine (Karow, 2001, p. 2). The number of on-line publications in the humanities and social sciences, however, falls considerably short in comparison to volume of periodicals published in the sciences and medicine. A number of journals in the humanities and social sciences (for subjects requiring sustained study or repeated reading, both for depth and complexity of the subject matter) have publishing irregularities that would make the cost of putting them on-line prohibitive. The impression that electronic publishing is substantially cheaper than its print counterpart is decidedly a myth that continues to be perpetuated, but is regularly disputed:

Certain parts of the production process can be expedited with the effective use of computers and networks, and significant cost savings can be realized in those areas. However, there is a substantial design cost in setting up an electronic production stream, and while this cost could be recouped if all things were otherwise equal, it is also the case that additional processes must be brought into play to handle electronic material that is more complex, and that tends to require more costly intervention when problems arise.

(Biemesderfer, 1996).

In a 1999 report for the Council on Library and Information Resources, Abby Smith states, "What we have found is that digitization often raises expectations of benefits, cost reductions, and efficiencies that can be illusory, and, if not viewed realistically, have the potential to put at risk the collections and services libraries have provided for decades." (Smith, 1999, p.vi) The reality is that the movement has been, for some time, to do more for less money, and libraries need to maintain collections, manage new technologies, and recruit new staff with one eye toward tradition, and one eye toward these new directions.

As technology progressed in direct concert with the inexorable information explosion of the 1980's, many in collection development roles, especially those charged with balancing inadequate fiscal resources against uncontrollable costs, embraced the vision of access versus ownership, certain that the proper mix of technology and management voodoo would save us from a most bleak future. (Johnston and Witte, p.3-4)

Archiving

The future for libraries seems to lie in a policy of access rather than ownership. Curt Holleman, director of Collection Management and Development at Southern Methodist University in Dallas distinguishes between forms of access, in that

ownership is the quickest form of access; it is often faster to get a book on interlibrary loan than hope to find a book absent from its place on the shelf. And many patrons find it quicker and more convenient to order a journal article through a commercial vendor than to go to the library and find it. By the same token, access without ownership is much more expensive than simple ownership. (Holleman, p.50-51).

Storage and preservation in an appropriate format is undoubtedly a consideration for today's librarians, but at what cost? Will the technology we rely on today be supported tomorrow? Compact discs may last upwards of 100, 200, 500 years or more, but will we have the technology to read them? The expense of sustaining a balance between technology and medium can be prohibitive, and the chances for data corruption or loss when an upgrade is implemented borders on uncalculated risk.

The most obvious problem for preserving electronic information is the obsolescence of physical storage formats. The officeworld has gone through transitions of digital storage devices from 8-inch floppy disks, to 5.25-inch floppies, to 3-inch diskettes, to CD-ROMs, to DVDs. Digital artists, requiring larger file sizes, have also used a variety of optical storage disks, DAT, Syquest, Zip, CDRW, etc. But these storage devices become obsolete very quickly, and today it's very difficult to find a drive for one of these storage devices that will work with a contemporary computer. For digital works, technologists offer the "solution" that we need merely copy a

file onto a new physical storage medium as the old medium becomes obsolete. (Besser, 2001)

Successful projects in digital archiving have been undertaken by nonprofit organizations, and the risks that publishers and vendors would bring to the archive arena could prove counterproductive to the goals of such a project. For example, should we expect them to maintain their archives, even when it compromises their motive for profit? The creation and maintenance of journal archives should follow a system of shared responsibility, where decisions about its fate are made through democratic vote and concern for the materials at hand. Although most libraries will not be capable of replicating and storing their journals in digital format, they will be able to turn to organizations like JSTOR. JSTOR began as a project to address the shortage problems that libraries face, both physically and financially. It has been hugely successful because it has earned the trust and respect of librarians and publishers alike, two groups who often disagree. While JSTOR adheres to the system of shared responsibility among many organizations, some have pushed for a national repository for digital information, where materials from publishers, academies, and the government would be evaluated by legislative or statutory requirements and enforced by a consistent archiving policy (Haynes and Streatfield, 1998, p. 2).

Print journals will not be replaced exclusively by electronic journals any time soon.

The large publishers argue that ceasing their print operations will save only a small proportion of their total budget, and that in the intermediate period when publication is in dual form, their costs are actually raised by the need to provide both forms. The radicals who argue for a complete reform of the system use zero-based budgeting to demonstrate that costs could be drastically lowered, if new electronic-only journals were started from scratch.

(Rowland, 1997, p. 4).

Journals available only in electronic format will hopefully continue to be viewed with healthy skepticism, and should not be considered reliable for permanent deposit until the robustness of the technical infrastructure is such that it can support the requirements for long term storage and a consistent level of content standardization has reached critical mass.

In the wake of the recent collapse of NetLibrary, the first viable e-book model for libraries, a scenario emerged that supports the argument for licensors to at least provide archival copies of their products to licensees. More importantly, it illustrates the necessity for product developers to precisely define and effectively provide archived materials whose translation mechanisms are inseparable from their data structures. The University of Texas at Austin and a number of other libraries that made substantial investments in NetLibrary came up empty-handed when they recently went belly up. The last-minute buyout by OCLC may allow contractual obligations to be honored, but it is still questionable as to whether NetLibrary has the right to provide archived copies of its books (Fialkoff, p.97). The escrow agreement paragraph states that customers may not be entitled to the hardware or software components that are used to represent the data, leaving the subscribing institutions with content and no mechanism to articulate the content. It is just these types of clauses that should signal the writing on the wall: serving digital information is still in its infancy, and in this case, the provider has spelled out the fact that they may cease to maintain their data in a readable format, which should send up the warning flag to the licensee that it takes more than just possession of raw data to effectively use the archived material. My own institution chose not to buy the archived information because the particular collection we purchased focused on computer reference books and similar titles that had high turnover rates in the types of information they provided. The NetLibrary example clearly illustrates the need for institutions to more closely examine the products and services they are buying in terms of their long-range integrity.

As we face the new challenges of preserving and managing digital information in the library, we hopefully do so with prudence, enthusiasm, and a smattering of skepticism thrown in for good measure. Which comes about first, though, practice or theory? Are we to make assessments in relative isolation without understanding the attitudes and behaviors that influence the acceptance or rejection of the digital environment, and then center all of our patterns of operation based on these narrow definitions? Or should our rationale for developing policies and methods for acquiring and maintaining materials in the digital environment reflect the long-standing traditional practices of collection development? Planning for the increasing demand and usage of electronic content will hopefully encompass both viewpoints, and the essential prevailing concept as the basis for selection and acquisition will optimistically remain selection based on disciplinary need and content, and not format alone.

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FROM THE ALTERNATIVES LIBRARY

BOOKS IN PRISON

by Lynn Andersen

The United States has recently had the dubious honor of surpassing all industrialized countries in the number of people imprisoned. Sadly, a significant number of juveniles are caught up in the justice system. Data from the *Juvenile Offenders and Victims: 1999 National Report*¹ show that nationally 363 juveniles were in custody for every 100,000 in the population as shown by the 1997 juvenile justice census. From the same data we learn that 106,000 juveniles were being held in residential facilities as of October 29, 1997. Facility administrators have indicated that the recidivism rate in New York State for youth offenders is nearing 85 per cent. Many of these young people have dropped out of school before the age of 16 and are incarcerated at a younger and younger age, some as young as 13 are convicted and sent to maximum security residential facilities. Among the bleak statistics are the more positive results of studies indicating a direct correlation between education, enrichment, literacy and mentoring programs and the reduction in rates of repeat incarceration for youth who are offered such programs. Unfortunately, because of a lack of vision and commitment by government agencies to providing equal educational and enrichment opportunities to all youth, it is often necessary to address these issues by the back door after young people are incarcerated. Once a juvenile is locked up, government funds only provide for a basic education with the number and quality of enrichment programs being dependent on the work of volunteers.

Though operations at juvenile facilities include a teaching staff and in house mentoring, it is crucial to the well being of incarcerated youth that they have contact with members of the community outside the facility. As librarians, we have the resources and status to be leaders in working with community volunteers to fill the gaps in the educational needs of these young people. The Durland Alternatives Library (DAL) Advisory Board and Staff is involved in the ongoing development of the Books in Prison project

designed to serve the particular needs of locked-up youth. The following is a description of what we have tried, what has been successful and what is still in the "let's see if this will work" stage. It is our hope that we can develop some sort of model that other groups could adapt and use in communities where youth, as well as adults, are incarcerated. I would like to present this material as the beginning of a conversation that we librarians can continue through this publication and other means available to us. Let's share our ideas and activities that address the issues of at-risk youth both in and out of detention and strengthen our presence in these areas.

In the summer, 2001 issue of *Progressive Librarian*, I gave a summary of some basic programs the DAL board and staff introduced to the residents of a maximum security youth facility in our area. A few of us began our work by becoming members of the Citizens Advisory Board of the facility. In that way, we were able to work from within to gain the trust and support of the administration. It also smoothed the way for the implementation of all the programs that followed and made it possible for us to spend time with the young men at the facility in order to find out what interested them and what particular needs they wanted addressed. From our initial contact, we slowly began to focus on the types of activities that would be of most interest.

There were requests for more books — music to a librarian's ear. Our first move was to donate books from those we had collected for a library book sale and, as a supplement, to offer the facility librarian a rotating collection of books from our shelves. We then applied and received a grant from the Tompkins County Friends of the Library to purchase specific books requested by residents and the librarian at the facility. In addition, we provided four one-time programs — two on African cultures, Kenya in the east and Senegal in the west, and two on poetry writing.² It was a start, but we felt a need for more in the way of ongoing programming in order to have a long-term and positive impact on the young men at the facility. Two programs developed out of our beginning work.

One member of the library advisory board took it upon herself to create an offshoot to Books in Prison. Marjorie Olds developed the Teach in Prison project that involved getting professors at Cornell University, Tompkins-Cortland Community College and Ithaca College to teach courses to residents who had passed their GED exams. It has taken some time and doing to organize an ongoing cycle of classes that could be taught at the facility, but in spring of 2002, a computer design class was offered as the first of the project's college credit classes. Following that, a summer session course in

civil law was begun and is continuing as of this writing. Upcoming in the spring will be a second class in computer design using the students who completed the previous class as teacher's assistants. There will also be a class offered in African Studies as well as a summer session class in Spanish. Non-credit classes and workshops will be given throughout the fall and winter on a wide range of topics — contemporary music history and language, anatomy, and debate are a few that are planned. If there is interest, full classes will be developed for the topics. Taking these classes offers residents an opportunity to begin work on college degrees while incarcerated and gives them confidence to continue their studies upon release. That in turn gives them a better chance at early release when appealing to the parole board.

Another initiative started by Marjorie Olds is the offering of parole board practice sessions for residents who will be called to appear before the board. It is hoped that we can work with them to help them make their best possible appeal for release. A series of questions has been provided by residents who have already experienced going up before the parole board. Our first sessions began in October of this year. The ad hoc group will be comprised of citizens' advisory board members, Alternatives Library board members, local college students and facility residents. We have been helping residents informally over the past several months and have found that the coaching really does make a difference.

Another long-term project undertaken is a follow-on to the poetry workshops. So much interest was generated by the workshops we felt it imperative that we continue working with the poets of the group. The young men were asked if they would like to create an anthology of their poetry to be published by the Alternatives Library. The response was one of excitement and immediate offers of poetry. Since I am at the facility on a regular basis, I became the project poetry collector. The poetry collection and the computer text entry took about six months. Then a local computer designer³ volunteered to lay out the whole project and prepare it for a printer. In the meantime, one of the residents finished the cover art. Once we had copy that was satisfactory to the artist, writers and to us, we sent the disk and hard copy to our printer and had the proofs back in two weeks. It looked good, so we went to press. In another two weeks we had 500 copies of our book, *Inside Coming Out: Incarcerated Youth Express Their Feelings*. But we weren't finished yet. In spite of having gone over every page of the manuscript, we missed some last names that had not been changed to initials only, and that's a no-no. Because the records of juvenile offenders are not

available to the public, and the names are protected, before distributing the books to the contributors and letting them out to the public, the administrative staff had to go through every book and black out any reference to last names. By early summer, all participants in the project had been given five books and the rest are being offered as thanks to anyone donating to the project. The money is put in a special account and is used to continue the writing program. We started the second book on 9/11.

Through all the time that volunteers and residents have spent together, it is clear to everyone that the individual projects are not the most important part of our work. They are the vehicle we use to be with each other, to build trust, to offer and receive advice, to gain understanding of each other and our oh so different worlds, and to find common ground where we can share knowledge, experience and ways of helping each other. It is the work of mentoring and commitment, teaching and listening, and fighting for the rights of young people to get the support they need to break out of the cycle of incarceration.

Footnotes

- ¹ *Juvenile Offenders and Victims: 1999 National Report*, Howard N. Snyder & Melissa Sickmund, National Center for Juvenile Justice, September 1999, Office of Juvenile Justice and Delinquency Prevention, U.S. Department of Justice, Office of Justice Programs.
- ² Poetry workshops presented by Ken McClane, a writer and resident of Ithaca, and funded by a grant from Poets & Writers, Inc. of New York City, NY.
- ³ Marcel LaPow Toor, Graphic Designer, Ithaca, NY.

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REPORT: PALESTINIAN LIBRARIES

PALESTINIAN LIBRARIES: LITTLE PIECES OF HEAVEN IN HELL

by Ghada Elturk

July 2002 is a memorable month for me. It was the month I went back to my birthplace for the first time since 1983. I went to see my father, whose health is deteriorating, and to visit with other family members, including sisters and a brother I haven't seen in twenty-two years.

Soon enough, on arriving there everything around me seemed like the ultimate hell. Everything and everywhere – in Beirut, Lebanon, in Ramallah and in Jenin on the West Bank in Palestine.

In Beirut, living conditions in the refugee camps, in the aftermath of so many wars launched against Palestinian civilians, were heartbreaking and disorienting. I had worked in those camps before. Living conditions were bad back then, but now they seemed unreal, as if in a movie: exaggerated horror, subhuman and filthy. Lebanese army checkpoints surround the outskirts of these camps; Palestinian checkpoints posted on the inside. Poverty, garbage, crowded streets and markets. Everything – buildings, streets, people – seemed dying and beyond help or recovery. Walking through the camps was easier than driving, but when you walk, you trip over garbage and skirt open sewage, while your hands and arms make a path for your body through the throngs of people rubbing and sliding closely all around – a sickening dance. The stench of everything combined beyond words.

The Palestinians in Lebanon are forbidden from working in some 70 or more professions, one cause of hardship and poverty. The situation in the Palestinian camps is not of their own making. The camps were never like this during the time I lived in Beirut before 1983. There was poverty but not filth, destruction, and more filth. These Palestinian refugee camps are like big jails and strikingly similar to the camps in the Gaza Strip.

In Ramallah and Jenin, living conditions were similar, but painted with

occupation, siege, curfews, checkpoints, arrests and random and planned killing. Poverty, unemployment, political uncertainty, lack of food, were obvious. You didn't need a second look to realize you were living in a war zone, no matter how close you are to "borders." Curfews are lifted at random, announced only to the baker, who calls his customers, who call their friends and neighbors – thus word that a curfew has been lifted is spread. Curfews are re-instated without notice. You are stuck wherever you happen to be when a curfew is imposed, whether at work or the market. You wait for the curfew to lift to go back home, but the checkpoints get you first and you might be stuck for the rest of the day or the night if you're not allowed to pass. Israeli checkpoints are posted between villages, in the middle of dying olive tree orchards, in the middle of dust and heat.

It is my habit, wherever I land, to visit libraries and bookstores. I am a librarian after all, and to me such visits are, beyond doubt, the most satisfying part of the time I spend in "new" places. Not only because they are my "natural" environment, but also because I talk with the people around me and feel the pulse of a newly encountered place, hitherto unknown to me.

In the refugee camps, I did not find life. I found what I call "surviving hells." Family gatherings, unlike the old times, consist of just sitting around, just being there between one battle and another, one curfew and another, one electricity blackout and another. Politics and economics all contribute to devastating and inhuman conditions under which civilians try to hold on to some semblance of normalcy in the midst of a surreal and life-threatening existence.

But even in this "surviving hell," bookstores and libraries exist. The bookstores I visited have very limited and old publications to offer customers. The stores that have a larger selection are connected to universities, stocked primarily with textbooks, journals and specialized magazines – most of which are out-of-date, incomplete and limited. In spite of their sparseness, however, the shelves present an order, a contemplative atmosphere creating the little heavens of sanity that seem to be all that's left for the Palestinians.

When you walk to a library or cultural center in the West Bank, you walk across tracks left by military tanks that crush street and sidewalk pavements, smash cars, and eat parts of fences and homes. When you walk to a library or a youth center in Lebanon, you walk through garbage, dust, noise and the

certain feeling of so much violence in the air, and mass graves all around you. As you step into one of these little heavens, you are surrounded by organized space, colored painting on the walls, posters. And you appreciate the quiet, the quiet we amuse ourselves with here when we associate a librarian with “ssshhhhh.”

While in Ramallah, I took advantage of a curfew that was lifted from 9 a.m. to 3 p.m. to visit four libraries.

The Public Library of Ramallah Municipality is a public lending library, in a three-story building with the children’s department on the lower level. Here, the damage left by more than two Israeli military invasions was not very obvious. The building, furniture, the collection, everything was very impressive, considering the situation, clean and well organized. Staff was working hard before the curfew was re-instated. I spoke with patrons and staff. Understandably, not many children were using the library. Instead parents were checking out books for their children.

The staff told me they had a full summer program for children and youth, but they didn’t want to take a chance and go ahead with the programs because they did not want to risk children’s lives or well-being should anything happen.

The staff shared with me a flyer produced for the summer program, which had been planned to run Saturdays through Mondays for children ages 8 to 13. At the library facility, the children would have watched plays and puppet theatre, film screenings and music concerts; they would have attended lectures on the environment, enjoyed storytelling, participated in book discussions and writing; they would have engaged in art exhibitions, drawing, art and crafts. They would have gone on fieldtrips to the Palestinian Legislative Council and to the Ramallah Municipal Park and Gardens. Children and youth would have, but for the danger did not.

Indeed, another great concern was that some of the performers, storytellers and artists would have to travel to Ramallah from other cities, towns, and villages, and due to curfew and unpredictable Israeli military actions, the library staff also did not want to risk bringing these people to Ramallah.

At the Khalil Sakakini Cultural Center Foundation, a non-profit organization, destruction by Israeli military action was more obvious, and despite attempts to fix previous damage, newer damage to the walls, glass, furni-

ture, doors was apparent. The Sakakini Center is a beautiful, old, three-story historical site. A music hall is on the third floor, offices and small exhibit spaces are on the second floor and an art gallery is on the first. The Center offers art, poetry, music and film programs for children, youth, families and adults. The staff said they had decided to take their chances with curfews and military actions, but made changes to the programs with respect to time, materials and audience participation, due to the military situation.

The Center continued to offer programs and activities because they wanted, among other things, to “provide badly needed outlets for creativity, entertainment and relaxation to the public attending them.” Some of the programs offered explored arts in various mediums, provided open summer night concerts that gave voice and space to the talents of mainly amateur young musicians, poets, dancers and singers. During Ramadan 2001, the Center held “solidarity iftars” for those who were alone during the holiday as a consequence of the violent events: students who live away from home and low ranking soldiers who live outside their headquarters. The four evenings consisted of a break-the-fast meal, a concert and the distribution of care packages. CNN aired a positive report of this activity.

The making of four patchwork quilts was a project arising from the consequences of current events. One hundred and fifty-six mothers who have lost their children since September 2000 embroidered a loving tribute to the lives of their sons and daughters. The goal of the project is to help the mothers deal with their grief and teach them a new and income-generating craft. The quilts are in their final stages and will be show-cased around the world.

The damage and destruction were very obvious and alarming in the Al-Quds University Institute of Modern Media and Al-Quds Educational Television in Ramallah (Al-Quds means Jerusalem). The Israeli army occupied the university compound for 17 days and transformed it into a headquarters and a detention center. Furniture, computers, equipment, cameras, walls, windows...everything – every single item – seemed to have had a blow, a total or disabling blow. Staff continue to work as do so many others between one curfew and another, faces stunned yet trying so hard to conduct daily business as normally as possible.

I also visited the Museum of History and Archeology. Destruction is obvious there as well. Some was repaired but more damage had occurred later. All the collection was in boxes. Staff was maintaining and cleaning,

but, again, just trying to deal with reality.

Most of the adults I saw in the libraries and bookstores were students from various universities who could not attend classes or take exams. They were meeting with professors, who were conducting classes in the library. This was a practice that I saw often wherever I went – in bookstores, cafés, ice cream parlors, and restaurants. You would see a table with one or two professors and students either listening to a lecture or submitting papers, asking questions about research, bemoaning the lack of resources, and trying to convince the professors to accept their papers with the limited resources cited. The students lacked access to what the professors were asking them to read. Because of the economic situation, unemployment, and extremely low incomes, the majority of students cannot afford to buy required textbooks, let alone additional supporting and enriching material.

During the time I was in Ramallah, graduating high school students were not able to take their final exams – “Tawjeheyah.” This not only affected individual students and the school system but also the universities, because neither the universities nor the students knew how many students would be eligible to attend the upcoming school year.

In Jenin, the educational achievement of children I met was next to nil. Young elementary school age children could barely identify letters and numbers. Many had no attention span whatsoever, even for the most animated and diverse storytelling and games I tried to engage with them. When electricity was available during programs televised for children, they watched television. I am not sure of the quality of what they watched. Traditional home activities for children are lost in the current climate under occupation, since family gatherings that once included storytelling and games, among other things, seldom do so now. Ironically, with the curfews, children spend much of the time locked in their homes playing “war.” They use blank white paper torn from their school supplies to make play guns. When curfew is lifted they run to the store to buy stale candy and sweets.

Civil and governmental life is interrupted, due to a major loss of equipment, databases, and documents. There is so much destruction. Tom Twiss’s compilation of the damage to the libraries and cultural centers is comprehensive and accurate, as I saw at the places I was able to visit and meet with staff, or talk to people who saw the sites I was not able to visit.

Following is a summary of the needs I gathered from conversations with library staff in the West Bank, regarding what concerned librarians in the U.S. can do to help them out:

- a) Help pay for periodical subscriptions so they don’t lose them or have a gap, since mail is unreliable and they might not have money to pay for subscriptions.
- b) Help them bring some of their art exhibits and programs to tour the United States of America, since it’s the hardest country for them to get into.

I think we need to keep assessing the situation. We need to establish contacts there and use them when opportunities arise to help rebuild.

Also we might want to consider “adoption” – establishing brother and sister libraries. Libraries here in the U.S. can establish relations with a library, cultural center, a children’s or youth program, and coordinate with each entity or program to help meet their needs.

In my opinion, I think it is easier to work through non-governmental organizations (NGO) rather than through the Palestinian or Israeli authorities. We might also work through willing Israeli universities, which could forward our support and donations to Palestinian libraries and educational centers.

Our support might help ease the daily burdens these librarians and affected civilians deal with, help focus attention on coping with reality, and come up with programs and services to a population that is robbed of its cultural life and cultural facilities.

While in Beirut, I spent more time in two Palestinian refugee camps, worked with children and youth, and met with librarians and general staff. I was amazed at the energy, dedication, and innovation that all these people demonstrate in the face of the harsh situation surrounding them. The quantity and quality of programs and services they offer the children and youth are amazingly high. The understanding of library personnel of their profession and role is on the cutting edge.

I met with children’s librarians, a blind director for special services, art and dance teachers, environmental coordinators, and health-care providers who

were leading diverse programs and workshops for children and youth. All were providing excellent programs and offering a wide range of services to their students and the refugee population at large.

Some of the needs they expressed during our conversations were for Braille books and material for the blind such as talking books, encyclopedias, dictionaries, and library supplies such as labels for call numbers. The sighted librarian emphasized the special-needs requests, since their needs are particularly poorly met. I was very impressed by her professionalism and ability to stick to the big picture, rather than trying to get her own library's needs listed as priorities.

In libraries in this devastated region you find a different kind of life, the life that should be, where everyone is practicing their human and civil right to learn and improve the educational and intellectual aspects of their lives. In the libraries you find a cultural atmosphere, books and reading materials all around, computers, book discussions, civic and environmental gatherings, music, dance, songs, children's involvement, youth taking charge — all in the midst of chaos, devastation and destruction. I can't think of anything else that is more humane and in so much demand, yet has the least support, than the Palestinian libraries.

The Palestinian people live in isolation. Without our support based on justice and fairness, they do not stand a chance for survival.



Ghassan Kanafani Cultural Foundation Library at Ein El Helwe Refugee Camp in Lebanon, photo by the author, July 2002

DAMAGE TO PALESTINIAN LIBRARIES & ARCHIVES DURING THE SPRING OF 2002

report compiled by Tom Twiss

This report, compiled in August 2002, does not pretend to be comprehensive. Included here are examples of damage to libraries, archives, and government files by Israeli Defense Forces (IDF). Also included are examples of damage to government computers, which may have housed government files. Reports of damage to cultural sites or institutions which do not contain libraries or archives are not included. For the most part, reports of damage to materials other than library or archival materials are not included or are summarized in brackets. Each entry includes the place of destruction, a citation of the source of information, and a brief description of the extent and nature of the destruction.

Nongovernmental Libraries and Archives

1) Ajyal and Angham FM Radio Stations, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "DESTRUCTION OF NON-GOVERNMENTAL ORGANIZATIONS IN RAMALLAH Caused by IDF Forces Between March 29 and April 21, 2002 Updated report, April 22" (<http://www.pna.gov.ps/new/repintrod01.pdf>).

The doorman of the building was forced to open the station door to soldiers who used sledgehammers to destroy the two studios. . . [including equipment] and the entire music and program library. Destruction was total.

2) Al-Haq Human Rights Organization, Ramallah.

- Palestinian NGO Emergency Initiative in Jerusalem, "DESTRUCTION OF NON-GOVERNMENTAL ORGANIZATIONS IN RAMALLAH Caused by IDF Forces Between March 29 and April 21, 2002, Updated report, April 22" (<http://www.pna.gov.ps/new/repintrod01.pdf>).

[In addition to damage to windows and doors, offices, confiscation of computers, and theft of equipment, the director] adds that the catalogue cards for the library, which contains the only public collection on law and human rights, have been removed from their boxes and scattered across the floor. As with files and papers, she does not know if any have been removed from the office.

3) Al-Nasr TV Station, Ramallah

- Wassim Abdullah, "Vandalism in the Al- Nasr TV station," Gush Shalom Website (<http://www.gush-shalom.org/terror/images3/report.html>).

Destroyed stations: On the way back, I called Mr. Ammar who owns Al Nasr TV and Manara radio stations Mr. Ammar had managed to get into his station with difficulty to a most ugly sight. [Damage to equipment described. Equipment and] tapes, CD's . . . were spread all over the floor of the station. The investment and the work of a lifetime were in ruins.

- Palestinian NGO Emergency Initiative in Jerusalem, "DESTRUCTION OF NON-GOVERNMENTAL ORGANIZATIONS IN RAMALLAH Caused by IDF Forces Between March 29 and April 21, 2002, Updated report," April 22 (<http://www.pna.gov.ps/new/re-pintrod01.pdf>).

Total destruction of equipment/extensive vandalism: [Equipment and] tapes, CD's . . . were found spread over the floor of the station and completely smashed by sledgehammers.

4) Al-Quds Educational Television station, Ramallah

- "Israeli soldiers destroy and loot Educational TV" Gush Shalom website (http://www.gush-shalom.org/terror/images2/page_01.html).

After surveying and documenting the damage, Ayman Bardawil, director of Al Quds Educational Television, described the damage as overwhelming. ". . . [Equipment was looted, stolen, and destroyed.] Irreplaceable archival videos and data has been forever lost."

- Daoud Kuttab, "Forced off the Air in Ramallah," *New York Times*, 4/6/02.

Then on Tuesday, Israeli soldiers came to the four-story Medical Professions College building, where our studios are located, and began destroying what we have worked to build. [Offices broken into, equipment destroyed. . . .] While being held, they [two of our staff members] saw television cameras and invaluable video archives thrown from the fourth floor, where our equipment and studio are located.

- Wassim Abdullah, "Vandalism in the Al- Nasr TV station," Gush Shalom Website (<http://www.gush-shalom.org/terror/images3/report.html>).

[*Note: This article was written before Wassim Abdullah viewed the damage to the Al Quds Television Station. But it is useful for its description of the station's library.*]

I am now certain that our TV studio, the only one with . . . a comprehensive children, social and cultural library of films . . . has suffered the same fate [as the Ajyal and Angham FM radio stations, Amwaj TV, Amwaj radio and Watan TV stations].

5) Al-Quds University, Health professions complex main library, Al-Bireh

- "Destruction of Palestinian Civil Institutions During the Israeli Incur-sion: The Case of Al Quds University in Ramallah," Al-Quds University website [Note: Web page includes photographs.] (<http://www.alquds.edu/press/english/e4.htm>).

Destruction has touched almost all [buildings, equipment, prayer areas], the library and archives. . . The main library, which serves both university students and members of the community, was heavily damaged. Books and other educational materials were either damaged or destroyed.

6) Bethlehem University, Bethlehem

- Craig Whitlock, "Bethlehem Renewal Undone by Offensive; Israeli Siege Causes Millions in Damage," *Washington Post*, 4/14/02.

At Bethlehem University . . . [classrooms and offices were damaged by artillery]. Even the library didn't escape the shelling.

7) French Cultural Center, Ramallah

- Sebastien Blanc, "Israeli rampage shatters Ramallah's cultural, political and social life," *Agence France Presse*, 4/12/02.

Four floors above [a damaged fast food restaurant], the French cultural center and its 4,000-book library were badly damaged by heavy machine-gun fire.

- "The Seige," 4/15/02. Website of the Khalil Sakakini Cultural Center (<http://www.sakakini.org/siege/sakakini1.html>).

Arts and culture organizations have not been immune from the vandalism and methodical destruction of Palestinian institutions in the last 2 weeks. In addition to the Sakakini . . . the destruction of the contents of the French and Greek Cultural Centers in Ramallah.

8) Greek Cultural Center-Macedonia, Ramallah

- Maria C. Khoury, "Occupation of the Palestinian cities will bring more terror," *Middle East News Online*, 4/12/02.

The building that has the office for the Greek Cultural Center in the middle of Ramallah received ten rockets and went on fire.

9) Lutheran religious compound, Ramallah

- Catherine Taylor, "Palestinian schools hit hard by conflict," *Christian Science Monitor*, 4/23/02.

Ansara says soldiers returned three times to search the religious compound, which contains a school, a kindergarten and a church. They blasted open doors, defaced maps of the Middle East, left

graffiti on the chalk boards, ransacked the library and administrative office . . .

10) Ma'an Development Center, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "DESTRUCTION OF NON-GOVERNMENTAL ORGANIZATIONS IN RAMALLAH Caused by IDF Forces Between March 29 and April 21, 2002, Updated report, April 22," (<http://www.pna.gov.ps/new/re-pintrod01.pdf>).

The library, one of the best resource centers in the West Bank for training, development, and other specialized issues, was also subject to the Israeli soldier's vandalism; training videos, training CDs, and other resources were smashed or damaged.

- Julie Macken, "Palestinian Aid Group Seeks Compensation" *Australian Financial Review*, 4/29/02.

Just over a week ago, Israeli soldiers broke into MA'AN Development Centre which was located in the Chamber of Commerce building in Ramallah. . . . [Director described destruction of office and equipment.]

Aid workers said the greatest loss was the destruction of 11 years of records, data and teaching manuals.

They put the cost of the loss to equipment at \$40,000, but have yet to establish the cost of the loss of 11 years of intellectual capital.

"This attack is part of the systematic, widespread attack on all of Palestinian civil society, including all NGOs, government ministries, schools, health centres, libraries and historic sites," the secretary of Women Refugee Education Network, Helen McCue, said.

11) Palestinian Insurance Company, Ramallah

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

Many private institutions had been similarly invaded. . . the

records of the Palestinian Insurance Company were gone, and there were many more examples.

Government Libraries, Archives, and Files

General statements

- Colin Nickerson, "ON WEST BANK, SHATTERED CITIES AND LIVES WATER, POWER, HOMES HIT IN ANTITERROR DRIVE," *Boston Globe*, 4/14/02.

In Ramallah and Bethlehem, public archives have been gutted, property records destroyed, and the infrastructure of Palestinian government, from computers to police stations, smashed beyond repair.

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

Findings:

- There is a very consistent pattern of systematic invasion, destruction and vandalism in all of the Ministries covered.
 - In the majority of the cases covered, the Ministry was invaded long after any fighting was taking place in Ramallah – as such in the vast majority of cases, destruction was purely deliberate and not an outcome of military clashes.
 - In about a third of Ministries detailed in the report, confiscation of documents (including paper files and hard disks) was undertaken, while in the others the damage was pure physical destruction of equipment plus general vandalism.
- Catherine Taylor, "Palestinian schools hit hard by conflict," *Christian Science Monitor*, 4/23/02.

Across the West Bank, educational and research facilities, cultural organizations, and media outlets, as well as Palestinian Authority ministries, have been targeted in what Israel says is a campaign to

destroy an infrastructure of terror. Files and computers at the ministries of agriculture, industry, civil affairs, and finance have been seized. The Land Registry office, Central Bureau of Statistics, Palestinian Legislative Council, local government buildings, human rights organizations and medical institutions as well as private radio and television stations have also been ransacked and searched.

- "UNDP to help rebuild Palestinian central institutions," 5/7/02. Website of the UN Development Programme (<http://www.undp.org/dpa/pressrelease/releases/2002/may/07may02.html>).

UNDP officials estimate that the Palestinian Authority's central institutions in Ramallah suffered damages to buildings and office equipment worth approximately \$16 million during the recent Israeli incursions. "The dollar amount only reflects physical damage and does not include invaluable public records from various ministries, including the Ministries of Health, Education and Public Works," said Mr. Rothermel.

1) Al-Bireh Municipal Library, located near Al-Bireh Municipality

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

Similar reports came from all across Ramallah — offices in ruins, files and hard drives gone. [Various ministries as well as] the municipal administration buildings of Ramallah and neighboring Al-Bireh, including its library, had all been raided.

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

The library building was visited by municipal engineers briefly when the curfew was lifted. A contingent of soldiers invaded the building on the second day of the invasion 30th March.

Damage: Primarily vandalism, destruction of computers, . . . [doors

and windows], confiscation of books and journal[s].

Destruction: External doors, shattered windows, 3 computers broken.

Vandalism: Extensive papers and books on the floor

Confiscation: One computer screen was on suggesting that its hard disk had been taken. A substantial amount of books and journals seem to be missing although exactly how many (and what type) cannot as yet be assessed.

2) Al-Bireh Municipality, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

Damage: [Destruction of walls, doors, cars, etc.] computers, . . . some confiscation of files and hard disks, extensive vandalism, theft.

Destruction: Five computers destroyed (some for hard disks, others just vandalized)

Confiscation: A number of files seemed to be missing and at least two hard disks taken from computers. The municipality was unable to see what other documents were taken as yet because of the amount of papers strewn on the floor . . .

Vandalism:

A number of offices were in complete disarray . . . Destroyed files. Computers . . . no longer function.

3) Anabta Municipality Building, Tulkarm District

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Institutions in Nablus and Other Cities (Except Ramallah) Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod03.pdf>).

Vandalism: [Collection of archeological artifacts and equipment destroyed.] Municipal files were torn and thrown on the ground. The entire library, book shelves and books, were thrown on the floor. Some desks were damaged.

Sanctioned theft: Two municipal computers were taken. In the library,

a computer and a camera were taken.

4) Bureau of Statistics, Ramallah

- Michael Jansen, "Military is deliberately destroying state structures build by Palestinians," *The Irish Times*, 4/16/02.

At the Ministry of Finance and the Bureau of Statistics records accumulated over many years have been taken.

5) Ministry of Agriculture, Ramallah

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

At the Ministry of Agriculture, the door had been blasted open by an explosion that also took out all the windows, and a neighbor said Israeli soldiers had filled two armored personnel carriers with boxes, presumably of records.

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

Confiscation: Many files and offices in such disarray with files all over the floor it is still impossible to say exactly what has been taken. Many missing hard drives, in other cases whole computer bases (without the screens) have been taken.

Vandalism: "Not an office left untouched", papers and box files strewn all over the floor. . . .

6) Ministry of Civil Affairs, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>)

Confiscation: Thus far some missing hard drives, but stolen papers from especially the Ministers office (neighbors told the employee they saw soldiers carrying out what seemed to be boxes of papers). Many destroyed documents.

- Deirdre Shesgreen . "Ramallah Lives in Fear that Israel's Forces will Come Back," *St. Louis Post-Dispatch*, 4/23/02.

At the Ministry of Civil Affairs, a customs and visa agency for Palestinians living outside the occupied territories, records were taken and equipment broken, according to the report [by the UN High Commissioner for Refugees].

7) Ministry of Culture, Ramallah

- "Israeli Occupation Forces Ransack Cultural Center," 13 April 2002. *Library Juice* 15:5- April 18, 2002 (http://www.libr.org/Juice/issues/vol5/LJ_5.15.html#5).

In the past few days, Israeli occupation forces have raided, destroyed and looted a number of official and private Palestinian buildings. Most notably, Israeli occupation forces raided and looted the Ministry of Culture, which had an invaluable library and art gallery, with artifacts of great historical importance.

- "Minister Abed Rabbo: The Palestinian People is capable of rising again and rebuilding what was destroyed," 5/2/02. Website of Palestine Media Center (<http://www.palestine-pmc.com/statments/2002/may/stat-2-5-02.html>).

Mr. Yehia Yakhlof, Deputy Minister of Culture, stated that the Israeli aggression was directed against "the Palestinian infrastructure, culture, and national heritage". Mr. Yakhlof also pointed out, "Everything was destroyed inside of the Ministry of Culture; the furniture, equipment, archives, and a number of paintings. . . .

After the press conference, reporters toured the Ministry's building to witness the destruction. The Ministry's offices were destroyed. Damaged doors reveal that Israeli occupation forces used explosive devices to open the closed rooms. The Ministry's main server was also damaged, as were the computers.

- Letter from Yasser Abed Rabbo, Minister of Culture and Information, to representatives of all countries, March 29, 2002. (Letter distributed on various email lists.)

The Israeli Occupation Forces and as part of its aggressive military campaign against the Palestinians and the Palestinian National Authority occupied the building of the Ministry of Culture which is located near President Arafat's Headquarters (Al-Mqat'a) in Ramallah. During their occupation of the Ministry's 6-story building, Israeli soldiers turned the building into a detention and interrogation center after completely destroying every property and item found inside the building. The destruction was so systematic and barbaric and included very precious and valuable items, including the Cultural Library, the Palestinian Cinema Archives . . . in addition of course to the Ministry's . . . computers, [other equipment, and a training laboratory for film makers] were also destroyed. [They also destroyed studios and equipment of a radio station], even a book library, that was given as a gift to the Ministry by the French Cultural Center, was not spared. The theft by Israeli soldiers also included some . . . computers . . . [and other equipment and cash].

8) Ministry of Economy and Trade, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

Confiscation: More time needed to assess. Missing hard disks and potentially some computer bases. In the international relations department files found laying open on a table included those on economic relations with Israel.

Vandalism: Strewn files everywhere, the WTO Resource Center files and papers ruined, as well as the papers and disks in the intellectual property rights department.

9) Ministry of Education, Ramallah

- Penny Johnson, Birzeit University, "Emergency Briefing on Pales-

tinian Education," April 10, 2002. Peace Women website (<http://www.peacewomen.org/campaigns/featured/middle%20east/midarticles/education.html>).

Systems, records and equipment destroyed at Ministry of Education: On 3 April 2002, about thirty Israeli tanks entered the walled compound which houses the Ministry of Education in Ramallah. Despite the willingness of employees there to open the building, soldiers exploded . . . [doors], as well as the main safe and filing and storage cabinets. . . . Soldiers took computer net servers, computers, hard disks, files, and documents from the Ministry. The Ministry's examination room suffered considerable damage from explosions and the ransacking of the room by soldiers: years of student records were damaged or reduced to rubble. The Ministry hopes to be able to rebuild its files from duplicate records in district offices but fears some of these may also be destroyed.

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

In one room of the Palestinian Ministry of Education, the litter of papers, glass, paper clips and periodicals was ankle-deep. The filing cabinets had been ransacked, and some toppled. Personal computers sat on the desks, their hard drives ripped out.

In another room, the Israeli soldiers had blasted open the safe. . . . Dr. Naim Abu Hommos, the deputy minister of education, said the safe had been used to keep all school test records since 1960. All were gone, he said, along with 40,000 shekels — about \$8,500 — that had been kept there for petty cash. That was the Ministry of Education.

- Transcript of letter from Mr. Yasser Abed Rabbo, the Minister of Culture and Information, 4/14/02. *Library Juice* 5:15 - April 18, 2002 (http://www.libr.org/Juice/issues/vol5/LJ_5.15.html#5).

The Ministry of Education, . . . [and other ministries] have also been earlier victims of this rampage.

Now, the files and archives pertaining to 1 million Palestinian students no longer exist, which threatens with great confusion.

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the

Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

Internal Damage: The IDF forces vandalized the Ministry's offices, confiscating computers and educational aids and removing or destroying vital records and documents. . . . The Ministry's records, which were confiscated or destroyed, have been built up over many years. The Ministry hopes it will be able to re-construct destroyed records for the issuing and certifying of students' transcripts from regional MOE offices. The MOE is unable to gain full and clear access to the premises in order to make a comprehensive and detailed assessment of the damage and losses at this point.

- Catherine Taylor, "Palestinian schools hit hard by conflict," *Christian Science Monitor*, 4/23/02.

The ministries of education and higher education have been extensively searched. Computer hard drives and files were taken and offices damaged. "All the information we have gathered since 1994 is gone," Mr. Abu Hommos says. "The injured body of our ministries remain but the brain is gone."

- Deirdre Shesgreen. "Ramallah Lives in Fear that Israel's Forces will Come Back," *St. Louis Post-Dispatch*, 4/23/02.

At the Ministry of Education, metal filing cabinets were blown up and computers, videotapes and other educational materials were confiscated, according to a preliminary report compiled by residents and issued by the United Nations High Commission for Refugees.

10) Ministry of Finance, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod02.pdf>).

Damage: Broken doors, extensive confiscation of computers and computer hard disks

Destruction: [Doors and furniture] destroyed computers. . . .

Confiscation: Computer skeletons strewn on the floor, due to many hard disk drives being taken. The most hard hit section in terms of taken computers and hard disks seems to be the payroll department. Documents strewn on the floor suggests that paper files may have been taken but the employees did not have time to assess. Other computers were found with their screens on.

Other comments/ Impact: The general director suggested that the main destruction and loss was of the Ministry's financial records and accounts. The Ministry is in charge of disbursing salaries, health and pension payments to all government employees including teachers, hospital workers, the police as well as government bureaucrats. The GD says that given the loss of information, public sector employees face not getting paid in the foreseeable future until the records can be re-established. In addition, files for back pay and insurance may have been lost as well.

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

At the Finance Ministry, officials said all payroll data for the Palestinian Authority seemed to be gone, so paying salaries, benefits and insurance to teachers, hospital workers, civil servants and police officers would pose a serious problem.

- Dan Ephron, "Envoys survey West Bank ruins" *Boston Globe*, 4/23/02.

The damage caused to computer archives in Palestinian government offices, including the finance and education ministries, in Ramallah could be the hardest to repair. Israeli soldiers shot up many of the offices during raids in the first days of the invasion.

- Michael Jansen, "Military is deliberately destroying state structures build by Palestinians," *The Irish Times*, 4/16/02.

At the Ministry of Finance and the Bureau of Statistics records accumulated over many years have been taken.

11) Ministry of Health, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

Physical Destruction: . . . [Doors, ceiling from blowing up entrance] A few computers damaged from being thrown on floor, . . . [equipment].

Vandalism: Throughout files were strewn across the floors. [Vandalism in storage pharmacy.]

- "Transcript of letter from Mr. Yasser Abed Rabbo, the Minister of Culture and Information," 4/14/02. *Library Juice* 5: 15- April 18, 2002 (http://www.libr.org/Juice/issues/vol5/LJ_5.15.html#5).

The Israeli occupation army has invaded, ransacked, and destroyed every Palestinian Ministry and official building. Today alone, they raided the Ministries of Health, Social Affairs, and Supplies, and the Standards Institution . . . For example, the Ministry of Health's entire records on births, deaths, and immunizations was either looted or destroyed.

12) Ministry of Industry, Ramallah

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

[At the Ministry of Agriculture, Israeli soldiers reportedly filled two armored personnel carriers with boxes, presumably of records.] It was the same at the Ministry of Industry.

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

Damage: Destruction of entrance by explosives. extensive vandalism, some confiscation and theft.

Physical Destruction: . . . [Front entrance, basement storage depot, electricity circuit board, telephone exchange, etc. destroyed]. Some computers in the Information Center destroyed. . .

Confiscation: Many offices have papers strewn all over the floor so it remains difficult to ascertain what has been taken. Some computer hard drives taken from the Information Center and it seems a number of computers missing. The hard disk of the Minister's secretary's computer taken. Archives in the Minister's and Deputy Minister's offices have been particularly focused upon. The safe in the Finance department blown open and its contents taken (the safe contained records but had no checks or money).

13) Ministry of Transport, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

Confiscation: Some computer hard disks and computers – exact accounting still not possible. Safes blown open in the 1st floor finance and administration offices, contents taken. Some files missing. In the Registration department (on the part of the fourth floor not effected by the fire) a large number of files are missing. The employee stated that approximately 40% of their documents seem missing from the building.

14) Palestinian Legislative Council, Council Chambers, Ramallah

- Serge Schmemmann, "Mideast Turmoil Ramallah," *New York Times*, 4/16/02.

The neighboring Palestinian Legislative Council meeting hall was torn apart, and officials said the video archives of its sessions were gone.

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

trod02.pdf).

[The soldiers] took all of the video-cassette tapes from the lower video room, at least a hundred tapes of Council sessions, put them in plastic bags, and carried them away.

15) Palestinian Legislative Council, Main Administration Building, Al-Bireh

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

Vandalism: The Library and the Public Relations Unit have suffered extensive vandalism, books and files were thrown all over the floor. The door of the "Hansard" (sound and video equipment) office was broken, documents were thrown on the floor, but the equipment was left intact.

16) Palestinian National Council (PNC) and PLO Department of Refugee Affairs, Nablus

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Institutions in Nablus and Other Cities(Except Ramallah) Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)" (<http://www.pna.gov.ps/new/repintrod03.pdf>).

Internal damage, vandalism: [Offices vandalized, windows broken] 4 computers were thrown on the floor, broken 3 tables, and files from cabinets strewn across the floor. . .

Confiscation: Hard disks from PNC offices were taken from a number of offices including all the files related to internal correspondence, personnel and financial accounting.

17) Ramallah Chamber of Commerce, Ramallah

- Palestinian NGO Emergency Initiative in Jerusalem, "Report on the Destruction to Palestinian Governmental Institutions in Ramallah

Caused by IDF Forces Between March 29 and April 21, 2002
(Updated Report April 22)" (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

Damage: [Doors smashed.] Smashed computers and Xerox copier, extensive vandalism . . . Inside, the first office they entered suffered the most damage. Four computers were destroyed (thrown on the ground and smashed) . . . [copier smashed]. There was wide-scale vandalism throughout the other offices with files and papers strewn on the floor. Whether hard disks or paper files were taken cannot yet be assessed. . .

[doors, windows, partitions smashed], and extensive damage was inflicted on the PCs and computer network. Many of the PCs were damaged; the CPUs and hard disks either damaged or taken by the soldiers, and so was the main server. Two steel safes were blown open which contained important documents pertaining to the work of the Municipality and some petty cash. [Damage to building and electrical systems.]” The Municipality staff has not been able to make a complete assessment of the damage nor determine the extent of the missing equipment, documents and other items.

18) Ramallah Municipality Building, Ramallah

- “Israeli Occupation Forces Ransack Cultural Center,” 13 April 2002. *Library Juice* 15:5- April 18, 2002 (http://www.libr.org/Juice/issues/vol5/LJ_5.15.html#5).

The invading forces had also demolished the second floor in the Ramallah Municipality building, which housed the archives for property registers and other documents of vital importance.

- “Transcript of letter from Mr. Yasser Abed Rabbo, the Minister of Culture and Information,” 4/14/02. *Library Juice*, - April 18, 2002 (http://www.libr.org/Juice/issues/vol5/LJ_5.15.html#5).

Ramallah’s Municipality has also been looted and destroyed; Israeli occupation soldiers destroyed the Municipality’s lands claim and registration files, thus exposing the entire society to unthinkable and possibly dangerous problems.

- Palestinian NGO Emergency Initiative in Jerusalem, “Report on the Destruction to Palestinian Governmental Institutions in Ramallah Caused by IDF Forces Between March 29 and April 21, 2002 (Updated Report April 22)” (<http://www.pna.gov.ps/new/repin-trod02.pdf>).

Damage: Extensive vandalism, potentially some confiscation and theft . . . “Every department was vandalized, . . . [Furniture damaged], paper files and documents were tampered with, dispersed and thrown to the floor, surveying plans and building license files were destroyed, . . .

ORGANIZATIONS WHICH PROVIDE AID TO PALESTINIAN LIBRARIES

compiled by Tom Twiss

The information in this list was taken from the websites of the organizations listed and from correspondence with a number of these groups.

1) American Near East Refugee Aid (ANERA) (<http://www.anera.org/index2.shtml>)

"ANERA is a U.S. non-profit, humanitarian organization working since 1968 to reduce poverty and relieve suffering and improve the lives of people affected by conflict in the Middle East." ANERA's **Projects in Education and Youth** (<http://www.anera.org/projects/edu.html>) have included assistance to libraries.

2) Book Aid International (<http://www.bookaid.org/>)

"Book Aid International works in partnership with organizations in developing countries to support local initiatives in literacy, education, training and publishing." Book Aid International currently supports over 20 organizations in the West Bank and Gaza, where it plans to make available approximately 10,000 books in 2002. It accepts bank transfers and checks in US dollars. If your contribution is specifically for Palestinian libraries, this should be indicated in your correspondence.

3) Jerusalem Fund for Education and Community Development (<http://www.palestinecenter.org/>)

The Jerusalem Fund is a non-profit, non-political, non-sectarian organization based in Washington, DC. It is an independent organization with no links to political or religious organizations in the United States or abroad. Funding for operational expenses is derived from investment income. Community assistance grants are funded through donations from private individuals in the United States and abroad." One recent grant recipient was Birzeit University Library, Birzeit.

4) Palestine Children's Welfare Fund (<http://www.pcwf.org/index.html>)

The Palestine Children's Welfare Fund was established "to improve the living standards of the children of Palestine in the refugee camps inside Palestine. The group aims to provide the children of the refugee camps with better educational opportunities, health facilities and a bright future without violence, hatred and discrimination." One of this organization's programs is **Books for Palestine** (<http://www.pcwf.org/books.htm>). During the summer, book collection stopped because Israeli security forces confiscated a shipment of children's books. Check with the Palestinian Children's Welfare Fund for the current status of this program.

5) United Palestinian Appeal (<http://www.helpUPA.com/>)

"The United Palestinian Appeal is a non-political, tax-exempt American charity dedicated to providing aid and assistance to Palestinians in need, especially children, in the West Bank, the Gaza Strip, and Palestinian refugee camps in Lebanon." Educational projects supported in the West Bank, Gaza Strip, and Lebanon "provide communities with modern educational resources such as reading libraries, scientific laboratories, computer centers, improved classroom facilities, and qualified, well-trained teachers." Donations to UPA can be designated on the check or on the Web site form as "restricted," and they will be sent to the specific library or libraries that you choose. (UPA recommends donating to one of the university libraries, such as that of Birzeit University or al-Najah University, because these libraries are central cultural institutions in their respective regions and reach out to large numbers of students and teachers. Your money would go further in making knowledge available to Palestinians than if given to a private library.)

RESOLUTION ON THE DESTRUCTION OF PALESTINIAN LIBRARIES, ARCHIVES, AND OTHER CULTURAL RESOURCES

The following resolution was adopted by the Progressive Librarians Guild at its June 16, 2002 membership meeting in Atlanta, GA. It was also approved by the elected representatives of the Social Responsibilities Round Table (SRRT) on June 15, 2002. SRRT is a body within the American Library Association, but does not, and should not be taken to, speak for the Association as a whole. In this resolution SRRT speaks only on its own behalf.

WHEREAS, beginning in late March 2002, Israeli military forces occupied numerous sites which housed Palestinian cultural resources, including libraries and archives; and

WHEREAS, in the course of this occupation Israeli forces were responsible for the destruction and theft of computers, photocopiers, books, audio recordings, video recordings, data, institutional archives and records, and objects of historical, cultural, and artistic importance; and

WHEREAS, the destruction of these cultural resources represents a significant loss for the people of Palestine and of the world; therefore, be it

RESOLVED, that the Social Responsibilities Round Table of the American Library Association deplores the destruction of these cultural resources, and calls upon the Israeli government to refrain from further actions of this type; and be it further

RESOLVED, that the Social Responsibilities Round Table calls upon the government of the United States, as well as other governments, intergovernmental organizations, and non-governmental organizations to provide material assistance for the reconstruction and restoration of these resources; and be it further

RESOLVED, that the Social Responsibilities Round Table offers assistance in the form of resources, advice, expertise, and consultation for the purpose of restoring and enhancing Palestinian libraries and archives; and be it further

RESOLVED, that copies of this resolution will be sent to the appropriate persons, including the U.S. Secretary of State, the Israeli ambassador to the United States, the representative of the Palestinian National Authority to the United States, the Secretary-General of the United Nations, the Director-General of UNESCO, and the President of the International Federation of Library Associations and Institutions.

NEUTRALITY, OBJECTIVITY AND THE POLITICAL CENTER

by Rory Litwin

Editor's note: From time to time, Progressive Librarian publishes "thinking pieces" written by our readers as contributions to current debates within librarianship. We encourage responses and new contributions.

A discussion on the topic of "web site evaluation" from a bibliographic instruction listserv a couple of years ago made me think about the common confusion between neutrality, objectivity, and the political center. Neutrality, in our professional ethics, means being unbiased in our work and separating it from our personal viewpoints. Objectivity, whether we say we believe in it or not, is something we expect in factual information, and evaluate various resources based on our perception of its degree of presence or absence in them. The political center is that balance point in society on individual issues or in political identities, where the mainstream feels that "both sides of the issue" have been properly considered, policies are at their least controversial, and competing power interests are at an equilibrium. This essay will attempt to elucidate the confusion that exists between neutrality, objectivity, and the political center and show its relevance to our discourse about reference service, book selection, bibliographic instruction, and our professional role as librarians.

First, neutrality. The idea of neutrality springs from a truly important value — to respect the minds of our patrons, to let them think for themselves. However, this idea sometimes goes beyond the simple recognition of the patron's autonomy and says that we can do something undesirable: remove ourselves from our individual perspectives and suspend our personal, and perhaps even professional, judgment about information sources and information needs. While it is possible to present a wide range of materials to a patron that includes opinions that we personally disagree with, it is not possible to represent these information sources entirely neutrally when we talk about them. We characterize them in certain ways, however subtly, that reflect our own feelings. This is inescapable. In collection develop-

ment, too, we cannot help but be influenced by our own opinions about what is most important or credible, even though we can select materials that we disagree with. Where we do not follow our own opinions, we follow someone else's (which, sometimes, is appropriate). There is no getting around having opinions if we are authentic beings. And this leads to the most unfortunate problem regarding the idea of neutrality in librarianship: the belief by some librarians, in history and today, that the ethic of neutrality should discourage us from taking positions on social issues, either as a profession or as individuals. To be "neutral" on social issues is to pretend that one's life and one's mind is in a separate sphere from the world as it is affected by the issue in question. There is no escape from our connection to the rest of society and our ultimate involvement in every issue that affects it. And, there is nothing in the demand to respect our patrons' right to think for themselves that should preclude us from taking a stand, as individuals who are parts of a profession with a certain role in society and certain values, where it matters. When we do choose to be "neutral" on an issue, to pretend that we don't have an opinion or that it doesn't count (because as librarians it is not our "role" to have opinions), we are effectively supporting the existing balance of power. And that is, in effect, a significant position to take, and one that ought to be justified explicitly if it is to be chosen, and not hidden behind a phony understanding of an important ethic.

And then there is objectivity. As the question of the possibility of objectivity has been debated to death both near and far, I believe certain things have become clear. It is possible to use standards for what counts as objectivity that make objectivity impossible to achieve. This accomplishes nothing but the loss of a good word. In fact, we use the word "objectivity" all the time. The question is, what does it stand for when it is used properly? What is objectivity? Are we as librarians clear on its meaning?

In my view, objective information is simply information that is verifiable by any other person with their sensory and reasoning faculties intact. If you say I that have a blue aura, that is not objective information; it can't be verified. If I say that the WTO, through a secretive, undemocratic process, is rewriting the laws of sovereign states, including our own, and getting rid of important environmental and labor laws and regulations that were created through nominally democratic processes, that is objective information. It can be verified by examining the WTO's own internal rules, and their agreements and how they have been enforced in courts of law around the world (all information which is publicly available). Similarly, if a death-row

inmate who claims to be innocent has his claim verified by a DNA test, it is the objectivity of that information which gives it its power in society. Objective information is what we can know to be factually true. Now, depending on our point of view, we can use different words when we talk about the objective facts. For example, I might talk about an Israeli occupation of Palestinian territory, and you might use other words to describe the situation (less justifiably, in my opinion), even if we have access to the same objective, factual information. Ultimately, we can't communicate about facts without lending our own point of view to our representation. However, there is something in factual information that is independent of our personal perspective. Objective information, if it is not distorted by its representation to the point that it says something very different, has a way of advocating for itself, as a result of calling human values into play. What this means is that sound opinions are founded on objective information and objective information will lead authentic beings to adopt opinions and act on them, according to their understanding of their interests. Accordingly, we are making a mistake if we regard information sources that express opinions as less than objective. They may in fact be more objective, in any given instance, than an information source that appears "unbiased" or "neutral," particularly if the existing balance of power requires misinformation in order to be justified. (If you want examples of how the mainstream media commonly propagates misinformation, or inaccurate representations of fact, in the interest of existing powers, read some of the articles on the website for Fairness and Accuracy in Reporting and their quarterly magazine, *EXTRA!*, at <http://www.fair.org/>. Two books that do something similar for popular versions of American history include *A People's History of the United States* by Howard Zinn, and *Lies My Teacher Told Me: Everything Your American History Textbook Got Wrong*, by James Loewen.)

[A side note: The popular notion of objectivity has been damaged by the philosophical viewpoint known as "positivism" (which, while it remains the dominant way of thinking in the human sciences, has been increasingly challenged throughout the last few decades), and aspects of its historical antecedent, the Humean Empiricist tradition.

According to Positivism, only statements that can be verified by science as either true or false have an actual meaning, and such statements, known as propositions, can never contain an attribution or judgment of value (goodness, badness, right or wrong). Therefore, according to this view, science, which is our path to the truth, can only tell us what "is," never what

"ought" to be. It is because of positivism and the older, Humean tradition (which was the source of the general distinction between facts and values) that statements that advocate anything are so often seen as less than objective. Various philosophical currents, allowing for various different ways of understanding factual truth and its relationship to values and interpretation, have sprung up and grown up alongside positivism, borne out of a dissatisfaction with its hermetic separation of the thinking mind from lived reality. Some of these have weaknesses in terms of providing a foundation for knowledge in any kind of objective sense, but others, including Frederic Jameson's *Critique of Post-Modernism*, Roy Bhaskar's *Critical Realism*, and some developments of Hans Georg Gadamer's *Philosophical Hermeneutics* provide high degrees of knowability for independently-existing reality.]

In terms of librarianship, my feeling is that the concept of objectivity is often misused in teaching information literacy and in bibliography and collection development. Often, in instructional materials that teach students how to evaluate information resources, the concept of objectivity is often contrasted with "bias" or "advocacy." This is potentially misleading. Taken simplistically, in practice this understanding sometimes treats "objectivity" as a reason to support mainstream information sources, because these centrist sources are able to affect a tone of neutrality and balance on contentious issues (as if neutrality and balance are the same as objectivity). But these sources do represent a particular point of view and particular interests, and "balance" is in the eye of the beholder. One way that information sources affect an "unbiased" tone is by not challenging the existing balance of power, and therefore not giving the appearance of advocating anything. But the existing balance of power does favor certain interests over others, interests that are certainly advocated by such "unbiased" materials. (Indeed, the existing balance of power is what it is in large part because of the influence of these supposedly "objective" sources of information.)

The way that a debate is framed in an information source is an important but often unrecognized aspect of rhetoric. The ability to recognize the framing of a news story, for example, is part of what is known as Media Literacy, and should be an everyday part of information literacy teaching. For example, are the sources quoted mostly industry and government sources and representatives of industry-supported think tanks? Are people from the community used as sources? How are the different sources and their interests characterized by the reporter? If we apply the principles of media

literacy to mainstream sources, their appearance of objectivity becomes questionable and their neutrality is exposed as an invisible advocacy.

Finally, the political center. Of course, centrism isn't touted as a professional value or consciously sought out in reference sources. But having a bias toward the political center is often mistaken for objectivity, and the effect of "neutrality," as it is usually understood, is to support the interests of the political center, the existing balance of power. The political center can exert a strong attraction for conformists, because of its promise of acceptability. This social sense of acceptability can be a substitute for critical thought, because it offers answers that are approved in advance. While it is true that within subgroups the phenomenon of conformity can lead to politically varying beliefs, and that no ideology has a monopoly on independent thought, there is a definite, erroneous sense that the truth is to be found at the average of what various people believe, that the truth must be "somewhere in the middle." This comes partly from a graphical representation of a political spectrum that ranges from one side to another on a horizontal plane, and an accompanying metaphor of the scales of justice. But this is not necessarily the most accurate representation of the political field. The political field is the field of competing interests in society, competing power interests. In a class-based society (such as any mass society now in existence, in one way or another), a more accurate representation of politics might be vertical — the power elite at the top (who claim the profits of the people's work and determine what that work will be) and the people further down (who create the profits but don't see them or exert control over the nature of their own work or its uses). Serious theories along these lines are complicated, but the basic idea of a vertical differentiation is sound, and while it is commonly understood in a certain sense, it is seldom applied to public discourse about specific issues. Nevertheless, in a nominally democratic society like ours, the people use politics to have some control over what happens, and to improve their situation by degrees without changing the basic, class-based state of affairs. The resulting, ever-shifting balance of power is what is commonly understood as the "political center."

The political center should not be mistaken for objectivity, though it often is. And it should not be supported by our interpretation of professional neutrality, as it often is. We should understand "objectivity" as referring to whatever is verifiably true apart from what anyone might believe, without an implication that to be objective means to lack a point of view or an opinion. We should certainly be on the lookout for that bias that says that

centrist ideas are more objective. We should respect the call for professional neutrality insofar as it amounts to offering our patrons full respect for their right to think for themselves, and we should be happy to present to them information sources with which we personally disagree. We should not be unsatisfied if they reach conclusions that are different from our own, as long as we have provided them with good information and offered realistic, well-founded caveats. But neutrality as it is often understood, meaning that in our professional lives we will be absolutely uninfluenced by personal opinions, is impossible. And where it is taken to mean that we should refrain from taking positions on social issues either personally or as a profession, the idea of neutrality is a definite evil, because it supports the existing balance of power, and does it invisibly, in cases where caring individuals, armed with objective information, likely would not.

Postscript:

When I posted a previous version of this essay to LISnews.com, one critical reader, Bob Watson, responded, "That's all very fine, but what one does also has an imbedded nature due to the institution in which one works. The institution has values of its own." This is surely an important part of the picture, to which I can only respond by pointing out that it is the people who act within institutions that give the institutions their values. While it is undeniable that our freedom within institutions is limited, there are times when we should take personal risks — great or small — in order to exercise a greater degree of that freedom and commit ourselves to a moral purpose. Adolf Eichman wrote in his memoirs (still unpublished), "Now that I look back, I realize that a life predicated on being obedient is a very comfortable life indeed. Living in such a way reduces to a minimum one's own need to think." That is an extreme statement to juxtapose with an issue like collection development decision-making or information literacy instruction in an institutional setting, but the principle applies.

This essay was originally published as an editorial in *Library Juice*, 4:7, February 28, 2001.

SRRT Statement of Concern on the Use of Flags in Libraries' Public Areas

The Social Responsibilities Round Table (SRRT) [of the American Library Association] recognizes that the U.S. flag ordinarily is appropriately, proudly and respectfully displayed according to custom and law in libraries and public institutions. The display of the colors is a formal matter which is meant to represent the sovereignty and unity of the nation.

However, the aggressive display of flags in unusual places, in unusual numbers, and in an unusual manners might be taken to imply, among other things, institutional endorsement of current U.S. governmental policies.

Privileging symbolic speech in possible support of current U.S. governmental policies tends to undermine the library as a place of free thought and compromises the neutrality of the library space. Such unusual displays may create an intimidating atmosphere for some library users who may be deterred in their requests for materials and assistance. SRRT urges libraries to be sensitive to these concerns.

SRRT Action Council
January 19, 2002

The Library Juice Manifesto

The Library Paradigm:

Libraries are special because they are at once communitarian, libertarian, and models for sustainability.

They are communitarian in the economic sense because they are built on solidarity. A community pools its resources in order to share them.

Libraries are libertarian in the social/intellectual sense because of the ethic of intellectual freedom, which says that all ideas should be included and nothing censored.

This combination of economic communitarianism and social/intellectual libertarianism creates the ideal support system for a democratic society, because the library provides everyone with access to ideas and provides access to every idea.

In addition, libraries are models for sustainable systems. By following the "borrow, don't buy" ethic, libraries provide an alternative to consumerism, an alternative to environmentally unsound overproduction and spiritually unsound overconsumption.

And libraries are further exciting because they need to be changed. They tend to leave out alternative or street-level materials; there is presently a tendency toward privatization of services and functions (with attendant barriers to access); libraries and library organizations need their decision-making processes democratized; access to local community information in libraries needs to be improved; in general, libraries tend to depart routinely from their founding principles as they struggle for a handhold in the environment of an increasingly neoliberal political economy and an increasingly reactionary social climate. We need to advance the Library Paradigm of information organization, preservation and access, to freshly propagate the idea of the library in society in terms of its underlying principles.

Notwithstanding their imperfections, libraries serve as a rare example of beautiful ideals actually functioning successfully in the world. This means that libraries should serve as a model for other institutions and endeavors. We need to spread the Library Spirit across society and teach it, as a model for positive change beyond the walls of libraries and throughout all contexts of information, communication, and learning. This is the Library Paradigm, and we can make it grow.

Library Juice is at <http://libr.org/Juice/>

NOTES ON CONTRIBUTORS

Lynn Andersen is director of the Durland Alternatives Library on the Cornell University campus. She is continuing work on the Books in Prison project started by the library advisory board and staff. As a part of that program, she has much opportunity to share time with the incarcerated youth she visits every week. It is her hope that other libraries will help volunteers find ways to reach young people who find themselves in juvenile detention and far from home.

Christopher Brown-Syed is currently Visiting Assistant Professor in the School of Informatics, University at Buffalo, and Editor of the journal *Library & Archival Security*. He holds a PhD in Information Studies, and a Master of Library Science degree from the University of Toronto, and degrees in fine arts and philosophy from York University (Toronto). He previously taught at Wayne State University, and is a former employee of the library automation vendors Geac and Plessey.

Lincoln Cushing is the Electronic Outreach Librarian at the University of California – Berkeley Institute of Industrial Relations/Institute for Labor and Employment. He has been a member of the Graphic Communications International Union from 1983-2001 and can be reached at lcushing@library.berkeley.edu.

Ghada Kanafani Elturk, a Palestinian born in Beirut, Lebanon, left for Saudi Arabia in 1983. In 1985, she immigrated to the United States of America with her three daughters and became a US citizen in 1996. She holds a Master's Degree in Philosophy. She is a librarian, poet, fiction and non-fiction writer, writing in Arabic and English. "I was born in a war and each one of my daughters was born in a war. A simple birthday party or 'Mommy tell me about when I was a baby,' always turns into an avalanche of pain."

Rory Litwin is the consulting librarian on the California Labor History Map project, being done out of the California State Library in Sacramento, California. For the past five years he has also edited and published *Library Juice* and managed and developed *Libr.org*. He wrestles with philosophical issues that are outside of his weight class and wins.

Robert Terrio is an Assistant Professor-Music Librarian at Westminster Choir College of Rider University in Princeton, NJ, where he divides his time between reference/bibliographic instruction, cataloging, and collection development. In addition to his activities as a librarian, he also composes music in a variety of chamber, orchestral, choral, and mixed media ensembles, and teaches musicianship at Westminster Conservatory.

Tom Twiss is a Government Information Librarian at the University of Pittsburgh and a member of the International Responsibilities Task Force of the Social Responsibilities Round Table of ALA.