

Librarians, IT Respond to Adobe Spy Accusations

Adobe confirmed reports October 7 that it has been logging data on the reading activity of people who use the free Adobe Digital Editions (ADE) service and that it has been transmitting those logs to its servers as unencrypted text files, raising privacy and security concerns. OverDrive, Baker & Taylor’s Axis 360 platform, and the 3M Cloud Library all use Adobe Digital Editions and Adobe digital rights management (DRM) to secure popular titles for downloadable lending.

Several bloggers and journalists, including Nate Hoffelder, who broke the story at The-Digital-Reader.com, described Adobe’s activities as spying. However, many ebook conveniences that readers take for granted require servers to track and log information about a user’s reading activity.

“We need to be able to sync data across devices for the users. We also need to collect additional information on the [page] position of the book, the device, its ID, etc.,” for syncing functions to work, explained Monique Sendze, associate director of IT for Douglas County Libraries, Castle Rock, CO.

For example, a patron might read an ebook on a tablet one evening and

the next day continue reading that ebook on his or her smartphone. In order to sync content between those devices, a remote server must have up-to-date records regarding which ebook is associated with a specific user ID, which device the patron most recently used for reading, and the location within the ebook where the reader stopped reading on that device the night before. ADE, as well as any ereader app with multidevice syncing capabilities turned on, will collect this type of information on any ebook that is opened within the app, including DRM-free ebooks.

Regardless, Adobe’s transmission of these logs as unencrypted, plain text makes all of this information extremely vulnerable.

Adobe issued a statement to the public, describing Adobe Digital Editions as a tool for users “to view and manage ebooks and other digital publications across their preferred reading devices—whether they purchase or borrow them. All information collected from the user is collected solely for purposes such as license validation and to facilitate the implementation of different licensing models by publishers.”

The statement denied accusations that Adobe was collecting and trans-

Interview

Tyler Walters

Tyler Walters, dean of university libraries at Virginia Tech, was named founding director of SHARE (SHared Access Research Ecosystem) October 6. SHARE was established in response to the



White House Office of Science and Technology Policy memo on “Expanding Public Access to the Results of Federally Funded Research.”

Where is SHARE in its development?

The first thing we’re working on is the notification service, which we hope to have finished by fall of 2015. The second phase is the registry of research objects coming from sponsored research, and that’s active. I think of the user interface as Phase 3, the discovery layer.

Do you feel SHARE will have buy-in from potential users and researchers?

In a word, yes. There’s interest and buy-in across the spectrum, a lot of good feedback from universities and from their leadership. We have buy-in from some of the federal agencies. CENDI, an interagency group dealing with technology, data, and information resources, has been a great place to have some of those conversations.

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mitting data about every EPUB file on a user's device.

DATA COLLECTED

Eric Hellman, former OCLC executive and founder and developer of the ebook crowdfunding platform Unglue.it, acknowledged that some data logging is necessary for functions such as syncing but told *Hotline* he believes that those features "should be opt-in, even if [data logs are] encrypted."

Each time a user opens an EPUB file on a device with ADE installed, the program logs the ebook's title metadata, which is provided by publishers, along with the user ID, device ID, device IP address, certified app ID, distributor ID, and Adobe Content Server operator URL. It also logs the date that the ebook was purchased or downloaded, the duration for which the book has been read, and the percentage of the book that has been read. Hellman pointed out that all of this information does not need to be collected and stored to make DRM work.

Adobe seemed to indicate that the company collects all of this information on all EPUB files opened with Adobe Digital Editions for the sake of expediency. Adobe maintains that its collection of this data is covered under its user agreement.

In a blog post, Hellman added that Adobe's total failure to protect user information during transmission may be a violation of privacy laws.

Electronic Frontier Foundation's Corynne McSherry compared the is-

sue to the public furor over Sony's rootkit software and expressed hope that some good may yet come of Adobe's snafu. "For Sony, and many others in the music industry, the price of DRM finally became too high, and it has since been largely abandoned."

Philadelphia Museum & Library Loses Sendak Work

The Rosenbach Museum and Library in Philadelphia will be losing the bulk of its popular Maurice Sendak collection, said Patrick Rodgers, curator of the collection. The collection contains over 10,000 pieces, which will be returned to the Maurice Sendak Foundation. According to Rodgers, the returned materials will be displayed in a new museum in Ridgefield, CT, where Sendak lived.

Sendak, the preeminent children's illustrator and author of *Where the Wild Things Are*, started depositing his artwork and manuscripts at the museum in 1968 after a visit two years earlier, during which he discovered the works of a number of writers he admired, including Herman Melville, Charles Dickens, and William Blake.

However, it was always understood that the materials belonged to the artist's estate. According to his will, Sendak left the collection to his eponymous foundation and made clear his wish to establish a museum in his Ridgefield home.

After Sendak died in 2012, Rodgers knew it was only a matter of time be-

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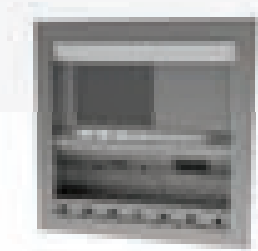
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Library Journal is seeking nominations for the 27th annual Librarian of the Year Award to honor a professional librarian for outstanding achievement and accomplishments reflecting the loftiest service goals of the library profession.

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Gale Asks Users for “My Library Story”

Much of the mainstream media coverage concerning libraries these days is focused on the challenges they face, escalating budget cuts, and questions about their relevance in today’s world. Library resource vendor Gale, part of Cengage Learning, wants to help turn those perceptions around and show libraries in a more positive light. On September 30, Gale launched My Library Story (MLS), an online community where people can share the many ways libraries have changed and enriched their lives. Library users and staff, teachers, and parents are encouraged to submit stories about what libraries mean to them, which are then published on the MLS website along with photos and videos. For every piece submitted through February 28, 2015, Gale will donate \$1 to an advertising fund that will be used to promote libraries during National Library Week 2015 (April 12–18).

The initiative is one of a number of programs aimed at reaching a broad audience with a grassroots positive message about libraries.

OCLC piloted Geek the Library, one of the earliest social media library campaigns, in 2009. Since then many crowdsourced activities have encouraged library supporters to make use of social media platforms, most recently New York Public Library’s #ireadeverywhere, OverDrive’s Read an Ebook Day, or *Library Journal*’s own #howilibrary. All incorporate personal expressions in one form or another, whether through photos, tweets, or blog posts. Because these efforts rely on public participation, with a minimum of marketing outlay from the sponsoring institutions, marketers and library advocates consider them an effective—and efficient—way to promote the cause.

In order to feature longer stories, MLS uses a WordPress blog format. Each is submitted through the MLS interface, which collects contributors’ contact information; the library’s name, city, and state; and the type of library being described. Contributors can also upload photos or videos or use preselected images. Submissions are reviewed by Gale staff to make sure they’re appropriate and to correct any typographical errors, but otherwise the words are the authors’ own. Comments are also enabled, in order to further the conversation.

Within MLS’s first week library fans had contributed 117 essays, the site had 11,000 views, and the accompanying video had been watched more than 1,200 times. Frank Menchaca, Gale senior vice president, feels that the call for library endorsements has hit a nerve with the public and is both surprised and pleased at how personal many of them are.

The submissions run the gamut from serious to amusing. Taken together, they paint an effective portrait of the many ways libraries touch people’s lives. What the stories all have in common, Menchaca told *Hotline*, is that “they drive home the understanding that one or two really positive experiences in a library change the way people think about learning.”

As for the site’s future beyond February 2015, Harmony Faust, Gale’s marketing director for public libraries, told *Hotline*, “We plan to have the community live on in perpetuity at this point...using [and] sharing the stories in promotions of libraries.”



fore his museum would have to let the collection go.

Leonard Marcus, a leading authority on children’s books—who has made use of the collection at the Rosenbach in his own work—hopes the foundation plans to create a gallery space for curated shows of the illustrator’s work and provide tours of Sendak’s house.

Meanwhile, the Philadelphia museum may see a decrease in visitors with the loss of the materials, but Rodgers said he’s hoping to make sure that doesn’t happen. “Our work going forward is going to be convincing everybody that there is still great stuff [at the museum].”

He further emphasized that many of the works that inspired Sendak and convinced him to place his work at the Rosenbach are still at the museum, including John Tenniel’s artwork for *Alice in Wonderland*, James Joyce’s original manuscript of *Ulysses*, and the original notes for Bram Stoker’s *Dracula*.

In addition, there remain approximately 600 works by Sendak that the museum owns through purchases and donations. This includes the only wallpaper Sendak ever designed and the original drawings Sendak made while he was in high school to illustrate a physics textbook—his first paid gig.

The material that belongs to the Maurice Sendak Foundation will start being removed in batches from the museum this month, said Rodgers, and will take a few months for the process to be complete.

Queens Library’s New Tablet Platform

When Superstorm Sandy hit the east coast in October 2012, the Queens Library (QL), Jamaica, NY, was among many Northeastern library systems affected. QL persevered, continuing to offer crucial services in storm-ravaged communities while rebuilding damaged branches. The system also managed to

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turn a generous corporate donation into an innovative new platform for tablet computers, enabling a tech lending program that has continued to grow.

In October 2013, QL received 5,000 Nexus 7 tablets from Google, as part of a larger donation of 17,000 tablets to the New York State Community Action Association intended to help neighborhoods that were still on the mend. QL viewed the tablets as a means to bring mobile technology opportunities to underserved audiences and bridge the digital divide, noted Kelvin Watson, VP of digital strategy and services for QL. The seven branches in areas most heavily affected by the storm—Howard Beach, Broad Channel, Arverne, Far Rockaway, Queens Library for Teens in Far Rockaway, Rockaway Beach, and Rockaway Park—were selected to launch the program, beginning November 20, 2013.

Rather than lending “blank slate” tablets, the library opted to provide a guided experience, featuring preloaded

ed content with a simple, customized “Discovery and Delivery” interface that would be easy for beginners to navigate, Watson said.

The tablets were preloaded with a variety of content, focusing on educational information, health and literacy resources, job readiness, citizenship and immigration, as well as book lists and information about library programs. The tablets are also preloaded with the OverDrive, Blio, and Acoustik Apps, enabling patrons to check out OverDrive and Baker & Taylor Axis 360 ebooks, as well as digital audiobooks. Similarly, Zinio and Freegal apps enable users to download magazines and popular music.

If QL’s IT department updates or adds content to the platform during a device’s three-month checkout period (with an option for a one-month renewal), these additions or updates are applied anytime a device comes in range of QL Wi-Fi. A simple resetting

procedure enables staff to apply those updates and clear a borrower’s personal information and checked out content from the device within about 90 seconds, Watson said.

The tablets are locked so that borrowers cannot purchase or download new apps. The operating systems and settings are locked to prevent tampering or alteration. If a device is stolen from a borrower or not returned for an extended period, the tablets can be remotely shut down—rendering them useless—and located via GPS.

So far, the program has been a success. In June, QL announced that the program would be expanded to all of its branches, beginning with the Central Library in Jamaica. The new tablets were honored with the American Library Association’s Library of the Future award, the New York Library Association’s Public Library Sections 2014 Best Practices award, and the 2014 New York State Broadband Champion: Most Innovative Broadband Project award.

News in Brief

Elsevier added five new subject areas to its **Legacy ebook Collection**: arts and humanities; computer science; economics, econometrics, and finance; immunology and microbiology; and mathematics.

Emory University’s Manuscript, Archives, and Rare Book Library, Atlanta, received the archive of American writer Flannery O’Connor from the Mary Flannery O’Connor Charitable Trust, Milledgeville, GA. The collection contains correspondence, artwork, journals, photographs, scrapbooks, legal and financial records, awards, and more.

Penguin Random House completed its acquisition of Brazilian trade publisher **Editora Objetiva**. Roberto Feith will continue as *Objetiva’s* General Director.

Wayne and Sandy Cryts, activists during the American agriculture movement, donated

ed their papers to **Southeast Missouri State University’s Kent Library**, Cape Girardeau. The collection includes newspaper articles, photographs, and other documents.

McGraw-Hill Professional has partnered with **Baker & Taylor’s YBP Library Services** to make its ebook collection available through the latter’s **Global Online Bibliographic Information (GOBI3)** platform. GOBI3 provides access to more than ten million titles, including 700,000 digital works.

Yale University’s Beinecke Rare Book & Manuscript Library, New Haven, CT, acquired the records of **Cave Canem Foundation**, an organization supporting African American poetry. The collection spans from 1997 to 2012 and includes correspondence, financial reports, and operational materials.

San Antonio, Bexar Cty. Debate Library Funding

San Antonio made library headlines in September 2013 when it opened **BiblioTech**, the nation’s first all-digital library. Now it could do so again: some officials are warning that a city-county financial dispute could result in the loss of library privileges for as many as 400,000 residents.

Two weeks ago, the Bexar County Commissioners Court approved a \$3.78 million payment to San Antonio Public Library’s (SAPL) \$35 million overall operating budget for FY14/15, matching the previous year’s contribution. But starting next year, SAPL officials want the county to foot an even larger share of that bill. SAPL operates 26 branches (with two more under construction) in a county of about 1.8 million people. Of the 400,000 residents who live outside the San Anto-

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nio city limits, said Ramiro Salazar, SAPL's director, about 75 percent of them are in unincorporated municipalities, which do not provide libraries. For close to 80 years, Bexar County has contracted with SAPL to share the city's library services, paying an annual fee. Under the current inter-

local agreement, the county's \$3.78 million payment constitutes about 11 percent of SAPL's budget. But Salazar said usage data shows that 19 percent of patrons reside outside San Antonio, adding that Bexar County should therefore pay \$6 million or more just to maintain the status quo.

Meanwhile, county officials want to pay less than \$3.78 million in future interlocal agreements while at the same time increasing BiblioTech's community footprint as a way of demonstrating the county's commitment toward literacy and library service.

BiblioTech, built and operated entirely by Bexar County, is a 4,000 square foot facility on San Antonio's South Side. BiblioTech circulated 67,569 ebooks, logged almost 109,000 on-site visitors, and registered some 35,000 patrons through its first 12 months, according to figures provided by the county. About five months after BiblioTech's debut, the county opened a satellite branch. An east side location is also in the planning stages.

There is talk on both sides of sitting down to negotiate, but with almost a full year to go before the next SAPL budget is finalized, city and county officials showed little inclination toward compromise.

Salazar and Jean Brady, who chairs SAPL's Board of Trustees, both warned of serious repercussions if Bexar County opts to reduce its next annual contribution. Branch closures and service reductions might be necessary, Brady told *Hotline*, while she and Salazar floated the possibility that SAPL might eventually deny library cards and perhaps access to some programs to the county's estimated 400,000 noncity residents.

Before voting on September 30 to match last year's \$3.78 million payment, county commissioners did discuss a plan to reduce annual payments to SAPL by \$300,000 a year for four years, Bexar County judge Nelson W. Wolff confirmed. But no such plan has been voted on.

With its \$3.78 million county contribution intact for the next fiscal year, Brady was asked why SAPL officials have already begun floating scenarios of possible branch closures and reduced hours based on worst-case projections that

Branching Out



The new **Southwest Regional Library** branch (pictured) of the Louisville Free Public Library (LFPL), KY, opened on October 5. The 40,000 square foot facility is twice as large as its predecessor and the largest public library constructed in the city in 45 years. The \$13.5 million project is one of a trio of regional libraries mandated in LFPL's Updated Master Plan and houses two community rooms, several study spaces, a new teen zone, and an expansive children's area. Among the amenities are self-check stations and 100 touch-screen computers. Glass walls and clerestory windows offer an abundance of natural light. Other sustainable features include green construction methods and materials and a high-efficiency heating system. The building was designed by the

architectural firms of JRA of Louisville and MS&R of Minneapolis.

Maxwell Air Force Base (MAFB), Montgomery, AL, completed a three-year renovation and expansion to its **Muir S. Fairchild Research Information Center**. The \$11.4 million project involved a major remodel to the existing building, plus a 17,000 square foot, two-story addition and the inclusion of space for special collections, nine study rooms, and a map section. The work also features upgraded HVAC systems, new lighting, and enhanced IT requirements. The center primarily serves the students and faculty of Air University (AU) and the Maxwell population; it was founded in 1946 as Air University Library but was renamed in 2007. AU is a unit of the U.S. Air Force's Air Education and Training Command established at MAFB.

It's never easy at the main branch of the **New York Public Library** (NYPL). The major renovation project (see *Hotline* 1/21/13) hit some huge snags earlier this year, and then the legendary Rose Reading Room was closed in June after a plaster ornament fell 52 feet from the ceiling. Now, according to the *New York Daily News*, the project is being delayed further by the discovery of asbestos in support beams above the ceiling. Engineers uncovered the problem in an attic space when trying to determine the cause of the original plaster mishap. The asbestos removal is under way, according to the *News*, but additional inspections of the structure will take another six months.

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might not take place for almost a year. “You have to prepare,” she said. “You have to have a plan.”

Salazar is calling for county and library officials to form a joint task force to help form a new model for all-inclusive library services with stable funding. Wolff was noncommittal about taking part in discussions of that nature. “We want to talk to them,” he said.

Natl. Book Foundation’s 5 Under 35 Honorees

On September 30, in a special arrangement with BuzzFeed Books, the National Book Foundation (NBF) announced its 2014 5 Under 35 honorees. Past notables include Nam Le, Dinaw Mengestu, Téa Obreht, Karen Russell, and Paul Yoon, so it pays to attend carefully to these authors.

This year’s group includes Yelena Akhtiorskaya (*Panic in a Suitcase*), whose bittersweet tale of a Russian immigrant family from Odessa trying to make its way in Brighton Beach, Brooklyn (often called Little Odessa), has YA crossover potential, and Alex Gilvarry (*From the Memoirs of a Non-Enemy Combatant*), who offers a scathingly funny look at fashion and fear in America, post-9/11, as a young Filipino designer makes it in America before landing in Gitmo.



Also picked: Phil Klay (*Redeployment*), whose incisive veteran’s eye-view of battle and life thereafter is long-listed for the National Book Award in Fiction; Valeria Luiselli (*Faces in the Crowd*), whose novel,

Tonya Head was promoted to Director of Library Collections at Lexington Public Library, KY. She was previously its Central Library Manager.

Tony Howard has been promoted to Public Services Director for Columbus Metropolitan Library’s Main Branch, OH. He was previously Manager of the Northern Lights Branch.

Sean Quimby was appointed Director of the Rare Book & Manuscript Library at Columbia University, New York. He was previously Senior Director of Special Collections at Syracuse University Libraries, NY.

Margie Rich retired as Librarian at Waynesville Township Library, IL. She had been with the library for 50 years.

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also a Spring 2014 Indies Introduce Pick, edgily blends the voices of a young mother in Mexico City, a translator in Harlem, and a dying Mexican poet recalling his heyday; and Kirstin Valdez Quade (*Night at the Fiestas*), a former Stegner Fellow whose story collection explores life’s contradictions in northern New Mexico.

Quade is the one author whose book is still forthcoming. The author, whose work has already appeared in

Jack Sulzer retired as Senior Associate Dean for Undergraduate and Learning Services at Pennsylvania State University Libraries, University Park. He began his career there in 1972.

Shaker Heights Public Library, OH, named two new Children’s Librarians: **Annelise Maurer**, previously Children’s Librarian at the District of Columbia Public Library, and **Shannon Titas**, previously an Instructor and Choreographer for the Ballet Academy, Beachwood, OH.

Harford County Public Library, Belcamp, MD, has appointed two new board members: **Taryn J. Martin**, Language Arts Teacher at Harford County Public School System; **Durbin P. Vido**, Managing Director and Senior VP at SunTrust Private Wealth Management.

5 Under 35 authors at powerHouse Arena in DUMBO, Brooklyn, on November 17. That event will be hosted by Ahmir “Questlove” Thompson, acclaimed musician and author of *Mo’ Meta Blues*, with *New Yorker* editor Ben Greenman moderating a conversation among the writers.





Luiselli already had a novel scheduled with Coffee House for September 2015 when the news from the NBF hit. Titled *The Story of My Teeth*, it was written in collaboration with workers at the Jumex juice factory outside Mexico City. Luiselli, who was commissioned to write about the company’s art collection and surrounding neighborhood, ended up sending her pieces to Jumex workers in a reading group, whose recorded conversations about her work helped shape how she progressed.

No word yet on what the other honorees will be publishing next, though note that Klay’s *Redeployment* will appear in paperback in February 2015; Gilvarry’s *From the Memoirs of a Non-Enemy Combatant* is already available in that format.






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