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Chapter 2

MyLibrary@NCState: A Library Portal After Five Years

Karen Ciccone

SUMMARY. The MyLibrary@NCState web portal was created to help users reduce “information overload,” to allow them to create personal web pages containing their most frequently consulted library electronic resources and services, and to provide a new avenue of communication between librarians and discipline-specific populations of users. This paper will look at each of the above goals and discuss how well the current product has managed to meet them. In doing so, it will also cover the relationships between library portals and course pages, the evolution of MyLibrary in the context of changes to the Libraries website, and future directions for development. [Article copies available for a fee from *The Haworth Document Delivery Service: 1-800-HAWORTH*. E-mail address: <docdelivery@haworthpress.com> Website: <<http://www.HaworthPress.com>> © 2005 by *The Haworth Press, Inc.* All rights reserved.]

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INTRODUCTION

The idea of creating a personalized library portal for NC State users arose as early as 1996, inspired by the advent of such commercial personalized portal services as My Yahoo! and My Excite. Library electronic resources were already proliferating, and it was clear that users were having difficulty navigating the library's information system to access needed information. A personalized presentation of library resources and services seemed a natural way to address this problem. In 1998, focus group interviews conducted by the NCSU Libraries' Digital Library Initiatives department confirmed that users were having trouble finding and choosing from the many electronic resources available. As one participant stated, "We want access to the world's knowledge, but we only want to see one particular part of it at any one particular time." MyLibrary@NCState was created as a means of addressing this "information overload."^{1,2}

The primary purposes for which MyLibrary was developed can be summarized as follows:

- To help users reduce "information overload" by providing views of selected ("recommended") library resources and services for particular disciplines;
- To provide a portable, customizable web page containing a user's most frequently consulted electronic resources and services; and
- To provide an avenue for communication between librarians and discipline-specific populations of users.

While the MyLibrary software has served these purposes, new technological capabilities make possible the development of an improved library portal. This paper will look at each of the above goals and discuss how well the current product has managed to meet them. In doing so, it will also cover the relationships between library portals and course pages, the evolution of MyLibrary in the context of changes to the Libraries website, and future directions for development.

A NOTE ABOUT MYLIBRARY USAGE

Although the current number of MyLibrary accounts is nearly 5,000 (for an NC State population of approximately 30,000), this statistic includes a large number of inactive accounts. Even at the peak of our marketing efforts, the number of active MyLibrary accounts never reached over approximately five to ten percent of the NC State population. Our statistics have consistently shown that the majority of accounts created are used only rarely, while a small percentage of accounts are very heavily used. We are interested in preserving the features that regular MyLibrary users find useful while increasing the usefulness of the service for the majority of our patrons.

INFORMATION OVERLOAD, CUSTOMIZATION, AND PERSONALIZATION

The problems and issues of MyLibrary are inextricably linked to the broader issue of access to library electronic resources. At the time of MyLibrary's implementation, electronic resources were organized on the NCSU Libraries website into three categories: databases, electronic journals, and "websites". Users could choose subjects to retrieve relevant lists of resources in each of those categories. While these lists were manageable in size at first, they quickly became unwieldy in length, resulting in a situation that has been dubbed "information overload". MyLibrary improved upon this situation by presenting users with shorter lists of "recommended" resources for a particular discipline, and by providing users with the ability to customize these lists, choosing resources from multiple disciplines according to need. It also brought users directly to the relevant resources for a particular discipline, circumventing the need to navigate from the Libraries homepage to the lists of electronic resources for that subject. In these ways, it was a boon to some frequent users of library resources.

MyLibrary is both personalized and customizable, and it is useful to distinguish between those two aspects of the service. When users create new MyLibrary accounts, they profile themselves as belonging to one of 65 "disciplines," terms in a controlled vocabulary based upon the university's course registration system and roughly corresponding to research and teaching programs within the university. This selection enables the software to present users with personalized information, including contact information for subject specialist librarians, links to

specialized services and locations (e.g., branch libraries), and lists of selected resources for their disciplines.

Customization, on the other hand, requires greater user interaction with the software. By clicking on any of the many “customize” links on their MyLibrary pages, users can select resources from multiple disciplines and combine them on a single list. Users can also add links to any free resources on the web, create customized lists of “quick searches” (e.g., a library catalog search, a dictionary search, a Google search of the web, etc.), and receive customized new book alerts using the “New Titles” feature. They can even customize the layout and style of their pages through the selection of different templates and colors. These features enable users to create web pages custom-tailored to their research needs.

Whereas customization is integral to the perceived purpose of MyLibrary, it is anecdotally evident that the personalization aspect has been of greater value to many of our users. Rather commonly, a user has requested that a particular resource be added to “MyLibrary”, meaning to his or her MyLibrary page. Sometimes this resource is not already in the MyLibrary database, but often it is. In these cases, the response to the user has been to explain how to customize his or her resources lists by clicking on the word “customize” within each category, and then choosing resources from the various lists by discipline. It becomes clear through these conversations that often users are unaware that customization is possible, and that they prefer MyLibrary to the Libraries’ website simply because it provides them direct access to “just the resources I need”. In other words, users are unaware that they can navigate to a similar list of default resources for a particular discipline on the Libraries website. This points out the need for both improved design of the Libraries website, to make it easier to find databases by subject, and of the MyLibrary interface, to make the customization feature more apparent.

It is also the case that users need customization features that take very little time to work through and figure out. Anecdotal evidence indicates that users who are aware of the customization option often find it too cumbersome to be very useful. Users have remarked, for example, that their Internet browser “favorites” or “bookmarks” better serve the same purpose, even though these must be saved to a file for transport from one computer to another. Some libraries with personal portals have responded to the need for easier customization by creating the means for users to select resources by clicking on links in their catalog and/or database lists. The University of Toronto Libraries, for example, includes “add to my.library” links in its catalogue and e-resources lists. An improved library portal would provide customization options in these places

FIGURE 1. Users select disciplines from the pull-down list in order to receive personalized information. The software also allows the possibility of merging resources from multiple disciplines.

[NCSU Libraries Home](#)
[NC State Home](#)



Create New Account

Use this form to create a new account in MyLibrary. All fields are required in order to guarantee unique accounts.

Please note: If you have accessed this form by selecting "guest" from the authentication page you will **not** be granted an account. MyLibrary@NCState user accounts are only available to students, staff, and faculty of North Carolina State University.

Guest accounts can be created using the "sandbox" at the [MyLibrary Development Website](#).

Item	Selection	Description
First name	Karen	Enter your first name. (Help)
Last name	Ciccione	Enter your last name. (Help)
Email address	ken_ciccione@ncsu.edu	What is your email address? (Help)
Can contact	<input checked="" type="radio"/> Yes <input type="radio"/> No	May we send you email? (Help)
Discipline	<div style="border: 1px solid black; padding: 2px;"> <ul style="list-style-type: none"> Accounting African American Studies Agricultural and Resource Economics Agriculture Animal Science Anthropology and Archaeology Art, Architecture, and Design Biochemistry Biological and Agricultural Engineering Biological Sciences Biomedical Engineering </div>	Please choose your primary interest area. This selection will not limit your ability to choose resources from other disciplines. (Help)

[COMMENTS | MY LIBRARY HOME | NCSU LIBRARIES HOME](#)
 Library version 2.5 © 2000, 2001 NCSU Libraries

FIGURE 2. Users customize their personal pages by selecting resources from alphabetical or discipline-specific lists

Use this page to customize your database selections.

These are your current selections. You may remove items by clicking to eliminate the check mark, then select 'Customize' to activate your change.

- Agricola
- Agricultural & Environmental Biotechnology Abstracts
- Biological Abstracts
- CAB Abstracts
- Science Citation Index (Web of Science)

[Return to MyLibrary](#)

Alphabetical list of databases

Select the link below to display the complete list of databases in alphabetic order by database name.

- All databases listed alphabetically by name

Discipline-specific databases

Select databases here.

- Accounting
- African American Studies
- Agricultural and Resource Economics
- Agriculture
- Animal Science
- Anthropology and Archaeology
- Art, Architecture, and Design
- Art, Architecture, and Design

where users are likely to encounter library resources, as well as make finding and adding resources within the portal as simple as possible.

Assuming that users could be made aware, through better design, of how to customize their MyLibrary@NCState pages, and that the customization process could be simplified, there is still the question of whether the current product is flexible enough to allow for a degree of customization that would be useful for many people. Many users have expressed the desire to use MyLibrary as a way to simplify access to resources for their courses and projects, but the software in its current form does not allow users to create these new categories. Resources must be added to the sections already provided on the page. In the NCSU Libraries' instantiation of the software, these are called Library Links, University Links, Karen's (i.e., user's) Links, Quick Searches, Reference Shelf, Indexes and Abstracts, and Electronic Journals. (See Figure 3.) Similarly, users cannot turn off categories, or move them around, or add multiple resource types (e.g., databases AND electronic journals) to the same category. So the product is less useful than it could be for many purposes. This shortcoming is especially apparent for undergraduates, who generally lack a discipline focus and therefore have a difficult time customizing MyLibrary to suit their needs. A product that allowed them to create and populate categories for projects and course work might have more appeal.

The experience of librarians at the University of Toronto with their my.library product supports the assertion that greater flexibility in customization is needed. Unlike MyLibrary@NCState, my.library at the University of Toronto forces users to create a page from scratch, so users are necessarily made aware of the customization option. It also gives users complete flexibility in creating, naming, arranging, and populating categories of resources. Interestingly, this product is quite popular, and the majority of its users are undergraduates.³ This is quite the opposite of our experience with MyLibrary@NCState, which has seen fairly low usage and seems to be least useful of all to undergraduates. It seems that the ability to create a fully customized page of library resources might indeed be helpful to our users.

COURSE PAGES vs. PERSONALIZED PORTAL

In addition to giving users near-complete freedom in customizing their library resources pages, the University of Toronto my.library software gives users the ability to publish their pages as static web guides

FIGURE 3. There are six MyLibrary layouts available. This one is dubbed "Folder." All contain the same basic sections.

The screenshot displays the NCSU Libraries MyLibrary homepage. At the top, there is a navigation bar with links for LOGOUT, ABOUT MYLIBRARY, CUSTOMIZE PROFILE, and COMMENTS. Below this, the main header includes the NCSU Libraries logo and navigation links for My Borrowing Record, TRIPSAVER, NCSU Libraries Catalog, and Ask a Librarian. The page is divided into several content sections:

- Welcome back, Karen!**: A personalized greeting.
- Reference Shelf**: A list of two items: "Community of Science Funding Opportunities" and "Statistical Abstract of the United States".
- Karen's Links**: A list of two links: "SciSeek" and "SearchGov.com".
- University Links**: A list of three links: "College of Agriculture and Life Sciences", "College of Natural Resources", and "College of Veterinary Medicine".
- Library Links**: A list of three links: "Natural Resources Library", "NCSU Libraries", and "Veterinary Medical Library".
- Quick Searches**: A search box with "NCSU Libraries Catalog" selected and a "Search" button. Below it is a list of search results: "cattle breeding" (about) (customize), "Indexes and Abstracts" (about) (customize), and "Electronic Journals" (about) (customize).
- Library News & Events**: A section titled "Message from my Librarian" with a message about a web focus on GM Crops.
- My Librarian(s)**: A section listing three librarians: Eleanor Smith, Debbie Currie, and a Librarian (libref@ncsu.edu).

At the bottom of the page, there is a footer with the text: "LOGOUT | COMMENTS | MYLIBRARY HOME | NCSU Libraries Home MyLibrary version 2.5 © 2000, 2001 NCSU Libraries".

for others to use. Librarians and faculty alike use the product to create customized lists of library resources for specific courses. This is in fact the most popular use of the product. My.library developers are working to further improve functionality for this purpose by adding the ability to link directly to specific articles for course readings.⁴

Librarians at Virginia Commonwealth University have also found the creation of course pages for students to be the most popular use of their My Library software. Dan Ream and Jim Graphery, developers of VCU's My Library, state, "We suspect that students see their needs changing from class to class and semester to semester and thus the content of their My Library page might be too fluid to stay valuable with frequent re-editing. The course-specific page, on the other hand, meets their immediate needs and therein lies its popularity. . . . Our perception is that only regular or frequent users of library resources would [find] any value in a Web shortcut to favorite resources, for they are the only users who have a sense of "favorites" among library tools to begin with."⁵

Librarians at the University of Rochester Library, citing low adoption rates for VCU's and NC State's library portals, chose to develop instead a system for creating course-related library resources pages linked to professors' syllabi and course reserves. By putting library resources where the students were already going, and by connecting them in a meaningful way to their classes, they created a useful and popular service.⁶ They are now offering the application they developed, Library Course Builder (LibCB) as open source code. It is available through SourceForge at <http://sourceforge.net/projects/libcb/>.

Other libraries have integrated library resources into their campuses' course management systems to the same end. One successful example is Pennsylvania State University Libraries' adaptation of their campus' ANGEL course management software.⁷ Faculty can easily request, and librarians can easily create, course-specific lists of library resources using this software. As with the Rochester approach, librarians are putting library resources where students need them and are likely to use them—in the context of the courses they are taking.

Reflecting a demand for these types of services on the NC State campus is the fact that the MyLibrary feature most often requested by users is the ability to publish personal pages for course use. Librarians would also like to have such a tool, since they currently create and maintain course pages and subject guides by hand. Although the MyLibrary software includes a "publish static page" feature, it again forces resources into the basic categories defined by the software and is therefore not

flexible enough for these purposes. One of our goals is to develop a tool to simplify course page creation and better integrate these resources into the online course environment.

An intriguing idea is the possibility of utilizing registration data to provide users with links to relevant course resources within the library portal. While students may not be interested in creating customized lists of “favorite” library resources, they might be very appreciative of being presented with lists of resources or course pages based upon the courses for which they are registered. We plan to explore feasibility of this idea.

MYLIBRARY AND THE LIBRARIES WEBSITE

As the Libraries’ website has become more usable and sophisticated, the advantage of MyLibrary as an easier-to-use interface has diminished to some extent. Additionally, with the creation of new tools such as the NCSU Libraries Database Finder and E-journal Finder, the Libraries website now has functionality not available through MyLibrary. Whereas MyLibrary provides only alphabetized lists of databases for each discipline, Database Finder produces categorized lists with “core” resources at the top, databases covering related or narrower subjects in the middle, and databases including some coverage of the subject at the bottom. For the user who appreciated MyLibrary’s ability to provide a personalized list of databases for a particular discipline, the Libraries website can now serve that purpose without the need to create an account.

The NCSU Libraries E-journal Finder allows users to determine whether electronic access to a particular issue of a journal is available, either by subscription or through one of our aggregator databases. Users can search for electronic journals by title, discipline, or publisher. By contrast, MyLibrary does not contain a complete list of journals subscribed to by the Libraries, does not include aggregated titles at all, and does not provide the ability to search for a specific title. As thousands of titles were made available to our users through publisher packages and aggregators, it became impossible for the MyLibrary system to provide access to all of these. Even if a process had been in place to easily import the new titles into the MyLibrary database, the result would have been unmanageably long lists of e-journals for each discipline. Without an easy system for users to search e-journals by title in order to add them to their pages, this would not have been very useful.

Perhaps the most significant piece of functionality missing from MyLibrary is the ability to search across multiple databases at the same time. The NCSU Libraries MultiSearch tool, accessible through the Database Finder, lets users type their searches once and receive results from multiple databases complying with the Z39.50 standard. It also lets them merge and de-duplicate these results. (See Figure 4.) Although links to this tool could in theory be added to the list of Quick Searches available in MyLibrary, these would in effect take users out of the MyLibrary interface and not actually add much to the functionality of that product. Users would not be able, for example, to metasearch across only the selected databases on their MyLibrary pages, as they might reasonably expect to be able to do. A product that could provide metasearching capability as well as the customization features of user-maintained lists of favorite resources, saved results sets and search histories, and article alerts, would be much more useful. We envision enhancing our MultiSearch product to provide this functionality in the future.

There is the potential to migrate other features of MyLibrary to the website and catalog in ways that would make them available to a greater number of users. We are currently working to provide an enhanced “New Titles” feature by taking advantage of the capabilities of the Sirsi Unicorn integrated library system. Sirsi’s iLink provides custom alerts based on author and subject heading, and this service will eventually be accessible through both the Libraries catalog and the user’s borrower record. A list of recently received titles by call number will also be made available from the Libraries website.

COMMUNICATION

Arguably the most innovative aspect of MyLibrary is the way it connects individual users with librarians. By classifying librarians as belonging to specific disciplines, the software provides users with lists of “their” librarians—collection managers for collections-related requests and reference librarians for general research needs. These librarians also have access to users through the “Message from my Librarian” feature, which lets them post news items of interest to specific user groups to those users’ MyLibrary pages. Of equal importance, the software gives librarians the ability to send e-mail messages to all users profiled as belonging to a particular discipline or disciplines.

FIGURE 4. MultiSearch lets users search across all databases for a selected discipline complying with the Z39.50 standard. A separate interface allows for the selection of databases from multiple disciplines.

The screenshot displays the MultiSearch interface. At the top, there is a navigation bar with links: Home, Services, Research Resources, About the Libraries, NC State, Search Catalog, Database Finder, E-Journal Finder, Ask a Librarian, and Search Website. Below this is a header for "Databases by Subject" with a link for "Off-campus Access | Conditions of Use".

The main content area is titled "AGRICULTURE" and lists "These databases are core resources for this subject area:". The listed databases are:

- AGRICOLA**: Covers the world's agricultural literature, including plant and animal sciences, forestry, soil and water resources, and earth and environmental sciences. Records describe journal articles, book chapters, books, series, microforms, audiovisuals, maps, and other types of material. Coverage: 1970-current. ([more info](#))
- CAB ABSTRACTS**: Covers the world's literature on agriculture, forestry, and allied disciplines, including animal and crop husbandry, animal and plant breeding, plant protection, genetics, forestry, engineering, economics, veterinary medicine, human nutrition, recreation, and rural development. Records describe journal articles, books, conference papers, reports, and other types of material. Coverage: 1972-current. ([more info](#))

Below this list, there is a section titled "These databases cover related or narrower subject areas:" followed by a list of related databases:

- AGRICULTURAL & ENVIRONMENTAL BIOTECHNOLOGY ABSTRACTS - ([more info](#))
- ANIMAL BEHAVIOR ABSTRACTS - ([more info](#))
- BIOLOGICAL & AGRICULTURAL INDEX - ([more info](#))
- BIOLOGICAL ABSTRACTS - ([more info](#))
- BIOLOGICAL ABSTRACTS/ARM - ([more info](#))
- BIOLOGY DIGEST - ([more info](#))
- ECOLOGY ABSTRACTS - ([more info](#))
- ENTOMOLOGY ABSTRACTS - ([more info](#))
- ENVIRONMENTAL SCIENCES & POLLUTION MANAGEMENT - ([more info](#))
- ESTA - ([more info](#))
- HEALTH AND SAFETY SCIENCE ABSTRACTS - ([more info](#))

On the right side of the interface, there is a "MultiSearch" section titled "Search databases shown for this subject" with a link "(More about MultiSearch)". It includes a search box with the text "Any Keyword", a "go" button, and radio button options: "All of these words" (selected), "Any of these words", and "Search Library Catalog?". There is also a checkbox for "Search additional databases" and a link "Send us your comments on this service".

An obvious limitation of MyLibrary as a means for communication with users is that it requires that users create a MyLibrary account in order to receive information. Another is that, unless the librarian uses the e-mail feature each time she posts a new “message”, users must go to their personal pages on a regular basis in order to be kept up to date. Unfortunately, users are unlikely to visit their MyLibrary pages simply to see if a new message from their librarian has been posted there. This is somewhat of a “chicken-and-the-egg” problem, since greater portal functionality would likely bring users to their personal pages more often. It is clear, however, that unless MyLibrary is part of users’ daily workflows, this means of communication alone is likely to be ineffective.

MyLibrary contains two types of news—“global” messages, such as library closures and special events, and the discipline-specific messages “from my librarian”. Both types of messages could be combined into a newsletter, accessible through the Libraries website as well as available via e-mail to subscribers. Because we want to reach all users, not only those with MyLibrary accounts, we are experimenting in this area. Some of the NCSU Libraries departments have created online/e-mail newsletters and are also experimenting with weblog technology to develop library news RSS feeds. (For an example, see the Natural Resources Libraries News at <http://www.lib.ncsu.edu/news/nrl.php>.) The growing adoption of newsreaders, as well as the potential to syndicate content back to a library portal, makes this communication option worth investigating.

INTEGRATION WITH THE CAMPUS PORTAL

In considering users’ workflows, campus portal developments must also be taken into consideration. A library channel on the campus portal could provide general library news as well as an easy customization option for adding additional news feeds on specific subjects. If a campus portal should become an integral part of the NC State community’s daily habits, it would be important for the information we want to share to be made readily available there.

Ideally, logging in to the campus portal would also automatically log users in to their personalized and customizable view of the library universe. A tab or link to the library portal would be an integral part of the campus portal design, and a similar link back to the campus portal

would appear on the library portal page. Users would need to log in only once to access all of their personal information. At the NCSU Libraries, movement toward making the campus computer login the login for all library services is bringing this integration closer to a reality.

An alternative scenario would have the library portal being subsumed by the larger campus portal. Conceivably, customizable access to library resources and automatic login to users' library accounts could be accomplished using the campus portal software. An example of an institution taking this approach is Macalester College, whose library portal exists as the "Research" element of their campus portal, named Lester. (Users must still, however, login separately to their library accounts. See <http://lester.macalester.edu/login.cfm> to create a guest account on Lester.) While the final form of the campus portal at NC State, and whether this degree of integration would be possible or desirable, remains unclear, there is general agreement on the importance of a prominent library presence there.

CONCLUSIONS

Some general conclusions can be drawn from the experiences of the NCSU Libraries and others with library portals:

- Users value the personalization aspect of the library portal. They need a simple way to get to just the resources they need, and the process of navigating to needed databases, e-journals, and other resources through a library's website can be perceived as too difficult.
- Users need a simple way to customize their personal portal pages, e.g., "add to MyLibrary" links in the catalog and resources lists. If the customization process is cumbersome, users who desire this functionality will use a system of bookmarks or web pages instead.
- Undergraduates and others who do not have a single discipline focus need a system that is flexible enough to provide a great degree of customization. At a minimum, users should be able to create and name the sections on their personal page and populate these with multiple types of resources.
- Students' needs for library resources change from course to course. Librarians and faculty therefore need a simple way to create pages

of library resources for specific courses, and these pages need to be available to students where they already go to get their course information.

- Metasearching functionality should be available within the library portal.
- News and current awareness services need to be integrated into users' workflows. If a portal is not part of these daily workflows, it will not be an effective medium for communication.
- If a campus portal becomes a significant part of users' habits, it is important for library news and content to be made available there. Multiple options exist for integrating campus portal and library portal content.

THE FUTURE

There is evidence to indicate that there is user demand for personalized and customizable views of library resources and communication. Although MyLibrary was partially successful in achieving these goals, its full potential was never realized due to the limitations of the software. The NCSU Libraries is investigating new options for realizing this potential, taking advantage of technological developments and capabilities that did not exist when MyLibrary was developed.

As part of the larger website redesign effort, the Libraries has formed a group to create the next generation MyLibrary. Its official charge is to reconceptualize personalization and customization tools and views of library collections and services, to design course-based access to library resources, and to plan migration from the current MyLibrary service to the new MyLibrary.

Key to our vision for the new MyLibrary is a single user login providing access to a whole suite of services, including the user's library account and borrower services, a customized list of databases for metasearching, saved searches and alerts, news services, and a personal page of library resources, easily and completely customizable by the user. Additionally, librarians and users will have available a tool for easily creating static pages of library resources for others to use, made available through the library portal, campus course management software and elsewhere. With the resource management tools that have already been created, and the pieces currently under development, we are on our way toward achieving these goals.

LINKS TO CITED PROJECTS

MyLibrary Development Website—Here you can read documentation and articles, experiment with the MyLibrary “sandbox”, and download the software. <http://dewey.library.nd.edu/mylibrary/>

University of Toronto Libraries my.library—Click on the link at the bottom of the page to see examples. For guest access, click on the link at top of the page (username: 12345, password: guest). <http://eir.library.utoronto.ca/MyUTL/index.cfm>

Virginia Commonwealth University Libraries My Library—Click on “Create your own library page” and choose “Guest Access”. <http://www.library.vcu.edu/mylibrary/>

University of Rochester River Campus Libraries Course Resources and Reserves <http://www.lib.rochester.edu/index.cfm?page=courses>.

Library Course Builder, offered through SourceForge <http://sourceforge.net/projects/libcb/>.

NCSU Libraries Database Finder, E-journal Finder, and MultiSearch <http://www.lib.ncsu.edu>.

Natural Resources Library News <http://www.lib.ncsu.edu/news/nrl.php>.

Lester, the Macalester College portal—Click on “create a new account” under “Alumni, Parents, and Others”. Library tools and services can be found under the “Research” tab. <http://lester.macalester.edu/login.cfm>.

NOTES

1. Keith Morgan and Tripp Reade, “Pioneering Portals: MyLibrary@NCState,” *Information Technology and Libraries* 19, no. 4 (Dec 2000): 191-198.

2. Eric Lease Morgan, “Putting the “My” in MyLibrary,” *Library JournalNetConnect* (10/15/2003), <<http://libraryjournal.reviewsnews.com/index.asp?layout=article&articleid=CA323338>> (20 October 2003).

3. Marc Lalonde, telephone interview by author, 26 September 2003.

4. Ibid.

5. Jimmy Graphery and Dan Ream, “VCU’s My Library: Librarians Love It . . . Users? Well, Maybe,” *Information Technology and Libraries* 19, no. 4 (Dec 2000): 186-190.

6. Susan Gibbons, “Building Upon the MyLibrary Concept to Better Meet the Information Needs of College Students,” *D-Lib Magazine* 9, no. 3 (Mar 2003), <<http://www.dlib.org/dlib/march03/gibbons/03gibbons.html>> (16 October 2003).

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