

Exhibit E

**“Libraries Can Supply Answers Any Time,” *The Press Enterprise*,
Feb. 9, 2002**

**“New Online Service May Change the Way America Surfs;
Professional Librarians to be Available Online,” *U.S. Newswire*,
Aug. 21, 2001**

“The Library that Never Closes,” *Forbes ASAP*, Feb. 19, 2001

The Press-Enterprise Riverside, CA
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Saturday, February 9, 2002

LOCAL

Libraries can supply answers at any time ; **24/7 REFERENCE**; Several Inland public libraries have contracted for the Internet-based service.

ELENA ARNOLD
THE PRESS-ENTERPRISE

Did your child "forget" about a school report until the last minute?

Need to settle a bet at 3 a.m. on who stole the most bases in a single baseball game?

Don't despair. Regardless of the hour, a librarian is waiting to supply accurate answers to any and all questions.

This month, libraries in San Bernardino, Riverside, San Diego and Imperial counties -- all part of the Tierra Del Sol Library system -- will begin offering the **24/7 Reference** system to customers.

With **24/7 Reference**, users can communicate, in real-time chat, with a librarian who will direct the visitor to an appropriate Internet site.

The service is better than searching the Internet, which can be time-consuming and may not provide accurate answers, said Kathy Aaron, executive director of the Tierra Del Sol Regional Library network.

"It is important when we (librarians) answer a reference question that the source we are giving to the customer be an accurate, unbiased source," Aaron said.

About 200 librarians in Los Angeles, Orange County, Boston, Charlotte, N. C., and Hawaii are contracted to staff the program.

Each librarian has a master's degree in library science, 20 hours of training with the system and a list of Web sites with reliable information, Aaron said.

(Publication page references are not available for this document.)

The system was developed by the Metropolitan Cooperative Library System, an association of libraries in the greater Los Angeles area. Those libraries have used **24/7 Reference** for about two years, Aaron said.

Visitors can access **24/7 Reference** through an "Ask the Librarian" link on each library's Web site. The user then enters information including name, e-mail address, purpose and question.

"To provide the right level of information, it is important to determine if the user is a college student or a fifth-grader," Aaron said.

The time of day when the question is posed usually is the big clue, Aaron said.

"Most of the late night/early morning users tend to be college students," Aaron said with a laugh.

Users are referred to a librarian in a chat-room type setting. The librarian will find an answer to the question and "push" the Web site toward the user.

If the site does not answer the question, a further search will be conducted. The user can ask additional questions during this time.

At the end of the session, a list of all accessed Web sites will be sent via e-mail to the user.

Local librarians are excited about the project.

"This will be wonderful if a question arises late at night," Margaret Wynne, a librarian at the Riverside Public Library, said.

Millicent Price, principal librarian for the San Bernardino Public Library, said the system means that the library can serve more people. The service already is available at her library at www.sbpl.org

"This will really help people who are disabled or cut off from coming to the library," Price said.

(Publication page references are not available for this document.)

The service is being offered as a pilot project. In June, Tierra Del Sol officials will determine if there is enough interest and funding to continue the program.

* * *

24/7 REFERENCE

The following Inland Empire libraries are participating in the 24/7 Reference pilot program. Web sites for all of the libraries should have links this month.

SAN BERNARDINO COUNTY

- * Colton Public Library
- * Ontario City Library
- * Rancho Cucamonga Public Library
- * San Bernardino County Library System
- * San Bernardino Public Library

* Upland Public Library

RIVERSIDE COUNTY

- * Moreno Valley Public Library
- * Palm Springs Public Library
- * Riverside Public Library
- * Chaparral High School, Temecula
- * Temecula Valley District Office
- * Temecula High School

----- INDEX REFERENCES -----

NAMED PERSON: AARON, KATHY

KEY WORDS: LIBRARIES; SAN BERNARDINO COUNTY; RIVERSIDE COUNTY; SPECIAL PROGRAMS

NEWS SUBJECT: Local/Regional Section; English language content (LCR ENGL)

REGION: United States - California; United States; North American
Countries; California; North America; Pacific Rim; United States; Western U.S. (USCA
USA NAMZ CA NME PRM US USW)

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Monday, February 19, 2001

Launch

The Library That Never Closes **24/7 reference** help will be a click away
BY Karina Kinik

IF LANDS' END could sell wool sweaters online, then libraries could offer facts online, too, the Los Angeles librarian reasoned. She'd always believed that libraries "are in the customer service business."

Susan McGlamery's simple concept could forever change how we conduct research. The Library of Congress has taken note of her work and will offer worldwide online research later this year.

Adding live chat to library Web sites allows anyone anywhere to submit a question. "Where can I find information on the filmmaker Jules Dassin?" The on-call librarian, alerted to the incoming query by an alarm, responds: "Let me push your browser to a Salon article." Within seconds, the article materializes on your screen.

For the experienced Web surfer, tracking down sites may seem easy. But for those overwhelmed by the vastness of the Net, as well as its unverified sources, librarians provide much-needed research expertise.

Santa Monica, California, had the first public library (www.smpl.org) to adopt the technology, going "live" on July 1, 2000. It was joined early this year by the Los Angeles Public Library, among others. If the trial period goes smoothly, the service will be available when the libraries are closed, bringing McGlamery's vision of **24/7 reference** help to reality.

Inspired by McGlamery's project, the Library of Congress will offer online research via email beginning in June. Depending on a person's query and when it is sent, the Library of Congress will route questions to member libraries, including Harvard, Yale, the Smithsonian American Art Museum, the national libraries of Canada and Australia, and the Berlin Central and Regional Library. Certain questions, not trivia, will be answered directly by someone at the Library of Congress. Questions such as: Where can I see a daguerreotype of President William Henry Harrison? How do I obtain railroad-related oral histories? Can you help me find a manuscript of Clifford Odets' "Awake and Sing"? Answers will be stored on the site in a searchable database. Eventually, the Library of Congress expects to offer live chat research as well.

COMPANY (TICKER): Lands' End Inc. (LE)

NEWS SUBJECT: Catalog News; Dow Jones Total Market Index; English language content; Domestic Politics; Political and General News; Politics (CGO WEI ENGL GPOL GCAT PLT)

INDUSTRY: Specialty Apparel Retailers; All Specialty Retailers (SAP RTS)

REGION: United States - California; Western U.S.; United States; North American Countries; California; North America; Pacific Rim; United States (USCA USW USA NAMZ CA NME PRM US)

Word Count: 336

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U.S. Newswire
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Tuesday, August 21, 2001

New Online Service May Change the Way America Surfs; Professional Librarians to
be Available Online

WASHINGTON, Aug. 21 /U.S. Newswire/ -- In September **24/7 Reference** (<http://www.247ref.org>) will publicize a first-ever service to Web surfers: professional librarians online with them to help them find what they are looking for. As the name suggests, the librarians will be available 24 hours a day 7 days a week.

24/7 Reference is the creation of a consortium of public libraries in southern California. The consortium members represent just some of the public and academic libraries in America to offer, or about to offer, similar services with funding from the federal Institute of Museum and Library Services (IMLS).

"One often hears that the Internet is just a big electronic library. The problem is -- it isn't," said Dr. Robert Martin, director of the IMLS. "A library has a well-selected collection of materials organized for use, with expert information professionals to help. Anyone searching the Internet knows the frustration of retrieving erroneous information or having to wade through thousands of 'search results' or sometimes having no results returned at all," Martin observed. "Helping people find information is what librarians do. Now we can look to librarians in the digital world to provide reliable, accurate, and unbiased answers to the questions being posed by a public online day and night."

The new services allow a patron to chat online with a librarian and ask questions. The librarian then searches the Internet and "pushes" Web pages to the patron while they continue their online discussion. Collaborative browsing of the Internet with a librarian eliminates unnecessary research forays, and produces highly accurate and reliable search results. And, being online with a knowledgeable information specialist is reassuring to users.

Patrons of **24/7 Reference** have said: "...we did in minutes what would have taken me hours", "She (the librarian) was nice, patient and helpful. I had tried this search on my own and kept getting junky hits," and, "This site is great for students...when I can't find any information, then I depend on this to help me."

24/7 Reference users pose a wide range of questions: Which city is further from Mendocino -- San Francisco or Lake Tahoe? What is a wolverine? Where can I find reliable information about the herbal medicine comfrey? Response to the service has been positive: "It was

a wonderful experience. I had begun to hate the Internet, but my opinion is swinging back", "The librarian had a very helpful e-attitude...", "...it is the best thing I have found on the Net..." and, "I was amazed to get help at 1:00 in the morning."

Should 24/7 online library reference services become a national trend, concern may arise as to whether libraries could handle the millions of questions per day that some commercial sites receive. "One of the objectives of the IMLS supported **24/7 Reference** project is to promote a national network of online reference services throughout America's libraries," says Susan McGlamery, a pioneer of **24/7 Reference**. "There are 122,000 libraries in America and, it should be noted, public and academic reference librarians already answer more than 7,000,000 questions at them weekly."

For more information about library online reference services please access the IMLS Web site at: [http://www.ims.gov/closer/hlt\(underscore\)10801.htm](http://www.ims.gov/closer/hlt(underscore)10801.htm) or call the IMLS Office of Public Affairs at 202-606-8339.

About the Institute of Museum and Library Services (IMLS) -- IMLS is an independent Federal agency that fosters leadership, innovation, and a lifetime of learning by supporting the nation's museums and libraries. Created by the Museum and Library Services Act of 1996, P.L. 104-208, IMLS administers the Library Services and Technology Act and the Museum Services Act. IMLS has an annual budget of approximately \$230 million. The Institute receives policy advice from two Presidentially appointed, Senate confirmed entities: the National Commission for Libraries and Information Science and the National Museum Services Board. For more information, including grant applications, contact IMLS at 1100 Pennsylvania Ave., NW, Washington, D.C. 202-606-8536, or visit <http://www.ims.gov>.

KEYWORDS:

INTERNET, FEATURES, EDUCATION

---- INDEX REFERENCES ----

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PRODUCT: Internet (DIT)

REGION: United States - California; United States; North American
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