

# EOS International Case Study

## The Richard T. Liddicoat Gemological Library and Information Center

Gemological Institute of America (GIA)



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*Located at the Gemological Institute of America's world headquarters at the Robert Mouawad Campus in Carlsbad, CA, the Richard T. Liddicoat Gemological Library and Information Center is the world's largest, most up-to-date source of gemological information on diamonds, colored stones, jewelry arts and jewelry business. The Library serves as the gem and jewelry industry's most authoritative resource and is recognized as the first point of reference - and the final word - for industry professionals around the world.*

GIA is where the gemologists, designers, and visionaries of tomorrow are taught. Among the many gemology and jewelry manufacturing programs taught at GIA, there is also a newly created comprehensive jewelry business education program that can be obtained at the fully accredited, non-profit institute. Graduates of the GIA School of Business boast a Bachelor of Business Administration in Jewelry Business Management. GIA has 3 U.S. locations and 11 international sites. At the Carlsbad location where the Library is centered, there are approximately 250 on-campus students. Combined with the other locations and their Distance Education students there are over 15,000 students worldwide.

The mission of GIA is to ensure the public trust in gems and jewelry by upholding the highest standards of integrity, academics, science, and professionalism through education, research, laboratory services, and instrument development; therefore, the information in the Library is accessible to anyone for education and research. The Library staff answers questions from the public, scientists, jewelers, gemologists, and students from every corner of the globe via phone, fax, e-mail and in person. Many of the reference staff are gemologists or librarians and draw upon their high level of gemological subject knowledge in order

### Solution Overview

#### EOS.Web Enterprise: Trusted to Keep track of Rare Books

At the heart of the Library is the world-renowned John and Marjorie Sinkankas Gemological and Mineralogical Collection which is housed in the Archives. This book collection was accumulated by the Sinkankas' over a 40-year period. John Sinkankas was a noted author, gemologist, mineralogist and lapidariast, and with his wife, Marjorie, they amassed a book collection that surveys the historical development of gemology - as a science, in art, and in society. The Sinkankas Library represents virtually every major work related to the study of gems and jewelry.

#### Win-Win EOS-GIA Partnership

*"The business partnership we have with EOS is a win-win situation. We are delighted to be located so close to the EOS headquarters. "*

Dona Dirlam, M.S., G.G., F.G.A.  
Director

to answer the hundreds of reference questions they receive from around the globe. Through their unique ability to provide expert-level, trusted gemological information, the Library staff promotes the use of its resources for education and research by the public, the gem and jewelry industry, GIA students, staff, and alumni.

### **The Library Collection**

The Library's circulating collection consists of 13,000 books and currently receives over 350 international magazine and journal titles. It also has a collection of over 1,000 videos some of which are in DVD format. The videos and DVDs can be viewed on-site in a specially designated viewing area. Because the Library strives to be the comprehensive archives for the jewelry industry, subject related materials are collected in all languages, for example, Chinese, Japanese, French, German, Italian, Swedish, Latin, Russian, Sanskrit, Hebrew, Thai, Hindi, and others.

The Library is also a repository for some of the jewelry industry's most valued documents. Located within the Library is the Cartier Rare Book Repository and Archives which houses an additional 25,000 volumes and other materials. The oldest book in this room is Pliny the Elder's *Naturalis historia* (Natural History) which is dated 1496. Its oldest print periodical is *The Keystone*, dated 1893. Also preserved are other rare books which include faceting diagrams, books on the crown jewels of Great Britain and crown jewels of other countries, original jewelry design renderings, the Institute's courses which date back to 1931, etc. A recent donation to GIA and the Library was the jewelry renderings created by Mr. Ambaji Shinde of Harry Winston, Inc.

In order to view materials housed in the Archives, a patron must locate the items through the OPAC or through various other finding aids and then provide a written request to the Library Director for an appointment. At this time, the OPAC is not available through the Internet, therefore, one of the skilled library staff can assist the patron via a phone call or other written correspondence. A supervised research area is provided for the examination of these items.

### **Easy Searching with EOS.Web OPAC**

Before entering the public area of the Library, you pass through the Mikimoto Rotunda in which are displays featuring

award-winning gem and jewelry collections whose exquisite beauty takes the viewer's breath away. The Library has closed stacks so the Library staff assists all patrons at the front counter. Public access to the Library's unique collection is provided at the front counter via 2 EOS.Web OPAC workstations. To provide self-service help in searching the OPAC, Library staff downloaded the useful OPAC Pamphlet available on the EOS SupportNet resource site and customized it for their library by adding helpful information on frequently asked questions. This enables the students and the public who visit the Library to fine-tune their searches and save, print, or email the results home.

### **Best Practices**

The Library has a comprehensive disaster recovery program in place. This response and recovery program dovetails with the emergency response policies and procedures that the Institute has established for the company as a whole. Within the Library there are two rolling bins stocked with essential materials to be utilized as a first step in an emergency. They contain a binder with disaster recovery procedures, hardhats, clipboards, flashlights, radios, dust masks, plastic sheeting and other disaster recovery materials. The Library staff meet monthly to discuss, review and practice various aspects of their plan. They also maintain contracts with outside companies that provide freeze-drying facilities and wet materials recovery.

Another best practice is in the area of preservation of images, documents, and library resources. GIA adopted a digital asset management system as a company-wide initiative in 2003. The DAM system is located within the Library's Visual Resources Library. Over 50,000 images have been scanned and metadata attached for GIA staff to utilize for research, classroom instruction and publication.

*“We enjoy sharing our experiences with other librarians”*

Dona Dirlam,  
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Director

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