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TECHKNOW

A Quarterly Review of Bright Ideas
For the Technical Services Division

Volume 11, Issue 1, March 2005

DEWEYERROR Discussion List has a New Home -- with OLC

By Bonnie Doepker, Assistant Director for Technical Services, Dayton Metro Library, and Ian Fairclough, Catalog Librarian, Marion Public Library

The OLC Technical Services Division has decided to adopt the DEWEYERROR discussion list, providing hosting service to the list through Kent State University. At a meeting last July, the division's action council granted a request to adopt the electronic distribution list devoted to announcing suspected errors in Dewey Decimal Classification (DDC) numbers. The list is useful because of the way that the Library of Congress (LC) distributes bibliographic records that contain DDC numbers.

The Decimal Classification Division of the Library of Congress contributes DDC numbers in bibliographic records, and every now and then an error occurs. If the error isn't caught, it gets distributed to all agencies receiving LC records, such as OCLC, and through them the error is promulgated to local libraries, possibly resulting in a book being misplaced on library shelves nationwide.

Some local libraries check the DDC class number for accuracy every time they use a record; others don't. There are reasons why a particular library may not review the number, such as the large number of records added to the catalog, or the need to economize on exactly what gets checked first. If a library does review the numbers, and occasionally finds an error, they can now not only correct the number locally but also help others, including those who don't review the number, and the library communities they serve, as well as the Library of Congress.

It's Been Changed.....

Welcome to our new format. With this issue *TechKNOW* has changed yet again. Faithful readers of this 10-year old publication know that the look and feel have changed many times, moving from a paper publication to an electronic one and from one Web format to another. Regardless of the package it comes in, strong, reliable content is still the primary hallmark of *TechKNOW*. And that will never change. We are seeking comments regarding our new format, and you can contact Margaret Maurer at mmaurer@lms.kent.edu with your thoughts.

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DEWEYERROR continued...

To communicate with LC about suspected errors, send a message to dewey@loc.gov with information about the error. A word of caution: it would be polite to use the phrase "suspected error" just in case LC is right. Chances are they'll politely reply with a thank you or an explanation.

When LC edits a bibliographic record, the record gets redistributed to all the receiving agencies, and the earlier version gets replaced. This process takes care of the error at the agency, but it is often too late for the local libraries, who have already added the title to their collections. Unless, that is, someone tells them, and that is where the DEWEYERROR list comes in. Each time someone writes to LC concerning an error, they now also have the option of sending a copy of the email to the DEWEYERROR list. DEWEYERROR list subscribers receive a copy of the message and can therefore check to see if their book is also misplaced due to an erroneous class number.

The list was originally created by Ian Fairclough in February 2002. Once the list grew to about eighty subscribers it became too unwieldy to maintain individually. At the TS division's request, Kent State University assumed hosting responsibilities, with Ian, Sevim McCutcheon (SEO Catalog Librarian) and Margaret Maurer (KSU) serving as co-list owners. The list has no official connection with OCLC, or with the Library of Congress, although OCLC (the DDC maintenance agency) has approved of the list's name. The list currently has 266 members. In addition to the United States, subscribers have joined from Canada, the United Kingdom, Australia, New Zealand, South Africa and Germany. The list is moderated, and all messages are reviewed prior to distribution, relieving list members of irrelevant and inaccurate posts.

To subscribe to DEWEYERROR, send an email to listserv@listserv.kent.edu that contains "SUBSCRIBE DEWEYERROR" plus your name. After responding to a confirmation request, the subscriber will be automatically added and will

000-999

start to receive error reports. For further information about the DEWEYERROR list, please write to DEWEYERROR-request@listserv.kent.edu.

Many other individuals assisted during the initial list setup including Laura Salmon, Bryan Baldus and Carl Cording. The list has been advertised on various electronic discussion lists. Anyone who has suggestions regarding additional places to promote DEWEYERROR should contact Ian Fairclough at ifairclough@marion.lib.oh.us.



Training @ OLC: Cataloging Challenges:

How to Handle *Squirrely* Additions to the Library's Collection.

Catalogers are constantly confronted with challenges, but often it is those unusual, *squirrely* items that can be most frustrating. Carol Bradsher will lead a workshop aimed at getting items off that proverbial shelf of *good intentions* at your library, working to develop strategies for their entry into the catalog that make practical sense and enhance customer access to them. Carol is a consultant with over twenty years of library experience. Join Carol and your cataloging colleagues from across Ohio for a day that promises to be both practical and enjoyable! Wednesday, June 22, 2005 at the OLC office in Columbus. For more information or to register visit the OLC Web site at <http://www.ollc.org>.

Coordinator's Corner –

Those of you who experienced the "Mohican Conference" remember it quite fondly. In 2003 the TS division hosted *Technical Services 2003: Inspiration, Example, Synthesis* at the Mohican State Park. The two-day conference, which featured Janet Swan Hill as the keynote speaker, acted as a springboard for technical services librarians interested in increasing our visibility and viability within Ohio libraries. People are always asking us when we are doing it again.

We are doing it again in the spring of 2006. This year the division will be offering two *Training @ OLC* programs. In June Carol Bradsher will present *Cataloging Challenges: How to Handle Squirrely Additions to the Library's Collection*. In August, Louise Sevold (Cuyahoga County Public Library) and Margaret Maurer (Kent State) will offer *Office Politics 101* for technical services managers. We will also continue to provide programming for the OLC Annual Conference this year, which is becoming a biennial conference. Division members will thus have the chance to go to OLC Annual and a Mohican type conference in alternating years.

Here's where we need your help. Do you want another Mohican? Do you want to continue the dialogue that was forged there, or something different? Do you want the nuts and bolts or the theory? Do you need to learn even more about politics and outreach? Or do you want to discuss the future of our work, perhaps through meta-data or AACR3?

We want to hear your issues and concerns. Please share them with me by contacting me at 740-653-2745 x180 or at dliebtag@fcdlibrary.org, or by contacting any of the members of the division's Action Council. Or, start a conversation on TSLIBRARIANS. It is important that the new biennial conference serve your needs, which only you can tell us about.

As the new TS Division Coordinator, I welcome you to the New Year.

**--Dan Liebttag
Fairfield County District
Library**



**Ohio Valley Group of
Technical Services Librarians
2005 Conference**

“Technical Services: Rethink, Retool, Risk”

May 11-13, 2005
Cherry Valley Lodge, Newark, Ohio

<http://www.denison.edu/collaborations/ovgtsl2005>

Metadata: What's all the fuss about?

By Jody Perkins, Metadata Librarian, Miami University Libraries

So what is it?

Metadata is structured data that tells you something about a resource. All OPAC catalog records contain metadata. However, what we are commonly referring to when we talk about metadata is data about digital resources contained in non-MARC formats, typically XML (extensible markup language) or XML like formats.

Why is it important?

It's fundamentally about access, discovery and preservation – making the greatest number of materials available to the largest number of people over the longest period of time. Metadata facilitates *discovery* in the same way that traditional cataloging does – by supporting collocation (bringing similar items together), disambiguation (supplying distinguishing details), and providing context and access or location information (typically a link to a digital object in this case).

Use of open architectures and related standards supports *accessibility* by eliminating the technical barriers of traditional proprietary database bound collections. Making digital collections available in open standard or open standard compatible formats, facilitates cross-domain, cross-system searching and harvesting. There is one caveat however, the metadata that accompanies these collections needs to be developed with an eye toward interoperability. If you want your collections to have increased access and longevity you can't create your metadata in a vacuum.

Metadata also supports the *preservation* of digital resources. Without metadata that includes technical details about a resource (e.g. file formats, hardware and software requirements etc.) it may not be possible to maintain a resource over time through multiple system migrations and changes in technology.

What's the deal with standards?

Like anything that requires a certain level of compatibility, metadata is standards driven. There are four layers of standards that support metadata: data structure or schema standards (e.g. Dublin Core, VRA Core), data communication or encoding standards (e.g. MARC, XML), data content standards (e.g. AACR2, VRA-CCO) and data value standards (e.g. LCSH, AAT). Data structure and data communication standards are not necessarily mutually exclusive and may be combined into a single standard (e.g. MARC, EAD and TEI).

The variety of metadata standards reflect the variety of resource formats and communities of practice that create and use metadata. The ultimate goal of all standards creating bodies is interoperability. In the case of metadata it often requires some kind of compromise between the needs of specific types of resources or implementations and the more universal requirements needed to achieve interoperability. One standard that is an exception to this is Dublin Core, which has come to be a nearly universal standard. It is often the bench mark standard that provides the

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Useful Metadata Links

- Dublin Core (DC) - <http://www.dublincore.org>
- Encoded Archival Description (EAD) <http://www.loc.gov/ead/>
- Extensible Markup Language (XML) <http://www.w3.org/XML/>
- Text Encoding Initiative (TEI) <http://www.tei-c.org>

Metadata continued...

required level of interoperability which others either adopt, refine and extend or map to in one way or another. It can function directly as either a base schema or as a format for universal exchange.

Why do I need to know about it?

Developments in metadata are changing the way we create, access and use resources. Even if you are not actively involved in building digital collections or creating metadata, as a librarian it's important to have some understanding of such trends in order to make the most of digital resources - not simply to access them but also to harvest, deconstruct, reconstruct, reorganize, re-use and create new services around them.



Check it out: AACR9 ¾

<http://aacr9andthreequarters.com>

There's a new site for those of us struggling to learn how to catalog. Phillip Senn has created AACR9 ¾, a quirky, entertaining Web site, while attending Graduate School at the University of North Carolina at Greensborough's School of Library and Information Studies. AACR9 ¾ presents students with sets of bibliographic information, asking the student to type in cataloging entries for title and statement of responsibility, for example, or dimensions. Successful students are rewarded with an *Overdue* cartoon. Wrong answers are rewarded with tips and hints presented in a humorous way. The tool is a work in progress, having been created this semester with the help of his professor, Ruth Scales. Phillip collects responses and adjusts the hints and tips based on previous responses. "Cataloging is exact, and computers are exact too. That's what led me to think of using a computer to learn this." Phillip designed the tool to be fun and creative, but also to evolve into a Web site that would help fellow students in the field of Library Studies, and particularly students enrolled in cataloging. Check it out!

Putting Your Vendors to Work for You

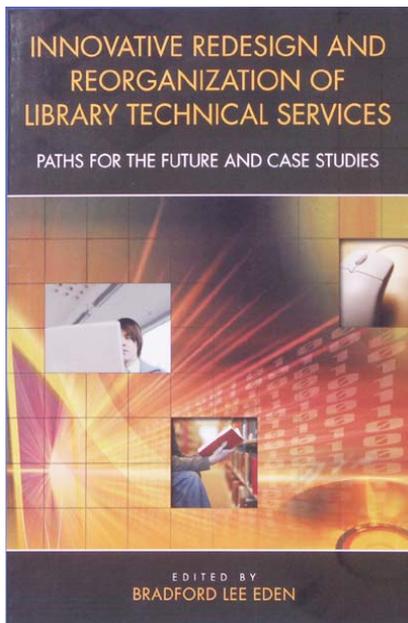
Featuring

Julie Gammon, University of Akron
Louise Sevold, Cuyahoga County Public Library
Margaret Maurer, Kent State University

June 3, 2005 9 am to 3:30 pm
Cuyahoga County Public Library Administration Building

Come join us at the 2005 NOTSL Spring Meeting

<http://www.notsl.org>



Eden, Bradford Lee, ed. *Innovative Redesign and Reorganization of Library Technical Services: Paths for the Future and Case Studies*. Westport, Conn.: Libraries Unlimited, 2004. 480 p. 1-59158-0927, \$45.00

Reviewed by Roger M. Miller, Manager, Catalog Department, Public Library of Cincinnati and Hamilton County

Innovative Redesign and Reorganization of Library Technical Services: Paths for the Future and Case Studies

may not possess the catchiest of titles or be destined for the bestseller's list, but if you count yourself among those of us who work in management or administration of Technical Services then this is definitely a volume worthy of your time. As libraries in general and Technical Services in particular continue to adapt to changing times (declining budgets, fewer staff, expanding

service roles, increasing expectations), it is imperative to reject the status quo and determine to seek out change before it is forced upon us. As put by Andrea Rabbia, author of one of the book's chapters, "If you don't look forward to the day when your director stops in your office to discuss how the Technical Services department can "add value" to the library while you struggle to find time to keep up with the daily routine, then it's definitely time to rethink the way you are doing things and redesign."

Editor Bradford Lee Eden has assembled in this volume a compelling collection of 21 essays, the first six of which deal with theoretical issues and the remainder of which are case studies. The topics covered in the theoretical portion range from a general review of the literature of Technical Services redesign to staffing trends to even finding a name and role for the cataloger in the 21st century. The chapter by Pamela Cline Howley ("Change and Adaptation in the Technical Services of a Group of Mid-Sized Academic Libraries: A 14-Year Review") provides an interesting analysis of change between the period of 1989 to 2003 by essentially repeating an earlier survey. Among other findings, she concludes that catalog departments have shrunk in size, adopted flatter organizational structures, and seen work shifted from professional librarians to support staff. The one contributor who has worked in both public and academic libraries, Mary L. Mastraccio, offers up an abundance of ideas for improving the quality of cataloging with less. Her comments on outsourcing and sources of bibliographic records are especially good, and her chapter (like most) includes an extensive

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Book and Electronic Resource Reviewers Welcome

Have you read a good book, seen a new Web site or found a useful journal (print or electronic)? Spread the word by sending your thoughts to *TechKNOW*. We're also interested in what you have to say about training, serials, AV processing, inventory control, vendor relationships, cataloging rule changes, or anything remotely related to technical services work.

We'll offer you a chance to be heard by your peers, an opportunity to be published on the web, and a friendly thank you letter. Contact Margaret Maurer for more information at mmaurer@lms.kent.edu.

Innovative redesign continued...

her chapter (like most) includes an extensive bibliography.

The case studies cover not only various methods of how organizations can change, but also from several differing perspectives of why that change occurred. For example, some organizations might undertake reorganization because of staffing cuts or a suddenly vacated position, while others have confronted the need for redesign because of transitioning to a new integrated library system. The chapter by Cheryl Martin on workflow analysis at McMaster University Library was especially thought-provoking, as she explained how the staff were trained to flowchart 87 different processes and were empowered to analyze and redesign their Technical Service department. Indeed most of the cases saw some type of redesign process that used staff—rather than an administrator or consultant—to accomplish the reorganization.

Although nearly all the case studies are drawn from academic libraries, many of the ideas found in them could be easily applied in the public library environment. Unlike many case studies found in the library literature, these cases avoid the “how we did it right” trap and were fairly forthcoming about problems and lessons learned from the organizational redesign process. One writer even cautions against libraries rushing to reorganize and restructure because of the very real risk of pushing valuable library staff (the corporate memory of their institutions) out, at a time when the profession is already declining in size.

If you are considering reorganizing your library's Technical Services or any department within it, this volume offers up many ideas worth consideration and also points to many other resources that could facilitate your process.

The ABCs of OLC Participation

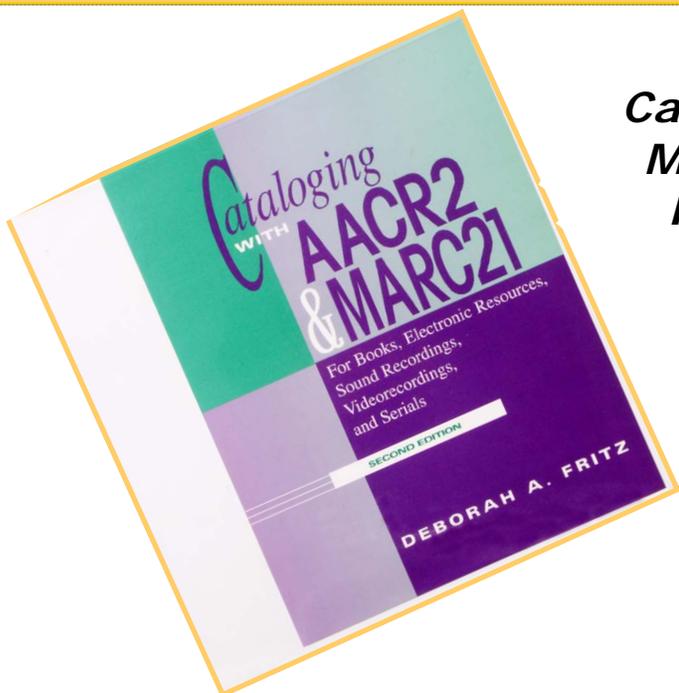
You've listened to many voices in the pages of *TechKNOW* extoll the virtues and benefits of OLC participation. So how does someone become an OLC participant?

One way is to run for an office on your local OLC Chapter Action Council. These folks determine the content of OLC's local continuing education opportunities for TS librarians by designing their regional conferences. OLC breaks the state up into six chapters, and each chapter has a six to eight member Action Council. Generally speaking the Past Coordinator for each chapter seeks nominees for these offices each spring. If you are interested in running for your local chapter consult the map at <http://www.olc.org/Chapters.asp> to determine your respective chapter.

OLC Divisions, in contrast, tend to focus on a particular employment specialty, type of library, or special interest. The Technical Services Division, for example, focuses on our interests. This year the TS division will be seeking candidates to run for Incoming Coordinator, Secretary and two Action Council seats. There are 16 different divisions in OLC. You can look through a list of them at <http://www.olc.org/Divisions.asp>.

If you would prefer not to run for an elected office there are still plenty of opportunities for participation via committee work. The incoming OLC President appoints committee members each year. Committees help OLC make group judgments and provide guidance and council to the OLC Board. Many of them also have a specific activity or charge that they work to complete. A list of committees is available at <http://www.olc.org/Committees.asp>. Contact the OLC office if you are interested in volunteering.

TechKNOW is published on the Internet by the Technical Services Division of the Ohio Library Council. For more information, or to submit articles, please contact Margaret Maurer at Kent State University Libraries and Media Services at 330.672.1702, at home at 330.628.0313, or via the Internet at mmaurer@lms.kent.edu.



Cataloging with AACR2 & MARC21 for Books, Electronic Resources, Sound Recordings, Videorecordings and Serials. 2nd ed. by Deborah A. Fritz. Chicago, American Library Association, 2004. 0-8389-0884-5. \$68.00

More Typographical Errors in Library Databases

It is always good to see new tools emerge to keep our catalogs free of typographical errors. In August 2001 we told you all about Terry Ballard's wonderful *Typographical Errors in Databases* [<http://faculty.quinnipiac.edu/libraries/tballard/typoscomplete.html>]. This site is dedicated to the problem of typographical errors in catalogs, providing lists of keyword search terms that will help locate common errors in your database, as well as links to other valuable resources.

Now Phalbe Henriksen, Library Director of the Bradford County Public Library in Florida has created *More Typographical Errors in Library Databases* to extend the work begun by Terry Ballard. This site charts words that are spelled correctly but are incorrect in context. The site can be reached at <http://bradford.newriver.lib.fl.us/moretypos/moretypos.htm>.

There is also now an electronic discussion list that distributes information about newly discovered common typos in library databases. To subscribe to Libtypos-L just visit <http://groups.yahoo.com/subscribe/Libtypos-L>.

Deborah Fritz has updated this important title through the 2003 AACR changes. For the unfamiliar, this handy book brings information together about cataloging rules, rule interpretations and MARC coding standards and presents it in easy to use charts organized by tag number. Let me repeat this: it pulls together the AACR2R rules, the Library of Congress Rule Interpretations and the OCLC and MARC21 coding standards. Information on what the chief source of information is sits side-by-side with the tag numbers of the fields where the data should be stored, and information on how it should be stored there. I know of no other resource that does this except, of course, *Cataloger's Desktop*, and this book costs a lot less money.

After a brief description of the general steps taken when cataloging, the author walks the cataloger through the steps of descriptive cataloging in a natural progression, providing useful information organized by fields and tags. The next section is organized by the five formats covered: books, electronic resources, sound recordings, videos and serials. Each of these sections provides information on matching criteria, editing records, differentiating between different editions and creating original records.

This book is written by a MARC database consultant and frequent presenter of workshops on MARC21. It does not cover subject or author access construction or classification. For its value as an aid to descriptive cataloging practices and issues, it is a recommended purchase.

OCLC's 2004 Information Format Trends: Content, Not Containers <http://www.oclc.org/reports/2004format.htm>

Here's a heads-up on an interesting report that updates OCLC's 2003 *Five-Year Information Format Trends* report. In this report OCLC states, among other things, that "content consumers are format agnostic in that they do not care much what sort of container the content comes from ... There's a transformation underway in the world of content and its deployment." OCLC's vision is likely to inform the development of their products and services. Also, FRBR reflects these same trends as do recent discussions regarding AACR3 on Autocat. This little report (20 pages) makes for interesting food for thought. Check it out!

NOTSL Scholarship Opportunity

The Northern Ohio Technical Services Librarians announce the availability of the 2005 NOTSL Scholarship. Two or more scholarships, for a maximum total of \$1,500 will be awarded to persons currently working in a professional, paraprofessional, or support position in a technical services area in an Ohio library, or to persons currently taking coursework in librarianship. For more information on how to meet the April 1, 2005 deadline visit <http://www.notsl.org/NOTSLscholarship.htm>.



TS Division Direct to You: 2005 Chapter Conferences

Authority Control in Online Environment: Issues and Prospects

- Southeast Conference: Kathy Hughes, State Library of Ohio

Cataloging Basics 101: Cataloging Videos and DVDs

- Central, Southeast & Southwest Conferences: Cindy Simerlink, Dayton Metro Library
- North, Northeast Conferences: Laura Salmon, Akron-Summit County Public Library
- Northwest Conference: Jeanne Poole, Toledo-Lucas County Public Library

Managing Technical Services: The Daring "Do's" and Deadly "Don'ts"

- Central Conference: Bonnie Doepker, Dayton Metro Library
- Southwest Conference: Bonnie Doepker, Dayton Metro Library

Should've, Would've, Could've – Position your library to respond to emergencies and natural disasters.

- Central, Northeast, Northwest, Southeast, Southwest Conferences: Tom Claeson, OCLC

To Err is Human – Come hear about ways to report errors to the appropriate cataloging agencies.

- Northeast Conference: Ian Fairclough, Marion Public Library & Brenda Block, OCLC

***For more information or to register visit the OLC Web site at
http://www.olc.org/chap_confs.asp***