



## A Quarterly Newsletter of Bright Ideas for the Technical Services Division

# TechKNOW

Volume 2, Issue 3



## So Where Are We Going Now?

by Nancy Currie, Director  
MacKenzie Memorial Public Library, Technical Services Division Coordinator

Elections are over, next spring's conference programs are submitted, and Leadership Conference is getting close. My major duties as Coordinator and Incoming Coordinator (there was a vacancy at Coordinator that year too) are drawing to a close. As always, I have a few things to say.

First, thank you very much to Amy Deuble of Portage County District Library. Amy was chosen by the Action Council and has agreed to be Acting Coordinator next year as Georgia Pribanic has moved out of state. Amy has fine ideas and, in the true spirit of leadership, is open to lots of input and suggestions.

Thank you to all the Technical Services Division members who took the time to run for office and vote. This Division is nothing without active, interested members. We can do nothing for you or for the profession without your involvement.

In this spirit, it's time to invite you to attend our Annual Meeting, Thursday, October 3, at 5:15 p.m. at the OLC Annual Conference in Columbus. This is your best opportunity to become involved in the Division. It is a chance to share your ideas, start a project, and meet your peers. It is also our only opportunity to meet as a whole during the year. Your participation is vital for a thriving division that meets your needs.

Finally, a few words about where the division is headed. In the Fall 1995 *TechKnow*, I suggested some changes in our mission statement. Determining our mission statement and goals for the coming year will be on the agenda for the annual meeting. These will be submitted to OLC for the 1997 Leadership Handbook. Bring your input. They are open for revision and expansion.

At the annual meeting, we also will address the vast challenges facing technical services and how we can be of service to our membership. Technology, budget constraints, outsourcing, new formats and changing standards are just some of the topics we need to consider.

So this is a plea! While I am no longer involved directly in technical services, I see it as vitally important in the library's success in public service. Technical services staff need to assert themselves and educate library administrators to the value of their work. Join your peers to share and extend your knowledge and become an advocate for your job. ●

## Technical Services Division Represented by Winning Team



Elections were held in July for officers in the Technical Services Division. Congratulations go out to this year's newly elected officers:

- Assistant Coordinator** Gary Branson, London Public Library  
**Secretary** Frederic W. Gaieck, Ohio Reformatory for Women  
**Action Council** Jolene Bates, Way Public Library, Perrysburg  
Joann Heyman, Wood County District Public Library, Bowling Green

### Returning Action Council members are:

- Coordinator** Amy R. Deuble, Portage County District Library  
**Past Coordinator** Nancy J. Currie, MacKenzie Memorial Public Library  
**Action Council** Cassandra L. Gotham, Bellevue Public Library

Thanks to all of you who ran for office. Running for elective office takes courage and leadership, and every one of our candidates exhibited these important qualities this year. ●

## FYI

*TechKnow* is published by the Technical Services Division of Ohio Library Council and is received by individual members of the Division. For more information, or to submit articles please contact Margaret Maurer, Taylor Memorial Public Library in Cuyahoga Falls, Ohio (330) 928-2117; at home (330) 628-0313; or via the internet [aab86@acorn.net](mailto:aab86@acorn.net).



## Annual Meeting of the Technical Services Division

Thursday, October 3  
OLC Annual Conference  
Columbus

### Your Primary Chance to Take Part in and Influence Your Division

#### On the agenda:

- Meet new officers and Action Council Members
- Discuss and vote on new mission statement
- Set plans for programs and workshops for 1997
- Suggest, develop new projects for the Division

YOU SHOULD BE THERE!

## Technical Services Division Programming at Annual Conference

The Technical Services Division is sponsoring five exciting and informative programs at the Ohio Library Council Annual Conference, October 2-4 in Columbus.

Sensing a rift developing between what traditionally have been cooperative aspects of librarianship, the division is sponsoring "Understanding the Species: Technical Services." This panel discussion reaches out to non-technical services personnel and answers their questions on why we do what we do. The six panelists have various backgrounds and experiences. All who attend will gain a better understanding of the who, what and why of technical services processes.

Is outsourcing a possibility at your library? Cliff Claviano from Bowling Green State University will help you with "Costing Technical Services Operations." He'll provide an overview of the ALCTS "Guide to Cost Analysis of Acquisitions and Cataloging in Libraries." Get the ammunition you need to keep your department alive.

Jennifer Bull returns to Annual Conference to teach us that "Passion Precedes Impact: Putting Zeal to Work in the Real World." Jennifer's program on managing change was very popular last year. This year she'll focus on harnessing enthusiasm in the face of challenges, exploring keys to overcoming obstacles, and moving forward with a desire to excel.

Technical services librarians need to begin identifying and articulating the value added to the library product by their departments. To help us do this, Louise Sevold from Cuyahoga County Public Library will present "Rolling with the Punches: Even Footing for Technical Services in the Library Planning Process."

Finally, Case Western Reserve University's Tim Robson will discuss how they use the Internet to connect to OCLC, describing technical aspects, legal requirements and other ethical considerations. Watch for "Cataloging through the Internet: Is It a Viable Telecommunications Alternative?"

In addition to these fine programs, attending Annual Conference offers a great way to learn new things, meet your colleagues, and talk to new and different vendors. Contact the OLC office at 614-221-6234 for conference registration information. ●

## Developing as a Technical Services Manager is Workshop Focus

Technical services managers are faced with a full spectrum of administrative concerns today. On November 7-8, "Managing Technical Services" will offer us an opportunity to learn about creating a positive workplace, evaluating staff, managing resources, personnel, and making the case for technical services. Everything will be discussed in an atmosphere designed to facilitate participation and discussion. The workshop is intended for technical services managers and supervisors in all types of information agencies.

The presenter will be Debra Wilcox Johnson, a partner in Johnson & Johnson Consulting, who writes, teaches and consults in management and library services. She offers workshops throughout the United States on both technical and public services and brings a practical approach to management issues. In the past she has worked for Cleveland Public Library and conducted workshops throughout the state.

The workshop is scheduled for a full two days at the Radisson in Sandusky. Registration is \$45 for MOLO, NOLA, and NORWELD member libraries and \$65 for all others. Conference registration at the hotel will be \$69 per person for a single and \$47 per person for a double. Interested individuals may contact Alan Gray at NORWELD (419) 352-2903. ●

## Technical Services Showcase

by Sheila A. Boren, Cataloger  
Findlay-Hancock County Public Library

If you don't have time to visit the exhibitors' area at the OLC Annual Conference, then come to the Technical Services Showcase. Located with the Technology Showcase, our display will feature products of interest to Technical Services staff. This is a good way to see pre-processed items, bindery options, ordering products, and other interesting items. ●

## Shades of Support for Library Staff

On Tuesday, November 12, OLC's Support Staff Division will sponsor "Shades of Support: A Conference for Public Library Support Staff." Session topics will focus on processing change, intellectual freedom, speaking to library management, being safe, library technology, customer service, and a special luncheon presentation on professionalism.

The full-day conference will be at the Ramada University Hotel and Conference Center on Olentangy River Road in Columbus. Registration begins at 9:00 a.m., the first session begins at 9:30 a.m., and the conference ends at 3:45 p.m. For more information contact Wayne Piper, Director of Professional Development at OLC, by phone at 614-221-9057, by fax at 614-221-6234, or by email at wpiper@ohionet.org. ●



# Client/Server Software for Catalogers

by Margaret Maurer  
Taylor Memorial Public Library

Some library catalogs have already made the transition to client/server software. If your library uses networked PCs for public access catalogs and/or offers your catalog on the WWW, then your library is using some form of client/server software. Providing access to your catalog via OPLIN will require at least augmenting your catalog with some type of client/server software.

The old way of computing was more accurately described as master/slave. Terminals were wired directly to a main computer and acted as slaves to that master. They had no power to interpret information. Everything was controlled by the central computer.

The client/server model does make it possible for a patron to take full advantage of the power in the PC while accessing information on other computers linked to its network. But client/server software interacts with our MARC records in a much less controllable fashion than the master/slave software did, and we need to take this into account as we catalog. Therefore, catalogers need to have a basic understanding of how the client/server model functions.

In most library applications, client software sits on a PC and pulls data from a server. It has the power to manipulate the data locally. The server software sits on another computer in the network and offers the data to the client software. (Think of it like a waiter serving you dinner in a fancy restaurant.) Any program that offers a service to another program is server software; any program that contacts a server program is client software. Both the client and the server programs share the computing workload necessary to get a job done.

Think of the parts of this process as if they were players on a team. The first player on the field is the patron, trying to type in search strategies and get at the information he/she wants. The second player on the field is the MARC record, the stored information about the cataloged item. The third player on the field is your library's catalog software, which has indexing capacities and, therefore, filters the data stored in the MARC record. Basic indexing structures often are still determined here.

This is all that used to be involved in the process of accessing library catalogs. Catalogers could control which fields were accessed for which types of searches simply by changing the specific MARC fields that the software was indexing (provided their software allowed them this freedom).

But now the fourth player on the field is the server software. While all library server software is based on standard communications technology, each server is different and filters the data in its own unique way. No two servers are alike.

The fifth player on the field is the client software. Again, each client is different, has different capabilities, and filters the data differently. You can get different sets of results from the same search, depending on the filtering going on at the client level.

If you go to OLC conference this fall, visit the library catalog vendor displays. Type the exact same search strategy into all the various kinds of client software available. Probably no two sets of search results will be the same—even if you searched the same data at the same servers.

One big way in which clients and servers might vary involves whether or not your search is executed by searching the full MARC record. The software might be searching the indexes created by the library's catalog. My library's client/server software searches indexing structures where available. It searches the author authority records, not all the author fields in all the MARC records. If my library's software isn't set up to index off of a specific field, I

still couldn't get at it with my new client software. My catalog's basic indexing is still a factor.

Not all client/server software will be structured this way. What if someone is searching your library's catalog using a world wide web browser? This piece of software might search every field in the MARC without any focus on the indexing. It might also be a browser that is case specific; if you don't type the term in exactly right, you might not get any results.

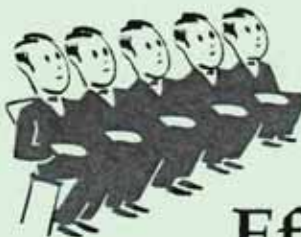
What if your catalog was being queried by server software at another library, via OPLIN? The way my client/server software handles the transaction is that the client at my library queries the database at your library by directing its search through your library's server, which acts as a front man for your MARC records. Your server does the search and returns the answer to the client at my library via my server. This places your server between my search and your MARC records.

The bottom line is that we no longer totally control how our MARC records are going to be searched, nor how other library catalogs are going to provide information to our search software.

The basic integrity of the information stored in the MARC record is looking more and more important. Be sure you are cataloging to full MARC standards. Put information where it should be put, and be sure all your indexing is in alignment.

Maintain full authority control in your catalog. If someone's browser is searching full MARCs and you are only updating your authority records, then they are going to miss materials.

The more you can afford to enrich your MARC records, the more access points you will build for your patrons' client/server software to search. Add content notes where appropriate, list song titles, apply accurate subject headings to both fiction and non-fiction titles, and trace those series entries. Finally, even if you don't currently have client/server software, beginning to do these things now will help you prepare your catalog for future use. ●



## New Thinking: Managing Change Effectively

Change can be managed. You and your library can get the most out of change. Patrick J. Donadio believes you can use effective communications and personal development to manage change in the library environment. Donadio has extensive experience as a professional speaker, trainer and consultant. Miami Valley Libraries (MVL) will sponsor his program on new thinking on December 4 at the Clark County Public Library in Springfield from 9:30 a.m. to 12:30 p.m. The meeting is free to MVL member libraries and \$10 for non-members. Contact Mark Kister at Flesh Public Library in Piqua for more information (513) 773-6753. ●

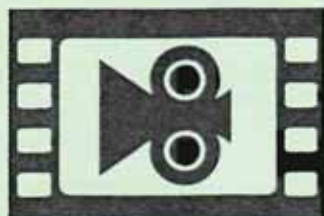




## TechKNOW

Ohio Library Council  
35 E. Gay Street, Suite 305  
Columbus, Ohio 43215

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### AV Training: A Less Expensive Option

Faced with training needs when you have little or no money to send staff members to workshops and no funds to schedule trainers to come to your library? Do you have a new staff member who needs specific training when none is being offered?

The next time you're faced with these problems, pick up the phone and call the State Library of Ohio's Media Center. They can provide you with videos and slide programs on a whole host of library topics that can be borrowed just for the cost of return shipment. The Media Center allows you to reserve AV items in advance for meeting planning or request them for immediate shipment. This flexibility allows you to arrange individual viewings for staff members, or to schedule department training sessions. The cost is low, the time allotted can be minimal, and no one needs to travel.

In *Basic Book Repair*, an eleven minute video, Jane Greenfield demonstrates the repair of a torn page, a cut page, a broken hinge, and a flapping spine. *Handling Books in General Collections* teaches library staff the proper techniques for the shelving and handling of books to extend their lives in circulation. *Library Binding: A Collaborative Process*. A Shared Responsibility graphically demonstrates many bindery techniques and discusses the binder/library relationship. Other titles provide information on basic preservation techniques, caring for your microform collection, disaster preparedness and recovery, and advanced conservation methods.

Contact the Media Center by calling the State Library at 614-644-8959 or 1-800-686-1531. Ask for Larry Walls, Steve Cassel, or the Media Center. You can request that a list of instructional AV materials be sent to you, or you can consult with Larry and Steve regarding your library's needs. ●

## <http://www.loc.gov>

*Here are fifteen things to do at the Library of Congress' web page.*

- Contact the Library of Congress regarding cataloging questions, marc standards and other related programs. Find out exactly who to send what questions to and then send them via email.
- Search the LC database using a WWW search.
- Search other libraries' catalogs, including in other countries, using a WWW search.
- Find out how to apply for an ISBN.
- Find out the most recent information on cataloging programs and services such as the Program for Cooperative Cataloging (PCC) and the Cooperative Program for Serials Cataloging (CONSER).
- Review weekly lists of approved new and changed subject headings. These lists can be mailed to you or you can download them.
- Keep up-to-date on LC cataloging policy and practice.
- Read newsletters, reports, conference proceedings and other publications to stay professionally connected.
- Get travel information for a trip to the Library of Congress including how to get there, where to stay, and telephone number for recorded information. View maps of the buildings.
- Look at a list of jobs available at the Library of Congress, including all relevant pay, promotion, and benefits information. Information is available on summer internships, fellowships, and junior fellows programs.
- Download the Library of Congress' Brief Guides to the Internet. This small collection provides beginners' training on how to navigate the Internet.
- Browse the archive of Library of Congress Information Bulletin. This bi-weekly publication covers news and developments at LC.
- Read the Cataloging Distribution Center's sales catalog and get information on how to order items from the Library of Congress.
- Access LC MARVEL. LC's gopher software.
- If you have Telnet or TN3270 software you can connect to LC's catalog. LOCIS can search all formats of LC materials to get catalog records. ●