

A Quarterly Newsletter of Bright Ideas
for the Technical Services Division

TechKNOW

Volume 3, Issue 2



The Daily Challenges of CD-ROM Processing

Lee A. Landy, Manager of Technical Services, Worthington Public Library

Before we even began ordering CD-ROMs, we considered their packaging requirements. After evaluating the many different sizes and styles of cases available, we decided to order a large quantity of one size of case directly from the manufacturer. This was the least expensive option, gave us the consistency of having all of our materials in one standard container, and allowed us to choose the color we desired.

We chose a teal colored container that Blackburn supplies to Demco in black. The case holds two CD-ROM jewel boxes and has a literature well (8 1/2" by 11"). After seeing broken literature straps in new cases from other libraries, we decided not to bother ordering our cases with them. We were thoroughly convinced that we had covered all possible variations in packaging!

Unfortunately, the very first items which we attempted to process had to go to the "packaging problems" shelf. Some came with books which were too large to fit into the case we had so carefully selected. Others had videos or computer disks included. Several of our CD-ROM purchases are still waiting for packaging problems to be resolved (CD-ROMs which included videocassettes and/or 3-D glasses, etc.), but most of our problems have been solved.

Each CD-ROM is stored in its own jewel box inside the container. We are now using a self adhesive vinyl pocket to hold computer disks, which we attach to the inside of the book well. Books and other papers and items like maps go into the book well also. We learned quickly that total consistency in regard to processing CD-ROMs, just as with all other library materials, is not possible!

Our biggest problems so far have been in regard to what stays in the box and is therefore considered an essential part of the package, and what does not. If it must be available to patrons in order for them to use the contents of the package, we include them. Any instructions or troubleshooting hints are very important. Unfortunately they often appear only on a single sheet of paper or a single cardboard insert in the CD-ROM's jewel box.

How do we keep track of what we include in each CD-ROM? First we purchased barcodes that come with eight identically numbered strips. The barcode is placed on the

back of the container, on the outside. We then place a matching bar code strip on each item in the container and count how many of these items there are.

We designed and had printed a special set of labels we now attach to the back of the case under the

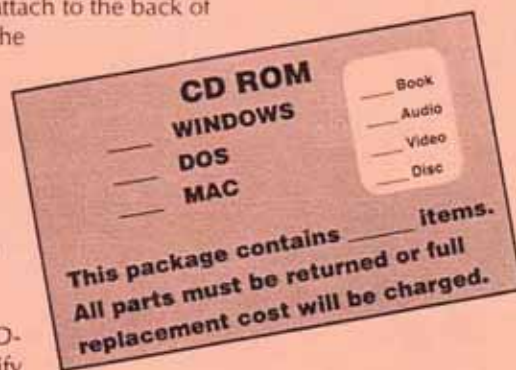
barcode (see sample). We mark the total number of items in the container there and their media format. When circulation checks in the CD-ROMs, they verify that the number of items with barcode number strips matches the number on the back of the container. The patrons are also warned on these labels that they will be charged full replacement cost if all parts are not returned.

The final information included on the labels is the platform the software is designed for (WINDOWS, DOS, MAC, or UNIVERSAL). We put this on the outside of the case so that patrons know it before they get it home.

Basic processing includes the same items you would put on any new material:

- A barcode label
- A call number label
- 3M security strips on the CD-ROMs (the new kind works on CD-ROMs as well as on regular audio CDs)

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FYI

TechKnow is published by the Technical Services Division of the 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 at 1365 Martin Road, Mogadore, Ohio 44260 (330) 628-0313; or via the Internet aa686@acorn.net.

Putting Our Purpose Before Our Eyes

Jennifer Bull, Cataloger, Ashland Public Library

In Technical Processing it's our job to be detail oriented, yet so many details can at times cause a swirl of anxiety. In those times of stress it helps to stop, focus, and put things into perspective.

Throughout the year there are times when the orders pour down on us like rain. There are also times when they trickle in like a slow stream in summer. Regardless, our responsibility is to maintain a steady stream of items flowing in and out of Technical Processing, prepared and ready for circulation and in-house use.

Occasionally we feel overwhelmed and confusion replaces our normal enthusiasm. Day after day the orders pour in and the flood begins. Sometimes we look around at the work that awaits us, and we feel so overwhelmed that we don't know where to begin. Somewhere in the midst of the mountain of work, our purpose can get lost in the shuffle of items, data, and details.

We've found a key that helps us regain our focus. It's a mission statement. When we feel overwhelmed it helps to read over the mission statement and remember our purpose. From there, we can organize, establish priorities, and aim for our goals. Understanding our purpose helps us to be more enthusiastic about the things that we do.

In our Technical Processing Department, our departmental mission, goals, and guidelines statement is posted on an office door. Posting this is a means of putting our purpose before our eyes.

It isn't difficult to write a department mission statement. To develop ours we discussed our views about the work that we do and considered how that work relates to the library as a whole and how it relates to other departments. Then we composed a brief and simple mission

statement that expresses that function:

- *To assist in the process of acquiring materials and preparing them for staff and patron usage.*

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In the process we realized that in order to achieve that mission, there were certain goals and guidelines to put into place. So we decided to state brief and simple goals that would enable us to accomplish our mission:

- *To acquire, prepare, and maintain library materials in a prompt and accurate manner.*
- *To keep a constant flow of new materials moving in and out of our department.*

The discussion continued as we each offered practical suggestions of ways to meet those goals and accomplish the mission of the department.

These ideas were then written out as our basic guidelines:

- *To work as a team with the library staff for the benefit of the whole.*
- *To maintain an attitude of cooperation and communication.*
- *To be watchful in the area of item management that we aim for accuracy and accessibility.*
- *To be aware of unspoken priorities, paying attention to program or seasonal related items.*

As the words become reality, a mission statement can make a difference. In our case we've added simple goals and guidelines. What we've composed is a reminder that we must work as a team. It addresses our attitude and helps us evaluate what we are doing and how we are doing it. It gives us a sense of direction and reminds us that we are not an entity unto ourselves.

These few words put our purpose before our eyes. When our vision is clouded with distraction and confusion, this is a key that opens the door to clear vision.

DDC21: Numbers You Can Count On!

DDC21 has arrived, and you can count on keeping up-to-date by attending "DDC21: Numbers You Can Count On!," offered this spring by OLC in cooperation with OHIONET and CAMLS. The day-long program features Jeanette M. Drone, one of seven instructors nationwide designated by OCLC Forest Press. Ms. Drone has done post-doctoral work at OCLC and taught at universities across the country.

The twenty-first edition of the Dewey Decimal Classification (DDC21) reflects important changes and develop-

ments that have occurred worldwide since the publication of DDC20 seven years ago. Bringing Dewey up to date entailed accommodating new topics in the areas of public administration and life sciences, revising a number of existing schedules, and providing more information in strategic locations for ease and accuracy in cataloging.

The workshop is offered on April 15 at the Cuyahoga County Public Library Administrative Headquarters and on April 29 at the Delaware County District Library. Registration for OLC, OHIONET, or CAMLS members is \$50. Non-members can attend for \$90. For further information please contact the Ohio Library Council office in Columbus at (614) 221-9057 or at olc@ohionet.org.

- A materials quantity label
- An ownership label
- A loan period label, since at 14 days it is different from our norm.

Processing which is specific to the CD-ROMs includes the information on the platform mentioned above, a disclaimer, and a copyright notice. The disclaimer states that the library is not liable if a patron damages their software or hardware as a result of running the CD-ROM. Since patrons need to see that BEFORE they start using the product, we place this where we hope it won't be missed. We use either the outside of the jewel box, or place it directly on the jewel box insert for each CD-ROM, as long as it does not cover

any operating instructions. The copyright notice is placed on the inside of the container, notifying patrons that this item is copyright protected, and that they should not copy it (Brodart sells these labels).

Patrons also find a CD-ROM trouble report form in each case. If there is a filled out report in the case when it is returned, Circulation sends the report and the entire item to the ordering librarian to be checked. At check-in, Circulation opens each case to verify that the proper pieces have been returned and makes sure that there is a blank form in each box for the next check-out.

Daily challenges—that's what CD-ROM processing is all about. Certainly the way we process CD-ROMS is not perfect. We do, however, look to the ideal and continue to solve problems as they arise.

Division Sponsors Seven Different Programs at Chapter Conferences This Spring!

Watch for these fine programs at your local Chapter Conference:

- 1 "Cataloging Standards and OPLIN", Margaret Shen, Cleveland Public Library
- 2 "Processing Supplies and Sources," Rhonda Marr, Portage County District Library, and Beth Keuneke, Brumback Library
- 3 "Format Integration and AV Cataloging: The Basics", Amey Park, KSU
- 4 "MARC Records and How They Talk to Your Computer System", Margaret Maurer, Taylor Memorial Public Library
- 5 "Processing AV: CD-ROMS and Other Software", Jon McKamey and Suzanne Phelps, Cincinnati State Technical College
- 6 "Teamwork and Tools in Your Library", Pamela Jordan, Porter Public Library
- 7 "Windows Basics", Bill Whiting, Warren-Trumbull County Library

The Technical Services Division would like to take this opportunity to thank everyone who agreed to speak on our behalf at spring conferences. It takes a tremendous amount of time to prepare properly for one of these presentations. We appreciate your work very much indeed!

Keeping Current With Listservs

The AUTOCAT listserv features a lively, authoritative discussion on automated library cataloging and authority work. Subscribers are primarily academic library people and they really know their stuff. It is an unmoderated list, but generally the discussion stays on track. It does, however, have a high volume of messages.

To subscribe send a message to LISTSERV@ACSU.BUFFALO.EDU Leave the subject line blank. The message should only contain one line:
SUBSCRIBE AUTOCAT <YOUR NAME>
<YOUR NAME> is of course your name, not your email address. Shortly after sending this you should receive a message back from the listserv which confirms your subscription. Reply to this message promptly and you will be added to AUTOCAT.

Happy AUTOCATING!

Erratum

An error was printed in the article on cataloging computer files in the last issue of TechKnow. At the end of the first page the copy should read: Do not use sponsors, consultants, or graphic designers for accompanying materials. When in doubt, if the name appears in the chief source, transcribe it. If it doesn't, don't. ALWAYS give the source of the title proper in a note.

You should then insert the following paragraph:
250 Field: A new version or a new issue determines a new edition. For example, Interactive ed., Macintosh version 3, update 2.20, Windows 95 version, or 1st ed. can all be entered as edition statements. "... for Windows" is generally not an edition statement. It is usually the name of the program. If there are multiple edition statements relating to parts and pieces of the work, give each statement in a separate 500 note, not in the 250 field. ALWAYS give the source of the edition statement (250 field) in a note.



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Technical Services Division is Seeking New Officers

It's spring, and it's time to nominate new officers for the division. This year we expect to offer the division two candidates for Incoming Coordinator, four candidates for Action Council (two positions), and two candidates for Secretary.

Running for Assistant Coordinator represents a three year commitment, as the people in this job go on

to become Division Coordinator and then Outgoing Coordinator. A fairly responsible position, candidates for this position are people who like to take charge and motivate other volunteers. Action Council members sign on for a two-year stint, agreeing to work with the other Council members to accomplish division business. The Division Secretary is elected (or re-elected) once a year.

Anyone interested in running for office should contact Amy Deuble by the end of April at the Portage Library Consortium, 330-296-6144, or via email at adeuble@ohionet.org.