

A Quarterly Newsletter of Bright Ideas
for the Technical Services Division

TechKNOW

Volume 4, Issue 1



Going Right To The Outsource

Marian Benjamin, Technical Services Supervisor, Mansfield/Richland County Public Library

Good fortune came to the Mansfield/Richland County Public Library in 1996 when the voters approved a 1 mil operating levy. A substantial portion of this budget increase went to materials; however the Technical Services staff was not enlarged to accommodate this increase. This meant that alternate sources of materials cataloging and processing needed to be explored.

Outsourcing, the complete cataloging and processing of a portion of the collection by vendors, was needed. The point behind using outsourcing was speed of processing; we wanted the materials to flow in one door and out the next, with as little human intervention as possible. We decided that the adult non-fiction materials we purchased from Ingram and Baker & Taylor (B&T) and all of the juvenile materials purchased from BWI (Book Wholesalers Inc.) would be fully processed and cataloged.

The next step was to go over the profile forms provided by the three vendors. These forms were divided into two sections: bibliographic record processing and physical processing. They ranged from 10 pages (Ingram) to 35 pages (B&T).

Baker & Taylor's form looked the most intimidating, as the size was more than double Ingram's or BWI's. It was, however, the most helpful. The Baker & Taylor booklet contained both questions and instructions. They explained what each question was asking for in the inside margins of the book. I found this particularly useful when the questions and issues were ones I was not familiar with. It helped me separate out what was and was not applicable to our situation. There was also a question-and-answer page and a glossary of terms before the profile questions began. These details even came in handy when filling out the other vendors' forms, which weren't so fully explained.

The MARC records came from USMARC tapes produced by the Library of Congress. Classification scheme options included both the unabridged and abridged Dewey Decimal classification, and the Library of Congress. The choices of subject heading schemes were Sears, Library of Congress and MESH (Medical Subject Headings). Records

were distributed in a variety of ways: tapes, diskettes, and electronically. (Catalog cards could still be made if necessary).

The types of records available to choose from were full MARC by LC, CIP records and original cataloging, if no full CIP records were available. BWI used Bibliophile and had a person sitting and cataloging each item, B&T received tapes from LC and took the Dewey number from the 082 field in the record. Ingram contracted through Marcive to provide the LC cataloging. (Does that mean that our outsourcer uses outsourcing?) All three vendors could provide original records, when no LC copy was available.

Some data in the MARC record could be added or deleted. Local information such as barcodes/accession numbers, purchase order numbers, list prices, holdings codes and review sources could be added. Data that could be deleted included many or all of the notes fields, subject headings, series entries and birth and death dates on the added entries.

The longest part of all the forms described how to determine the call number and the formatting of the labels. When using unabridged Dewey (as we do) the numbers could be cut off at the first or second break, or carried all the way out. BWI and Ingram could also provide the cutter number from the *Cutter-Sanborn Three-figure Author Table*, but B&T could not. Author lettering choices included using the first 1, 2, or 3 letters of the author's last name, the full last name, no name at all, capitalizing the first letter or capitalizing all the letters. These cutter options are used for all of the classification options listed in this article.

The vendors offered a wide variety of options for dealing with biographical materials. Biographies could be labeled with 921 (individual), 920 (collective), 92, B, BIO or

continued on the next page

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 Mauret, Taylor Memorial Public Library in Cuyahoga Falls, Ohio (330) 928-2117; at home (330) 628-0313; or via the Internet aa686@acorn.net.

they could use the standard Dewey classification number. Cuttering could be done for the biographee or for the main entry. We were also offered a wide variety of options for juvenile materials. Easy classification options included E, EASY, F, FIC, FICTION, the classification number in the MARC record, or no number at all. The Dewey numbers could be used for easy nonfiction, or the letter E could be used if you specified it as the alternative in the record. Juvenile fiction and nonfiction options included putting j, J, JUV, or JUVENILE above or in front of the call numbers.

The physical processing profile forms were just as detailed. Book jackets of course could be applied. Paperbacks could be covered with hard plastic covers. Label protectors could be applied over barcodes and spine labels. They would also put on their detection devices and book pockets. I have described here a representative selection of options. The list is not exhaustive by any means and the vendors try to accommodate special requests.

After our profile forms were filled out and sent in, we anxiously awaited the results. Our test orders looked good, but only full shipments over a period of time would reflect how well this would work.

Well time has proved that we did the right things when we profiled. Physical processing problems have been relatively minor, and processing quality has been high. Occasionally a shipment will come in without the library's stamp, or we have a few books stamped on the bottom of the book instead of the top of the book. (I guess the books must have been upside-down on their cart!) One time we even got Richmond, Virginia's barcodes on our order. Unfortunately we do have to re-label B&T's books, because we have to add the cutter number at the bottom.

Before you fill out the outsourcing profile forms, think about the ways you do things and make sure these procedures will work if someone that you can't physically see is doing them. Sometimes local practices for labels and stamps seem straightforward when explaining them in person. Having to write this all down can be an enlightening process. Ask yourself why you are doing what you are doing. When exceptions or questions come up someone in another city is not going to give you a call. For example, if your 1-inch-from-the-top-of-the-book standard for your barcode (or label) will cover up critical information, your staff member doing this task may ask if you want them to do this. The person-in-another-city will just cover it up. They don't go by common sense or make judgments. They do exactly what is written down in your directions.

Call number conflicts have been more of a problem for us than physical processing. The call numbers are derived from the 082 field, and we had to decide how much of that number really was needed. We told the vendors to take the Dewey Decimal Classification out to the second break, because we have found that the first break isn't always specific enough, even in children's books. Prior to outsourcing we used to customize numbers, going out further for some than we did for others, depending on the subject. The outsourcing vendor cannot customize like this for us.

Most of our problems have come with local practices, which have been carried over mostly because "we've

always done it that way." For example, all of our career books were in our "home-grown" number in the 370s instead of under the occupation; resume books went into 600s instead of the 800s. Other problems have arisen when the Library of Congress is not consistent and two books on the same subject are classed slightly differently. LC is also not consistent about keeping monographic series together.

When cataloging, study the way you create the call numbers you use. Is there consistency? How far do you carry out your numbers? Do you go to the breaks Dewey uses, or do you go exactly three or four digits past the decimal? Do you use a combination of things? I went up and checked our shelves (especially in the juvenile department) to see if I could find a pattern. We really were not consistent universally about how far the numbers carried out. Some subjects were carried out to more specific numbers, but others were left in more general numbers. Outsourcing has forced us to become more consistent across the board.

How do we handle such problems? Generally we do not go back and change everything to match. We haven't been actively re-classifying whole sections of materials to match new practices. When materials come in that are classified differently than previous copies or editions, we just let the differences go, unless there is another copy at the branch where we are delivering the new copy. If there is, we examine the old copy, consider it for discard, or change it to the new number. If the branch receiving the new book does not have a copy, we disregard the classification of any other copies in the system, and any other materials on the subject.

We also leave CIP records alone. We don't take the time to go back and "fill in the blanks" in the cataloging.

We have had little difficulty receiving the bib records on disk and uploading them to our local system. Baker & Taylor was the only vendor that there was any trouble with, but after talking to our automation vendor we realized it was the record format, not the records themselves, that was the problem. In our instance they had to be in Microlif format, and Ingram and BWI used this format as a default.

Ingram's disks come packaged with the shipment, the other vendors send them by UPS (Baker & Taylor) and USPS (BWI). Only once have we not gotten a disk to accompany a shipment.

Although the mere mention of the word outsourcing can cause trembling and lost sleep, our experience has been a positive one. About 47% of the cataloged print volumes we process are acquired through outsourcing. This has allowed us to keep up with the workload, and to keep the backlog to a minimum. We still do all the fiction, any direct orders, and all audiovisual materials in house, so outsourcing is not our sole means of processing and cataloging.

Before you decide to outsource part of your work consider consulting *Outsourcing Cataloging, Authority Work and Physical Processing: A Checklist of Considerations*, edited by Marie A. Kasis and Dawn Hale (ALA, 1995), or other materials on the subject. Remember that careful planning and profiling will be your key to a successful experience. If you profile properly, you can't help but go right.



The TS Division Road Show

Look for these exciting Technical Services Division programs at OLC's 1998 Chapter Conferences:

- **The 780s for the Musically Challenged** - Learn how basic music terminology can help you unravel the structure of the 780s. Georgianne Wiersch, Cuyahoga County Public Library
- **Be Smart about MARC** - Even if you're not a cataloger, your ability to do your job well can be affected by the structure of the MARC records in your OPAC. Jeanne Pool, Toledo-Lucas County Public Library
- **All By Myself : Cataloging without OCLC** - Learn how to get MARC records when you have no access to OCLC. Jeanne Poole, Toledo-Lucas County Public Library, and Jody Bates, Way Public Library
- **Vendor Overview** - Overviews of the most commonly used vendors and their strengths and weaknesses. Marihelen Hatcher, Columbus Metropolitan Library, and Patrick Steele, Cuyahoga County Public Library.
- **Working with Periodicals** - Discussion of serials check-in and claiming including pluses and minuses of automated and manual systems. Rhonda Marr, Portage County District Library, and Georgianne Wiersch, Cuyahoga County Public Library.
- **Basic Reference Materials for Technical Services** - What reference materials are basic, what can you get periodically, and what don't you need? Rhonda Marr, Portage County District Library, and Margaret Maurer, Taylor Memorial Public Library
- **Processing Audio-Visual and Non-Book Material** - What works and what doesn't. Gary Branson, London Public Library, Jo Ann Heyman, Wood County District Public Library, and Jody Bates, Way Public Library.
- **Simple Book Repairs** - How can you get the maximum circulation out of printed materials? Ellie Bambakidis, Dayton and Montgomery County Public Library.
- **Internet Resources for Technical Services** - Review of useful Internet resources. Bonnie Doepker, Dayton and Montgomery County Public Library.

Cataloging with AACR2R and USMARC for Books, Computer Files, Serials, Sound Recordings, Videorecordings



by Deborah A. Fritz

Chicago: American Library Association, 1998
\$60.00 (\$54.00 for members)
0-8389-0728-8 — ALA Order #0728-8-2053

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 USMARC 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 would purchase this book just for this neat trick — but wait there's more!

The front part of the book is organized by the five formats covered: books, computer files, serials, sound recordings, and videorecordings. Each of these sections provides information on matching criteria, editing records, differentiating between different editions, and creating original records. There is also a MARC indicator table, an end of field punctuation table, and a table identifying proper sources of information.

Written by a MARC database consultant and frequent presenter of workshops on MARC cataloging, the book is current to the second update of LC's *USMARC Format for Bibliographic Data*. The author has already created revisions to accommodate the third update, although there is as yet no publication date for this.

Cataloging with AACR2R and USMARC does not cover subject heading access or classification. It arrives in a loose-leaf format, which will be helpful for promised updates, but I was disappointed that I didn't also receive a binder to put it in. (For \$60 I should get a binder!).

Libraries will find this book especially helpful as an access point to the cited rules and interpretations. Buy this book — you'll use it!

We're Looking For A Few Good Librarians!

By Amy Deuble, Portage Library Consortium

As Past Coordinator of the Technical Services Division, it is my responsibility to come up with a slate of officers for the upcoming election. Offices to be filled include Assistant Coordinator, Secretary, and two Action Council positions.

The Assistant Coordinator position is for three years.

Candidates move from Assistant Coordinator to Coordinator to Past Coordinator. Assistant Coordinators plan meetings for Technical Services librarians at chapter and annual conferences as well as other OLC-sponsored programs.

The Secretary position is for one year. Secretaries take minutes at Division meetings and distribute them to the officers and the OLC office.

Action Council members are in office for two years, but new member terms overlap with existing Action Council member terms to provide continuity. Action Council mem-

continued on next page



TechKNOW

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

Non-Profit Organization
U.S. Postage
PAID
Columbus, OH
Permit No. 1018

Keeping Current – Acquisitions on the 'Net

The Internet offers acquisitions librarians a vast array of resources in their quest for items and information. Some websites have been around long enough to seem venerable, but new ones pop up often, and what is really needed are sites that help organize this mess.

BookWire (<http://www.bookwire.com>) is one of the more venerable sites. Calling itself "The Publishing Industry's Online Information Resource," it offers access to over 7,000 book industry related websites. Sites can be accessed by category (booksellers, publishers, libraries and other book resources) or alphabetically. Directory information is provided as well as links to websites. They have an antiquarian booksellers index for out-of-print books. BookWire also offers lots of links to author and professional association websites, and has book reviews, author tour calendars, bestseller lists, industry news and gossip. If it concerns a jobber or publisher then this is the website to click on.

AcqWeb (<http://www.library.vanderbilt.edu/law/acqs/acqs.html>) is a good source of all-around acquisitions information. Maintained by a librarian at the Vanderbilt Law Library, its resources could serve almost any type of library. The alphabetic listings of publisher and book dealer e-mail addresses and websites are very accurate and useful. AcqWeb also includes a host of other miscellaneous infor-

mation including practical help with foreign exchange rates, universal currency conversion software, links to shipping and postal service information, and foreign language dictionaries. Happily one of their newest features is a search engine!

AcqWeb has a sister publication called ACQNET, which is billed as "the acquisitions librarians electronic network." ACQNET provides a place for acquisitions librarians to exchange information and ideas, and to discuss solutions to common problems. It is a managed listserv and any contributions made to it are reviewed, edited, summarized and then distributed by the list editors. Founded in 1990, the list now has over 1,700 members. To subscribe, send an email message to listserv@listserv.appstate.edu. In the body of the message type: `subscribe acqnet-l yourfirstname yourlastname`.

Need a tool to investigate the prices, availability, shipping times, and shipping costs at a variety of on-line book dealers? How about one that performs searches on a title-by-title basis, simultaneously, at nearly 30 on-line book vendors, and then reports back the results ranked by cost? The Acses site (<http://www.acses.com>) does all this and then also provides direct links to the vendors being searched. International in scope, the vendors listed for a recent search didn't appear to include the larger, more traditional library jobbers. While none of the publishers looked familiar, a search for several currently popular titles returned multiple vendor holdings at prices comparable to the larger vendors.

Few Good Librarians

continued from previous page

bers plan programs and generally help with all areas of the Division.

Elected officers are invited to attend OLC's annual Leadership Conference, November 17-19 at the Akron

Hilton West.

This is your chance to be in on the ground floor of planning for the next year's activities for the Technical Services Division! If you are interested in running for any office, please contact me at 330-296-6144, or deubleam@oplin.lib.oh.us. Don't miss this chance to be part of the Technical Services Division and OLC!