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for the Technical Services Division

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Z39.What? Standardizing Resource Sharing with BookWhere?

By Jody Bates, Coordinator of Technology, Way Public Library

In this wonderful new realm of technology, catalogers are increasingly logging into other libraries' catalogs, creating an abundance of resource sharing in technical services departments. While the ability to look at another catalog is important, there are several problems that the cataloger must face.

First, just viewing the records in another catalog is not nearly as helpful as actually being able to download the MARC record itself. For this reason alone, the added accessibility to other databases sometimes creates more frustration than satisfaction. While sharing MARC records is not encouraged, and is sometimes downright discouraged at some institutions, other libraries, like the Library of Congress, freely encourage other libraries to take, use, and share their MARC records.

Second, libraries typically store their huge databases in a format that can only be accessed with their own user interfaces. Because of the large number of systems out there, a user could potentially need to learn dozens of different systems, along with all of their quirks and foibles, unless a library is equipped with a Z39.50 client.

What exactly is Z39.50? It's a protocol for communication between dissimilar library systems, developed in the mid-1980s to answer the needs that evolved when, in 1983, the International Standards Organization adopted the "Open Systems Interconnection" as a standard. Simply put, Z39.50 allows a user to search multiple catalogs, on multiple platforms, all at the same time, employing a consistent user interface. Over the years, the original version has been improved so that today the standards are capable of executing very sophisticated search and retrieval tasks.

The Z39.50 standard is predicated on a client server model. Many of the large automation vendors have written the Z39.50 standard into their software, to allow their users access to any catalog that runs a Z39.50 server. This is wonderful, if indeed your vendor provides you with a Z39.50-compliant client. However, many of us, especially in small and medium sized libraries, do not have this luxury.

In my meandering on the web, during an attempt to educate myself about Z39.50 standards, I happened to stumble upon the web site for Sea Change Corporation, the makers of *BookWhere?* I was intrigued by their claims that I could make my PC behave like a Z39.50 client, and the promise that I could search multiple catalogs at once for those hard to find MARC records. They even told me that I would be able to download those records, once I

located them! Since they offered me a free evaluation, I decided I had little to lose, and downloaded the demo.

I soon discovered that *BookWhere?* employs an excellent graphical user interface. The basic search screen is easy to view and understand. The interface is very intuitive, and makes good use of toolbar buttons to perform the major tasks of the program. The help screens are very good, and there are sample searches to help a new user get started.

Using *BookWhere?* as a stand-alone Z39.50 client is very easy. First, the user constructs an appropriate search phrase. Then, the user selects which libraries s/he wants to search. This is fairly simple, since *BookWhere?* comes with a list of Z39.50 hosts that is regularly updated on Sea Change's web site. The search is initiated, a list of records is returned to the user, and an activity log is created, showing information about each of the individual searches accomplished in the search session. From this list, the user has the ability to view the individual records, either in a brief format or with the full MARC tag structure. Then the user can save, print, or export the records, as needed.

The complexity of the search depends upon several variables. Simple queries are easily handled from a dialog box that offers searches by author, subject heading, title, and/or date. Other fields may be substituted for any of these default fields, according to the user's preferences. Advanced features are available for the expert user that support relation, truncation, and numeric comparisons. Users must be aware, however, that some Z39.50 hosts may not support complex searches of more than one search field operator and term. What might work well at one site might not work as well, or at all, at another site.

To export records, the user need only select the records to be exported from the result list, then choose Export from the Actions menu. The record export format is selected, then the user can make a new file, replace an existing file, or append to an existing file, which is very helpful when storing records from more than one session.

Another useful feature of *BookWhere?* is that it can be configured as a helper application for Netscape users. When this is

continued on the bottom of page 3

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 at Kent State University Libraries and Media Services at (330) 672-3022; at home (330) 628-0313; or via the Internet at maurema@oplin.lib.oh.us.

IMHO: Technology and Technical Services - How much is enough?

By Jan Featherstone, Cataloger, Middletown Public Library

The primary purpose of a library is to store and get data to its users in a timely and accurate manner. The role of technical services, be it selections, acquisitions, cataloging, item records, holdings maintenance, bindery, physical processing, serials, or any other TS process, is to acquire and classify materials for the user in a timely and accurate manner.

To accomplish this task, certain tools must exist—tools like a trained mind, pencil and paper, typewriter, acquisitions, serial and cataloging rules, classification, and subject access manuals. These were some of the tools necessary to advance materials to a library user prior to the use of computer technology.

Now libraries connect through computers to the "Information Superhighway" in a matter of seconds. The library no longer serves a microcosm of local, state, national, or international users but a macrocosm of users throughout the world. But what remains constant for technical services is the need for accuracy and timeliness in its processing. Computers can be useful tools to this aim. But to what level? How much technology is enough?

It is enough technology when the users can:

1. afford the technology;
2. apply the technology accurately to specific sets of tasks; and
3. pass the application on to themselves and others.

As a whole, look at each of these areas from the user's point of view. Then look at each of these areas from the library's point of view. The comparisons indicate strengths to polish or enhance with new technologies. The discrepancies indicate weaknesses to support and usually dictate changes needed. Follow this by looking at each process individually as a librarian to build a clearer understanding of the user's current and future needs.

These same actions are used by the library to process materials appropriately and in a timely and accurate manner. Each library has a budget (affordability), a defined processing workflow (accuracy of tasks), and training for staff development (knowledge & growth).

Having personally experienced technical services environments where pencil and paper ruled to where all processes were online, the foundation remains the same: to acquire and classify materials for the user in a timely and accurate manner.

BOOKMARKS: Cataloger's Resources on the Web

There are Internet sites available that provide assistance to Catalogers. Professional organizations and commercial vendors provide some of these sites. Library staff, working at many different kinds of libraries, created others. Often the library-generated pages are designed to be used by the library's technical services staff. They can include links to other resources, but often also include departmental procedures and useful databases.

The Library Corporation (TLC) makes the *Cataloger's Reference Shelf* available (<http://www.tlcdelivers.com/tlc/crs/CRS0000.htm>). It is a component of the help system in the company's *ITS for Windows* product. It contains the same information that appears in *ITS for Windows*, but without the benefit of context-sensitive links to software that acts as an editor for the information in the system. With the databases already established and maintained, TLC has released the Web equivalent to the library community. This helpful site provides one button access to the USMARC formats, USMARC code lists, and cataloging manuals (like a CONSER editing guide). This site actually might make a nice home page for your Internet browser.

TPOT stands for *Technical Processing Online Tools* (<http://tpot.ucsd.edu/text.html/>). This site is the home page for the Technical Services Department at the University of California, San Diego. It includes lots of useful links for cataloging, acquisitions, bindery, and preservation departments. This is an excellent example of what can be done to pull technical services resources together for use on a desktop. This site also has excellent graphics.

One of *TPOT's* sub-pages is also worth visiting. The *Top 200 Technical Services Benefits of Home Page Development* (<http://tpot.ucsd.edu/Cataloging/Misc/cataloging.html/>) is a really nice bibliography of articles on integrating the Internet into technical services operations.

The *Cataloger's Toolbox* (<http://www.mun.ca/library/cat/>) is the home page for the Acquisitions and Cataloguing Division of the Queen Elizabeth II Library at the Memorial University of Newfoundland. From this home page you can access local cataloguing tools, including departmental policies and procedures and the latest production statistics, as well as resources from other Internet hosts around the world, including the Library of Congress, the National Library of Canada, OCLC, and more.

Q TECH Web, was created by the library at the Queen's University at Kingston (<http://stauffer.queensu.ca/techserv/>). This site gives you indexed access to various tools likely to be used by a technical services department. The index to the site is actually quite nice and very efficient.

The 856 Field: Your Catalog's Link to the Internet

You may have seen copy-cataloging records that contain an 856 tag and wondered how that field was used. The 856 field is a special MARC tag that not only records information about the location of an Internet resource, it makes a direct connection to that resource from within the catalog. Provided that your automation software is capable of making the connection, and that the tag's subfields are entered correctly, this field shows up on your OPAC screens as a hot link. Patrons click on this link and are connected directly to the Internet resource referenced by the MARC record. Suddenly the MARC record is no longer only about

description, it is also about access. This is absolutely a sea change.

The Technical Services Division Action Council attempted to schedule program offerings on this topic at regional conferences last spring and again this fall for annual conference. We think this topic is of vital importance to technical services staff, and to public services staff, but have been unable to sell it to conference organizers, perhaps because not everyone realizes the significance of what this tag does.

If you have an interest in the ways catalogers can exploit the 856 field to benefit their patrons, please contact Gary Branson, our Technical Services Division Coordinator, at the London Public Library (740-852-9543) (bransoga@oplin.lib.oh.us). Gary will take your comments with him to the Leadership meeting this fall where chapter conferences will be planned.

RefLinks Project Classifies Internet Using DDC

A group of Ohio librarians has begun organizing portions of the Internet using the Dewey Decimal Classification system. The objective of the Ohio RefLinks Project is "to select, organize and make easily available WWW sites which will aid librarians and patrons..." alike. The librarians first evaluate recommended sites, verify the links, and then assign DDC numbers to them. Anyone using the site will access only resources that are timely, accurate, and appropriate for their use. WWW links are also checked for accuracy as time goes by.

While this project was conceived of and launched primarily by public services librarians, they are currently seeking involvement by technical services librarians. While they are looking for experts on technical services sites, they are also hoping to actually catalog some of these sites, and make links to them through the 856 fields in member library catalogs. To volunteer to participate in the Ohio RefLinks Project, in any capacity, leave a message on the RefLinks site. To access the RefLinks site go to <http://www.nolanet.org/reflinks/>.

AACR2R-98, AACR2R-e

The latest version of the *Anglo-American Cataloguing Rules* is now available from the American Library Association (ALA). The new revision includes all changes made since 1988, including the 1993 amendments, changes initiated by Format Integration in 1995 and 1996, *Library of Congress Rule Interpretations*, and other enhancements to the formats, some of which were made to accommodate new types of electronic resources. This is absolutely an essential resource for many libraries, and it is wonderful to have it available in a more up-to-date version.

While available in cloth (\$80), or paperback (\$55), this is the first time the information has also been available in an electronic format (CD-ROM single-user license \$250.00). The CD-ROM version is designed to work well with the Library of Congress' *Cataloger's Desktop*, and comes bundled with the *FolioVIEWS* software.

For complete product and ordering information contact ALA by calling 800-545-2433, fax them at 312-836-9958, or link with them via the Internet at <http://www.ala.org/editions>.

continued from page 1

done, a user can launch *BookWhere?* from any web page that has an embedded *.BWK file. These files are actually *BookWhere?* searches that have been saved, and contain both the search parameters and the host configuration information for a library site. Examples of this technology, and how it works, can be viewed at the Sea Change web site.

Finally, *BookWhere?* has the capability of sending URL information contained in a MARC record directly to the user's web browser. The URL is also stored in MARC tag 856 of the record. This feature is activated only when a URL is found in the 856 field in the MARC record.

While my experience with *BookWhere?* has been limited to the free evaluation copy, I am anxious to recommend its purchase to my director. The stand-alone version is available for \$39.50, and network licenses are available from the vendor. While I have not

Nancy B. Olson. Edited by Sheila S. Intner and Edward Swanson.

Cataloging of Audiovisual Materials and Other Special Materials, A Manual Based on AACR2.



Fourth edition. Minnesota Scholarly Press, 1998. 326 p. ISBN: 0-933474-53-9

Perhaps I should admit at the beginning of this review that I think Nancy B. Olson is a national treasure. She really understands AV cataloging with all its complexities, and this fourth edition of her *Cataloging of Audiovisual Materials and Other Special Materials* continues to prove her authority. Few experts also have her talent for explaining important points in ways that even the most inexperienced cataloger can learn from.

This edition is larger than the last, containing additional chapters on cataloging Internet resources and interactive multimedia, and several other chapters have been expanded. Different chapters cover sound recordings, maps, videorecordings, graphic materials, computer files, Internet resources, interactive multimedia, realia, microforms, non-print serials, and kits. Each chapter provides format specific special rules, complete MARC coding and tagging, and lots of examples. The chief source is reproduced for many of these examples to help catalogers understand how to interpret problematic items. One of the best things about this book is the large numbers of examples scattered throughout. The book also comes with a wonderful poster of a chart of the 007 field contents for eight different formats.

This book has become a standard in technical services departments of all sizes and types. I highly recommend that even small libraries purchase the latest edition of this classic—it's worth it.

seen the documentation that comes with the software, I can say that the help screens within the program itself are very helpful and easy to understand. *BookWhere? Pro*, which offers enhanced features not available on the standard version, is also available for \$99.00.

In conclusion, the best thing about *BookWhere?* is its ability to standardize the interface I use to search other catalogs. I need only become an expert at *BookWhere?* to be able to successfully search any Z39.50 host on the planet! I am limited only by what the host at the other end of my connection will allow me to do, and not by their proprietary interface and the need to learn its peculiarities. Give *BookWhere?* a try. It's definitely worth a look.

For more information on *BookWhere?* go to <http://www.seachange.com> For more information on Z39.50 try <http://lcweb.loc.gov/z3950/agency/agency.html>.



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Technical Services Division Officers Announced

OLC's annual elections are over, and the results are in. Here's how to contact your Technical Services Division officers:

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ACTION COUNCIL: **Rhonda Marr**, Portage County District Library, 10482 South St., Garrettsville, OH 44231 (330-527-5082 Ext. 216) (marrrh@oplin.lib.oh.us)

Many thanks to everyone who ran for office this summer. It takes a great deal of courage to run for division office, and we sincerely appreciate the truly excellent candidates who volunteered for this honor. You made our choices most difficult!

What's New at LC? (<http://lcweb.loc.gov/>)

The Library of Congress (LC) has recently added new and useful information to its Internet site.

USMARC CONCISE FORMATS, 1998 EDITION IS AVAILABLE: LC has information on its web site for ordering copies of this resource, and for accessing it via the web page. *USMARC Concise Formats* is a less-expensive, one-volume alternative to the full three-volume *USMARC Formats* set, although mostly what it lacks is the useful examples available in the larger work. An even cheaper alternative would be accessing it via the Internet at <http://www.loc.gov/marc/>. To get information about ordering a copy go to <http://lcweb.loc.gov/marc/concise98.html/>.

USMARC CODE LIST FOR GEOGRAPHIC AREAS, 1998 EDITION: The new edition of the *USMARC Code List for Geographic Areas* is available from the Cataloging Distribution Service and via the Internet. To get ordering information for this resource go to <http://lcweb.loc.gov/marc/gac98.html/>. You can access the list directly at <http://lcweb.loc.gov/marc/geoareas/>.

LCCN RESTRUCTURING INFORMATION: The LCCN must be restructured to include a four-character year, but for once the year 2000 is not the culprit. LC began to print catalog cards in 1898, and began to distribute them in 1901. At that point in time the LCCN referred to the Library of Congress Card Number, but this number evolved into today's LCCN. There is information at <http://lcweb.loc.gov/marc/lccn.html/> on how and when LC plans to change the LCCN.

MARC AND THE YEAR 2000: The truly technical among us will be interested to know that LC has identified all the fields in the MARC record where different types of dates are stored. Each of these fields must be evaluated for potential impact brought on by the advent of the millenium. Detailed to the granular level, this document is for only the most dedicated of cataloging professionals (<http://lcweb.loc.gov/marc/yr2000.html/>).

CATALOGING FAQ ADDED TO LC PAGE: An FAQ on Cataloging at the Library of Congress has been added as part of an effort to provide general information to users of the site. The page contains answers to frequently asked questions geared toward the general user and covers a wide range of cataloging topics. Typical questions include "What cataloging-related standards are developed and maintained at LC?" and "How may I contact LC with cataloging questions, comments, and queries?" You can access the FAQ at <http://lcweb.loc.gov/faq/catfaq.html>