



A Quarterly Newsletter of Bright Ideas
for the Technical Services Division

TechKNOW



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Technical Services Orientation Day a Rousing Success at CCPL

By Georgianne Balcas Wiersch, Catalog Department Manager, Cuyahoga County Public Library

My first job after graduating from library school in 1983 was in the readers advisory department of a large downtown public library. Since then, I've worked in cataloging, reference, and circulation in academic, special, and other public libraries. With this varied background, I have first hand experience with the need for technical services and public services to cooperate to provide the best customer service possible.

All technical services staff have had exposure to reference work in one form or another (even if only as a patron or a student). In many organizations, technical services staff cover the reference desk as part of their regular duties. At Cuyahoga County Public Library (CCPL) two of our cataloging professionals currently work in branches on Sundays, and all but one of the others have spent some time working in public service.

However, not many reference librarians have had much exposure to cataloging (except maybe a class in library school). Several months ago, I asked other catalogers (via the AUTOCAT listserv) if their departments ever had public service staff working in them. The few answers I received were no.

I believe that public service staffs are beginning to be aware that they work with a group of librarians with the skills that they themselves need to develop. Searching the increasing electronic access capabilities of most libraries, analytical thinking (logical, organized, blocks of information) needs to be practiced. Advanced analytical skills need to be acquired by public service staff to provide better access to information for the public. Technical services staff already think this way; public service library staff may not, and will need to learn it from us.

We recognized this at CCPL, and since 1995 the Technical Services Division has presented "TS Orientation Day," a full-day introduction to technical services for new Public Service Division managers. Each new manager spends one hour with the various technical services department managers, learning the basic functions of the Order, Catalog, Processing, and ILL departments. They also spend one hour with the Computer Center Division Director and one-half hour with the Technical Services Division Director.

Each presenter has an information sheet for the visiting manager. Depending upon the experience of that person, we may go into more details of the work. Going through the process of workflow and observing skills needed by various staff members, the managers gain an understanding of the creation of the catalog

and the handling of library materials.

This has proven to be very successful in setting a good foundation on which to build mutual professional respect and prepare for continuing cooperation. The program has been very well-received. In fact, after the first few new managers had gone through TS Orientation Day, several other managers (some who had been at CCPL for 20+ years!) expressed interest in attending the one-day session.

Comments received from "TS Day Alumni" have been very complimentary. Actually experiencing what goes on in technical services on a daily basis gives these folks a new appreciation of the services we provide. We are also able to show that technical services staff have the same goals as public services--providing excellent service to our patrons.

More Required Reading for TS Librarians

Janet Swan Hill and Sheila S. Intner have written a wonderful defense of cataloging as a core competency for librarians as part of their work on ALA's Congress on Professional Education (April 1999). "Preparing for a Cataloging Career: From Cataloging to Knowledge Management" can be found on the Internet at <http://www.ala.org/congress/hill-intner.html>.

Job OP On the WWW

Diane K. Kovacs, a Cleveland area Internet and WWW trainer and consultant, is offering her hands-on workshop, Jobs and Employment Resources on the Internet, for free this summer. The workshop is aimed at job seekers that want to learn how to use the Internet to find jobs and employment information. The course will be taught via email and interactively on the WWW, with opportunities to connect for real-time instruction. Click over to <http://www.kovacs.com/DU/jobs.html> for more information and to register for the course.

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 x57; at home (330) 628-0313; or via the Internet at mmaurer@lms.kent.edu.

Truly New Directions for New Directors

By *Georgianne Balcas Wiersch, Catalog Department Manager, Cuyahoga County Public Library*

OLC annually presents a program for new library directors in Ohio. This year's program, "New Directors, New Directions '99," was held on April 22-23 in Columbus. For the first time in the history of this program a section on technical services was included. I had the pleasure of presenting a one-hour program, "What Do I Need to Know About Technical Services?" to the new directors. In that short amount of time, I was able to cover a lot of ground.

I told them the good things about technical services staff, including their personal qualities and characteristics. Technical services staff make excellent project managers because of our organizational skills. We are a great resource for any director, especially if they have a project that needs overseeing. Technical services staff are detail oriented and great organizers, because their business is organizing information.

I talked about technical services as the only library-specific function of the library, other than public services, and about how workflow between these functions is vital to smooth library operations. Our goals are the same as public services, and our emphasis is good service for our customers!

I pointed out what technical services staff do and how we make materials available and accessible to the public. Tech services produces a tangible product, which provides service to the patron including the online catalog, community information databases, and a shelf-ready product. The synergy of workflow

between the three main departments—order, catalogs, and processing—is therefore important.

But mostly I dispelled some myths.

"With keyword searching, we don't need to worry about names and subject headings authority!" WRONG! You need to be MORE consistent, because keyword searching doesn't account for misspellings or variations in spelling.

"I don't need to know NOTHIN' about cataloging to be a reference librarian!" WRONG! The more you understand about how the catalog works, the better searcher you become, which makes the catalog a better tool for you and your patrons.

"Can't we just outsource this all?" SURE! But you still need a technical services professional to manage the outsourcing. And know this—there will be very little customization available, and the customizing that is possible will come at a much higher cost. If a new director does decide to outsource technical services functions they need to keep in mind the details of recent outsourcing debacles at Wright State and in Hawaii. Ask lots and lots of questions and carefully evaluate exactly which tasks to outsource. Finally, remember that there is no evidence that the private sector can run things better than public works.

It was a wonderful opportunity to influence these new directors, and I'm glad OLC invited us to participate. Let's try to make this an annual event!

Repairing Torn Pages: What Method Should Be Used?

By *Judy Aldrich, Supervisor, Technical Services, Toledo-Lucas County Public Library*

"What kind of tape do we use?" "Is there another repair method?" These are questions I am commonly asked when talking with folks about the care of their collections. The answers to these questions can run a gamut of opinions. There are simple repairs that you can make with the right tape or glue. In this article we will deal with correct methods of repairing torn pages.

Rule number one is not to use cellulose tape. I suspect that many of you have cherished photos or scrapbooks at home, and that you have used cellulose tape to attach pictures, newspaper clippings, etc. to the pages. From these you can see the destruction this tape can do. The material becomes discolored, and the tape leaves that dreaded sticky residue.

In our conservation unit we use several different tapes, as each tape suits a particular need for the item. We use a self-adhesive tape with a matte finish for most repairs. This tape is especially effective for our popular juvenile books, which small hands seem so adept at tearing. When repairing these books, we apply the tape on the backside of the tear and trim it close to the edge of the page. By applying the tape on the backside of the page, the repair calls less attention to itself. When applying this type of tape, fingertips need to be absolutely clean, free of any glue or other matter. If not, fingerprints will definitely be left on the page. (Talk about leaving your mark on history!)

For archival material—material deemed so by age and monetary value—use a polyester repair tape or a thin opaque, long-fibered, white or buff color paper tape. Some of these tapes come with detachable backing, for easy applying. The tapes state they have been approved for archival use. They tend to be an acid free, non-yellowing tape.

For some archival materials that are considered rare and valuable, use of the feathering method of repair is preferred. This method is used when the tear resembles a feather. Working carefully you can repair the page with good results. In feathering, apply a thin layer of PVA-type glue with a brush. Press the book with weights, layering the repaired page between sheets of good, old-fashioned wax paper. Wait a day before inspecting your work. A time consuming and delicate procedure, it is a necessary one when working with these types of material. Feathering does the trick quite well, because it reinforces the repair without adding volume to the spine width.

The tapes mentioned here are readily available in any reputable library supply catalog. A good rule of thumb is that if you have cellulose tape throw it out and start fresh. Invest in a good transparent tape. Even if resources are scarce, you'll be happier with the results using the right kind of tape or glue. I hope these application suggestions will help you conquer the challenge of repairing books.

Fundamentals: 6xx In A Nutshell

By Marian Benjamin, Technical Services Supervisor, Mansfield-Richland County Public Library

The 6xx fields contain a variety of types of subject headings: personal, corporate and meeting names, uniform titles, topical, geographical, and genre. Catalogers use the 6xx field to provide the library patron with easy retrieval of materials by subject, when specific titles may not be available. The basic tags are the 600 Personal name, 610 Corporate name, 650 Topical, 651 Geographic, and 655 Genre.

A recent addition to the 6xx subfield "family" is subfield #v. Subfield #v denotes the form or genre of an item. Information stored in subfield #v was formerly stored in subfield #x, along with topical information. Material stored in subfield #v doesn't describe the subject content of the material, but rather provides a description of the content. Examples include fiction, bibliography, or study guides, just to name a few.

The most commonly used 6xx indicators, fields, and subfields are listed here in a chart. If a data element is authorized for a specific field the word YES appears in that column. For further information check the USMARC Format for Bibliographic Data.

	600 Personal Name	610 Corporate Name	650 Topical	651 Geographic	655 Genre
1st Indicator - Blank			YES	YES	YES
1st Indicator - 0 (Forename)	YES				
1st Indicator - 0 (Inverted Name)		YES			
1st Indicator - 1 (Surname)	YES				
1st Indicator - 1 (Jurisdiction Name)		YES			
1st Indicator - 2 (Name in Direct Order)		YES			
1st Indicator - 3 (Family Name)	YES				
2nd Indicator - 0 (Library of Congress)	YES	YES	YES	YES	
2nd Indicator - 1 (LC Children's headings)	YES	YES	YES	YES	
2nd Indicator - 2 (Nat. Lib. Of Medicine)	YES	YES	YES	YES	
2nd Indicator - 3 (Nat. Agricultural Lib.)	YES	YES	YES	YES	
2nd Indicator - 7 (Source specified in #2)	YES	YES	YES	YES	YES
2nd Indicator - 8 (Sears Subject Heading)	YES	YES	YES	YES	
#a - Main Heading	YES	YES	YES	YES	YES
#b - Subordinate Unit		YES			
#c - Titles & other words associated with name	YES				
#d - Dates associated with name	YES				
#v - Form subdivision	YES	YES	YES	YES	YES
#x - General subdivision	YES	YES	YES	YES	YES
#y - Chronological subdivision	YES	YES	YES	YES	YES
#z - Geographic subdivision	YES	YES	YES	YES	YES
#2 - Source of Term					YES

LC To Begin Core Level Cataloging

The Library of Congress has decided to add core level cataloging to its suite of cataloging modes. Core level cataloging records follow standards that rest somewhere between minimum and full level bibliographic records. Core records are characterized by a carefully defined minimum number of access points, which include full authority control on all headings. The idea is to provide catalogers with the option of a stripped-down, easier to enter record that is more complete and useful than minimum level records. These records can be used as is, and do not require any upgrading.

Core level records entered by BIBCO participants are easy to recognize because their 042 field authentication code is "pcc" and their encoding level (USMARC Leader 17) is always "4". LC is also adding additional data elements to its definition of a core record.

Useful URLs for more information:

Announcement of LC's plans to implement core level cataloging:

<http://lcweb.loc.gov/catdir/cpsa/corelev.html>

Cataloging Policy and Support Office:

<http://lcweb.loc.gov/catdir/cpsa>

Introduction to the Program for Cooperative Cataloging BIBCO

Core Record Standard:

<http://lcweb.loc.gov/catdir/pcc/coreintro.html>



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Candidate Forum for TS Division Officers

The following people have graciously agreed to run for Technical Services Division offices. Please take a moment to read about them before you cast your vote.

ASSISTANT COORDINATOR

MARIHELEN HATCHER, *Manager, Order Division, Columbus Metropolitan Library*

"I think the Technical Services Division should continue to focus on offering programs and workshops at Chapter Conferences and at Annual Conference. I would also like to work on increasing the participation of technical services staff in the Division."

DEBORAH PAWLIK, *Medina County District Library*

"I think the Technical Services Division should represent the diverse needs of Ohio Libraries: from outsourcing to OCLC cataloging, from one-person departments to online acquisitions."

ACTION COUNCIL

DALE GREENBAUM, *Technical Service Manager, Euclid Public Library*

"I think the Technical Services Division needs to provide its members with programs and information addressing the changes in

technology that effect the running of a Technical Services Department, including automation and especially the Internet."

RHONDA MARR, *Technical Services Manager, Portage County District Library*

"I think the Technical Services Division should encourage the chapters to include more programs sponsored by the division at the conferences, and help technical services librarians keep current and improve their skills."

CATHERINE SHEANSHANG, *Head, Technical Services, Public Library of Cincinnati and Hamilton County*

"I think that the Technical Services Division should provide information on new developments in technical services' operations, and operate as a forum for the discussion of new tools and products. We should encourage communications and professional development through a variety of conference workshops relevant to all sizes of libraries, on all aspects of technical services work."

JAMIE SIMMONS, *Head of Technical Services, Tuscarawas County Public Library*

SECRETARY

MARGARET MAURER, *Cataloging Manager, Kent State University*

"I think the Technical Services Division should foster excellence within technical services departments throughout the state. We can only do this by listening to the ongoing needs of our division members, and then acting on them."

Physical Processing Discussion List Finally Sighted

Lisa de Carbonel at U.C. Berkeley has started a new discussion list on physical processing issues in libraries. The list is Web based and must be subscribed to by visiting the list's WWW page: <http://LibraryProcessing.listbot.com>. Traffic on the list is surprisingly heavy for such a new list. Unfortunately the listbot software doesn't seem to offer a way to receive postings in digest form. Happily

everyone stays pretty much on topic, and the list hasn't been around long enough for dominant personalities to emerge. You can visit the list's archives at the WWW page without joining the list, but the archives are difficult to search by topic, a shortcoming of the listbot software. Since discussion lists on physical processing are scarce as hens' teeth this new forum is a lucky find.