PRESIDENT'S MESSAGE

I would like to thank the outgoing President Celia Bakke, Treasurer/Membership Coordinator Judy Moomaw, Secretary Carol Norman, Tech Notes editor Bob McDermand and all other regional officers for their contributions to the Chapter in 1988. I would also like to welcome the new regional officers for 1989: Vice President/President Elect Jim Dwyer, Treasurer/Membership Coordinator Sandra Kersley, Secretary Karleen Darr, and the new Tech Notes editor, Gina Roth.

1988 was a very fruitful year for the Chapter. The membership rose again from 293 in December 1987 to 358, the Chapter’s treasury is in a healthy state, and the Program Planning Committees and Discussion Group Leaders in both North and South have provided members with excellent programs. I would like to thank and congratulate all of these Officers for their success! My goal in providing leadership in planning regional and annual conference programs is to bring professional issues and concerns at the national level to California technical services’ librarians, particularly to those who may not be able to participate in many ALA programs. Following the tradition, I feel certain that the new Officers will continue to provide stimulating programs for the Chapter members.

In 1989 the Chapter faces a challenging issue: CLA membership. The CLA Council Committee on Organization is in the process of proposing changes in the minimum requirements for maintaining chapter status. In order to receive financial support (eligibility for conference meeting rooms, etc.) our Chapter must maintain a CLA membership of at least fifty percent. The Executive Board will do its best to meet the other requirements but in the matter of membership we need your commitment. Please join CLA.

The Executive Board looks forward to another super successful year in 1989. The success of our Chapter depends on the involvement of its members. Therefore, I call for your participation by asking you to renew your own membership, by giving the membership renewal form to your colleagues who have not yet joined the Chapter, and by making suggestions to your regional Discussion Group Leaders. I also urge you to send in any news items or short articles (such as any research activities in progress or noteworthy automation activities) to the new Tech Notes editor, Gina Roth.

Sue C. Lim
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CLA TSC ANNUAL BUSINESS MEETING

The business meeting, held in Fresno on Nov. 14, 1988, was called to order by Celia Bakke, Chapter President, at 8:40 a.m. Approximately 150 members attended. President Bakke introduced and thanked the current Officers: Sue Lim, Vice President/President Elect; Judy Moomaw, Treasurer/Membership Coordinator (absent); Carol Norman, Secretary; and Bob McDemmand, editor of Tech Notes, the Chapter newsletter.

Carol Norman read the minutes from the previous year's business meeting, recorded by Monie Farber. President Bakke then read the Treasurer's report, prepared by Judy Moomaw. From a beginning balance of $3,076.90 in November 1987, the Chapter received income of $14,725.16 from such sources as membership fees, workshop registrations, and bank interest. Chapter expenses of $7,144.67 for such activities as conference programs, postage, preparation of the membership list, publication of Tech Notes, and election expenses were deducted. Although there were still some outstanding expenses for fall regional programs and for the CLA conference, the present balance stood at $7,580.49. President Bakke then read the Membership report, also prepared by Judy Moomaw. Current membership was 358, an 18% increase over last year. Renewal reminders had been mailed to all existing members in December 1987 and were also published in Tech Notes. In addition, the Discussion Group Leaders also made membership forms available at the various workshops throughout the year. In August 1988, each member received a copy of the Chapter membership list. In October 1988, the new Automation Contact Directory, issued by the Library Development Services Bureau of the State Library, was sent to members. Members are reminded that dues cover the calendar year.
Sue Lim reported on the activities of the Southern Region and began by thanking the Program Planning Committee: Joanne Kim; Mary Johnson; Carol Norman; and George Gibbs. The Southern Program Committee presented a workshop on CD-ROM in April 1988, at which eleven vendors offered hands-on experience with their products. In October 1988, 190 people attended a jointly sponsored program with the Cataloging Discussion Group, at which Michael Gorman was the keynote speaker, and the topic was "AACR-2 1/2." Afternoon presentations followed on the "Integrated MARC Format" and "Cataloging for Public Libraries." The Acquisitions Discussion Group met in April 1988 on the topic of "Acquisition Statistics." The topic of the June meeting of the Microcomputer Discussion Group was "Introduction to Hard Disk Management." The Cataloging Discussion Group meeting in May discussed "Shelving the Shelf List" and the Serials Discussion Group, also meeting in May, listened to presentations on "Serials Control: Check In and Beyond." Each enjoyed a large attendance, and Sue thanked the Discussion Group Leaders.

President Bakke then reported on the Northern Region's activities. The Northern Program Committee consisted of Celia Bakke, Judy Moomaw, Maryll Telegdy, Ruthanne Lowe, and Karleen Darr. Their Spring program was entitled "Putting a Little Planning Into Your Life," featuring Ken Dowlin from the San Francisco Public Library as guest speaker. In the Fall, the program was "Putting CD-ROM in Place," with Brian Campbell from the Vancouver Public Library and four other speakers. President Bakke thanked the Discussion Group Leaders: Jim Dwyer, for Cataloging; Meta Nissley, for Acquisitions; Kathleen Schweitzerberger for Serials; and Linda Main and Kenneth Firestein for Microcomputers.

President Bakke reported that last year's plan to create an online library automation database has been achieved, as a joint project of the Chapter and the State Library. She thanked the six volunteers who worked on this project, under the guidance of Barbara Blei and Andrew Herkovic from the State Library. It is important to let the State Library know if you find this product useful. President Bakke urges members to contact Barbara Blei if you appreciate this service. The Chapter hopes that this will become an on-going project.

Last year, membership expressed a preference for spreading the CLA conference programs over two days, hence the arrangement of the 1988 conference. It had also been a tradition to hold the main program on Tuesday, but this year it was moved to Monday. President Bakke asked for a show of hands to determine if membership liked this change. In general, it seems that this schedule is supported by the members. Currently, the Chapter membership list is maintained on RLIN, and could be copied onto a floppy disk, so that it could be maintained locally by the Chapter's Membership Coordinator. President Bakke stated that this idea needs further evaluation.

This past year Chapter bylaws were changed, so that the responsibility for handling elections was switched from the Treasurer/Membership Coordinator to the Secretary. Carol Norman mailed out 336 ballots for the 1988 election; 135 members voted. President Bakke announced the election results and introduced the new officers for 1989: Sue Lim, President; Jim Dwyer, Vice President/President Elect; Sandra Kerley, Treasurer/Membership Coordinator; and Karleen Darr, Secretary.

There being no further business, the meeting was adjourned and Sue Lim opened the day-long program on "Online Authority Control."

Respectfully submitted,
Carol Norman, Secretary
CLA ANNUAL
CONFERENCE

CHAPTER PROGRAM

A program entitled "Online Authority Control" was presented by the Technical Services Chapter of CLA during the 1988 annual CLA conference in Fresno. The following report summarizes the speakers' ideas. The keynote speaker was Barbara Tillett of U.C., San Diego. Anne Lipow, from U.C., Berkeley, presented the public services librarian's point of view. George Gibbs from U.C.L.A., presented a wish-list from the technical services perspective. Joan Frye Williams, of Inlex, Inc., represented the vendor point of view. In the afternoon session, representatives from Autographics, Blackwell/North America, UTLS, Carlyle, CLSI, and Innovative Interfaces gave brief overviews of their systems.

Barbara Tillett began by reminding us of the two basic functions of a catalog, as identified by Charles Cutter: finding and gathering (collocation). These functions can best be accomplished when a catalog's access points are controlled. Without authority control, a file or a list cannot be considered a catalog. Authority control is essential in the world of shared cataloging and union files to avoid duplication of entries and to match entries contributed by a variety of sources. Control over access points has traditionally been accomplished through standardized headings, accompanied by a system of "see" and "see also" references and notes. Computers of the future may offer different ways of controlling access points, but the present automated systems tend to directly convert traditional methods into the computer environment. Computers, however, cannot recognize matches unless they are programmed to make the match, or, given all the expected variations that are to be considered a match. To link headings, the computer must likewise be told how to determine the linking relationships and what fields to match. It must be told, for example, to compare authority headings tagged 100 to bibliographic headings tagged 100, 600 and 700. This mapping can become very complicated.

The operations subsumed under authority work in an online catalog could include the following:

1. Automatic validation to compare new bibliographic headings to the existing authority file, and their coding. It could also incorporate an "expert system" component for cataloging rules.
2. Algorithms to normalize capitalization, spacing, punctuation, diacritics, and sometimes to omit tags and subfield codes. It could include spelling checks against dictionaries and lists of homonyms, and root word matches. Ms. Tillett cautioned, however, that sometimes normalization results in unwanted matches.
3. Automatic provisions for permutations and truncations stemming from root words.
4. Transparent references, or, alternatively, a display that alerts users to other access points or other forms of headings.
5. Global change (updating all occurrences of a heading). However, with series, one may not want a change made in the authority record to automatically cause a change in the bibliographic record because 4xx fields for series represent description rather than access.
6. Hierarchical checks to determine if the parent body of an entry established subordinately is represented in the authority file.
7. Reciprocity checks to determine
whether a corresponding authority record with a matching 1xx field is present when a “see also” (5xx) reference is created. Most systems call this “deblinding,” or may provide for it by inserting a code to cause the reference not to display to the public.

We still need authority control for the collocation function because computers are very literal—a heading with a typographic error is seen as a different heading by the computer. Most systems available today do not have the sophisticated programming to recognize near matches.

Authority control is under fire by administrators because it is the most costly part of cataloging. Costs can be reduced by sharing authority work through such projects as NACO (Name Authority Cooperative Project). For libraries who have used a particular Library of Congress authority record, the computer now makes it possible to obtain changes to that heading subsequently made by the Library of Congress. The vendor from whom the authority record was obtained can offer the service of attaching a library’s holdings symbol to the authority record and then notifying the library automatically whenever a change occurs to that record. This idea is now under consideration at OCLC. It also may become possible to generate such products as cross reference cards for card catalogs. Some libraries are already downloading OCLC authority records into their local catalog systems. Another cost-saving device for libraries who maintain manual catalogs is to use personal computers to generate cross reference cards. Another method of reducing costs is to do minimal level cataloging and limit authority work to checking names against the existing catalog and using the form found. If the name is not found, it is set up according to AACR-2, but no effort is made to determine variant forms or relationships to other names. The door is still left open for enhancing the record later by adding references and links. However, minimal level authority work makes extra work for the searcher.

Research shows that while computer capabilities such as keyword search, Boolean search, and right hand truncation can augment searches, they cannot replace cross references. A 1986 study at the University of Western Ontario found that 53.7% of author headings, 73.5% of name subject headings, and 69.9% of topical subjects could NOT be found through keyword searching. Other research has shown that authority records may not be needed at all for headings that do not require cross references in a catalog that has enhanced search capabilities. A study that examined the proportion of names that appeared in one form in the catalog headings and in a different form in the chief source of information found that 59% of the title page form were the same as the heading form. 64% were the same if only non-prolific authors (those having fewer than ten items in the catalog) were examined. Ms. Tillett concluded that yet another direction would be to completely separate bibliographic description from bibliographic access. This would require sophisticated user interfaces and is still in the distant future.

The next speaker, Anne Lipow, began by stating that authority control is what distinguishes a library from a mere warehouse of books and materials. Her three main points were:

1. It is only in the online environment, not the card catalog, that we can have real authority control.
2. The computer can scan data in ways that eliminate the need for some authority work, but not all.
3. The online catalog enables approaches from the user’s point of view which may not have occurred to the cataloger.

Card catalogs are not responsive to changes in rules and changes in headings because it takes
enormous resources to keep a manual file current. Ms. Lipow gave examples of how the computer can assist in authority work.

Keyword searching, for example, can help reduce the need for cross references that merely contain the same terms as the authorized heading but in a different order. The reference, "Drama, French see French drama" may be unnecessary with keyword and Boolean search capabilities. However, we still need human intervention to bring out relationships between headings that do not use the same words, such as the reference "Birth defects see also Abnormalities, Human." And we need authority work to link pseudonyms, such as "McBain, Ed., 1926- see also Hunter, Evan, 1926-." If we leave it all to keyword searching, we leave it to chance as to which terms the user picks and which terms he misses. Also, keyword searching can bombard patrons with a lot of extraneous "hits." A keyword-in-title search for "Magic" will retrieve many titles that actually have nothing to do with magic, such as "The magic of love," "The magic of poetry," etc. Right-hand truncation may reduce the need for references such as "Eisenhower, Dwight David see Eisenhower, Dwight D. (Dwight David)." Ms. Lipow cautioned, however, that lack of uniformity in names has an effect on display which must not be overlooked. If entries appear in the database under both "Buren, Paul Van," and "Van Buren, Paul," a keyword search can retrieve both. If the patron's search key retrieves enough "hits" that they need to be subarranged alphabetically, or displayed on more than one screen, it would be too easy for the patron to miss the "hits" that are filed under "Van Buren, Paul." Ms. Lipow suggested that we still need authority control to alert the cataloger to "splits" such as this, and we should use the machine capability to change headings to the authorized forms. Finally, instead of being limited to a controlled vocabulary, Boolean and keyword searches allow users to input current vocabulary. Online systems that can report on keyword searches that did not match the authorized heading can spur the cataloger to create local cross references that lead to the authorized heading. One example would be "Smack see Substance abuse."

Ms. Lipow closed with the concern that few online catalogs today have authority control. Although we all profess allegiance to authority control, we do not seem to be pushing for it hard enough. We need to communicate more with the experts in information science, who may know a great deal about retrieval but very little about users' search behavior. We also need to communicate better with administrators so that they understand the high cost of authority control is justified by the benefits provided to patrons.

continued on page 13
the implementation of an automated acquisitions system, fluctuations in purchasing power, changes in the library and departmental organizational structure, and the expertise level of staff have all influenced and resulted in changes in acquisitions staffing.

Berkeley has done a lot of brainstorming and "coping." Some acquisitions vacancies have not been filled and, with an uncertain future, these positions may not be permanently filled. Staff are cross-trained and often have split assignments. Temporary staff transfers are implemented during peak periods. If possible, work is delegated to students. Jobs, procedures and forms have all been reviewed. Responsibilities have changed and new duties such as record conversion and system "gatekeeper" have emerged. Changes could result in organizing positions out of existence.

The issue of centralization vs. decentralization has brought up discussions about quality control, costs, timing, backlogs, and staff expertise and experience. You cannot substitute training for experience. Decentralization must be customized. Berkeley is currently testing a project to decentralize some acquisitions activities.

Elizabeth Higbie, Head, Technical Services, Los Angeles Public Library, also discussed staffing changes and the motivating factors behind the changes. The only discernable pattern she had been able to identify was that there always seems to be more work to do and in technical services more work is more work without more staff. She stressed the importance of constant review of procedures, staffing, activities, and also of the work coming into the department.

The recent fires, the 1988 earthquake, and planning for the new Central Library have made review at LAPL even more important. Review has included: available space, workflow (cataloging and acquisitions are in different buildings and won't be together until 1992!), duplication of files, and possible reclassification of positions. LAPL has gone outside acquisitions in establishing links with public service units and in discussing priorities. Library suppliers and vendors have been given restrictions that have allowed acquisitions to save processing time.

Patricia Del Mar
Lisa Stevens
Co-Chairs, Acquisitions Discussion Group

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CLA ANNUAL CONFERENCE

Cataloging Discussion Group Program

Ruth Boyer, UC Irvine, introduced the topic: "MARBI: What Is It? Why Should Catalogers Care?" The speaker was Kathleen Bales from Research Libraries Group Inc. and the Chair of MARBI.

Ms. Bales began the presentation by asking how many of the audience use the MARC format regularly. Since almost everyone responded affirmatively, it was not necessary to explain the format conventions. MARBI, acronym for Representation in Machine Readable Form of Bibliographic Information, is a part of the USMARC Advisory Group which advises the Library of Congress on changes needed in USMARC. The ALA divisions, LITA, RASD, and RTSD have three members each on the committee. Interns are non-voting members for one year of orientation. The membership is chosen to reflect all types of libraries as well as the vendors who use LC's MARC products. Several other agencies and organizations, such as the Music Library Association and the National Library of Canada, have liaisons at MARBI meetings.
MARBI was organized in the early years of library automation. In 1974 it took on the role of advising LC on the MARC format. Mutual respect and striving for consensus keep the committee working productively, though the structure generates much paperwork. In addition to several hours of meetings during ALA conferences, the group or subsets meet often with LC to work on a particular change.

The process of change is complicated. Ideas come to LC from various sources, both individuals and organizations. The MARC Standards Office of LC writes discussion papers describing problems or functions that need to be added and sends them to the USMARC Advisory Group. Documentation, an average of three inches of paper each meeting, is available to non-members from the Cataloging Distribution Service by subscription. MARBI discusses these papers at its next meeting. Many interested people attend and participate in the discussions. Sometimes straw votes are taken and everyone present is invited to vote.

The results of a discussion may be rejection of the idea, a request for more information, a suggestion for modification, or agreement with the proposed change.

Suggestions for change that are approved then go through the following steps: 1) LC writes and distributes a formal proposal; 2) the USMARC Advisory Group discusses it and approves, rejects, or amends; and 3) LC edits for publication, rewrites, or files the proposal away as a reject. Successful proposals become updates to the USMARC format documents, which LC distributes widely. The utilities analyze the changes, write specifications, code and test them, and prepare documentation for users. Some changes require training for users as implementation takes place.

Currently MARBI is concerned with format integ-
CLA ANNUAL CONFERENCE

Microcomputer Discussion Group Program

The Microcomputer Discussion Group met on Nov. 14, 1988 at the CLA Annual Conference to hear Kenneth Quinn speak on evaluating expert system shells for academic libraries. The following synopsis of this program has been provided by Mr. Quinn:

Expert systems are interactive computer programs that include the knowledge of one or more human experts. They ask a series of questions (the same questions that the expert would ask) and, based on the user's response, give the same advice as the expert. Expert systems can be created by the use of expert system shells and these shells can be purchased.

Before purchasing a shell, a librarian should consider the needs of the library. Cost is also a consideration. The shells on the market at present range from $250 to several thousand dollars. A good selection of them can be obtained for about $1000. Hardware compatibility is also a concern. The bulk of the shells are still for MS/DOS computers. Perhaps the most important criterion is ease of use and it is here that many shells fail miserably.

There are two types of shells available. The first type operates from if-then rules that are input by the developer. For instance, IF an animal has feathers, THEN it is a bird. The majority of shells are of this type. The other type is called an inductive shell. The developer uses a spreadsheet that serves to link the questions with the advice. This type tends to be easy to use especially in the development stage.

I have looked at demonstration diskettes, reviews, and other material on PC-based expert system shells during the last two years and have found one in particular that I consider superior to the others examined (EXSYS, RADIAN, VP-EXPERT, KDS, ESP, and KNOWLEDGEPRO). The name of the shell is 1STCLASS. It is very easy to use, has a wonderful manual, and offers unlimited free telephone help. The price of this shell is very reasonable at $500. I have used this shell to construct RESEARCH ADVISOR, an expert system that guides students at Cal Poly Pomona to the appropriate reference sources in our collection.

Submitted by:
Joanna Dunklee
CSU, Dominguez Hills

SOUTHERN REGION TSC FALL PROGRAM

Members of the TSC (Southern Region) met at the California Institute of Technology on October 27, 1988 to attend a program entitled "AACR-2 1/2 and beyond...?" Vice-President Sue Lim (Cal Poly Pomona) presided and introduced the speaker, Michael Gorman, of AACR-2 fame, who recently became Dean of Library Services at CSU Fresno.

The changes are called a revision of AACR-2 rather than AACR-3 since no fundamental tenets of AACR-2 have changed. The revisions incorporate a recognition of the different material formats, they correct some previous internal inconsistencies, and they include the three packets of revisions issued over the last ten years.
Chapter 9 has been extensively rewritten. The original title "Machine-Readable Data Files" has been changed to "Computer Files." The original chapter was written and edited between 1974-1977 and was completely inadequate for dealing with microcomputer software which began entering libraries in the early 1980's. The new Chapter 9 provides guidance on cataloging both files used by mainframe computers as well as microcomputer software. It also deals with the problem of describing access to remote databases not owned by the library.

The revisions have made provision for digital sound recordings and video discs. In addition to revisions prompted by technological changes, other issues are reconsidered such as when a title is considered to have changed. The revisions reflect the guidelines of the International Serials Data System (ISDS) which differ from AACR-2. Also, there is now only one rule regarding accompanying material and its new definition is "material issued with and intended to be used with" an item. Rules on music uniform titles have been completely rewritten and the main point concerns the definition of the initial element. Changes regarding entry of subordinate corporate bodies will cause fewer bodies to be entered subordinately.

Chapter 23 on geographic headings has been simplified and shortened and has changes relating to the qualification of places in the British Isles. Mr. Gorman pointed out that American catalogers usually feel confused and frustrated when trying to deal with headings for the British Isles as well as the British peerage system. His general guideline was to remember that the British Isles have two nations which have six constituent parts. The catalogers must identify which part the place is in and use it as a qualifier.

The loose-leaf version of AACR-2 may take over, receiving new pages to the point where we will have a new AACR but will not realize it. We will see an importing into the MARC record of elements that are not already there such as fixed field and geographic area codes. There may be a combination of MARC format and AACR-2 since many catalogers really want a manual to create MARC records. There will also be a growth in the international use of AACR-2. At this time the Concise AACR-2 has been translated into fifteen languages.

Danette Adamson
Cal Poly Pomona

UPCOMING EVENTS

CLA TSC (NORTHERN) AND NORTHERN CALIFORNIA TECHNICAL PROCESSES GROUP JOINT PROGRAM

"Access and Quality Control: Can You Have One Without The Other?"

Date: Friday, May 5, 1989
Time: 8:30 a.m. - 3:00 p.m.
Place: Dominican College, San Rafael

Principal speaker: Michael Gorman, Director of the Library, CSU, Fresno and editor of AACR2
Other speakers: Carol Davis, OCLC
Ed Glazier, RLIN
Pat Thomas, Stockton-San Joaquin County Public Library
Issues to be addressed:

*R Relationship between quality control and authority control
*R Consistency of access across various databases
*R Quality control in dispersed library units
*R Costs of quality control
*R Quality control policies of the bibliographic utilities
*R Report on the California Statewide Database

Registration information will be mailed in mid-March. For more information or registration contact: Jim Dwyer, CLA/TSC Vice President, CSU, Chico (916) 895-5837 or John Dooley, NCTPG Secretary/Treasurer, Palo Alto City Library, 1213 Newell Rd., Palo Alto 94303. (415) 329-2620.

MICROCOMPUTER DISCUSSION GROUP
NORTHERN REGION PROGRAM

Preliminary plans are underway for northern area Spring and CLA Conference Microcomputer Discussion Group meetings. The following topics are being considered: 1. Hypertext/Black Magic; 2. Database management systems and their uses in the library; and 3. Electronic Reference—areas of discussion might include electronic bulletin boards and local area networks, expert systems, online catalogs and distributed systems, online commercial database services, and optical disk publishing. If you are interested in any of these topics, have other topics to suggest for discussion, or would like to help plan a program, please contact Brenda Crotts, Butte County Library, 1820 Mitchell Ave., Oroville 95966. (916) 538-7206; Ontyme: NSCBUTTE; FAX: 916-538-7235.

SERIALS DISCUSSION GROUP MEETINGS
NORTHERN AND SOUTHERN REGION

Planning is underway for the future Serials Discussion Group programs. The speaker will be Linda Butley, CONSER Coordinator from the Library of Congress. The date for the Southern Region program is Sept. 18 and for the Northern Region, Sept. 19. Flyers will be forthcoming. For further information contact Sally Tseng, UC, Irvine at (714) 856-6832 or Valerie Bross, Cal Poly, San Luis Opispo (805) 756-2380.

SAVE THE DATE!

The TSC Southern Region Spring program will be on "Quality Control in an Online Environment" and will feature Carol Davis (OCLC), Ed Glazier (RLIN) and three vendors.
DATE: May 4, 1989
PLACE: Cerritos Public Library
1989 CLA/TSC OFFICERS

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CORRECTIONS  
Please note the following corrections to the summary of the Spring 1988 Southern Region program on “CD-ROM: What is it and how can you use it in your library?” appearing in the June 1988 issue of Tech Notes. In the first paragraph LaserQuest was listed as a vendor when it is actually the name of a CD-ROM cataloging system. On page 6, paragraph 2 LaserQuest was cited as containing 2 1/2 million records. The correct number is 5 million.  

CLA ANNUAL CONFERENCE  
CHAPTER PROGRAM  
(continued from page 6)  

The third speaker, George Gibbs, presented his wish-list in two segments: one for a local system and the other for the national level.  

On a local level, Mr. Gibbs desired the following:  

1. To get rid of local manual files and have a local online authority file.  
2. To have it be complete and comprehensive, covering names, series, uniform titles, subjects and call number.  
3. A file that is easy to search, and with the ability to search both headings and parts of headings, preferably with Boolean capability.  
4. Ability to browse, to see what has
and the utilities could help by allowing us to acquire authority products such as cross reference cards from their systems, and/or a mechanism to allow authority records to join the stream of bibliographic records on our archival tapes, or to be downloaded into our local systems. Mr. Gibbs would like the utilities to offer the service of a subscription to changes in authority records. At present, we depend on vendors or our own local programs to do this.

Joan Frye Williams discussed the expectations of three main groups: librarians, processing services, and local system vendors. She pointed out that librarians need to convince administrators that the cost of authority control is worthwhile. This should be done, not by focusing on the convenience to staff, but on the benefits to users. The local system vendors are often asked to pick up the pieces that the bibliographic processing services and the Library of Congress cannot handle. This may be a reasonable expectation but it is expensive.

What should the library expect from the vendors?

1. Ms. Williams felt that all vendors should agree that authority control is a reasonable wish.
2. We should expect vendors to spend time trying to understand local needs. A vendor’s sales representative may not understand highly technical questions. There is a need for the vendor’s technical representatives to get together with librarians and there is a need for the public service librarians to get together with the technical service librarians.
3. It is reasonable to expect
vendors to support the standards-making process. Ms. Williams felt that this was working at the national level but breaks down at the regional level.

4. Vendors can be expected to adhere to standards. Custom programming is available but expensive.

5. We can expect that vendors will respond to the marketplace. The more vendors perceive that there is a consistent interest among many libraries for a particular product or process, the more likely it is that vendors will offer it. In other words, libraries need to "look like a trend" when requesting such things as authority control in RFPs.

6. In communicating with vendors, librarians tend to communicate in terms of procedures rather than in terms of situations. We can make it easier for vendors to understand our problems when we couch them in terms of the results that we desire. Let the vendors then describe the procedures they use to provide the result.

7. We should not expect vendors to mediate disputes between the participants in a union catalog. Authority control in the environment of consortia is not being addressed well.

8. We should expect vendors to be willing to look at interfaces between systems but not necessarily at interfaces with their competitors.

9. In the realm of authority control, we should expect that the vendor will have to do some of the authority processing in batch, rather than online. This is necessary if we still want our Boolean searching and our circulation transactions to have reasonable response times.

10. We should expect vendors to be willing to act as consultants, but only after they have been hired as the vendor of choice.

11. We should expect vendors to want librarians' help in designing products.

(to be continued in next issue)

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