PRESIDENT’S MESSAGE

The Chapter’s back-to-back Spring program on quality control for both Northern and Southern regions turned out to be a great success. Carol Davis of OCLC and Ed Glazier of RLIN traveled to the South to address 175 people at Cerritos Public Library on May 4th on “Quality Control in an Online Environment.” They then returned to the Bay Area the same day to speak at Dominican College on “Access and Quality Control” which was cosponsored by the Northern Technical Process Group (attended by 220) on May 5th. This approach of planning cooperative programs enables us to bring top quality speakers to our forum and also to keep both Northern and Southern Chapter members on the “same wave length” on crucial issues. Following this pattern, the Cataloging and Serials Discussion Group leaders of the North and South are planning back-to-back Fall programs, so look out for their announcements!

To date, 320 members have renewed their membership or have newly joined the Chapter for 1989. 160 TSC members also belong to CLA. Thank you all for your active participation! For those old members who have slipped in renewing their membership, please do so right now so that you won’t miss important announcements or future Tech Notes. Treasurer Kersley will be sending the second renewal notice in the end of May.

Due to the mounting workload of the Treasurer/Membership Coordinator, a further realignment of the responsibilities of the two offices was necessary for this year. Secretary Darr of UC Davis graciously agreed to assume the responsibility of updating the membership informa-

tion in the RLIN database from which we draw our mailing labels, and I was recently informed that the task is now up-to-date. Treasurer Kersley will continue to distribute and receive membership forms but, after handling the finances, she will forward them to Secretary Darr. This situation prompted the Executive Board to consider a proposal to revise the Chapter Bylaws in order to change the term of Secretary from one to two years for stability. A ballot to deal with this matter may be included with the election ballot which will be mailed in September.

Finally, I again urge you to send to the Tech Notes editor any suggestions, news items, or short articles to be included in Tech Notes.

Sue C. Lim
President
NCTPG/CLA TSC
NORTHERN REGION
SPRING PROGRAM

Access and Quality Control: Can you have one without the other?

The program, presented on May 5 at Dominican College, opened with a report on the CLSA Statewide Data Base. This database provides access to nearly nine million bibliographic and holdings records representing the collections of 159 public libraries. Kathleen Low and Barbara Blei of the State Library described its origins, development, growth, and use. Since it is part of the OCLC Online Union Catalog it can be used by any library with access to OCLC.

Featured speaker Michael Gorman, Library Director at Fresno State and an editor of AACR2 opened with the question “What is quality in cataloging?” He facetiously noted that “only the Library of Congress and your library” produce quality cataloging. The use of “black lists” of unacceptable sources and the practice of withholding materials until “quality cataloging” is available defeat the purposes of shared cataloging. He commiserated with catalogers by observing that LC Rule Interpretations “bear resemblance to esoteric medieval church documents, not the least of which is that the interpretations are longer than the rules.”

Gorman attributed the original problem with quality control in bibliographic utilities to “100 years of bad cataloging” entered straight from shelflist cards by operators with little cataloging expertise. Online systems don’t create quality control problems, but they do make such problems obvious for all to see. These allegedly “dirty databases are nonetheless wildly popular.” A nit picking approach to “correcting records” should be replaced with a more positive one emphasizing enhancing them and thus improving access.

If cataloging is decentralized in a “wholistic library” can a high level of accuracy and quality be maintained? Yes, because a subject specialist who works with the public will not accept obscure or inaccurate cataloging and is likely to emphasize “what is correct for the public, not what is right according to LC.” The problems of librarians cataloging on a part-time basis include current awareness and continuing education, maintaining standardization, and replacing one large, central backlog with several smaller, dispersed ones. Distributed cataloging may be more expensive, but is likely to be more cost effective as a result of improved access to collections.

Ed Glazier of RLIN observed that ideal databases are probably impossible to attain and that efforts to perfect them reach a point of diminishing returns. Original cataloging on local systems allows for special tailoring and nonstandardization, but loading such records into a bibliographic utility can create confusion and place a greater burden of error correction on the utility and other libraries. Glazier, who examines Error Report Forms (ERFs), dazzled the audience with his bright “ERF-MAN” t-shirt.

Carol Davis of OCLC listed name headings, subject headings, and the elimination of duplicate records as their top quality control priorities. In the month of April alone OCLC corrected 6,000 names, 8,800 subjects, 2,600 serial records, and made 3,000 miscellaneous changes. OCLC can now access the Library of Congress catalog database to correct and enhance LC records. She echoed Gorman’s position that it is far more constructive to enhance records by improvement to access points than it is to quibble over tiny discrepancies in description or punctuation.

“Automation creates its own insatiable need for more...” according to Pat Thomas of the Stockton-San Joaquin Public Library. Since small differences in headings can easily be interfiled in card catalogs but can create major online access problems, consistency and authority control play an increasingly more important role. It seems to be human nature that it is easier to spot typos and other errors in other people’s work than it is in our own, so she recommends having “more than one set of eyes” examine each record.

The beauty and hospitality of Dominican College were notable, and one measure of the quality of the program was that virtually all 220 people in attendance returned after lunch.

Jim Dwyer
CSU Chico
TSC SOUTHERN REGION
SPRING PROGRAM

175 guests and members of the TSC (Southern Region) met at the Cerritos Public Library on May 4, 1989 to attend a program entitled “Quality Control in an Online Environment.” President Sue Lim (Cal Poly Pomona) presided and introduced each of the 7 speakers.

Dr. Barbara Tillett (UC San Diego) started with an overview of quality control as it relates to the creation and maintenance of an online catalog. Quality control ensures the completeness, accuracy and consistency of records and makes sure that no unintentional duplicates are created. Individual inputting libraries, utilities which use various correcting or matching algorithms as well as quality control groups, and vendors who offer file preprocessing all play an important role in assuring quality control. We are concerned about quality control because we want to gather together bibliographic records by subject, author, title, and series. There are many variant ways each of these elements may be represented and these variants need to be linked to achieve effective collocation in retrieval. Traditionally we have chosen to have one authorized form and link the other variant forms to it. When we establish these decisions in an online authority file, it helps in the maintenance of the database by making it possible to perform global changes in order to correct every occurrence of a term or name. All catalogs are the product of a cooperative effort of many people, and people make mistakes. There are also mistakes which come through telecommunication lines or machine processing. To reduce the number of mistakes and to accommodate changes, we introduce various levels of quality control. It is a never-ending effort.

Carol Davis (OCLC Quality Control) reported that after years of struggling under an image of a “dirty” database, OCLC conducted a market survey among its cataloging users and found that 93% considered the OCLC database quality to be good, very good, or excellent. A recent article in Library Journal showed that OCLC and RLIN have essentially the same quality cataloging. Based on user comments, OCLC will be giving the greatest attention to the quality control of subject headings, name headings, and duplicate records. OCLC has approximately 20 million records and uses a team of 15 people to work on authority control. OCLC Quality Control performs about 21,000 changes to records per month. Rather than become involved in arguments between catalogers over points of judgement or moot crotches in the description, OCLC will concentrate on problems affecting retrieval. The guideline for catalogers is “DON'T AGONIZE” over cataloging rules and concentrate your efforts on where they will be most effective. OCLC currently has about 85 enhance libraries and in April those libraries replaced 9,000 records. We were reminded that any full cataloging authorization can upgrade any minimal level cataloging and receive financial credit. OCLC has a subject correction project which has so far corrected 1.5 million records. The project does not provide total authority control but does correct typographical errors, delete certain obsolete subdivisions, supply the full form of various abbreviations, and update certain geographic names. OCLC’s next project will investigate how to use an algorithm to cross subfield boundaries in making changes to subject subfield headings that would involve moving terms around. The use of local online systems has done much to increase quality control because the impact of mistakes and lack of authority control on retrieval becomes graphically apparent. In the reference environment it is quickly noticeable how differences in spelling, capitalization, punctuation, and subfielding prevent retrieval of a subject. Concerning name headings, the headings which now need correction would not be helped by running them against LC’s authority file since either the heading is not included in the file or the authority record lacks the needed cross reference. Regarding duplicates, OCLC is working on an algorithm to identify duplicates but it is often very difficult to be sure that certain records are duplicates. OCLC is sending the potential duplicate records to libraries for help in verification and they ask that libraries please respond to these inquiries. Duplicate records negatively impact interlibrary loan and collection analysis. OCLC is working on data validation software for the new online system but is weighing the issues of what is most important and how much time users are willing to wait. OCLC would like users to establish name headings and report conflicts in name headings even though there is no corresponding authority record. (Refer to Technical Bulletin 182 for needed documentation). The British Library is concerned about variants in their name headings which differ from LC practice and will fix variant headings which are reported. Regarding old CIP, LC is only interested in CIP which is at least 7 years old. Carol Davis suggested that libraries send all CIP upgrades to her. In Release 1 of the new online system, full level cataloging users will be able to complete the physical description on CIPs.
Ed Glazier (RLIN Quality Control) emphasized that the point of cataloging is ACCESS, and the purpose of having standards and quality control is to create cataloging records usable by other libraries. RLIN is not a master record database, but instead maintains clusters of individual library records which stay in the database and are the property of each institution. Therefore, RLIN does not perform any global changes. Some quality control can be done by machine checking while the record is being entered at the terminal. Records that are batch loaded are machine checked and errors are flagged so the user can later correct them. RLIN has an online error reporting mechanism which catalogers can use as they work on the terminal. Because of the way clustering works in RLIN, all records in a cluster are available through the access points of any record that is within the same cluster. Therefore, if one record in a cluster has an error in an access point, the record may still be retrieved through another record in the cluster which has the correct access point. RLIN has keyword title searching which can help to retrieve titles with errors in them. We are now at the point where many libraries have acquired their own local online systems. For reasons of efficiency, economy and timely access to their own data, libraries want a completely integrated system and intend to cease using a bibliographic utility. They will search on the utility and download records as well as doing all original cataloging on their local system, planning to later report their holdings back to the utility. However, the mechanism for creating and sending transaction tapes back to the utility are not yet fully in place. This has negative implications for the library community such as a reduction in cataloging copy available on the utility and, consequently, in information needed for interlibrary loan or acquisition verification. This can result in unnecessary duplication of effort for which the bibliographic utilities were originally designed to prevent. Libraries should pressure local system vendors to provide the mechanisms for sending information back to the utilities. There also may occur a lessening of interest and participation in national standards. It is important for libraries to remember the value of engaging in a cooperative enterprise guided by national standards and not return to working in isolation.

Helen Henry (Systems Group, San Diego State University) discussed how the majority of today's authority problems come from our past practices. There are two types of problems which need to be addressed: 1) those inherent in the bibliographic database file, and 2) those that are strictly related to authority processing. SDSU used Autographics to authorize their records and were able to make corrections such as spelling out certain abbreviations, correcting tagging errors, correcting some common misspellings, eliminating certain obsolete subdivisions, and normalizing series to some degree. Ms. Henry emphasized that a test file is essential in order to determine if the vendor did what was asked and if the specifications need changing. Be sure to carefully choose certain problems to be handled in the test file. It is also essential that you document all decisions you make and all changes to your contract or procedures. Get a weekly report from your vendor during the processing of your files. There must be active communication two ways since there is too much opportunity for misunderstanding and misinterpretation which may turn into mistakes in your file. When preparing your specifications, include resident experts such as music and serials catalogers, card maintenance people, systems people, and at least one public service person. Designate one person to be a coordinator and one person to be the primary contact with the vendor. Use de-duped bibliographic records. Decide what your library needs. Have vendor demos for the entire library and read the documentation for many vendors. The best time to write your specifications is after you know who your vendor will be. An online authority file will help avoid such problems as heading conflicts and blind cross-references and will allow headings to be updated far more easily and quickly. We must rethink the level of staff needed to perform new functions and also rethink the best flow of materials in order to take advantage of the enhanced online capabilities. Libraries must match their needs to the tool and not let the tool drive the needs. SDSU spent $80,000 for file authorization and $90,000 to match merge holdings on CLSI to the bibliographic records. There is much that cannot be predicted. Read the specifications from other institutions to get an idea of the issues. Also, continue to add modifications to your original specifications document.

Jill Patterson (Autographics) stated that local cataloging exceptions and errors become glaring on the local online catalog. Vendors work from your specifications but they cannot know all the local unique practices reflected in your database. Know what changes and variants of cataloging practices are in your database as well as when you made changes to your OCLC profile. Gathering this information in advance will save you time and money. Set realistic time schedules. Test everything and be extremely careful in choosing your test records so they will demonstrate difficult problems. The first system you buy will not be your last, so be careful about any shortcuts you may be tempted to take based on a particular local system. Make sure you can get a USMARC format
record out of your system as well as any other information you want to retain such as call number, location, number of circulations, etc. Always take the opportunity to visit another library that has the system you want and take the time to actually work on it. Talk to the people that use it and find out if it can handle your volume of circulation, how long it took to load records, its ability to overlay bibliographic records or authority records, whether you can make changes to authority records, and whether you can download from your utility or upload from floppy disks. The more work you do on your end, the better product you will receive. Keep a constant flow of communication between your library, your online system vendor and your tape processing vendor.

Jeff Calcagno (Blackwell North America) also emphasized that libraries should "know their data" before submitting their tapes to the vendor. For vendor editors to project the amount of time which will be needed for processing your tapes, they will want to know such things as the percentage of old headings in your database, how much authority control you have practiced, whether you have pre-processed your tapes with another vendor, how many foreign language publications, government documents, serials, and music materials in your file, and whether you have used local cataloging practices which differ from LC practice. When the vendor is done with the authority control processing, you have the option of having an authority file generated which specifically matches your bibliographic database. The types of errors which can be corrected by machine include inconsistencies in spacing, punctuation and capitalization, typographical errors, forms of heading which differ from LC's name authority file, and incorrect MARC tags and subfield codes. Try to explore all options, investigate what all the vendors can do and ask for second opinions. Choose a vendor who can offer a variety of services and who is willing to brainstorm with you.

Linda Culberson (UTLAS International) stated that it is the online public access catalog which has brought public services and technical services into real contact for the first time. Known item and subject searches are the most common searches. The online catalog enhances searching by making it far easier to add helpful cross-references from alternate forms of name and more current or natural language subject terms. It can also help catalogers assigning subject headings by tracking the number of times a term is used in the catalog. Some systems enhance quality control by providing an electronic mechanism for patrons or staff to report errors and problems on the database. The online catalog brings technical services staff increased visibility and recognition in the library for the important work they have been doing all along.

Barbara Tillett recapped the presentations. She pointed out that there is a widespread effort being applied to assure high quality databases, and the cost of that effort is "non-trivial." But, we have deemed it worthwhile and worth the price so that our library users and our staff can expect a quality product. We are doing a good job but it requires constant vigilance. Quality records do not necessarily mean perfect records. We can never reach perfection in our databases but we can try to maintain an agreed upon acceptable level of accuracy, completeness and consistency which meets our needs and expectations and those of our users. We need to focus our limited resources where they will be most effective in addressing our concerns for quality in the future.

Danette Cook Adamson
Cal Poly Pomona

ACQUISITIONS DISCUSSION GROUP PROGRAM

The Acquisitions Librarian: a vanishing species?

Three excellent presentations by guest speakers and lively discussion from the attendees made for a worthwhile day of continuing education at California State University, Sacramento on May 12. Tamara Frost Trujillo, Associate University Librarian for Automated Service, reported the results of her informal survey of 16 academic libraries nationwide to determine if there are, indeed, changes in the working environment of the acquisitions librarian and acquisitions departments. She found little evident change or planned change in the numbers of staff employed, staffing patterns, functions, and organization. When queried about future challenges and changes, the following were mentioned: automation, electronic ordering, integration of technical processes and an evaluation of the concept of ownership versus accessing materials. She suggested the acquisitions librarian of the future will need to be multi-faceted and have good communication, technical and management skills.

Vicki Jacobs, Collection Management Coordinator at
San Mateo County Library, spoke about the evolution of acquisitions to collection management over the past 10 years at San Mateo. In her system, acquisitions is now a component of collection management. She mentioned that better service has been the result of their evolution and that they are client-centered rather than collection-centered.

The teaching of acquisitions at ALA accredited library schools around the country was the focus of the presentation by Bill Fisher, Assistant Professor, Division of Library and Information Science, San Jose State University. His survey of school catalogs showed that only 19 of 50 schools require a course in acquisitions. The word "acquisitions" was mentioned specifically only 8 times in course titles, but 39 times in course description. The topic of acquisitions is quite often mentioned in courses on collection development. There were 68 different course titles found in the catalogs. In addition, he outlined a hypothetical, 15-week model course for the teaching of acquisitions at library schools, which he thinks is viable in spite of comments about acquisitions needing more "hands on" experience, rather than theoretical.

In general, most everyone agreed that the acquisitions librarian is not a vanishing species; however, we are evolving and, at this point, may be unsure about our parentage and our future in the organization of technical services. An interesting discussion took place about the value of a professional credential from a library school versus the value of practical experience at a support-staff level. It also appeared that there was a consensus that library schools should be doing more to educate those who have an interest in a career in acquisitions.

Meta Nissley
CSU Chico

CLA ANNUAL CONFERENCE

CHAPTER PROGRAM
Part II

Part II continues the summary of the CLA Annual Conference Chapter program on online authority control published in the March issue of Tech Notes. It covers the afternoon session which consisted of representatives from six vendors: Jill Patterson, Autographics; Jeff Calcagno, Blackwell North America; Sid Jones, UTLAS International; Steve Salmon, Carlyle; Kim Schmidt, CLSt; and Jerry Kline, Innovative Interfaces.

Jill Patterson of Autographics was the first speaker of the afternoon session. She described the tape handler as one third of the triangle composed of the library, the local system vendor, and the tape handler. Coordination, cooperation and communication among these three are critical. Specifications describing the library's file and how it has been manipulated must be shared. The quality of the vendor's work depends on the accuracy of these specifications. Schedules must be coordinated so that the data is ready to load when the local system vendor is ready to load it.

Ms. Patterson focused on what questions the tape handler should ask the library when preparing a database that will be loaded into a local system vendor's OPAC, and on questions that librarians need to consider beforehand. First, tape handlers need to know the specific format and structure of the data that is required by the local system vendor. Vendors do have specific, detailed requirements. Tape handlers do pre-processing according to these specific details. Do you need item conversion as well as bibliographic records? Some OPAC vendors have very specific requirements about such things as call numbers for building item records. Other questions that need resolution are:

1. Do you need barcodes generated in your bibliographic records?
2. Do you have a patron file from a local system that needs to be converted to a machine readable style compatible with the vendor's style?
3. Do you need authority records, and in what format?
4. Do you need skeletal authority records built from the headings that did not match any authority record? If so,
in what format?
5. Do you need to distinguish names from subjects? Do you need hierarchical types of authority records?
6. How long does it take to load a bibliographic file? An authority file? Would it save time if the tape handler prelinked the authority record to the bibliographic record?
7. Does your current cataloging have to stop during database loading or will you want to send the tape processing vendor a “catch-up” tape of more bibliographic records later? Will you want authority control for those “catch-up” records?
8. Do you want the vendor’s staff to manually review the unmatched headings?
9. Do you want your headings “flipped” to the authorized form before loading your file?
10. How do you plan to do ongoing authority work? Can your OPAC vendor overlay old authority records with new?
11. Do you have the ability to change an authority record locally, and if so, what happens to the bibliographic records that were linked to that authority record?
12. Do you need to see a list of potential flips before they’re made?
13. Does your software use the fixed field to determine whether an authority record conforms to AACR2?

The second vendor representative, Jeff Calcagno from Blackwell/North America, described the process of building a database. The first step is to de-dup bibliographic records, and, if desired, consolidate holdings information. Next is authority control processing. Headings are matched against a Library of Congress master file that is current within one week. When processing subjects, the heading is broken down into parts so that the main heading and the subdivisions can be matched. Blackwell can expand abbreviations such as “U.S.” and can delete obsolete subdivisions such as “Addresses, essays and lectures.” A heading is validated if it matches a 1xx field in an authority record, and changed if it matches a 4xx field. When there is a match to an authority record, coding is checked. A personal author authority heading that has been tagged 110, for example, can be changed to 100. A manual review process follows in which human editors change direct geographic subdivisions to indirect, check for certain pattern headings and fix typographical errors, for example. After these corrections, the headings are passed against the authority file for validation. Outputs available include the edited bibliographic file and a library-specific authority file consisting of Library of Congress authority records that are relevant to the individual library. Blackwell can also supply minimal-level authority records for unmatched headings. A library can also choose to receive only those authority records that contain 4xx and 5xx fields. For libraries with “catch-up” tapes Blackwell can supply only the authority records that are new to your file, preventing the need for an overlay of existing authority records.

Blackwell provides three options for de-blinding references on the authority record: leave that 5xx field alone and let the OPAC vendor de-blind it; delete the 5xx field (not recommended); or set the third byte of subfield w in the 5xx field, so that the local system software can suppress that reference.

Finally, Blackwell offers a notification service of changes to the authority file, either on tape or in print, at a frequency specified by the library. They are evaluating test tapes for MeSH.

The third speaker was Sid Jones from UTLAS. UTLAS is a bibliographic utility, a tape processor, and a local system vendor. UTLAS offers Library of Congress authority records and is also examining the test tapes for MeSH. A new feature is CD-ROM based cataloging. Records from this system can be uploaded into the central file in Toronto for authority processing in batch mode.

Through CATSS, the customer builds a database by copying catalog records from the main database. Authority control is an option available as part of the cataloging activity. When a new bibliographic record is filled into a customer’s file, the headings are compared to the authority file, and if there is a match, headings are either validated, or changed to the authorized form. When an entire character string does not match, lead element validation is available. For example, the entire heading “English literature—History and criticism” may not match, but it is possible to match just “English literature,” and leave the subdivision “History and criticism” visible in the catalog. The linkage between the bibliographic and authority record is permanent. If the Library of Congress modifies an authority record, that change is reflected automatically in the bibliographic record.

Customers who have a local system instead of CATSS can extract the relevant authority records from the Library of Congress file and load them into their local system. UTLAS offers an ongoing update service called “Airmail,” available in either printed or tape form, which notifies the customer of changes to their authority records. Local authority records may be created in a private file, if Library of Congress practice is not followed. Skeletal authority records also may be created for head-
ings that did not match Library of Congress authority records.

UTLAS offers preprocessing of the database. Non-filing indicators can be created, obsolete abbreviations expanded and obsolete subject subdivisions deleted. Batch customers who use other utilities for cataloging may send tapes to UTLAS for authority work on an ongoing basis and may utilize the “Airmail” service. A manual review service is offered for editing non-matches, fixing tagging and typographical errors.

Steve Salmon from Carlyle explained that Carlyle is not in the business of tape processing but offers authority control as a function of its online catalog. This presumes that the library has acquired authority records from another source and that these authority records are present in the OPAC system.

Input and editing functions on Carlyle include the provision of a workform in the MARC authorities format, ability to input one’s own local cross references and to create local authority records, the ability to edit authority records in the database, and global change capability. Global changes can be either automatic or reviewed beforehand.

A number of reports are possible: any incoming 1xx, 6xx or 7xx headings that match a 4xx field in an authority record are reported, as are those that do not match a 1xx field in the authority record. Incoming authority records which have 1xx or 5xx fields that match a 4xx field of an existing authority record are also reported. These reports show the conflicting data and the identity of the bibliographic records which are affected.

Kim Schmidt, representing CLSI, spoke about CLSI’s online product called CL-CAT and the CD-ROM version, CD-CAT. Both products utilize full MARC authority.

CLSI has found that a good method for coordinating among the tape processor, the local catalog vendor, and the library is to have CLSI sub-contract the tape processing to other vendors such as Blackwell/NA or Autographics, with CLSI overseeing the specifications.

CLSI currently has the ability to download bibliographic records form a variety of sources and, in Release 29, is planning the same capability for authority records. Authority records may also be created locally. Authority and bibliographic records are linked, and “see” and “see also” references are provided to patrons.

After a patron has entered his search key, he has a choice of a function key for “browse,” which allows a search of the authority headings, or a keyword searching function. The library has the capability to change wordings such as “see also” to “also found under,” etc. The patron can choose to view the bibliographic records by pressing a “brief” key. 4xx and 5xx references are deblinded. If they are not relevant, they do not display, although they are retained in the authority record in case they are needed in the future.

The final speaker was Jerry Kline from Innovative Interfaces. Mr. Kline illustrated a patron’s search for the subject “Managers.” The system responded with a message that “Managers” is not used and that “Executives” is used instead. The patron does not have to rekey “Executives” in order to get a display.

Mr. Kline also illustrated a point made earlier by Ann Lipow. Without authority control, a keyword search for “Drugs in sport” will not retrieve the authorized heading, “Doping in sports.”

Innovative Interfaces offers the capability of global change in real time. The library can choose to change all records automatically or an operator can browse records one at a time. The system allows the downloading of authority records from OCLC, in real time.

The system can report a list of new headings and indicate when new headings match 4xx fields in the authority record. Blind references and duplicate authority or bibliographic records also can be reported. The system records patron searches, so that librarians can see which searches were unsuccessful, and then provide local cross references to authorized headings that were not found by the patron. The report can include type of search, time of day, and on which terminal the search was performed as well as the frequency of the search.

In summary, a great deal of valuable information was presented at this program. The Technical Services Chapter would like to thank the speakers and vendors for sharing their expertise.

Carol Norman
Beverly Hills Public Library
SERIALS DISCUSSION GROUP

SOUTHERN REGION PROGRAM

Members of the Southern Region Serials Discussion group met at Newport Beach Public Library in May 1988 to attend a program entitled “Serials Automation Goes Well Beyond Serials Control,” presented by Frank D’Andraia, Head of Technical Services, UC Riverside. Mr. D’Andraia has graciously provided Tech Notes with an abstract of his paper.

Today the challenge for technical services managers goes far beyond planning and preparing for serials control. Today the challenge for technical services managers is dealing with the impact automated serials control systems have on traditional serial operations, procedures and staff. Automation of such tasks as ordering, check-in, claiming, payment, and binding of serials has promoted a number of key changes in operations.

First, automated serials operations encourage serial activities to be organized by function rather than by form. Organizing serial operations by function enables the merging of serial and monographic units. Another byproduct of automation is that decentralized serial operations must adopt identical procedures in an automated environment. Unique processing procedures and record formats which result in non-standard records become unacceptable. Decentralized serials units may continue to be located in branches, but automation centralizes more than ever before the processing and maintenance of serial collections.

Secondly, automated serial operations opens the door to rethinking staffing levels and supervisory practices. In an automated environment supervision is less traditional. Employees often interact more with their computers than with their supervisors. Work periods are more flexible, particularly if terminal availability is limited. In an automated environment traditional supervision is impossible and inappropriate and new methods of supervision are required. Also, automation requires employees to demonstrate a different set of proficiencies. Traditional skills, such as those developed through experience or apprenticeship, are de-emphasized. Some of the new skills that line staff must have are an increased aptitude for attention to work processes, the need for attention and decision making, and the ability to deal with increased responsibility. Staff must be prepared to periodically be retrained in basic routines. (And this may have a stronger and more meaningful impact in a union environment.) For in an automated environment vendors update software frequently and old procedures must give way to new, more efficient and effective routines. Staff thus must become comfortable with change.

As activities become more uniform and automation costs climb, library managers will need to seek more inexpensive labor to process the labor intensive activity of serial check-in. While some high level clerical positions may be created with maintaining the integrity of the serials database, many positions will be classified at the entry level. Thus, automation ends the era in which serials must receive special handling by a specialist. Standard routines, cross training, the meshing of similar activities by format are promoting the rethinking of how serial operations are organized and staffed. Also, this process has helped to demystify the processing of serials and has made them once again an integral part of the acquisition process.

Frank D’Andraia
UC Riverside

HOLY MICROAL!

Suppose you were at a conference and were assisting with a program or local arrangements, or needed to produce a flyer or report, or work on a budget, or proposed bylaws, or... A conference, particularly one as large and complex as ALA or CLA, can be really hectic and involve tight deadlines. Wouldn’t a microcomputer come in handy?

Help may be on the way. The CLA Automated Library Activities Committee would like to provide at least one IBM and one Macintosh (or reasonable clones thereof) to assist the hardy volunteers that keep the conference and Association business moving along. What might that involve? More volunteers!

If you would like to assist in this worthy endeavor please call or write: Vivian Pisano, Alameda County Library, Technical Services, 2450 Stevenson Blvd., Fremont, CA 94538-2326 (415) 745-1500.
CD-ROM IS TOPIC OF CONFERENCE AT UC BERKELEY ON AUGUST 17-18

"CD-ROM in the Library: 'Today and Tomorrow'" will be the topic of a conference at the University of California at Berkeley on August 17-18. This conference is cosponsored by the UC School of Library and Information Studies and UC Berkeley Extension. UC Berkeley faculty and Bay Area librarians will discuss current CD-ROM options for library technical services, reference and public access catalogs, as well as what is in the future. Time will be allotted for vendor exhibits and tours of CD-ROM installations in the school and campus libraries. For more information write to Library and Information Studies, UC Berkeley Extension, 2223 Fulton St., Berkeley, Calif. 94720. Phone (415)643-6903 or fax (415)643-8683.

RESEARCH COMPLETED

From September to December of 1988 Kathleen Fox, Technical Services Librarian at San Jose City College conducted research during a sabbatical leave project to investigate automation of library catalogs.

She visited 12 libraries, interviewed 15 librarians and 6 system vendor representatives. Her investigation focused on libraries where the following systems have been installed: CLSI’s CL-CAT, Carlyle, DOBIS, Dynix, and Innovative Interfaces’ Innopac. She considered especially the needs of medium-to-small academic libraries. Major conclusions were:

1. Although no system met all of the needs of San Jose City College, several systems provide excellent search capabilities, self-explanatory user interfaces, and powerful library-management assistance.
2. Several of the systems studied are still undergoing major development, with major improvements being introduced at fairly frequent intervals.
3. Successful operation of any system is fundamentally dependent on the catalog records in the library’s database. Careful clean-up of records before loading is essential to proper retrieval and display of information.
The final report (178 pages, including transcripts of interviews) has not been edited for publication but may be borrowed on interlibrary loan from the college library. Alternatively, a photocopy of the first half (all except the interview transcripts) will be supplied upon payment of $7 to cover copying, binding and mailing costs; make checks payable to Kathleen Fox. Direct inquiries to Mrs. Fox at: San Jose City College, 2100 Moorpark Ave., San Jose, Calif. 95128-2799.

TechNotes is the newsletter of the Technical Services Chapter of the California Library Association (717 K St., Suite 300, Sacramento, Calif. 95184. Three issues are planned for 1989: March, June and September. This issue was produced on a Macintosh IIx using PageMaker with the valuable assistance of Thuy Nguyen, Brian Goodman and the Cal Poly Catalog Dept. Signed items for TechNotes should be mailed to the editor:

Gina Roth
Catalog Librarian
California State Polytechnic
University, Pomona
Library
3801 W. Temple Ave.
Pomona, Calif. 91768
(714) 869-3106

DON'T MISS THE LAST 1989 ISSUE OF TECH NOTES

SEND ITEMS TO BE INCLUDED BY AUGUST 4!!