PRESIDENT'S MESSAGE

I am pleased to announce a positive response from the members of the Chapter to the ballot mailing on affiliation with CLA as a Technical Services Section. The signatures of at least 100 CLA members are required for affiliation and that figure was exceeded. Following this approval by the Chapter members, the Technical Services Chapter Restructuring Committee submitted to CLA its proposal to form a Technical Services Section within CLA. On May 5 the proposal received preliminary approval by the CLA Council and the Committee is proceeding with the various steps necessary to organize the Technical Services Section. Between now and the Annual Conference in November meetings of the Restructuring Committee and the Chapter Executive Committee are being scheduled in Northern and Southern California to which all interested people are invited, whether or not they are currently members of CLA. The meetings are scheduled for June 5 at the Riverside City and County Public Library, for people in Southern California, and June 17 at Kenna Hall on the campus of Santa Clara University, for people in Northern California. There is no charge for attendance, and refreshments will be served. For those interested in attending, please fill out the appropriate form included in this issue.

While the work of the Restructuring Committee and the Executive Committee is still in progress, following is a summary and tentative outline of the steps involved. These statements should be viewed as preliminary and the basis for future discussion.

STATEMENT OF PURPOSE

To provide a forum for librarians and support staff to explore and discuss interests and concerns affecting the operation of technical service activities in libraries.

To encourage and provide continuing education opportunities regarding technical service issues.

To encourage and provide opportunities for networking, cooperative activities, and professional growth and development.

To foster interest groups/committees, representing northern and southern California which will participate in planning programs for the Annual Conference and throughout the year.

BYLAWS

The Bylaws of the Section will be submitted to the members for final approval. Following their approval, but prior to November 1993, they will be submitted to the California Library Association.

INTERNAL STRUCTURE

The terms of the present Chapter officers will expire at the 1992 Annual Conference to be replaced by newly elected officers of the new Section. During the transition year, these officers will consist of a Chair, a Vice Chair/Chair Elect, a Secretary/Treasurer, a Program Chair, and a Section representative to the Assembly of the California Library Association; these officers will constitute the Executive Committee of the Section. The Assembly representative will serve for a three year term. The first Assembly Meeting will follow the Annual Conference in November 1992.
DUES

The amount of the dues has not yet been determined, but a certain percentage will be returned to the Section. In 1993, members will be able to choose two free groups, i.e., two sections, two roundtables, or one section and one roundtable. Additional memberships will be $20 per group.

FUND'S COLLECTED AS PART OF PROGRAMS

The disposition of these funds is still under discussion, but Sections will retain an as yet undetermined portion of them. If the California Library Association state office provides service to the Section, some fee might be assessed the Section, e.g., newsletter, help for program, etc.

FURTHER CONTACTS

If the Section wishes to merge with another Chapter or Section, it has until November 1993 to do so. While the foregoing is intended to provide a basis for discussion at the organizational meetings, comments may be directed to Chapter officers, or members of the Restructuring Committee. See the Roster of Officers elsewhere in this issue.

For the Executive Committee and the Restructuring Committee, I wish to thank those of you who responded to the ballot mailing. As organization of the Technical Services Section proceeds, its success will be determined by the further participation of all current Chapter members.

LeRoy D. Ortopan
President, Technical Services Chapter

ROSTER OF OFFICERS

President
LeRoy D. Ortopan
364 Valley St.
San Francisco, CA 94131-2323
(415) 648-4986

Vice-President/President Elect
Arlene Schwartz
Automated Circ. System Tech. Advisor
County of Los Angeles Public Library
7400 Imperial Highway
Downey, CA 90241
(310) 940-8553

Secretary
Vivian Pisano
Supervising Librarian, Technical Services
Oakland Public Library
Oakland, CA 94612
(510) 238-6719

Treasurer/Membership Coordinator
Ruth Boyer
Head, Catalog Dept., General Library
University of California, Irvine
P.O. Box 19557
Irvine, CA 92713
(714) 856-6077

Tech Notes Editor
Randal Brandt
Map Room, 137 Library
University of California, Berkeley
Berkeley, CA 94720
(510) 643-7163

DISCUSSION GROUP LEADERS

Northern Region Acquisitions
Discussion Group Leader
Nancy Slight-Gibney
Oradre Library
Santa Clara University
Santa Clara, CA 95053
(408) 554-5430

HIGHLIGHTS OF THIS ISSUE

President's Message .......... 1
Roster of Officers .......... 3
Authority Control .......... 4
Internet Workshops .......... 5
Upcoming Events .......... 6
Membership Renewals .......... 6
AUTHORITY CONTROL: WHAT, WHY, WHO, AND HOW?

The Technical Services Chapter jointly sponsored the Spring 1992 meeting of the Northern California Technical Processes Group (NCTPG), Friday, March 27, at Dominican College in San Rafael.

The morning program, which stressed the managerial side of authority control was led off by Brian Schottlaender, Assistant University Librarian, Technical Services, UCLA, with a discussion of authority control from the administrative perspective entitled "Authority Control: Necessity of Luxury?" He began by drawing the distinction between authority control, maintaining consistency, control over aspects of headings, from authority work, that is, the preparation of authority records. He referred to Carol Mandel's studies contrasting conformed/guided retrieval with a controlled vocabulary/thesauri, and user vocabulary. He explored the role of authority control in fostering interagency cooperation; shared cataloging is simply more efficient if headings "don't have to be changed." He reported on several studies of catalog searches, particularly Arlene Taylor's study of NOTIS use, and to what degree zero results were attributable to no cross references, spelling variants, and "other cross references." She found that few searches would have been helped by cross references, validating a study done at the University of California, San Diego, where it was found that almost half of the cross references were unnecessary in record retrieval. In another study at the University of Ontario, it was found that two-thirds of headings searched would not be retrieved by the keyword approach, and that keywords could not compensate for a lack of structure in the catalog. In another study of online catalogs by Taylor in 1987, it was found that 80.82% of references were unnecessary in a machine catalog. Brian recognized that authority records contain information of use to catalogers although they may or may not be of interest or necessary for public use. In any case, online access to headings changes the whole view of authority control.

Authority control costs are not easily obtained, but in Brian's view most of that cost was for authority work itself, as well as half of the cost of cataloging. There is definitely a price for doing authority work,
so efforts should be directed toward reducing costs, which can be achieved by only doing what needs to be done, not doing work that has already been done, rule changes to enable use of the full name, and a system whereby conflicting headings are bounced for review. He lamented that the Library of Congress catalog is only LC's file, not a national authority file, and that it does not constitute national authority control. Brian will make his cost figures available on request.

Marguerite Horn, Serials Librarian, UC Davis, followed with a presentation entitled "Authority Processing Choices: Do-It-Yourself? or Send It Out to the Cleaners?" which explored the situation in online catalogs resulting from split files due to recon errors, heading changes, global searches, flips, and subfield changes. She stressed the need to know your own system, to know what your system can handle and what your staff can do, how much the machine can do and how much needs hands-on work. Doing work in-house cost more, even if it only involves cleanup after vendors, since it redirects resources that could be directed to other work. Sending work out is not necessarily a solution either, since there is bound to be manual cleanup. She lamented the lack of literature about record cleanup.

The afternoon program emphasized the practitioners of authority control and began with a presentation by Rose Saenz, Manager, Library Services, Autographics, entitled "Authority Control: A Vendor's Perspective." She explored the reasons one might contract with a vendor to undertake an authority control project: taking advantage of the vendor's resources, its staff expertise, its routines, facilities and equipment. Any project should begin with a library-specific profile and test sample, delineation of immediate objectives and future strategies, expectations of the vendor from the library and the library from the vendor, contract negotiations, profiles of the data to included, and text files. On the production side of the project, the library must supply the data and tape formats, ship and review sample printouts, while the vendor must maintain communication with the library, identify problems in advance, and make recommendations to the library. The vendor, on receiving the bibliographic records, separates out the two kinds of headings, subject and name, normalizes them, correcting spelling and other typical errors. Headings are then run through the LC authority file, matching headings extracted and the bibliographic records updated. For matched headings, backup authority work is done, e.g., a match is made on "Elections—United States" and all headings with "Elections" are updated, and minimal level authority records are made. Non-matched headings require additional manual review. Once the project is completed, support from the vendor need not necessarily end, but might include exploration of future production opportunities, with follow-up, and ongoing authority work. Above all she stressed that in undertaking an authority control project both the library and the vendor's expectations should be listed, procedural guidelines drawn up, and that profiles of data and test files be made.

Speaking from the viewpoint of the library manager, George McBride, Automation Coordinator, San Francisco Public Library, followed with a discussion of "Automated Authority Control: Every System Manager's Nightmare." He explored a number of question including the budget, collection development policy, and retrospective conversion. From the system perspective, he stressed the need for calculating disk space and hardware, providing help to the public users of the catalog, the role of the LC authority file, and the impact of the online catalog on the public. He urged a "go slow" approach, and stressed what powerful tools reports can be.

Concluding the program as the ultimate practitioner of authority control, Daniel Pitti, Authorities Librarian, UC Berkeley, discussed "The One and the Many: Authority Control and Cooperative Cataloging." He reviewed the profession's efforts to assure the uniqueness and accuracy of headings through projects such as the National Coordinated Cataloging Operations (NACO) whose goal is a nationwide authority file. An obstacle to high quality cataloging in his view is that libraries don't cooperate with authority control, and that libraries work in an environment that is out of control. More time and money is spent on database proliferation and the result is more errors. In 1981, LC calculated that there were 3.5 headings per record, and though there is a large percentage of headings in library authority files, a large percentage of those are not in the LC authority file. Most NACO libraries only do selective authority work for LC, and with local authority control, libraries are undoing and redoing other people's headings. Vendor authority work may
solve some of this problem, but shared records are done over and over by the vendors, and the results are not returned to the utilities. This massive duplication is a waste and more efficient alternatives need to be explored. The present system is ritual driven, justified by various myths, and the whole rationale needs rethinking. Daniel then explored a possible solution deriving from the 1850's.

In the mid-1800's the book catalog was the standard, and these were always out-of-date. In 1853 Charles Coffin Jewett, then at the Smithsonian Institution, published a proposal entitled "On the construction of catalogues of libraries, and their publication by means of separate, stereotyped title." It was accompanied by rules and examples. At the time, in order to produce a book catalog, each page had to be separately handset. To get around this, Jewett proposed the preparation of a separate plate not for each page of the catalog, but for each bibliographic record. By assembling these plates updated catalogs could be readily produced. The Smithsonian would be responsible for maintaining the plates. They would be kept in order by the author's name in the bibliographic description; lacking that the name would be noted on the plate. The result, Jewett believed, would be a universal catalog. Ready exchange of information would take place, one institution would be the custodial agent for these catalog records, and one set of rules would be used. All of these factors would prevail: national cataloging rules, a national catalog, linked records, and generation of union catalogs from one record. We know that Jewett failed, but the reason was that the technology was not there yet. Ultimately he was fired and the central feature of his proposal was never implemented, i.e., one record for each physical manifestation of a work. Moving from Jewett to today, Daniel described a strategy wherein a searcher would enter a system and a bibliographic search would go out in concentric circles until a match occurred. Copy cataloging would be rendered obsolete, uniform searches would be achieve, and, at last, Jewett's uniform catalog.

Submitted by Roy Ortopan.

INTERNET WORKSHOPS

The Northern Region Microcomputer and Cataloging Discussion Groups have sponsored a series of workshops at The Library, UC Berkeley, on the use of Internet. These half-day hands-on sessions consisted of demonstrations in the use of electronic mail, dial-up access to online catalogs, computer bulletin boards, and file transfer.

The first two workshops, "The Internet: What's Out There and How To Get It," were held on Friday, February 28, with Jack Kessler as the presenter. In his introduction, Jack detailed the resources offered by Internet, including library OPACs, bulletin boards, electronic conferences, electronic serials, and, in the offing, full-text. He described the minimal hardware/software requirements Internet access: an account on an Internet server, a computer, any computer, with a modem, and a telecommunications package. Once the hardware and software is assembled, Jack suggests setting up an initial session with someone familiar with accessing the Internet, subscribe to a conference, such as PACS-I, and "you're on the Internet!"

Jack's presentation included a handout with several lists. List A -- Library Catalogs, Databases, etc., includes instructions for accessing OPACs, including some outside the United States, such as in Great Britain, through JANET, and Germany. List B--Internet Conferences and Serials, describes computer conferences, commonly called "lists," with subscription instructions.

Two follow-up workshops (which were also used as pilot sessions for future workshops) were held for the attendees of the initial sessions. The first of these was held on April 3, the second on May 1 (both also at The Library, UC Berkeley). The workshops were conducted by Randal Brandt, Library, UC Berkeley, and Chris Plaut, Leigh Haynes, and Noam Kaminer, all from the School of Library and Information Studies, UC Berkeley, with Jack Kessler acting in a consultant capacity. Pat Vanderberg, Library, UCB, and Roy Ortopan, Chapter President, organized the workshops and assisted the presenters. The workshops were designed to give intensive hands-on training, with each participant exploring the Internet system in depth. The enrollment of these workshops was
limited to 12 participants per session in order to give maximum opportunity to each person to gain hands-on experience. Each person received a packet with a number of handouts, including 1) Jack Kessler's handout from the February workshops, 2) "Zen and the Art of the Internet: A Beginner's Guide to the Internet," by Brendan P. Kehoe, 3) two offprints from Library Technology Watch (UC Berkeley): "Internet Remote Login," and "Basic UNIX Commands," 4) "Library Resources on the Internet," edited by Laine Farley, 5) "Some Useful UNIX Commands for Using the Internet," by Jack Kessler, and several other handouts.

Following the success of these workshops, the Chapter is considering future sessions over the coming year, possibly in conjunction with the School of Library and Information Studies, UC Berkeley. Hopefully a larger meeting space (equipped with more computer terminals) can be found so that more participants can be accommodated. For more information, contact Pat Vanderberg, (510) 642-2329, pvanderb@library.Berkeley.EDU

UPCOMING EVENTS

The Northern Region Cataloging and Serials Discussion Groups are co-sponsoring, with the School of Library and Information Studies, UC Berkeley, a subject access workshop entitled "Rethinking Subject Access: Policy and Options in Libraries, Today, Tomorrow, and in 2001." The program, which will explore subject access policies and options, is scheduled for Friday, July 31, 9 a.m.-5 p.m., at the International House Auditorium on the UC Berkeley campus. The morning session will open with Lois Chan, Professor, College of Library and Information Science, University of Kentucky, providing an overview of issues in traditional subject access (LCSH). This will be followed by a buffet luncheon at the International House, included as part of the registration fee. The afternoon session will consist of a panel of four people discussing other options for subject access with a summation by the morning presenter. The panel will include Patricia Luthin, former chair of the ALA SAC Committee on Current Terminology, discussing her experiences proposing new subject headings, Martha Yee, from UCLA, who chaired the ALA SAC Committee on Genre Headings, discussing genre headings and special subject access for media/film,

Professor Ray Larson, UCB SLIS, discussing alternative schemes for subject access, and Michael Gorman, Dean of Libraries, CSU Fresno, presenting his views on the future of subject access and a subject code.

Inquiries may be directed to any of the members of the Cataloging and Serials Discussion Groups (see list elsewhere in this issue). An announcement will be sent out to all Chapter members in May.

MEMBERSHIP RENEWAL NOTICE

For those Technical Services Chapter members who have not renewed membership for 1992, please do so as soon as possible. Our former members are receiving this issue of Tech Notes as a courtesy and a reminder of the news you will be missing in the future. You will find a membership renewal form enclosed. If you do not need it for yourself, please post it on a bulletin board or pass it on to a prospective new member. If you have any questions about the status of your membership, please call or write me.

The new list of members will be distributed to officers and discussion group leaders in May. Tech Notes and Chapter announcements will then be sent according to the 1992 membership roll. Don't miss the news and the reduced cost of registration for Chapter events. Thank you for your continued interest and support.

Ruth Boyer
Membership Coordinator
UCI Library
Box 19557
Irvine, CA 92713
(714) 856-6077