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OVGTSL 2008 Technical Services Taking Flight: Soaring to new heights of innovation Conference Newsletter

Ohio Valley Group of Technical Services Librarians

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Ohio Valley Group of Technical Services Librarians Newsletter



TECHNICAL SERVICES TAKING FLIGHT
soaring to new heights of innovation

May 14-16
2008
Dayton,
Ohio

2008 ANNUAL CONFERENCE NEWSLETTER

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Message from the Chair

Newsletter Editor:
Ione T. Damasco



Sculpture at the National Air Force Museum in Dayton, Ohio.

The 2008 OVGTSL conference was co-hosted by Wright State University and the

University of Dayton. The conference's

members for making this conference so successful. I look forward to seeing you all in Indianapolis in 2009!

—Emily Hicks

OVGTSL Chair, 2008-2009

Roesch Library

University of Dayton

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theme, “**Technical Services Taking Flight: Soaring to New Heights of Innovation**,” was chosen to honor Dayton’s role as the birthplace of aviation as well as to highlight the changes occurring in library technical services. 122 individuals from seven states attended the conference held May 14th-16th at the Hope Hotel and Convention Center on the Wright-Patterson Air Force Base.

Innovation in library technical services has many facets and the planning committee was pleased to host an exciting trio of featured speakers—Karen Calhoun, Dr. William J. King, and Thomas Mann—and 22 presenters on a diverse slate of topics ranging from using wikis in cataloging departments to developing a graphic novels collection. The opening reception at the University of Dayton’s Roesch Library featured good food, good company, and a behind-the-scenes tour of the Marian Library. Several attendees also toured the Special Collections and Archives at Wright State University on Thursday.

Thank you again to the attendees, speakers, presenters, sponsors, and planning committee

Session handouts, visitor’s info, and other 2008 conference details can be found online:

<http://www.libraries.wright.edu/conference/ovgtsl>

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OVGTSL Officers

Marty Jenkins, Emily Hicks, Rose Davis, Barbara Gushrowski, Mykie Howard

Ohio Valley Group of Technical Services Librarians

Traveling through Transitions: From Surviving to Thriving Opening General Session Featured Speaker: Karen Calhoun



Karen Calhoun
Vice President
OCLC
Worldcat and
Metadata Services

Ms. Calhoun opened the conference with an interactive session that explored some of the trends affecting libraries, and the subsequent evolution of technical services in this new landscape. According to Ms. Calhoun, some of these trends are:

- introspection (questioning the value of our work)
- budget pressures
- accountability and the rise of user expectations
- growing consortia
- restructuring of jobs and work
- metadata management
- the changing information environment
- the user-centered Web 2.0.

The audience contributed some additional trends based upon their institutional experiences, which included a decrease in staff at all levels, a decrease in the availability of useful cataloging (the increase in brief records and records not being updated in databases such as OCLC), the need and demand for fuller descriptions and deep linking opportunities, and the need for cataloging the universe of electronic resources. She added that another major impact on technical services has and continues to be “age demographics,” citing a recent ARL study that found 64% fewer professionals and 45% fewer staff have been hired into Technical Services areas in recent years, while librarians are retiring at a steady rate.

Ms. Calhoun shifted the discussion from trends to the current evolution in technical services processes. She sees the increased use of technology to improve productivity, metadata applied to all materials, a renewed interest in Dublin Core, more partnerships with vendors, a greater integration of the acquisitions and cataloging processes, and more demand for skills in licensing electronic resources as themes being played out in all types of libraries. She encouraged the audience to remember that our focus needs to be meeting the needs of the information seeker rather than focusing on the tasks that we perform.

For the future, she stated that there will be ample opportunities for traditional catalogers to succeed as metadata specialists, working with institutional repositories, and assisting with community web organization. As a group, we need to develop and refine our project skills and build IT fluency. There is much to be accomplished and implemented locally as well as globally including tools such as Electronic Resource Management Systems. She also encouraged PCC participation, NACO contributions, and aiding in the discovery of hidden collections. She urged us to stay vital, look for opportunities to get involved with various projects outside the traditional library environment, and remember the value we bring to the discovery of information.

-Susan Banoun & Sharon Purtee

University of Cincinnati

“A RECENT ARL
STUDY... FOUND
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Today's Changing Library: Pressures and Realities for Weeding the Collection

Presenter: Margit Codispoti

Indiana University/Purdue University, Fort Wayne

Ms. Codispoti opened her talk by asking the rhetorical question, "Why do we need to weed?" The obvious answer is that we need the room and there will not be any new space given to house the library's collection. Weeding needs to be included as a part of the overall Collection Development Policy of the library. Collection Development should mean deselection as well as acquisition. Libraries need to keep current information that is relevant to patron needs, make it accessible, maintain usable collections, and ensure there is space for the new materials. It gets a bit tricky because many librarians tie their identity to the books and the collections.

The public tends to view libraries as places to preserve the world's knowledge and there is a certain nostalgia associated with the buildings. Many older library buildings were designed to impress and promote the

feeling of reverence.

Librarians recognize the need for new services and the need to use existing library spaces in new ways. Most have embraced the electronic age, but we still like to collect "things." There are practical issues to consider, though, which preclude our ability to keep everything. Cluttered stacks areas mean that useful books are less accessible, there is less room for a variety of materials, users get frustrated when they cannot find things and the library becomes physically unattractive. One other major consideration especially in the sciences is maintaining a collection of materials that may provide out of date or possible erroneous information.

The process of weeding takes a combination of judgment and applying criteria. Duplicate copies are easy to withdraw as are materials that have not

circulated within a certain range of years. It is important to note that withdrawing non-circulating books is far different than weeding non-circulating journals.

Ms. Codispoti wrapped up by saying that she doesn't support asking faculty to comment on weeded items. They can provide help in giving guidelines in specialty areas (e.g.: how old can a nuclear physics book be and still be useful?) but they will want to keep almost everything. Librarians have a professional responsibility to make the collections for which they are responsible usable and accessible. Weeding and bibliographic clean-up is one of the ways we fulfill that responsibility.

-Sharon Purtee

University of Cincinnati

Experiences of a Reluctant Supervisor: Discovering New Skills and Innovative Ways to Manage

Presenter: Kerri Scannell Baunach

University of Kentucky

How productive are your meetings? Do you find yourself sitting in two plus hour meetings?

Ms. Baunach shared her personal experiences about becoming a reluctant supervisor. Reluctant supervisors are those who never intended to manage, but inherited supervisory positions when those positions were vacated. After becoming a supervisor, she looked at the challenges of supervising diverse employees housed in different buildings, as well as the demands of her own daily responsibilities. She came to the conclusion that she would have to reorganize the way their department meetings had been structured in the past and move away from pre-set agendas.

Ms. Baunach provided examples and tools for making meetings more productive. She broke meetings down

into four types:

Daily Check-in (5 min. or less) Give quick bits of information on what is happening for the day. Consider using an online calendar to stay aware of everyone's scheduled tasks/activities.

Weekly Tactical (30 min. or less) Intended for issue resolution and reinforcement. She starts these meetings with no agenda and does a "lightning round" where everyone quickly states any issues that need to be discussed. A short agenda is then made from the important issues. The purpose here is to set the agenda quickly, make decisions and plan actions. Although people are encouraged to bring ideas, they are asked to refrain from providing too much detail.

Monthly Strategic (2 hrs. or less) The agenda should be limited to 2 or 3

issues that were raised in the weekly tactical meetings. This allows the supervisor time to research and evaluate the issues. The team should then be able to resolve the issues during the meeting. To ensure success, the supervisor must come prepared to this type of meeting.

Off-Site Quarterly This type of meeting should be clearly focused. Key topics that have come out of the Monthly Strategic meetings can be addressed and resolved if still lingering. These meetings also provide an opportunity to meet in a different setting with fresh perspectives.

Finally, she suggested setting up regular progress reviews. Get feedback from your staff to determine what is working and what needs to be improved.

-Susan Furniss

Ohionet

Ohio Valley Group of Technical Services Librarians

Getting the Most Out of Connexion Client: Ways to Improve Workflow and Make Customizations Presenter: Michael Scribner University of Dayton

Michael Scribner discussed several ways to speed up and simplify work when using OCLC's Connexion Client program.

Create additional local files. Having more than one can help you keep projects separate. Create these by going to the File menu and choosing "Create file."

Use batch functions. Instead of handling one record at a time, he suggests using batch functions to speed up repetitive work while searching, updating holdings, deleting holdings, making labels, and exporting. For instance, he has students scan ISBN barcodes in batches, and then sends the list to be searched in the OCLC database. Records for a cart full of books can be returned within seconds.

Create constant data records. These can save you from typing the same information over and over. Constant data records can be used to apply both fixed and variable fields. Mr. Scribner says the University of Dayton has created several dozen of these, with each supplying the coding for various collections, such as Reference, Closed stacks, and Rare books, which is itself subdivided into named collections. Once the Constant Data record is created, he recommends assigning function keys to those used most often. Create these by going to the Catalog menu, clicking on "Create record" and choosing "Constant Data."

Use macros. Macros can be used for functions requiring more than just adding text. Although writing a macro from scratch requires learning a programming language, he says not to worry. Many macros have already been written that only need slight modifications to work for your purpose. He also said that many experts are willing to write a quick macro for you; all you have to do is ask. He recommends joining the OCLC Client listserv to enlist help.

Mr. Scribner's presentation also included the how-to's of writing text strings, assigning function keys, and customizing settings, including colors, fonts, and type size.

-Joan Milligan
University of Dayton

The Use of the Shelf List in the 21st Century Presenters: Melanie McGurr & Barbara Dunham The Ohio State University

The Ohio State University shelflist closed in 1995. It held approximately 2.5 million cards with information located on the front and back of the cards. Although used primarily by technical services, the cards contained tracing information, local call numbers and short bibliographic records.

A task force was created to investigate the cost and options for preserving the shelflist. The task force researched how other institutions handled their shelflists, including Princeton, University of Birmingham, and the British Library of Political and Economical Science. Columbia University provided an example of an electronic/digitized shelflist.

Once Ms. Dunham and Ms. McGurr had information about other libraries' shelflists, and what options were desirable, they had to determine if what they wanted for the OSU shelflist was feasible. Cost was a major issue and concern. The logistics of

digitization was also a major factor—should they outsource the work, or handle digitization in-house? If handled in-house, detailed procedures would need to be established to make sure the project was completed correctly and completely. Other concerns included scanning, quality control, image format, display, software/programming choices, and indexing issues.

Other solutions were also discussed. Microfiche was considered but posed a new set of concerns. Another option was to digitize the sections that were heavily used. Finally, maintaining the status quo was also discussed as an option.

Before proceeding any further a survey of usage was deemed necessary. Although some staff members used the shelflist often,



Melanie McGurr discusses shelflist options.

others rarely used it. Ultimately, the decision was made that the shelflist would not be kept when technical services moved into their new space. The shelflist was simply too large in terms of physical size, and too costly to digitize.

-Dorri A. Hegyi
Dayton Metro Library

Digitizing Archival Collections: The Western Round-Up Student Newspaper Project Presenters: Jacky Johnson & Elias Tzoc Caniz Miami University

Ms. Johnson opened with a brief history of the project to digitize the Western Round-up, the student newspaper of the Western College for Women which operated from 1853-1974. The college was physically located across from Miami University in Oxford, OH. The newspaper was from 1930-1971 and only accessible in microfiche and required a visit to the archives to view. There was no indexing or online access. One of the alumnae funded the project to make the newspapers accessible to a wider audience.

The newspaper documented the events and news of the College. By providing access to this information, it brought new users to the collection, allowed for independent research, made alumnae proud, improved customer service and opened the path for other collaborative projects with the alumni organization, the

archivist and the librarian.

The project was relatively simple. The workflow was:

- Scan the microfilm into TIFF files (no compression, 256-level grayscale, 600DPI)
- Processed TIFF files in Photoshop (cropped images to a standard size, uploaded into Content DM, performed OCR)
- Added metadata (including Title, Headline of article, Issue number, Date of publication, and an identifier using controlled LC vocabulary)
- Created and customized a CONTENTdm web interface

The files can be searched by collection and at the item level. There is a server

copy of the master and a copy on DVD.

The next phase includes digitizing the Western Weekly, the newspaper from 1971-1974. They are planning to use DjVu which is open source. There are some drawbacks to that; it is not supported by CONTENTdm and requires a plug-in. However, they expect to be able to apply metadata at the article level, index people and places, and do article segmentation. They also intend to do more usability testing and explore how the collection is being used and by whom.

You can view the work to date at <http://digital.lib.muohio.edu/weekly> or <http://digital.lib.muohio.edu/roundup>.

-Sharon Purtee
University of Cincinnati

Wiki What? Documenting Cataloging Processes in Wiki Format Presenters: Diana Nichols & Carrie Preston Ohio University

Diana Nichols and Carrie Preston discussed and demonstrated the wiki in use for the cataloging department at Ohio University's Alden Library. Topics covered included:

- basic principles of a web-based wiki, a collaborative knowledge base
- personnel and tools needed to get started
- strategies for converting existing documentation into wiki format
- writing new documentation, editing and monitoring content
- wiki organization techniques
- potential challenges to implementation
- strategies for staff education on use of the wiki

The cataloging department at Ohio

University created a wiki in 2007, to document policies and procedures and at that time, converted their entire Intranet into the wiki. Using software similar to that of Wikipedia, they now have a collective and collaborative knowledge base of documents that staff can search, edit and update easily. Features include bringing information to one place, visible to all, and easily accessible, with content that is searchable in a flexible format. Creating the wiki was one way to record previously undocumented procedures. Staff can upload Word documents, add links, and use HTML, CSS or Wiki Text to add or edit content. Knowledge of HTML is not required and the Wiki Text is similar to Word, so editing is easy and quick to learn. They were able to overcome the fear of open editing concept with structured training, interest groups, and mentoring staff during the transition to using the wiki. By keeping the wiki

non-passworded, participation is encouraged and anyone can edit and add content. They continue to add content, document procedures and training, and hope to increase staff participation in its use.

-Susan Banoun
University of Cincinnati



Diana Nichols discusses wikis as a cataloging documentation tool.

Ohio Valley Group of Technical Services Librarians

Digital Collections: Destination or Starting Point?

Presenter: Jim Bradley
Ball State University

This discussion started off with a look at how early digitization projects created “data silos” which made it very hard to share metadata. Content management systems, metadata schemas and data exchange specifications emerged to help resolved these problems. Much of the current effort has been focused on content, but it needs to be focused on context.

The presenter discussed his experience with the Ball State University’s Digital Media Repository [DMR] (<http://libx.bsu.edu>), which started in the Fall of 2005 as a place to store reusable learning objects for faculty and students. Today, the repository contains content to showcase student work (art and films) and also includes K-12 educational resources. Community resources such as local newspaper archives and special interest collections have also been added to the repository.

Many unexpected uses were uncovered when this content was added to the repository. Mr. Bradley referred to this

as the “Russian doll effect,” because new purposes were discovered within the initial content. For example, the theatre costume collection was initially intended to highlight student work, but became an online catalog for the rental of costumes. In many cases, additional metadata was needed to help users seeking new ways to use the existing content. As a result, an ongoing goal of the repository is to predict potential uses so that appropriate metadata can be added from the beginning.

Developing technologies and standards can affect digital projects. Examples include WIPB3/Video on Demand, XML-XSLT metadata transformation, ContentDM, PBCore, and Second Life. Using Second Life as an example, the presenter suggested that content within this virtual world could be made more interactive. Historical photos and maps could provide a way to look at this community in an earlier time period.

Finally, the presenter offered several



Jim Bradley discusses digital collections.

digital project planning recommendations. First, know your resources, including time, money, staff, equipment, skills, and outsourcing opportunities. Next, scan at the biggest resolution possible for the available equipment and storage space. Third, be able to identify the users of the content so that metadata needs can be fulfilled. Fourth, monitor emerging technologies for their potential use within the project. Finally, the presenter suggested that everyone learn XML since the majority of standards are XML now. XML and XSLT offer a crosswalk between different sites which helps to eliminate the “data silos” of the past.

-Tracey Stivers
Cincinnati State

Student Spotlight: Anthony Prince

University of Kentucky School of Library and Information Science

Attending the OVGTSL conference was a tremendously enriching and fulfilling experience and I feel very fortunate to have had the opportunity to do so. To those involved in the selection, thank you. I feel that in many ways, attending this conference was as beneficial to my development and progression as a [catalog] librarian as just about any class or lecture I had attended at my home university. Since attending the conference, I have completed my MLS degree at the University of Kentucky and find the experience gained by attending this conference very valuable to my future as a librarian.

The most rewarding aspect of the OVGTSL Conference is that it features the ideas, experiences, and perspectives only possible with librarians actively engaged in current and emerging technologies and practices, working in their respective libraries, that are painfully aware of what works and what doesn’t and how difficult it can be to initiate change for the better.

I attended the “Experience of a Reluctant Supervisor: Discovering New Skills and Innovative Ways to Manage,” “Wiki What? Documenting Cataloging Processes in Wiki Format,” “Quality in Cataloging, or You Get What You Pay For,” “Acquisition Librarians: Using a Residency Program for Succession Planning,” and “Technical Services – We’re More than MARC Records.” These informative sessions, as well as the featured speakers, are still fresh in my mind.

As my spouse enters the School of Library and Information Science at the University of Kentucky, I will be sure to strongly encourage her to attend the OVGTSL Conferences, and hopefully receive a scholarship to do so, because the insight gained is invaluable.

Oh, and do I have any regrets about attending the conference? Only one: I didn’t win one of the door prizes.

Quality in Cataloging, or You Get What You Pay For
Presenter: Magda El-Sherbini
The Ohio State University

"We are not in competition with Google and Yahoo. We are different. We are not trying to deliver what they deliver," asserts Magda El-Sherbini. However, there is a "perception," she says, that sees current cataloging practice as inefficient and expensive. So here is what she suggests we think: CLE! That is, Cooperative Libraries Efforts.

With so many pressures on technical services departments today, she sees the only way to keep up standards, meet user demands, and work within our budgets is to work together and with new partners. She presented some of the solutions she and her staff at OSU have implemented:

Staffing alternatives. "Catalogers are not as isolated as we used to be," said El-Sherbini. Recently faced with 80,000 maps to catalog, she suggested the technical services department act as trainers to the Geography department's graduate students. Once these students were experienced, they took over the cataloging.

El-Sherbini has changed the role of the professional librarians in her department; she now sees them as supervisors who train and oversee the work of students

who process most records. Practicum students take on projects that they can manage from start to finish within their available time. Retirees from the library come back to work as volunteers.

Funnels. No one at OSU's library had expertise in Arabic cataloging, so they contacted a librarian at Yale to work with a student cataloger. The student scanned the book's title page, copyright, etc., and posted them to FLICKR. The Yale librarian was able to use these to check the cataloger's records and to mentor him as he gained experience.

Sharing cataloging with other institutions. Instead of outsourcing their backlog, the OSU law library paid El-Sherbini's department to do it, benefiting both. She encourages other innovative ways of helping each other. She said libraries should think about arrangements such as "You do my Arabic books, and I'll do your Scandinavian."

National programs. Recently the Library of Congress stated they had a backlog of 4,000 requests for subject heading authorities. El-Sherbini said

they were encouraged to put these up on their server, and subject specialists from other BIBCO libraries can help tackle the list, thereby making it a manageable project for everyone. Another task formerly handled by the Library of Congress is the creation of CIP records. Soon BIBCO libraries will also be able to create CIP records for publishers. Her department plans to create records for The Ohio State University Press.

Other ideas she shared included: making available vendor records to others by putting them into OCLC; creating electronic training modules to explain the basics to non-catalogers, to save staff time; simplifying processing; giving up unnecessary local practices; and when making changes to a record, always replacing the OCLC record as well.

-Joan Milligan
University of Dayton

"WE ARE NOT IN COMPETITION WITH GOOGLE AND YAHOO...WE ARE NOT TRYING TO DELIVER WHAT THEY DELIVER"

Opening Reception: Roesch Library, University of Dayton



Fr. Tom Thompson gets ready to take attendees on a tour of the Marian Library, a special library housed on the 7th floor.



Great food and conversation was shared by reception attendees, relaxing in the library gallery.

Ohio Valley Group of Technical Services Librarians

Gathering, Integrating and Analyzing Usage Data: Examining Collection Analysis Tools and Usage Statistics Standards, and Important Questions to Consider

Presenter: Christine Stamison, Swets

There are many current journal usage analysis tools that vendors are offering, including Electronic Resource Management systems (ERMs), open URL resolvers, federated, and statistical analysis products. Many industry standards, like COUNTER and SUSHI, have made usage analysis tools possible.

Having this information about your collection is an important tool to ensure you are spending funds on materials that are being accessed. This can be a great source of information in the weeding and renewal process. For example, your statistics may show zero usage of a specific item, which in turn, may help you negotiate with the vendor to supply another item instead.

Some find that the ERMs are time consuming and labor intensive because you have to collect multiple reports and then consolidate them. Vendors are looking at making the process more seamless and less labor intensive.

COUNTER 2.0 (Counting Online Usage of Networked Electronic Resources) is working on this and more information can be found at www.projectcounter.org. A dashboard view for at-a-glance comparisons would be beneficial when you just want to briefly survey your usage statistics.

SUSHI (Standardized Usage Harvesting Initiative), which is built on SOAP, populates your ERM for you and also works with COUNTER. Even

though SUSHI is an innovative product, the statistics that are recorded can be skewed. There are a few concerns with the way that the statistics are determined and not all of the numbers are necessarily correct. Even when you have accurate numbers, the depth of evaluation is sometimes lacking. In the near future products like CORE, or Cost of Resource Extraction, a proposed NISO standard, and COUNTER 3.0, which will work with PDFs, HTML and XML, will address and alleviate some concerns in the usage statistics world.

-Dorri A. Hegyi

Dayton Metro Library

No Perfect Flight Plan: Challenges of Space Planning for Technical Services Areas

Presenters: Karen A. Nuckolls & Kate Seago

University of Kentucky

Imagine the possibilities of having a new library and having input on the design of your technical services physical space. Karen Nuckolls and Kate Seago faced this situation, and although it was a great opportunity, it was also a huge responsibility with a unique set of challenges. They both had some ideas about the space, but wanted to make sure that they were on the right track. However, a survey of the literature provided scarce information about space planning for technical services. They had to think of other ways of gathering information to help them plan. Using listservs and contacting other libraries that have been remodeled were great sources of information.

Kate Seago, head of acquisitions at Young Library, was instrumental in the planning process. The previous library space was not very effective. Some necessities that had to be accounted for

were wider aisles for book trucks, space for backlogs, well designed desk areas, places to work with materials, places to organize and store documents and supplies, and adjacencies to key areas such as delivery loading areas, circulation and periodicals. In the new environment, many of their needs were met and overall the departmental space is functional.

Karen Nuckolls is preparing for a similar transformation of the Law Library at the University of Kentucky. The current weaknesses of this area include: limited close parking, no restrooms, no staff lounge, staff offices are near busy and noisy areas, non-ergonomical work areas and chairs, and a dated color scheme of lime green and orange. There are many things to consider when planning for the new area including the collection, special activities involved in

maintenance, critical collection adjacencies, as well as all the spatial, environmental, technical, operation and security needs. The staff needs are also complex and need to be evaluated and kept into consideration.

For both Ms. Nuckolls and Ms. Seago, open lines of communication proved to be extremely important. Both presenters stated the need for communication among library staff, the directors and architects at every stage of the process and to resist the urge to focus on the small details at the onset of planning.

-Dorri A. Hegyi

Dayton Metro Library

Student Spotlight: Moriana M. Garcia

Kent State University School of Library and Information Science

This year I was one of the lucky students who received an OVGTSL scholarship to join the group, attend the annual meeting, and report my experience. I greatly enjoyed all aspects of the conference, from its welcoming reception to the closing address. The sessions were masterfully presented and covered the whole spectrum of the Technical Services. Each presenter impressed me in a most definite manner and the downloadable handouts were a terrific resource to obtain benefit even from those lectures I could not attend. In this report, I would like to share with you not only my impressions on those remarkable days, but also how what I learned is currently influencing my professional development.

The meeting started with a strong “wake up call” from Karen Calhoun from OCLC, who painted a tough environment for today’s catalogers. At the same time, she lighted a beacon to guide us through the murky waters: metadata, more technology, new competencies. Her advice strongly influenced my courses “portfolio”, which I have since shifted towards online resources and metadata cataloging tools. In a similar manner, Jim Bradley’s session discussing Ball State University digital collections reinforced my decision to invest more in acquiring new skills in markup languages. Moreover, he left me with a lasting impression of what he described as the “Russian doll effect”, that is, how digital records have a life of their own with unforeseen applications nested inside the more traditional ones --a powerful idea!

Another session that really helped me from a very practical standpoint was Michael Scribner’s presentation about improving the workflow in *Connexion* at the University of Dayton. I had never realized before the full capabilities of the software, and left the session decided to try all the new features! As a result, I have now incorporated text-strings, personalized constant data and a few macros on a regular basis. In the same practical vein, Melanie McGurr and Barbara Dunham’s lecture about the fate of their shelf-list at Ohio State University taught me all the steps required to complete a team project, and it also hinted at how difficult it is to weight the human factor in a decision-making process. Accordingly, I am now trying to grasp much more about human resources in each of my classes.

I was also greatly impressed by Thomas Mann’s presentation on the interplay between reference and cataloging, and how important is to keep the communication channels open. His words encouraged my new volunteer experience, where, besides cataloging, I will be shadowing reference professionals.

Finally, Dr. William King’s amusing and entertaining session about the fate of books gave me, which I consider, the everlasting message of the meeting. He reminded us that is our love for information what defines the profession, running as an underground current that links all librarians from the past to the future. Indeed, the warm camaraderie of all members was one of the things that impressed me the most. They openly shared with me not only their knowledge, but also their professional stories and personal experiences, making me feel included from the very beginning. I feel most grateful for the opportunity to have joined such a welcoming network. Attending the 2008 OVGTSL Conference was a wondrous and rewarding experience, which I plan to repeat for years to come. Thank you!

CONGRATULATIONS 2008 OVGTSL SCHOLARSHIP WINNERS!

Each year, three scholarships are awarded to attend the annual OVGTSL Conference. Any full or part-time student enrolled in either on-campus or distance learning courses at an ALA-accredited library and information science school in Indiana, Kentucky or Ohio is eligible to apply. The scholarship covers the expense of registration and lodging for up to two nights. The scholarships offer a wonderful opportunity for promising future librarians to engage in professional development activities, network with professional librarians working in different areas, and to learn about the practical issues that librarians face in the technical services workplace. OVGTSL looks forward to a new round of winners next year!



Angela Dresselhaus (IU-SLIS), Anthony Prince (UK-SLIS), Moriana M. Garcia (KSU-SLIS)

Ohio Valley Group of Technical Services Librarians

Student Spotlight: Angela Dresselhaus

Indiana University School of Library and Information Science

I would like to thank OVGTSL for supporting the student conference grants. After a couple of months reflecting upon my experiences I have found that this conference was particularly beneficial. The opening session presented by Karen Calhoun was enlightening and encouraging as I look forward to my professional career. I will enter librarianship at a time of great change and flux and her session provided valuable guidance.

Attending the session, "Wiki What?" proved to be helpful for my current duties. I was able to bring valuable knowledge to a communications committee that I was serving on at the time. Also, I have applied what I learned in the session to a computer help wiki for the Technical Services department at Indiana University. Each session that I attended provided valuable information, and I was impressed by the number of great topics and the quality of the speakers. The small regional scope of the conference helped me to connect and reconnect with librarians in the area.

As the opening session was assuring of my future, Thomas Mann's presentation was reassuring that the field I am studying and working in is relevant and key to the success of libraries. Thomas Mann's message finally connected my work as a cataloger firmly to the work of reference librarians. I had an understanding of the cataloger's role in resource discovery, but now I see how intrinsically linked expert cataloging is to the needs of researchers.

As I said earlier the programs available at the 2008 OVGTSL conference were highly relevant and applicable to my current position and my future career in librarianship. This opportunity has helped me learn more about the profession and has allowed me the opportunity to become acquainted with librarians in the technical services field. Thanks OVGTSL for the wonder experience this past summer!

Acquisition Librarians: Using a Residency Program for Succession Planning

Presenters: Marsha Hamilton, Deidra Herring & Dracine Hodges The Ohio State University

Running an acquisitions department requires many skills and a great deal of knowledge: workflow management; supervisory skills; an understanding of the book trade; the ability to negotiate with vendors and publishers; accounting, fund management, and audit standards; rights management and contract negotiations; and ILS order maintenance to meet the ever-changing needs of serial and monographic publications in various formats. As librarians retire, succession planning has gained importance. Many acquisitions positions have remained open because few librarians are entering this specialty. The Ohio State University has used the Mary P. Key Residency Program (MPK) in the last two annual cycles to train new librarians in acquisitions.

Marsha Hamilton, Monographs Department Head at OSU, discussed the diminishing presence of the assistant department head position in academic libraries, which was traditionally the avenue for training future acquisitions librarians and department heads.

Hamilton pointed out that very few library schools teach acquisitions courses which contributes to the difficulty of creating interest and training for these positions. Replacement planning has gained more importance.

Deidra Herring, former MPK resident and currently the Education Subject Specialist at OSU, offered her perspective as someone who entered the position with minimal acquisitions experience. Originally interested in a Public Services residency, Herring expressed a curiosity about Technical Services during her interview and was offered the monographs residency. She experienced a steep learning curve because she had to become familiar with every aspect of acquisitions. She described her residency as a rewarding learning experience and recounted scenarios that developed her confidence as a new librarian. However, although she learned a lot, she still preferred the patron interaction and responsibilities normally

performed as a public services librarian. She recommended that recruitment for an acquisition-focused residency be targeted towards individuals with relevant backgrounds and/or interests. This would match the position to individuals with a natural ability or skill set needed to garner success for the residency program and the acquisitions track.

Dracine Hodges, the current MPK Resident Librarian, was attracted to the position because it specifically focused on acquisitions. Her background as a library acquisition assistant prior to completing her degree was a great foundation to build upon and she was interested in pursuing acquisitions as a professional. She believes her experience as a dedicated versus rotational resident has allowed her to become an engaged and invested professional. She also had the added benefit of a mentor who provided guidance towards a successful career as an acquisitions librarian.

*-Dracine Hodges
Ohio State University*

Quality Control Efforts of the OCLC Worldcat Database

Presenter: Brenda Block
OCLC

Brenda Block has been with the quality control department at OCLC for many years. As the database explodes beyond 97 million records, she said she feels it should really be called the “quality attempt” department. Many programs to automatically check for mistakes are in the works, she said, but her main message to OVGTSL attendees underlined the need for the cooperation of member libraries.

Block wants to empower those libraries that don't feel they have the authority to make corrections. She says that 54% of WorldCat records are at encoding levels that can be edited by anyone: K, M, 2, 3, 4, 5, and 7. Elvl 4 records can also be modified if there is no 042 field.

She encouraged librarians who do not have enhance status to apply for that status. “It's really not that hard,” she said.

Instructions are available at <http://www.oclc.org/support/documentation/worldcat/records/enhancerequirements/default.htm>. Training is available online.

Block also discussed the many ways that libraries can request OCLC make changes. Requests can be mailed, faxed, or reported online in Client and Browser from the “Action” menu. “We'll even take an error report that's on a scrap of paper or on the back of an envelope,” she said. “We're easy.” She reviewed which changes require proof and which changes don't (incorrect tags, indicators, and subfield codes; names and subject headings that don't match the authority files; and requests to merge most duplicates).

Currently Libraries should expect OCLC's response to a request to take 6 weeks or so. Block shared these statistics of what her staff of 7 has accomplished in the last nine

months:

- 134,527 change / error reports
- 290,763 NACO records created / changed
- 201,309 bibliographic records merged
- 1,879,725 bibliographic records changed

On the technological front, the Quality Control staff is almost ready to unveil a macro that can take care of many common errors in one swoop. Block said the macro can take a record with a 245 that looks like this:

245 1 1 ohio, the Buckeye state : \$h Microfilm \$b a brief history / By W. R. Collins [et al.].

and automatically change it to this:

245 0 0 Ohio, the Buckeye state \$h [microform] : \$b a brief history / \$c by W.R. Collins ... [et al.].

-Joan Milligan
University of Dayton

“Books Have Their Own Fate”

Opening General Session

Featured Speaker: Dr. William J. King

Dr. King, a Classics professor from 1964-2004, discussed the early history of books and libraries. Beginning with ancient Egypt, he shared with us the “Curses on those who steal books”, and proceeded to trace the history of ancient writing from papyrus to animal skins to the cellulose fiber in use today. He explained the distinction between sheets and scrolls, parchment versus papyrus and how the invention of the printing press required a cheaper product or writing surface, in order to produce books that were of a portable size. With the rise of Roman law and the printing of the Bible came a demand for an alternative to scrolls. By 600 AD, scrolls had all but disappeared, because books have their own fate.

Dr. King traced the ownership of books from personal to public, i.e. libraries. Some facts he included were that the Romans had no word for “bookshelf” because books were stored in cabinets. The word *armoire* was used for libraries, with the earliest word for librarian *armoirious*, or “the cabinet guy.” Some other obscure and little known history: the librarian at Oxford from 1849-1912 was called the Devil's Librarian by his assistant; the Greek librarians took an oath to not let any books leave; and most information about librarians comes from funeral inscriptions.

Dr. King's presentation included a quote from Terentianus Maurus, *De Syllabis* –

“Perhaps someone may call this book wordy; possibly another of greater repute will see little original since he himself might discover more new things. The sluggish and impatient will think most of this too obscure to catch a reader – books have their own fate.”



Dr. William J. King
Associate Professor
Emeritus
Wright State University

Ohio Valley Group of Technical Services Librarians

Soaring High Two Years Past the Crossroads

Presenter: Lois Schultz

Northern Kentucky University

At the OVGTSL 2006 conference, Lois Schultz presented the pilot plan for a project whose premise was to cancel high cost/low use journal titles and use those funds to buy articles directly from Ingenta, Science Direct, or from the publisher. At this year's conference, Ms. Schultz provided a report on the implementation of the pilot after two years of use.

Requested articles first went through the ILLiad system to the Interlibrary Loan Department. If the request was not filled by an ILL partner, it was queued for purchase. Upon receipt, it was delivered to the requestor. All articles are purchased with a university credit card. Within a short period of time, the program was expanded to include books and DVDs. If these particular items could not be obtained through ILL, they were rush-ordered and then rush-cataloged and added to the collection before being released to the requesting patron. First-year results showed the purchase of 722 content sources at a cost per use of \$31.69.

As part of the evaluation of the requests

and costs, the library had decided that if any title demonstrated the need for subscription, the library would pick up the title. After the 2005/06 year, only one journal had met the requirement, with an annual cost of \$337.00.

Other adjustments made to the pilot were to restrict the cost per item for materials being added to the collection to \$100 or less. Other changes included restricting the number of items that would be added to the collection based on requested materials to five per person per year, and handling multi-volume monographs or multi-piece DVDs as one request.

From July 2005 through April 2008, the library had purchased 2,619 content sources for a cost of \$73,633.32. The average cost per item was \$28.16. Content delivered through ILL was the least expensive at an average cost of \$14.03; materials added to the collection represented the highest cost per item at \$40.89.

Ms. Schultz did note that the circulation statistics on the materials that were added to the collection are significantly higher than of those that are selected by library staff.

Specifically, in 2005/06, there were 241 items purchased for inclusion in the collection, which averaged 5.52 circulations per item. Since 2006, two more journals have been added to the collection due to the high number of requests: The "Journal of Higher Education Outreach and Engagement" (\$95 per year) and "Keyboard Companion" (\$24 per year). For the academic years of 2006-2008, the library cancelled an additional forty-two journal titles at a savings of \$10,389. Faculty acceptance of the programs has been considerable and plans are underway to expand the number of low-use titles that are cut and use those savings to purchase materials "just in time."

-Susan Furniss
Ohionet

whole new workflow and mindset. When there was talk of digitizing a postcard collection the technical services staff was ready and helped to expand content in the Cleveland Memory project (<http://clevelandmemory.org>).

They have been successful in this transition of training their technical services staff, implementing project management, and initiating cooperation between technical services and other departments in their library.

-Sharon Purtee
University of Cincinnati



Lois Schultz updates attendees on the progress of the Information Broker Service at NKU.

Technical Services—We're More than MARC Records

Presenters: Barbara Strauss & Kiffany Francis

Cleveland State University

Technical services has rapidly changed and modified over the years. Cataloging has expanded beyond work with MARC records to work with other metadata schemes. In the past, tech services staff rarely had contact with other library departments. Departments often functioned as "silos" within the library. With all of the advanced tools and resources available through technology, better training, and more integration of library functions, nowadays tech services provide more than bibliographic records to libraries.

Like many tech services departments, the technical services staff at Cleveland State

University Library had been downsized while at the same time had duties added to their day. When someone left they were not replaced or if they were replaced the employee was shared with other departments. At times they felt like they had to justify their existence. They wanted to make their department more valuable than ever and decided that that they needed a new mission.

The technical services staff at CSU have transferred and improved their cataloging skills into other areas of the library. The staff learned metadata creation and learned a

Graphic Novels, Manga, and Your Library Presenter: Matthew Kish Dayton Metro Library

Graphic novels are not a genre, says Matthew Kish; the term instead describes a medium. So, despite the fact that they are called *novels*, they can be nonfiction. They can be shelved anywhere from Fantasy, to Biography, Horror, Humor, Sports, Romance—you name it.

Kish's presentation at OVGTSL began with some history: "Images in a specific order to communicate meaning or narrative" have been used since ancient times by the Egyptians, the Mayans, and others. The birth of the modern comic came in the newspapers of Hearst and Pulitzer, who competed for the best. Comics were the most popular part of the newspaper, so they were very important in the war to win readership. These comics were sometimes collected in books, but it was in 1938, with the publication of *Superman* by Action Comics, that the comic book was born.

Comic books became very popular among kids, but parents began to worry when they saw the sex and violence on

the pages of comic books such as *Crime Superstories*. This fear was reinforced by Dr. Fredric Wertham in his book *Seduction of the Innocent*. Some comic publishers voluntarily started a "Comics Code Authority," but soon the floundering market pushed many publishers to go out of business. In the 1960s and 70s underground comix (always spelled with an "x" for some reason, Kish said) grew in popularity but were only found around college campuses or in head shops. Kish says it was Will Eisner's *A Contract with God, and Other Tenement Stories*, published in 1978, that became known as the first graphic novel. Eisner combined the underground and mainstream styles to critical acclaim.

Kish also talked about manga, a style of graphic novel from Japan. These are extremely popular in Japan, where manga for everyone from grandmothers to toddlers is available cheaply. Often sold in weekly or monthly installments, sometimes 800 pages to a volume, manga cost on average \$1-\$3, and can be found

anywhere, including vending machines.

In the United States sales of manga tripled in 2003, 2004, and 2005, Kish says. Excellent translations of "tankobon," or ongoing stories, are now available and are very popular. An estimated 60 percent of manga readers are female, and are probably teens, Kish said.

An audience member told Kish that Japanese manga are often retellings of mythology. So although Americans may find them too violent or too sexual, these stories are part of the Japanese culture. In the U.S. manga is usually rated, Y for youth; T for teens 13 years old and up; OT for older teens, 16 and up; A for all; and M for mature audiences.

Why include graphic novels and manga in public or school libraries? Because people love them, Kish says.

-Joan Milligan
University of Dayton

Thanks to everyone who made this conference possible!

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Special thanks to the Hope Hotel & Conference Center!

Ohio Valley Group of Technical Services Librarians

The Reference Librarian's Toolkit Closing General Session Featured Speaker: Thomas Mann



Thomas Mann
Reference Librarian
Library of Congress

“...RESEARCHERS
AND LIBRARIANS
NEED TO THINK
OUTSIDE THE
BOX OF THE
INTERNET.”

Mr. Mann commented that it might seem odd that a reference librarian would close a conference of technical service librarians but it was soon apparent how appropriate it was. He did state at the outset that his talk focused on the situations encountered in large research libraries, such as the Library of Congress and major colleges and universities.

Reference librarians need to have a variety of tools to do their job. Just as the carpenter needs more than a hammer and saw in order to produce a finished product, so does anyone who responds to the questions and inquiries of researchers, scholars, and the general public. Reference and research questions are very different and require different approaches. Resources require the use of different tools and special knowledge of the organization and inclusion of the type of information within resources. Users will tend to use keyword searching when they don't know what else to do. He also noted that patrons have pre-conceived expectations of how much information exists on their topic. Therefore, any relevant material retrieved will satisfy them, especially if they do not anticipate finding much. He detailed the assistance he provided to a researcher who was investigating the impact of Prohibition on the California Wine Industry. She approached the reference desk at LC on the last day of her allotted time and requested assistance in finding articles in newspapers from California during the dates she had determined would be relevant. She admitted that she had searched the catalog using keywords and had found a couple of things. He was able to find scores of materials in the LC collection using what would be termed traditional means: LC controlled subject headings and authorized name headings. Keyword searching of the internet and a federated search of databases produced very little content due to the variation of terms assigned to the content and the general lack of older materials on the topic in electronic forms.

Whereas reference questions are generally straight-forward, a research question is open-ended and more complicated. He pronounced early in his talk that classification and cataloging provides answers and paths to answers that simply are not available through any other means. He reminded us that one large search cannot find all of the materials on a subject and thinking so will actually result in the reduction of scholarship. He further expounded that researchers and librarians need to think outside the box of the internet. Uncontrolled keyword searches will not find materials even if they exist. Sequential searching and relationships that are exposed in subject relationships cannot be replicated in keyword searching. He urged the audience to consider that providing something/anything is not research nor is it scholarship. Relevancy ranking of terms does not replace concept searching.

Mr. Mann stated very directly that “good cataloging brings together disparate things.” It excludes items as well which can be extremely beneficial. Subject cataloging describes the content of the whole which in turn provides the mechanism to start research at the conceptual level. Classification systems organize materials and authority control allows the specificity that cannot always be expressed. He applauded the catalogers who sort, categorize and organize – their contributions are significant additions to scholarship.

He ended his talk by asking, “What should we do?” He affirmed beliefs that people will always do the least amount of work possible. That means that the library has to exercise more effort to educate itself and users in complete searching techniques. His closing comment, “No computer can replace education” was greeted by considerable applause.

-Susan Banoun & Sharon Purtee
University of Cincinnati

Volume 21, 2008

Ohio Valley Group of Technical Services Librarians

Business Meeting

Thursday, May 17, 2007

Minutes recorded by Emily Hicks, Secretary

Introductions

Meeting was called to order by Chairperson Mechael Charbonneau. She introduced the 2006/2007 officers:

Chairperson, Mechael Charbonneau (Indiana University, Bloomington)

Vice Chair/Chair Elect, Rose Davis (Western Kentucky University)

Secretary, Emily Hicks (University of Dayton)

Treasurer, Nelda Sims (Western Kentucky University)

Past Chairperson, Kevin Furniss (Denison University)

Business Meeting Minutes from May 2006

The minutes from the May 2006 meeting were approved.

2007 Conference Recognitions

Rose Davis recognized the Local Planning Committee and thanked them for all their hard work.

The three scholarship award winners (1 from Ohio and 2 from Kentucky) were introduced.

The following conference sponsors were recognized: Western Kentucky University Libraries, Bowling Green Public Library, North American Serials Interest Group, Midwest Library Service, Eastern Book Company, ProQuest, Busca Inc., LexisNexis, Thomson-West, WKU Kentucky Museum Store, WKU Bookstore, Service One Credit Union, Corvette Museum, and Blackwell's.

Treasurer's Report

Treasurer Nelda Sims announced that the incoming balance on August 21, 2006 was \$16,393.90. Income received to date is \$14,578 for a total of \$30,970.90 before the conference expenses are paid.

Old Business

No old business was discussed.

New Business

The Slate of Officers for 2007/2008 officers were presented:

Chairperson, Rose Davis (Western Kentucky University)

Vice Chair/Chair Elect, Emily Hicks (University of Dayton)

Secretary, Barbara A. Gushrowski (Indiana University School of Dentistry)

Treasurer, Martin Jenkins (Wright State University)

Past Chairperson, Mechael Charbonneau (Indiana University, Bloomington)

The idea of an OVGTSL logo contest was presented. It was suggested that a cash prize be awarded. The Executive Committee will pursue this idea.

The 2008 conference will be co-sponsored by Wright State University and University of Dayton in Dayton, Ohio. Martin Jenkins and Emily Hicks presented a brief presentation inviting everyone to next year's conference in Dayton.

Door prizes were presented.

Adjourned at: 1:30 pm

Ohio Valley Group of Technical Services Librarians

OHIO VALLEY GROUP OF TECHNICAL SERVICES LIBRARIANS

Treasurer's Report

Submitted by Martin D. Jenkins, Wright State University 10/7/2008

Incoming Balance November 13, 2007

\$9,803.84

INCOME	
Interest	\$ 4.34
Registration	\$ 12,517.00
Membership	\$ 1,150.00
Sponsorships	\$ 2,650.00
Total income	\$16,321.34

EXPENSE	
Conference Center	\$ (10,116.32)
Shuttle Bus	\$ (450.00)
Featured Speakers	\$ (714.79)
Programs/binders	\$ (359.20)
Door prizes/Volunteer gifts	\$ (161.37)
Misc. supplies	\$ (88.09)
Reg overpayment refund	\$ (8.00)
Bank service charge	\$ (11.03)
Total Expense	\$(11,908.80)

Ending Balance 10/7/2008

\$ 14,216.38

OVGTSL 2009

MAY 6-8, 2009

Sheraton Indianapolis City Centre Hotel
31 West Ohio Street, Indianapolis, Indiana
sheraton.com/indianapoliscitycentre

Open Doors, Opening Minds: The Impact of Open Access & Open Source

Free access to information is the hallmark of US libraries. Technical innovations in the last 10 years have made such access to information faster, more timely, and more convenient for information seekers, while creating unique problems for libraries. OVGTSL 2009 will focus on library technical service units' work towards solving these problems including:

- Hosting Open Access repositories, image collections, and journals
- Exploring Open Source software solutions for OPACS, citation managers, courseware, & beyond
- Utilizing & Developing Web 2.0 library applications