



Automated Services Committee

September 25, 2007

MINUTES

PRESENT

Voting: Tim Burke (APLM), Nancy Pieri (BETH), Joe Makowiec (BRUN) Richard Naylor (COLN), Debbie Shoup (EGRN), Barbara Nichols Randall (GUIL), Paul Hicok (Troy), Joe Thornton (UHLS), Gail Sacco (VOOR)

9:00 AM Meeting called to order by Philip Ritter, Chair

I. Minutes

Minutes of the July 24, 2007, meeting accepted as presented.

(NOTE: See the Automation Services Report that begins on page 6 for more information. The following deals only with those issues where there was significant discussion and where the ASC took some kind of action.)

II. MARCIVE Proposal

J. Thornton reviewed the MARCIVE proposal dated 9/12/07. After examining the database files that he forwarded to them for an estimate, the company recommended the Brief Record Upgrade service and suggested that UHLS should select the type of records to be upgraded. J. Thornton noted that there are about 7,000 nonfiction records that do not have a 6xx field and these would be good candidates for the upgrade. This service would cost approximately \$5,000. B. Nichols Randall noted that picture books might be a category that would benefit from this service.

If UHLS should decide to purchase the MARC Record Enrichment Service, the entire database could be sent to MARCIVE and they will only charge for the records that are enriched. It is also possible to choose which of the Enrichment categories we would want (i.e. summaries or annotations seemed to be more important than a Table of Contents).

Discussion regarding other database issues. P. Hicok asked if there was a way to determine if duplicate records are a problem. J. Thornton noted that very often what seem to be duplicate records are not duplicates because the cataloging descriptions may vary slightly (i.e. one item might be a Book Club edition and would contain one extra field in the MARC record and so it would appear as a separate record and item).

J. Makowiec asked how the Brief Record Upgrade and the Record Enrichment would affect public access. J. Thornton noted that with more information, the HIP would search slightly longer but there would also be more information for each item when a patron reviewed it. B. Nichols Randall noted that part of a database clean-up is enhancement because this means that with more information, patrons should be able to find items easier.

G. Sacco asked if either of these processes, the Brief Record Upgrade or the MARC Record Enrichment, are an ongoing feature or just a one-shot process. J. Thornton responded that they are a one-time deal.

MOTION: P. Hicok moved to go ahead with the Brief Record Upgrade at the maximum cost of \$5,280. R. Naylor seconded. Unanimous.

Discussion. The funds to pay for this would come from the Additional State Aid, from the \$50,000 recommended for database "clean-up". Consensus to recommend that the balance of the funds after the expenses for the Brief Record Upgrade should be retained for database work.

III. Proposed UHLAN Agreement FY 2009-2011

Brief discussion regarding the Agreement and the proposed changes. B. Nichols Randall questioned why the section regarding telecommunications equipment was being deleted. J. Thornton responded that that section of the Agreement is obsolete since nobody is using that particular equipment anymore.

G. Sacco questioned whether there should be a section about future support needs if there is new technology or features that are added. Consensus that this can be handled by ASC recommendation to the UHLS Board.

G. Sacco asked if there should be a section regarding the fact that UHLS prefers to configure new computers before they are installed in the libraries. J. Thornton noted that it is typical UHLS work procedure and does not need to be listed in the Agreement since UHLS does all it can possibly do for every library.

REQUIRES BOARD ACTION

MOTION: B. Nichols Randall moved to recommend that the UHLS Board approve the UHLAN Agreement FY2009-2011 with the changes as presented. T. Burke seconded. Unanimous.

IV. Cataloging Report

J. Thornton reviewed the Cataloging Report submitted by Rob Carle at the request of the ASC. He pointed out that the Cataloging Report showed that some of the searching difficulties are not necessarily the result of a bad database, but are a result of the cataloging process and the cataloging rules that are accepted by the library profession; these are not fixable by UHLS.

- VIDEO TITLE BROWSE: Consensus to rebuild the video title index so that the subfield H is in a column of its own. This way the description of the item (i.e. videorecording) would not be part of the title and so this should remove some of the confusion over a Search result.
- DUPLICATE RECORDS: G. Sacco suggested that the UHLS Automation Staff should check the NY Times Bestseller list against the database to make sure that the records are correct and not confusing. This could be done on a monthly basis and would be a proactive way to maintain database integrity. Other sources might also be considered such as the most-reserved items or the Mystery Award Bestseller list.
- AUTHORITY CONTROL: J. Thornton reported that, over several nights, he was able to delete over 100,000 blind authority records from the database. These were records that had been maintained as a "reserve" by DRA and had been carried over into Horizon and have to be manually deleted. These records are not part of the processing work done semi-annually by LTI.
- DUPLICATE SUBJECT HEADINGS: B. Nichols Randall suggested that in order to eliminate some of the confusion over the duplicate subject headings, UHLS should state a policy that as long as we are using the Library of Congress headings, catalogers may not use SEARS records because this will create duplicate headings.
- SERIES TITLES: Consensus that the Series titles search need serious consideration. The current problem is again with the cataloging rules which allow two variations on a series to be entered in the database. G. Sacco suggested that UHLS should establish a standard (i.e. select one of the rules) and simply tell the catalogers that this is the way that it has to be done. J. Thornton will take this back for discussion with Rob Carle and the Database Committee.
- MINOR EDITING: J. Thornton noted that each week, Rob Carle reviews the previous week's cataloging entries to check for errors. He will contact any of the libraries where there seems to be cataloging problems.

Consensus that the group appreciated the Cataloging Report and thought that Rob did a great job.

V. AquaBrowser

J. Thornton showed a link to WebFeat Express, a new feature of AquaBrowser. He explained that ten of the most popular databases may be linked into AquaBrowser while another 40 databases can be accessed through the

WebFeat interface.

AquaBrowser with WebFeat can be purchased at an initial cost of \$46,000 and then an annual subscription fee of \$12,000.

REQUIRES BOARD ACTION

MOTION: N. Pieri moved to recommend to the UHLS Board that UHLS purchase AquaBrowser with WebFeat Express.

J. Makowiec seconded.

Ayes: 5; Nays: 3; Abstain: 1

MOTION PASSED

Extensive discussion regarding the funds that would be used for the above purchase. A motion made by B. Nichols Randall failed for a lack of a second. Further discussion.

REQUIRES BOARD ACTION

MOTION: B. Nichols Randall moved to recommend to the UHLS Board that the start-up funding for AquaBrowser and WebFeat should come from the Automation Reserve Account.

G. Sacco seconded.

Ayes: 5; Nays: 3

MOTION PASSED

VII. Cataloging Basics Refresher

Rob has proposed visiting every library to give them a refresher course in cataloging.

MOTION: B. Nichols Randall moved that R. Carle should visit every library within the next six months to provide them with refresher training in cataloging. He has the full support and approval of the ASC to undertake this training. T. Burke seconded. Unanimous.

VIII. ILS Migration Planning Subcommittee

Discussion regarding the purpose of the Subcommittee.

MOTION: D. Shoup proposed the following purpose of the Subcommittee. T. Burke seconded. Unanimous.

1. Assess our system's needs.
2. Assess the available options and develop criteria for migration.
3. Recommend a model for participation in the new automation system
4. Develop a timeline for migration.
5. Bring a recommendation to ASC.

Consensus that the purpose/charge should be posted on the Intranet so that everyone will understand what the committee is doing.

IX. OTHER BUSINESS

G. Sacco asked why the catalogers were having another continuing education workshop? What purpose are these workshops serving and has there been any result in the quality of the cataloging being done in the UHLAN database? J. Thornton noted that the workshops are being organized at the request of the members of the Database Maintenance Advisory Council.

MOTION: G. Sacco moved that the Database Maintenance Advisory Council should be asked to develop a Continuing Education Plan through 2008 and present it to the ASC. This would include a list of training needs and a plan to meet them. D. Shoup seconded. Extensive discussion followed. J. Thornton noted that in the past, the workshops were arranged to meet needs as they arose. B. Nichols Randall noted that it would be more appropriate for a training plan to be given to the Advisory Council by the ASC. **MOTION FAILED.**

J. Thornton reported that UHLS is investigating the installation of a generator that would keep minimum heat and light and full computer support in the event of a power outage. The proposed plan would cost \$49,000. It will be reviewed by the Administration Committee, the Finance Committee and the UHLS Board of Trustees.

J. Thornton reported that the slowness in the automation system has almost disappeared since we have been able to identify the computers in the individual libraries that have viruses that disrupted the system.

D. Shoup wanted the record to show that Rawdon Cheng was extremely helpful in identifying and fixing the slowness problem at the East Greenbush Library.

11:45 meeting adjourned

NEXT MEETING: Tuesday, October 23rd at 9:00 AM.

Heidi A. Fuge
9/25/07

Automation Services Report September 25, 2007

System slowness

- On 8/23/07 Rawdon installed our new gateway router. The old router's CPU usage continually ran near 100%, contributing at least somewhat toward system slowness. The new router rarely uses more than 10% of available CPU. Rawdon: "I have tested WEB, mail, HIP and they can all get out to the world, and using the CDLC link, I can get to those servers. Inside networks are tested - APL, COLN, and all of us can get to the world. Wireless network is also tested."
- Viruses: We discovered that our slowness problems were often caused by network bottlenecks, and these were caused to a large extent by viruses on some of the libraries' PCs. We are working with the libraries to find and quarantine viruses, to restage offending PCs if necessary, and in one case to implement a new networking structure in the library (domain controller, Active Directory).
- We determined that EGRN's slowness problem was mainly network-related, and Rawdon worked with them and IPLogic (under contract) to set up a VLAN for their network. Also, Rawdon met with IPLogic at EGRN to discuss how to get the most out of its Internet Service Providers (RoadRunner + ChoiceOne).

Terminal Services

We purchased and started to stage the new *Terminal Services* server. We set up *Terminal Services* (still on the old server) at PTRB, bringing the total number of current users to twelve.

We received the *Star TSP600* series receipt printer for working in a *Terminal Services* environment. Rawdon reports that it took very little time to set up and that printer redirection (required for use with *Terminal Services*) works smoothly. He tested it in Horizon and it worked as expected.

Cataloging report for ASC

At the last ASC meeting we decided to ask Automation Services to produce a report that answers the question, "what are the problems in the database that lead to poor searching results?" The report was created by Rob and is attached ([Cataloging Report for ASC.doc](#)).

Cataloging activity

In addition to our regular work of copy cataloging, some original cataloging, correcting errors in the catalog, and writing reports to find those errors, we looked for and found a way to address some of the problems reported by library staff. In particular, we can fix the sorting problem in the Video Title and other indexes. This will require a rebuild of some indexes, which we will do after further testing.

MARCIVE

As directed at the last ASC meeting, we researched MARCIVE and its competitors (not so much) to see how their services could improve our catalog and how much it would cost. The two MARCIVE services of most interest to us are *MARC Record Enrichment* (MRE) and *Brief Record Upgrade* (BRU). We could also use them for Authority Control (instead of LTI) if we want.

BRU: This service would replace records in our catalog that are too brief, contain no subject headings, or have missing or incomplete publication information. Also, Authority Control is performed by default and at no extra charge on records sent for BRU processing. The cost for this service is about \$0.15 per record examined, regardless of how many records are improved, plus setup fees.

MRE: This service adds Table of Contents information, Fiction and Biography Added Entries, Annotations/Summaries, and Author Notes our bib records. The cost of this service is about \$0.50 per record, but we're charged only for "hits."

We sent two files: one containing 1,000 records of all types, and another containing 647 non-fiction records that have no 6XX fields. After they examined these files, MARCIVE requested a file of 100,000 records for an MRE test. Based on that test, their proposal is included in the attached spreadsheet: *uphudpri.xls*, and some elaboration in the attached document: *MARCIVE.doc*.

Briefly, they recommend that we select which records we want to send for BRU processing, since we'll be charged for every record processed (I told them to use 30,000 for their proposal), and that we send the entire database for MRE processing, but that we make sure to request enrichment -- specifically 505 and 520 fields -- only for those records that don't already contain them.

Web Subcommittee

The Web Subcommittee met with representatives of *M2Design* and *Rueckert Advertising* to discuss the redesign of the UHLS web site and the intranet. We've received proposals from both companies and will review them at our next meeting.

ILS Migration Subcommittee

The ILS Migration Subcommittee met on 9/18. Discussion centered around our limited options, given the nature (independent, autonomous) of our system. We will contact the few eligible vendors (Innovative Interfaces, SirsiDynix, and Polaris) to ask if they can accommodate a system like ours, and to send us a relevant customer list if they can.

Subject Headings Workshop

Maggie Horn of the SUNY Office of Library and Information Services (OLIS) will give a workshop on Subject Headings at UHLS on 9/26/07. We will provide coffee, donuts, lunch, and certificates of attendance (for Civil Service purposes).

Miscellaneous

- Started testing Microsoft Office 2007.
- Deployed a wireless network at PTRB.
- Deployed Time Limit Manager server at COHS.
- Worked with GUIL to fix their proxy server for public wireless access.
- Continue to rebuild the HIP's database (ipadmin.gdb) once a week to prevent HIP database corruption, loss of *My Lists*, and other problems.
- Added many trial databases to the intranet.

Browse search index on specific media type

The browse index performs an alphabetical search. It finds a match by displaying a list of record information with the arrow cursor pointing at the entry that most closely matches the search term.

The Video Title Browse index will retrieve results matching on all characters including characters in the **subfield h** (Media type). Single word titles can seem out of order because of the inclusion of the media type in the title. For example, 'Water [videorecording]' will follow 'Water Tai Chi with Carol Argo', because '[videorecording]' is treated as part of the title.

This problem can be corrected if we rebuild the Video Title index with different rules – specifically, if we display the subfield h in a column of its own, and separate it from the title.

Nonfiling Indicators and Article Exceptions

The nonfiling indicator, the second indicator following the 245 tag, determines the number of spaces to be skipped when placing a title in the search list. This is so articles (the, a, an) are not recognized when entered in a search query:

245 04 The Godfather

The Godfather
1234_

The article_exception table in Horizon allows for some articles to be overlooked in the search process. Example; Los Angeles.

Question: Does the article_exceptions function overwrite (ignore) the second indicator in the 245 tag?

Horizon uses the non-filing indicators and the "article" table for different

purposes. It uses the non-filing indicator to place the title in the index, while it uses the "article" table (and the exceptions in them) to locate a title during searching.

For example, if I have a title "The Dynix Article Exception Title" and there is a '4' in the second indicator, the system will place the title under "D" in the title browse index.

If you then place an exception for "the" in the "article" table for "The Dynix" and you search for "The Dynix Article Exception Title", you will be taken to "The D" section of the title browse index and you will not find the title (because it is located under "D" in the index due it's second indicator).

Another example:

If the nonfiling indicator for a title is 4, and an article_exception is made for 'Die Fledermaus', then 'Die Fledermaus' will not be found if a patron were to enter 'Die Fledermaus' in the title browse search index.

The article_exception utility was not designed for title browse searching, but instead for author and subject browse searches. Too much is dependent upon the nonfiling indicator and the article exception to make this a reliable search tool.

Solution: Technical Services staff will need to enter alternative titles when copy cataloging foreign language titles. Not only will they need to add translations, but also entries for adding the article for famous titles; ie. *La Traviata*, *Die Fledermaus*, *La Dolce Vita*, etc. The 246 tag, the MARC tag used for additional titles, does not include a nonfiling indicator, so most of the time, the title can simply be re-entered. Each 246 tag is indexed separately, and there is no limit on how many 246 tags can be entered on a single bib record.

245 04 Die Fledermaus

246 3_ Die Fledermaus

Authority Control

Authority Control is maintained through the services from LTI and the database maintenance software built into Horizon. On occasion, bibliographic records enter the UHLAN database with incorrect entries in the authority fields. These incorrect entries will automatically generate new entries in the authority table. Horizon flags these authority records as system-generated, and they will remain in our database as long as the bibliographic record survives with the incorrect entry.

The LTI services correct this problem. According to a schedule determined by the Upper Hudson Library System, LTI reviews our bibliographic records and replaces any incorrect authority entry with the correct form taken from the Library of Congress subject and name authority file. These corrections are made on the bibliographic record. LTI does not delete any authority records. Instead, it removes any link between the bibliographic record with its new correct entry, and the incorrect system-generated entry remaining in our Horizon authority table. Horizon will automatically delete any authority record when no bibliographic record is attached. This process will eliminate any of these incorrect entries from our database.

However, there are occasions when the UHLAN database imports authority records directly into the authority table. These records were not automatically created (system-generated) as they would be if entered using the bibliographic record. Years ago, DRA gave UHLS many authority records that were not matched with any of our bib records. Back then it was desirable to have a reserve of authority records so they could be used sometime in the future. This was a standard procedure in the earlier phases of automation systems. These authority records migrated into Horizon, and Horizon did not flag these as system-generated. These records remain in our system unless we manually

delete them. In addition, LTI sends us a file to import new authority records and they may not find a match with any of our bib records. These records also enter Horizon directly into our authority record table, and because they were not system-generated, they will remain in our system unless we manually delete them.

Fortunately, SirsiDynix has a utility we can run called "killauth" and this will delete all the authority records that have no associated bib records. This should complete the authority cleanup process.

Duplicate Subject Headings: Similar subject headings with separate lists of titles attached

- OCLC catalogers (source for CatExpress records) are inconsistent when entering subject headings for fiction titles. Genre headings should be entered using the 655 tag, but very often the 650 tag for topical headings is used instead. Horizon will generate a separate line in the results list for each tag even though the subject heading is the same.
- Library of Congress identifies children subject headings differently from adult subject headings by placing a period at the end of the term. For example, in a juvenile title *oceans.* will be used, and for an adult title, *oceans* is used. Again, separate lists of titles will be attached to each term.

Also another point of confusion with subject headings: Subdivisions of a topic will be noted as juvenile in an adult subject heading but will not be specified in a children's subject heading.

Adult: **Horses --- Juvenile drama.**

Children: **Horses --- Drama.**

It is difficult to determine which titles are truly juvenile. Both lists share the same titles. There is also a third **Horses --- Drama**, but this list includes all of the adult and juvenile titles. Very confusing! As long as Library of Congress uses this

method to distinguish between adult and juvenile subject headings, there does not seem to be any way of resolving this problem.

Acquisitions Module, On Orders, & Brief Records

On Order records are brief bibliographic records created by large libraries and publicly displayed so patrons can place requests on popular titles. The brief records are temporary. Once the items are received by the libraries, Technical Services staff will copy catalog complete versions of these brief records from OCLC CatExpress. The complete records will overlay the brief records and the items attached to the previous record will transfer to the new record. Small libraries also attach their items to the brief bib records and when the new record arrives, their items successfully transfer to the new record.

The acquisitions module allows libraries to download bibliographic records (MARC) directly into the Horizon database from other vendors' websites. Many of these records are incomplete and need to be overlaid with OCLC records. Albany Public Library and Guilderland Public Library are the only two member libraries using the acquisitions module. Although the acquisitions module is not without problems, the overlay problems we have had in recent years have been resolved.

Series Titles

Series titles will not display in the Title browse index, however these titles are indexed in the Series Title browse. These Authority entries are not indexes with the titles. The indexes search two separate fields in our database. Because the HIP does not offer the series title browse, patrons have no direct access to an alphabetical listing of series titles. However all series titles will display in a general keyword search.

Another problem is that Library of Congress no longer creates series authority records. As a result, a greater inconsistency in adding series entries has become more prevalent in OCLC records. Mostly these inconsistencies lie in how catalogers create entries using the 800 and 440 tags. The 800 tag will include the author and the name of the series, the 440 tag will only list the series' name. Catalogers have increasingly been using one entry but not the other. This results in two separate lists associated with each entry:

800 a\$ Martin, Ann \$t Babysitters' Club _____#titles

440 a\$ Babysitters' Club _____#titles

Serials

The Database Maintenance Advisory Council (DMAC) has decided that regularly published material should be cataloged as serials.

Serials defined:A continuing resource issued in a succession of discrete parts, usually bearing numbering, that has no predetermined conclusion. The reason an item is published in serial format is because it is supplying current information that needs to be updated on a regular basis. Many are published in paperback.

Many of these serials are annual editions and are sometimes confused as single works, or monographs, and are mistakenly copy cataloged as such into our system. OCLC catalogers will create these records as both serial and monograph records, so our member libraries will find an exact match for each type of record when copy cataloging. The DMAC determined that serial bibliographic records should be used and our member library staff must select only these records to represent regularly published material. When the incorrect monograph is identified in our system, UHLS merges the monograph record with an existing serial record, and the member library will be notified. Since the time this has become an issue, fewer incorrect monograph records have been imported into

the system. Many of the records recently merged by UHLS have been imported before libraries were made aware of this problem.

Another problem with serials concerns libraries who hold on to magazines (newspapers, yearbooks, etc.) after the current title has discontinued. When serial records undergo major changes, staff will need to know how to close these records, and create new titles to represent these changes. This process became the focus of many hours of serials training with Maggie Horn. Maggie Horn is a regional expert on serials, and as a paid consultant for UHLS, she spent two full days covering this topic with the DMAC. Rob Carle has designed web-based training for anyone interested in practicing at this level of serials cataloging.

Minor Editing and Copy Cataloging

All bibliographic records imported into the UHLAN database should be carefully reviewed by library staff before they attach items to these records. The staff should use the MARC Editor to review these records, and almost all audio/visual titles will require minor editing. It is also important that all nonfiction titles have subject headings, because subject headings are an important access point to the bibliographic record. The more subject headings a record has, the better the record. In general, staff who copy catalog should import records that provide the patron with the greatest amount of accurate information. Brief, incomplete records are a disservice to our patrons. Member libraries are encouraged to enhance bibliographic records with summary information and additional subject headings. Any library who needs help with this level of cataloging should contact Rob Carle for training.