



# Persistence of Memory

Presentation at Hawai'i Library Association

University of Hawai'i at Mānoa

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Gwen Sinclair & Carol Kellett

# Why document technical services practices?

- Succession planning - preserve institutional memory
- Systems analysis
- Explain peculiarities of the catalog and other systems
- Evaluate policies and procedures
- Prepare for transitions to new systems

# General

When was the library established?

Is there a separate technical services unit?

If so, when was it established?

Who was/were the first technical services librarian(s)?

Does the library outsource any of its technical services processes?

If so, with which vendors, and when did the contracts begin?

What are the different names that have been used for technical services functions?

# Acquisitions

Which staff members are/were responsible for acquisitions?

Was the collection started from scratch, or did the library inherit collections acquired from other institutions?

Are collection development policies from the past available?

What is the gift policy, and how has it changed over time?

Aside from purchases or gifts, what other acquisition methods have been used?

Which book/serials vendors have been used, and when?

# Acquisitions continued

Does the library use the LMS's Acquisitions module for orders and payments?

What prior systems were used for orders/payments?

If the library doesn't use the LMS for acquisitions, how do you track orders and payments?

Are acquisitions records displayed in the OPAC? ([example](#))

If so, when did it start?

If the library uses a gathering plan, when was it begun?

How have profiles been adjusted over time?

How is the book budget allocated?

Who is responsible for determining its allocation?

# Monographs - Cataloging

Does the library do original cataloging?

Which staff members are/were responsible for copy/original cataloging?

How were monographs cataloged originally (card catalog, bibliography, other)?

Is cataloging done in-house, or does the library outsource cataloging?

What is outsourced?

Which vendors have been used?

When did outsourcing begin?

# Monographs - The Online Catalog

At what point did the library start using an online catalog?

When was the card catalog converted?

Were cataloging records converted all at once, or done in phases?

Were conversions done in-house or outsourced?

When was the card catalog closed/discarded?

When was the shelflist closed/discarded?

Are there still books in the library that don't have records in the online catalog? If so, why?

# Monographs - Cataloging Standards

Which bibliographic utilities have been used (e.g., OCLC, RLIN), and when was their use established?

Has the library done a reclamation project for records in OCLC? If so, when?

Has the library created brief bibliographic records for some categories of material? ([example](#))

If brief records were used, when were they systematically or selectively upgraded to full records?

What sources of copy has the library used for copy cataloging?

If the library uses 88X fields for non-roman text, when was it implemented? ([example](#))



# Cataloging Standards continued

When were AACR and AACR2 implemented?

When was FRBR implemented?

When was RDA implemented?

What is the library's practice with regard to following Library of Congress Rule Interpretations?

Does the library create authority records? If so, which types?

Does the library load authority records or use a vendor to update authority records?

Does the library participate with NACO, BIBCO, or SACO?

If so, when did the library begin its participation?

# Serials - Cataloging

When were bibliographic records for serials added to the online catalog?

Did/does the library practice latest-entry cataloging for serials?

When did the library implement subsequent-entry cataloging for serials?

Are bibliographic records for e-journals and/or databases included in the online catalog?

Has the library used a single record for multiple formats? ([example](#))

# Serials - Holdings

How were serials checked in before computers (Kardex, index cards, etc.)?

When were serials holdings added in the online catalog?

Were they added to the bibliographic record or a holdings record?

Are detailed holdings recorded, or only summary holdings? ([example](#))

When did the library start using the LMS's acquisitions module for serials check-in?

Does the library use a link resolver?

When was it implemented?

# Circulation

When did the library begin to do online circulation?

When did the library begin to barcode items? Which categories of material are barcoded?

Does/did the library affix date due slips and/or card pockets to items?

When did the library implement fines and fees in the online catalog?

Does the library generate printed or emailed notices?

What are the different location codes, and with which physical locations do they correspond?

Are location indicators other than 866 ‡b used (e.g., 866 ‡c, ‡k, ‡z)?

Has the library inventoried its collections? If so, when?

# Course Reserves, Media Reserves and Scheduling

Does the library use the online catalog for course reserves? If so, when was the implementation?

Does the library use the online catalog for media reserves and/or media scheduling?

Does the library use the online catalog for circulation of non-book items like keys, headphones, cables, laptops, etc.?

# Preservation

Which types of mending are/were performed? Who performs mending?

Is material rehoused? Who does the work?

Has mending been outsourced?

How were/are books labeled with call numbers?

Does the library have a reformatting program? When was it established?

Which theft prevention system does the library use, if any, and when was it implemented?

Has the library conducted an assessment of the condition of library collections? If so, when?

# Binding

Record significant changes in bindery practices.

Which categories of material were bound in-house?

Which materials were left unbound?

Which commercial binderies has the library used?

# Systems (automation)

- When was the library automated (LMS-Library Management System)?
  - Which LMSs were used prior to current system? List them with dates.
  - What modules has the library implemented?
    - e.g., Does the Acquisitions module incorporate Bindery and Preservation?
  - If server-client architecture, are there restrictions on total number of client software installs?
- Does the LMS support a link resolver?
  - If not, can LMS support link resolver URLs, who updates bib records, and who maintains link resolver?
- Does the library have a proxy server for electronic resources?
  - Who maintains it?
  - Is it local or hosted (cloud services)
- Do you have a server room?
  - Maintenance contracts for software and hardware
- Document all changes/procedures
  - Online is easiest to access; Wiki, CMS, etc.



Persistent URL to presentation slides:

<http://go.hawaii.edu/U7j>

Persistent URL for the list of questions that you can use or adapt:

<http://go.hawaii.edu/jl2>

Persistent URL for a two page handout of questions in PDF format:

<http://go.hawaii.edu/j7E>

# Contact Us



Gwen Sinclair  
MA, MLISc  
Head of Government Documents & Maps  
University of Hawai'i at Mānoa  
gsinclair@hawaii.edu



Carol Kellett  
MLIS  
Systems Librarian  
University of Hawai'i at Mānoa  
carol.kellett@hawaii.edu

Title: "Persistence of Memory"

Presentation by Gwen Sinclair and Carol Kellett, University of Hawai'i at Mānoa

Abstract:

Institutional memory needs to be recorded so that current staff members can understand the history that explains the peculiarities of the library catalog and technical processing in general. This session will explain what types of policies and practices should be recorded for posterity. We hope that you will be inspired to sit down with the old-timers in your library and hear how it was done in the old days!

**General**

- When was the library established?
- Is there a separate technical services unit? If so, when was it established? Who was/were the first technical services librarian(s)?
- Does the library outsource any of its technical services processes? If so, with which vendors, and when did the contracts begin?

**Acquisitions**

- Which staff members are/were responsible for acquisitions?
- Was the collection started from scratch, or did the library start with collections acquired from other institutions?
- Are collection development policies from the past available?
- What is the gift policy, and how has it changed over time?
- Aside from purchases or gifts, what other acquisition methods have been used?
- Which book/serials vendors have been used, and when?
- When did the library start using the LMS's acquisitions module for orders and payments?

- Are acquisitions records displayed in the OPAC?
- If the library doesn't use the LMS for acquisitions, how do you track orders and payments?
- If the library uses a gathering plan, when was it begun, and how have profiles been adjusted over time?
- How is the book budget allocated? Who is responsible for determining its allocation?

**Monographs - Cataloging**

- Which staff members are/were responsible for copy/original cataloging?
- How were monographs cataloged originally (card catalog, bibliography, other)?
- Was cataloging done in-house, or did the library outsource cataloging?
- At what point did the library start using an online catalog?
- Which library systems were used prior to the current one? List them with dates.
- Has the library created brief bibliographic records for some categories of material?
- If brief records were used, when were they systematically

- or selectively upgraded to full records?
- Which bibliographic utilities have been used (e.g., OCLC, RLIN), and when was their use established?
- Has the library done a reclamation project for records in OCLC? If so, when?
- When was the card catalog converted? Were cataloging records converted all at once, or done in phases? Were cataloging card conversions done in-house or outsourced?
- Has original cataloging been practiced?
- What sources of copy has the library used for copy cataloging?
- If the library uses 88X fields for non-roman text, when was it implemented?
- Has the library used a single record for multiple formats?

**Cataloging Standards and Cooperative Cataloging**

- When were AACR and AACR2 implemented?
- When was FRBR implemented?
- When was RDA implemented?
- What is the library's practice with regard to following

Library of Congress Rule Interpretations?

- Does the library create authority records? If so, which types?
- Does the library participate with NACO, BIBCO, or SACO? If so, when did the library begin its participation?
- Are there still books in the library that don't have records in the online catalog? If so, why?

### **Serials - Check-in**

- How were serials checked in before computers (Kardex, index cards, etc.)?

### **Serials - Cataloging**

- Did the library practice latest-entry cataloging for serials?
- When did the library implement subsequent entry cataloging for serials?

### **Serials - Holdings**

- When were serials holdings added in the online catalog? Were they added to the bibliographic record or a holdings record?
- When were bibliographic records for serials added to the online catalog?
- Are detailed holdings recorded, or only summary holdings?
- When did the library start using the LMS's acquisitions module for serials check-in?
- Does the library use a link resolver? When was it implemented?

### **Preservation**

- Who performs mending?
- Who rehouses materials?

- Has mending been outsourced?
- How were/are books labeled with call numbers?
- Does the library have a reformatting program? When was it established?
- Which theft prevention method, if any, is used? When was it implemented?
- Has the library conducted an assessment of the condition of library collections? If so, when?

### **Bindery**

- Which categories of material were bound in-house?
- Which materials were left unbound?
- Which commercial binderies has the library used?
- Record significant changes in bindery practices.

### **Circulation**

- When did the library begin to do online circulation?
- When did the library begin to barcode items?
- Which categories of material are barcoded?
- Does/did the library affix date due slips and/or card pockets to items?
- When did the library implement fines and fees in the online catalog?
- Does the library generate printed or emailed notices?

### **Course Reserves, Media Reserves and Scheduling**

- Does the library use the online catalog for course reserves? If so, when was the implementation?

- Does the library use Voyager for media reserves and/or media scheduling?
- Does the library use Voyager for circulation of non-book items like keys, headphones, cables, laptops, etc.?
- Has the library inventoried its collections? If so, when?

### **Systems**

- When was the library automated (LMS-Library Management System)?
- Which library systems were used prior to the current one? List them with dates.
- Which modules has the library implemented?
- Does the Acquisitions module incorporate Bindery and Preservation?
- Does the LMS support a link resolver? If not, does Systems coordinate with Serials to maintain the link resolver?
- Does the library have a proxy server for electronic resources? Who maintains it? Is it local or hosted (cloud services)?
- Do you have a server room? Do you have maintenance contracts for software and hardware?
- If server-client architecture, do you have restrictions on total number of client software installs?