

OHIO LIBRARY



SUPPORT STAFF INSTITUTE

for all LIBRARIES!

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Welcome to the 2003...

Ohio Library  
Support Staff  
Institute  
O.L.S.S.I.

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*"Growing Together to Improve the Future!"*

August 3 - 6, 2003  
Kenyon College

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*Instructors: John Burke, Miami University Middletown  
Linda S. Dobb, Bowling Green State University*

**Tuesday, August 5, 2003**

7:45 a.m. – 8:45 a.m.      **Breakfast**  
Gund Commons Dining Area

**SESSION 1**

9:15 a.m. – 11:45 a.m.      **EBSCO Database Training**  
Pierce/Dempsey Hall  
Roth Lab, Room 1  
*Instructor: Dorrie Sacksteder*

9:15 a.m. – 11:45 a.m.      **Ohio Authors, Literature and Resources**  
Samuel Mather Hall, Room 201  
*Instructor: Linda Hengst, Ohioana Library*

12:00 p.m. – 1:00 p.m.      **Lunch**  
Gund Commons Dining Area

**SESSION 2**

1:30 p.m. – 4:00 p.m.      **Beyond EBSCO: A Hands-On Review of  
Ohio's Other Library Database Resources**  
Pierce/Dempsey Hall  
Roth Lab, Room 1  
*Instructor: Jay Burton, State Library of Ohio*

1:30 p.m. – 4:00 p.m.      **Dealing with Difficult Patrons**  
Hayes Lecture Hall  
*Instructors: Officers Dave Ferimer & Robert Wood  
Ohio State University Police*

**EVENING FREE**

**Wednesday, August 6, 2003**

7:45 a.m. – 8:45 a.m.      **Breakfast**  
Gund Commons Dining Area

**SESSION 1**

9:15 a.m. – 11:15 a.m.      **Changing Roles of Support Staff**  
Hayes Lecture Hall

**Panelists:**      *Linda S. Dobb, Bowling Green State University  
Sarah Brown, Mason Public Library  
Priscilla Ratliff, Ashland, Inc.  
Glenda Thornton, Cleveland State University Libraries*

11:30 a.m. – 12:00 p.m.      **Closing Ceremony**

**Ohio Library Support Staff Institute (OLSSI)**  
**“Growing Together to Improve the Future”**  
**August 3 – 6, 2003**

**Sunday, August 3, 2003**

- 2:30 p.m. – 5:00 p.m.**                    **Registration**  
Caples Residence Hall – 1<sup>st</sup> Floor
- 5:15 p.m. – 6:30 p.m.**                    **Dinner, Welcome & Introductions**  
Gund Commons Large Activity Room
- 7:00 p.m. – 8:30 p.m.**                    **“Haunted Kenyon” Tour**  
*Daniel P. Turner*

**Monday, August 4, 2003**

- 7:45 a.m. – 8:45 a.m.**                    **Breakfast**  
Gund Commons Dining Area
- SESSION 1**
- 9:15 a.m. – 11:45 a.m.**                    **What to Check Before You Call a Tech!**  
Samuel Mather Hall, Room 201  
*Instructor: Corey Seeman, University of Toledo Libraries*
- 9:15 a.m. – 11:45 a.m.**                    **Just for Copy Cats**  
Samuel Mather Hall, Room 206  
*Instructor: Donna Schroeder, OHIONET*
- 12:00 p.m. – 2:00 p.m.**                    **Lunch**  
Gund Commons Dining Area
- SESSION 2**
- 2:15 p.m. – 4:45 p.m.**                    **Effective Web Searching**  
Pierce/Dempsey Hall  
Roth Lab, Room 1  
*Instructor: John Burke, Miami University Middletown*
- 2:15 p.m. – 4:45 p.m.**                    **Support Staff as Supervisors**  
Samuel Mather Hall, Room 206  
*Instructors: Susan Weldon & Bonnie VandenBos*  
*Wright State University*
- 5:30 p.m. – 6:30 p.m.**                    **Dinner**  
Gund Commons Dining Area
- EVENING SESSION**
- 7:00 p.m. – 9:00 p.m.**                    **Education Opportunities for Support Staff:**  
**State & National Levels**  
Hayes Lecture Hall

*Instructors: John Burke, Miami University Middletown  
Linda S. Dobb, Bowling Green State University*

**Tuesday, August 5, 2003**

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*Ohio State University Police*

**EVENING FREE**

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Gund Commons Dining Area

**SESSION 1**

9:15 a.m. – 11:15 a.m.                **Changing Roles of Support Staff**  
Hayes Lecture Hall

**Panelists:**

*Linda S. Dobb, Bowling Green State University*  
*Sarah Brown, Mason Public Library*  
*Priscilla Ratliff, Ashland, Inc.*  
*Glenda Thornton, Cleveland State University Libraries*

11:30 a.m. – 12:00 p.m.                **Closing Ceremony**

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**OLSSI Instructors  
Biography & Contact Information**

**John Burke**  
**Miami University Middletown**  
**Effective Web Searching**  
**Education Opportunities for Support Staff: State and National Levels**

John Burke is the Assistant Library Director at the Middletown campus of Miami University. He has worked as a reference librarian for two other academic libraries, written three books for Neal-Schuman Publishers, and also taught web-based courses for an associate degree program in library technology. John was recently elected Vice-President/President-Elect of the Academic Library Association of Ohio. He can be contacted at [burkejj@muohio.edu](mailto:burkejj@muohio.edu).

**Jay Burton**  
**State Library of OHIO**  
**Beyond EBSCO: A Hands-On Review of Ohio's Other Library Database Resources**

Jay Burton hails from Provo, Utah, where he taught elementary school for ten years before beginning his library career. His library experience includes work with two public libraries in a variety of positions and five years at the Utah State Library. He and his family moved to Ohio in 1996, where he held the position of Institution Library Consultant with the State Library of Ohio and where he currently heads up the Library Programs and Development Division of that agency. Other experience includes a current adjunct teaching assignment with the Kent State University School of Library and Information Science and part-time reference librarian with the Columbus Metropolitan Library System.

Jay enjoys gardening, beekeeping and wood working in his spare time. He and his wife, Cheri, are the proud of parents of two children...Hillary, a lovely flight attendant with NetJets Corporate Airlines and Ian...currently stationed at Yakota Air Base, Japan, with the United States Air Force. Jay can be contacted at the State Library of Ohio, 274 E. 1<sup>st</sup> Avenue, Columbus, Ohio, 43201, (614)486-5511 or [jburt@sloma.state.oh.us](mailto:jburt@sloma.state.oh.us).

**Linda S. Dobb**  
**Bowling Green State University**  
**Education Opportunities for Support Staff: State & National Levels**  
**Changing Roles of Support Staff**

Linda S. Dobb is the Executive Vice President and Secretary to the Board of Trustees at Bowling Green State University. She has her Bachelor's degree from the University of California, Berkeley; her Masters degree in Library Science from Simmons College; and her J.D. from the University of California, San Francisco/Hastings College of the Law.

Ms. Dobb has been involved in a variety of grant-funded library projects. She was the principal investigator on the Department of Education grant which led to automating the nation's first presidential library at the Hayes Presidential Center. With Danny Wallace, she wrote grants that expanded the reach of the Kent State M.L.S. program to Bowling Green, Ohio, and then to all corners of the state. She was one of the co-founders of Ohio's Library Support Staff Institute. She recently received funding from the Ohio Board of Regents to shape an online Bachelor's degree completion program in Information Analysis and Design, which will serve students who eventually would like to receive a Masters degree in Library Science. At Bowling Green, Ms. Dobb supervises the areas of Information Technology Services, the Libraries, Continuing and Extended Education, Human Resources, Equity, and the Public Television Station. She has helped create Bowling Green State University's Distance Education program, its web portal, and its Electronic Reading Room. During 2002-03, Linda Dobb served as President of the Library

Administration and Management Association, a Division of the American Library Association that serves 5,000 library supervisors. She writes and speaks on copyright, library support staff issues, fund raising, and leadership. Linda can be contacted at Bowling Green State University, McFall Center, Bowling Green, Ohio, 43403, (419)372-9233, or [bgsulib@wcnet.org](mailto:bgsulib@wcnet.org).

**Julie-Anne Fultz**  
**Columbus Metropolitan Library**  
**Changing Roles of Support Staff**

Julie-Anne Fultz has worked at the Reynoldsburg Branch of Columbus Metropolitan Library since 1986. She started as a part-time Clerk and is now a full-time Page/General Aide Supervisor, supervising a staff of 12. Julie is a 1995 graduate of the Library Leadership 2000 Institute and was active in the Supportive Staff Division of the Ohio Library Council as both Action Council member and Coordinator. She is half of Schwab/Fultz training, which has brought CLASS (Customers Leaving Appreciative, Satisfied, & Sold) training to various libraries in Ohio, including Worthington Public Library, Northern Ohio Library Association, Orrville Public Library, and Greenville Public Library. Schwab/Fultz Training has successfully trained CLASS presenters for both Allegheny County Public Libraries (Pittsburgh, PA) and Sacramento Public Library (Sacramento, CA) and is available for a variety of training sessions. Julie can be contacted at [fultju@ix.netcom.com](mailto:fultju@ix.netcom.com) or (614) 497-3737.

**Linda Hengst**  
**OHIOANA Library**  
**Ohio Authors, Literature and Resources**

Linda R. Hengst holds a Bachelor of Science degree in social and behavioral science from the Ohio State University. Prior to accepting the position of the executive director of the Ohioana Library Association in 1988, she worked in administration and fundraising with the YWCA of Licking County and CARE USA. She "fell in love" with Ohioana when she dropped off her resume and over the past fourteen years has helped guide and focus Ohioana's growth and development. She is presently on the Ohio Bicentennial Commission's Ohio Women Advisory Council upon which she has chaired a special committee that has produced a book tentatively titled *Two Hundred Women from Ohio: Profiles of Achievement 1803 – 2003*. Linda can be contacted at the OHIOANA Library Association, 274 East 1<sup>st</sup> Avenue, Columbus, Ohio, 43201.

**Dorrie Sacksteder**  
**EBSCO Database Training**

Dorrie Sacksteder received an M.S.L.S. from Clarion University in 1996. She has worked as a Reference Librarian, Staff Trainer, and Reference Department Head. Since moving to Dayton several years ago, she has been doing contract research for various companies such as LexisNexis and the Charles F. Kettering Foundation.

**Corey Seeman**  
**University of Toledo**  
**What To Check Before You Call a Tech!**

Since, May 2001, Corey has been an Assistant Dean for the University Libraries at the University of Toledo in Ohio. Hired as Assistant Dean for Library Systems, his title changed to Assistant Dean for Resource and Systems Management in July 2003. Corey is currently responsible for the technical services areas of the library including cataloging, acquisitions, serials, and processing as well as technology areas such as systems and desktop support for the Library facilities. During much of the first two years at the University of Toledo, Corey was the sole inhabitant of the systems department and learned a great deal about diagnosing and fixing computer problems. Previously, he served for over two years as a library training consultant for

Innovative Interfaces, working with over 15 libraries directly on system migrations from a variety of systems (including DRA, Dynix, Voyager, GEAC, etc.) to INNOPAC. As library training consultant, Corey served as the primary on-site contact with the company, trained the staff on the use of the system, and worked closely with the libraries after they “went live” after the early stages of implementation. Prior to that position, Corey held department head positions in technical services and archival processing at the Historical Society of Western Pennsylvania (Pittsburgh, PA), and the National Baseball Hall of Fame Library (Cooperstown, NY). He has presented numerous papers at conferences including: Midwest Archives Conference, Society of American Archivists, American Association of Museums, national & regional Popular Culture Associations, and North American Society for Sport History. He has recently published articles in Collection Management, Library Journal and Computers in Libraries. For a full list of articles and presentations, please see: <http://www.cl.utoledo.edu/userhomes/cseeman/cseeman.html>

Corey can be reached at Carlson Library (Mailstop #509), University of Toledo, 2801 West Bancroft, Toledo, Ohio, 43606-3399, (419)530-2333, or at [Corey.seeman@utoledo.edu](mailto:Corey.seeman@utoledo.edu).

**Donna Schroeder**  
**OHIONET**  
**Just for Copy Cats**

I began my career as a librarian many years ago with an emphasis on cataloging. Currently, I conduct cataloging workshops and support OCLC cataloging products as an OCLC Services Coordinator for OHIONET. You have probably noticed the little cat paws walking through the handouts. My cats like to say “Hi” to the people I meet through work. They hold down the fort at home, so this is their way of saying hello. I hope you will find today’s presentation enjoyable and useful. Thanks for having me speak with you today. Donna can be reached at [donnas@ohionet.org](mailto:donnas@ohionet.org).

**Bonnie VandenBos**  
**Wright State University**  
**Support Staff as Supervisors**

My library experience began during my school years when I regularly volunteered. It continued into adulthood when I volunteered to coordinate the pre-school story hour program in a local library where my sons were enrolled. Each year after that, I worked in the school libraries at least one day a week and helped with inventory at the end of the sessions. When my sons reached their Junior High and High School years, I became a library aide and worked as a substitute aide in the libraries, and also worked in the curriculum center. When a library position opened at The University of Dayton, I began working part-time in the Circulation Department. My experience grew as I worked in cataloging, acquisitions, current periodicals, and course reserves. This experience eventually led to my becoming the Head of Circulation. In 1999 a job change brought me to my current position at Wright State University where I am a Library Associate and serve as the Reserves/IDS (Information Delivery Services) Coordinator in Dunbar Library. My primary responsibility is to process course reserves, electronically and in hard copy. Last year I enjoyed my experience at OSSI and was lucky to be one of the winners of a Library Mosaic subscription for the year. My leisure activities include interpreting for the deaf, quilting and stamping. Bonnie can be contacted at [bonnie.vandenbos@wright.edu](mailto:bonnie.vandenbos@wright.edu).

**O.L.S.S.I Steering Committee  
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# Just For Copy Cats

By

Donna Schroeder

OHIONET






## Just For Copy Cats

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Presented by Donna Schroeder  
OHIONET



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## I'd like to get to know you

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- o Name
- o Library
- o Would you like to tell us a little bit about what you do at your library

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## Here is our goal for today

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- o Do you have trouble finding your way in the cataloging maze? This session will give you the skills to: tame the MARC record, coax bibliographic information from an item and wrestle it into a MARC record to be proud of, and how to avoid those pesky common pitfalls of faulty copy cataloging.

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### Questions

- What are your questions about today's topic?
- What kind of answers are you looking for?

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### Reading a Marc Record



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### What are MARC Records

- MARC (Machine Readable Cataloging) is a way to exchange information for library items that can be read by a computer
- MARC is the framework that allows you to make descriptions understandable to a computer

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- In whatever system you are using, you need to know what you have found is what you want
- To do this, you need to know how to identify and read parts of a MARC record

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### Title Page

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- Is the chief source of information for a book
- AACR2 gives information for each format: book, score, video, DVD, CD, etc. on where a title may be taken from
- Let's take a book as our example.

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Where the wild things are  
Story and pictures by Maurice Sendak

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HarperFestival  
New York, NY  
1992

1<sup>st</sup> Miniature edition

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Where the wild things are **Title**

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Story and pictures by Maurice Sendak **Author**

HarperFestival **Publisher**  
 New York, NY **Place**

1992 **Date item was published**

1<sup>st</sup> Miniature edition **Edition statement**

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**Catalog Card**

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- o Where the wild things are / story and pictures by Maurice Sendak. – 1<sup>st</sup> miniature ed. -- New York, NY : HarperFestival, 1992.

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**Here are the lines in MARC**

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- o 245 10 Where the wild things are / #c story and pictures by Maurice Sendak.
- o 250 1st miniature ed.
- o 260 [New York, N.Y.] : #b HarperFestival, #c 1992.

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- 245 10 Where the wild things are / story and pictures by Maurice Sendak.
- Tag, indicators, delimiter, subfield codes

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- Tags, indicators, delimiters and subfield codes are signposts that help to display the information via a computer
- Tags, indicators, etc. are used in the variable fields

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### What is a Variable Field

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- It includes everything from the 010 to the 9xx
- Each field is preceded by a tag
- Called variable because the amount of information that can be contained varies

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There is also a Fixed Field

- Called Fixed because only certain length information is allowed
- There is a Leader which has a string of information to be used by the computer
- Next comes the Directory which tells what tags are in the record and where they are placed

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There is also a Fixed Field

- 008 comes next which contains coded information
- This coding can be used to identify and retrieve records matching specific criteria



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For example

- If a patron comes into your library and wants the large print edition of a work by John Grisham, she can limit her search to large print if your system has indexed the fixed field code for large print.
- Code is located in FORM or 008/23
- It is coded "d" for large print

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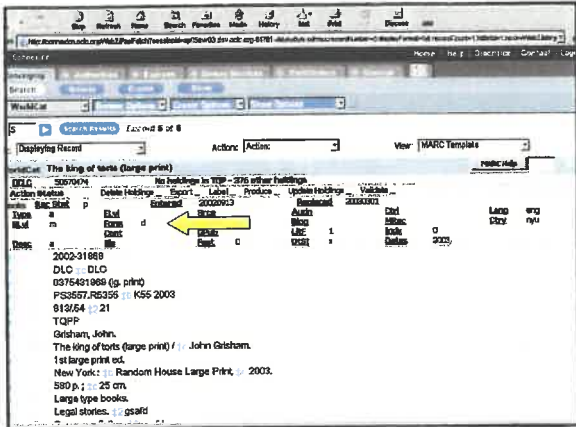
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- 001 Control number
- 003 Control number identifier
- 005 Date and time of latest transaction
- 006 Fixed-length data elements -- additional material characteristics
- 007 Physical description fixed field
- 008 Fixed length data elements

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**Fixed Field from Express**

- 000 cam Ia
- 001 ocm50154925
- 003 OCoLC
- 005 20030319120439.0
- 008 020712s1991 nyua 000  
1 eng d

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### From another library

- o 001 44062272
- o 003 OCoLC
- o 005 20001006140412.0
- o 008 000516s2000 nyu 000 0 eng  
ccam a

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### OCLC MARC

- o OCLC MARC  
combines the  
Leader and the  
008 into one fixed  
field



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### OCLC Fixed Field

o Books Rec  
stat c Entered **20020712** Replaced  
**20030317** Type **a** ELvl **I** Srce **d**

Audn Ctrl Lang **eng** BLvl **m** Fo  
rm Conf **0** Biog MRec Ctry **ny**  
u Cont GPub LitF **1** Indx **0** D  
esc a Ills **a** Fest **0** DtSt **s** Dates  
**1991,**

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## 008/ OCLC MARC

008 000516s2000 nyu 000 0 eng ccam a

<b>DTST</b>	<b>Dates</b>	<b>CTRY</b>	<b>LANG</b>
06	07-14	15-17	35-37

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## Important Fixed Fields

- Type – Used to differentiate for the computer different types of material being cataloged
- ELVL – Talks about the completeness of the record
  - "blank" national level full record
  - "8" CIP record

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## Important Fixed Fields

- BLVL – relationship between the item being cataloged and its parts
  - m monograph
  - i integrating resource (not yet)
  - s serial
- Form – form of material being described
  - d large print
  - f Braille
  - s electronic resource

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### Important Fixed Fields

- Desc – AACR2 rules or earlier
  - a AACR2
- Lang – Language the item is in
- Ctry – the country where the item was published
- Dates – The date the item was published

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### Variable Fields

- 245 – The home of the title. No record can be without one (at least in WorldCat)
- 250 – What edition is the item
- 260 – Place, publisher and date
- 300 – Extent of the item, physical description and size

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### Variable Fields (What about those series)

- 440 or 490 Series
  - 440 The series is transcribed from the item and it matches the 130 in the Authority File
  - 490 0 Series transcribed, no authority work (Minimal records only)
  - 490 1 Series transcribed but does not match the 130 which appears in an 8XX tag

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## Variable Fields

- 5xx Notes
  - 504 Includes bibliographical references
  - 500 Includes index (if not combined with a bibliography note)
  - 520 Summary note
  - 521 Audience note
  - 505 Contents note ... and so on and so on

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## Variable Fields

- 020 ISBN
  - Why mentioned last? Because it is the last item of the \*ISBD but one of the first on the MARC record
    - \*International Standard Bibliographic Description

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## What is the ISBD

- Beginnings in Paris in 1961
- It is the "what" of how we catalog
- Maintained by the International Federation of Library Associations and Institutions

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## ISBD

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- 1. Title and Statement of responsibility
- 2. Edition
- 3. Material specific designation
- 4. Publication information
- 5. Physical description
- 6. Series
- 7. Notes
- 8. Standard number and terms of availability

○ <http://www.ifla.org/VII/s13/pubs/isbdg.htm>

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## Add to that AACR2

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- Anglo American Cataloging Rules tells how to form the ISBD
- Concerned only with description of item in hand and access points for main and added entry
- Does not cover subject headings or call numbers

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## Which brings us back to

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- MARC which gets all that information into a computer

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Exercise



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More on MARC



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Variable Fields

- Grouped in blocks according to function

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- 0XX = Control information, numbers, and codes
  - 1XX = Main entry
  - 2XX = Titles and title paragraph (title, edition, imprint)
  - 3XX = Physical description, etc.
  - 4XX = Series statements
  - 5XX = Notes
  - 6XX = Subject access fields
  - 7XX = Added entries other than subject or series; linking fields
  - 8XX = Series added entries, etc.
  - 9XX = Reserved for local implementation

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### Variable Fields

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- Fields subject to authority control have parallels of content designation. The following meanings are generally given to the final two characters of the tag

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### Variable Fields

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- X00 = Personal names
- X10 = Corporate names
- X11 = Meeting names
- X30 = Uniform titles
- X40 = Bibliographic titles
- X50 = Topical terms
- X51 = Geographic names
- For example: Personal names can be a 100, 600 or 700

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- **245 10** Where the wild things are / ÷c story and pictures by Maurice Sendak
- Why is the 1<sup>st</sup> indicator a 1?
- Why is the 2<sup>nd</sup> indicator a 0?

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**1<sup>st</sup> Indicator**

- The presence of a 0 says no 1xx or main entry is present
- The presence of a 1 says a 1xx or main entry is present

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**2<sup>nd</sup> Indicator**

- The presence of a 0 means no "a", "an" or "the" is present
- The presence of 1-9 means there is a beginning word such as "a", "an", or "the" present which you do not want as part of the sorting and filing. After all who would want to look under "The" in a search

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## Series

- 440 \_\_ Traced series
- 490 0 Series not traced
- 490 1 Series traced differently



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## 440

- 2<sup>nd</sup> indicator counts the number of letters of the initial article 0-9
- The series on the book is the same as the accepted form of the series in the authority file

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## 490

- 1<sup>st</sup> indicator of 0 means that there is a series present on the book and it has been added to the record
- The series has not been verified in the Authority File

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## 490

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- 1<sup>st</sup> indicator of 1 indicates that the series on the book does not meet the verified form of the heading in the Authority File.
- The series on the book is added to the record
- The verified form is in the 8xx area

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## Example

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- On book **Chess tutor series**
- Verified form **Chess tutor series**
- This series would be traced as a 440 with a 2<sup>nd</sup> indicator of 0
- 440 0 **Chess tutor series**

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## But if the book had

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- Chess tutor
- And the series is Chess tutor series
- Then...
- 490 1 Chess tutor
- 830 0 Chess tutor series

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**And if I didn't want to verify**

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- o 490 0 Chess tutor
- o The series has not been verified in the Authority File

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**So we've looked at MARC**

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- o Then how do we use this information to choose a record for the item we have in hand
- o Match points...That's how

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**Match Points**

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- o Match item in hand to the record
- o Look at title, publisher, dates
- o Careful attention to the match points will yield quicker results and result in less duplication in records

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## Example

- ISBN is not a match point.
- Records differ in level of cataloging. Some may be minimal level, others full.
- The presence or absence of some information does not mean that the record on the screen is not a match for the item in hand

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## Full record

001 1 \$a 3001 34057  
010 1 \$a DLC : DLD : XY4  
011 1 \$a 0275404496  
012 1 \$a PE2909 : J48 2002  
013 1 \$a 306-44597300033 : 21  
014 1 \$a TCOO  
015 1 \$a Lepore, Jill. : 1956-  
016 1 \$a A is for American : letters and other characters in the newly United States / J. Lepore  
017 1 \$a 1st ed.  
018 1 \$a New York : Alfred A. Knopf, 2002.  
019 1 \$a 241 p. : ill. : 24 cm.  
020 1 \$a Includes bibliographical references and index.  
021 1 \$a Librarians -- Cobwebz; American language -- Universal alphabet -- Heasterns; National alphabet -- Natural language -- Strange characters -- Vocab; Universal communication -- Vocab; speech -- Epilogue; Men of progress.  
022 1 \$a English language -- United States -- History.  
023 1 \$a English language -- Social aspects -- United States  
024 1 \$a National characteristics; American -- History.  
025 1 \$a English language -- 19th century.  
026 1 \$a English language -- 19th century.  
027 1 \$a Americanisms -- History.  
028 1 \$a Table of contents  
029 1 \$a Author's Note  
030 1 \$a Date Holdings  
031 1 \$a Label  
032 1 \$a Barcode  
033 1 \$a Update Holdings  
034 1 \$a Volume  
035 1 \$a Call No.  
036 1 \$a Title  
037 1 \$a Author  
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## Minimal level

001 1 \$a 3001 34057  
010 1 \$a DLC : DLD : XY4  
011 1 \$a 0275404496  
012 1 \$a PE2909 : J48 2002  
013 1 \$a 306-44597300033 : 21  
014 1 \$a TCOO  
015 1 \$a Lepore, Jill. : 1956-  
016 1 \$a A is for American : letters and other characters in the newly United States / J. Lepore  
017 1 \$a 1st ed.  
018 1 \$a New York : Alfred A. Knopf, 2002.  
019 1 \$a 241 p. : ill. : 24 cm.  
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021 1 \$a Librarians -- Cobwebz; American language -- Universal alphabet -- Heasterns; National alphabet -- Natural language -- Strange characters -- Vocab; Universal communication -- Vocab; speech -- Epilogue; Men of progress.  
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### For Example

- Title/Statement of responsibility (245 \$a, \$b, \$c) - **Title** and statement of responsibility needs to match from book to record. **The presence or absence of the subtitle (\$b) does not mean that the record is not a match. A difference in the subtitle does and you need to find a record that matches.** In some cases catalogers will chose to put some information in a note area. Check note area if some information is missing.

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### Subtitles are different

- Potatoes not prozac : #b a natural seven-step dietary plan to stabilize the level of sugar in your blood, control your cravings and lose weight, and recognize how foods affect the way you feel
- Potatoes not prozac : #b a natural seven step dietary plan to control your cravings and lose weight, recognize how foods affect the way you feel, and stabilize the level of sugar in your blood

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- Date (260 \$c) - Publication dates must match. Copyright date must match if that is the **ONLY** date available, otherwise ignore copyright dates. **Ignore printing dates unless the printing date shows a correction or update or other wording that indicates a significant change in the item (which should be reflected in the edition area (250) or note area (500).**

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### Exercise



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### These are just a few examples

- Today we have looked at MARC, related MARC to AACR2 and discussed how to match item to record.
- With this in hand you are well on your way to be a ....

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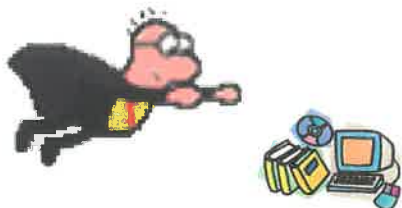
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### Super Copy Cataloger



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Questions, Comments



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Thank You



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# Minimal level

OCILC Connexion - Microsoft Internet Explorer provided by Gateway 2000

File Edit View Favorites Tools Help

OCILC Connexion

Cataloging → Authorities → Express → Dewey Services → Pathfinders → General

Search Browse Create Show

\* WorldCat Browse Options Create Options Show Options

Home | Help | Diacritics | Contact | Logoff

Edit: [Displaying Record] Action: [MARC Template] View: [MARC Template] [MARC Help]

## Bibliographic Workform: A is for American.

Books	Rec Stat	n	Entered	20030611	Replaced	20030611	Ctrl	Lang	eng
Type	a		K	2	0	0		Ctry	nyu
BLvl	m			0			MRec		
Desc	a		b	0		1	Indx		
	a		a	0		2002	Dates		
040			TQO	tc	TQO				
020			037540449x						
049			TQOO						
100			Lepore, Jill, †d	1966-					
245			A is for American.						
250			1st ed.						
260			†b Alfred A. Knopf, †c	2002.					
300			241 p.						
650			English language †y	19th century.					
650			Americanisms †x	History.					

Action Status Delete Holdings Export Label Produce Update Holdings Validate

Edit: [Displaying Record] Action: [MARC Template] View: [MARC Template] [MARC Help]

# Full record

OCCLC Connexion - Microsoft Internet Explorer provided by Gateway 2000

File Edit View Favorites Tools Help

OCCLC Connexion

Cataloging Authorities Express Dewey Services Pathfinders General

Search Browse Create Show

WorldCat Browse Options Create Options Show Options

TYPE	a	ELVI	Form	Cont	Ills	STC	Comp	GPub	Fest	Avail	Blog	LitF	DtSt	DAI	MRec	Indx	Dates	Lang	Eng	nyu	Ctry	
010																						
040																						
020																						
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082																						
049																						
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856	41																					

2001-38057  
 DLC  $\dagger$ c DLC  $\dagger$ d XY4  
 037540449X  
 PE2809  $\dagger$ b .L46 2002  
 306.44/973/09033  $\dagger$ 2 21  
 TQ00  
 Lepore, Jill,  $\dagger$ d 1966-  
 A ls for American :  $\dagger$ b letters and other characters in the newly United States /  $\dagger$ c Jill Lepore.  
 1st ed.  
 New York :  $\dagger$ b Alfred A. Knopf,  $\dagger$ c 2002.  
 241 p. :  $\dagger$ b ill. ;  $\dagger$ c 24 cm.  
 Includes bibliographical references and index.  
 Likeness -- Cobwebs: Americal communication -- Visible speech -- Epilogue: Men of progress.  
 characters -- Wires: Universal communication -- Heathens: National alphabet -- Natural language -- Strange  
 English language  $\dagger$ z United States  $\dagger$ x History.  
 English language  $\dagger$ x Social aspects  $\dagger$ z United States.  
 National characteristics, American  $\dagger$ x History.  
 English language  $\dagger$ y 18th century.  
 English language  $\dagger$ y 19th century.  
 Americanisms  $\dagger$ x History.

3 Table of contents  $\dagger$ u <http://www.loc.gov/catdir/toc/fy022/2001038057.html>

Action Status Delete Holdings \_ Export \_ Label \_ Produce \_ Update Holdings \_ Validate \_  
 URL Notification Notify OCL of problem URLs in this record? yes

Load time is 453 msec [ Record Rendered ]

MARC Help Internet

## Exercise

### 1

245 10 Where the wild things are / \$c story and pictures by Maurice Sendak.

tag

subfield code

delimiter

indicators

1. What is a tag?

THE NUMBER PRECEDING THE LINE OF INFO.

2. What is a subfield code?

LETTER OR # THAT SEPARATES SUBFIELDS.

3. What is a delimiter?

IN OUR SYSTEM: | (START/END TO LINE OF INFO)

4. What are indicators?

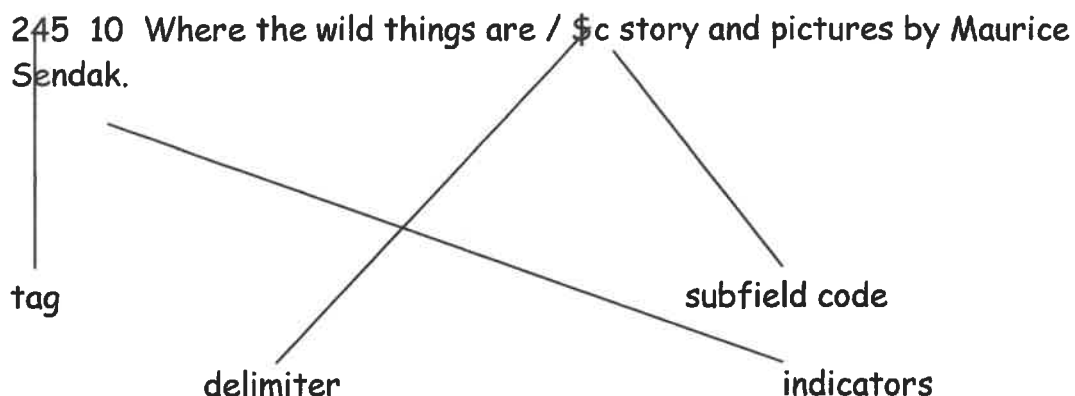
2 #s GIVING INFO ON TRACING INFO

5. Why are these important?

TELL THE COMPUTER HOW TO READ THE INFO

✓

## Answers



1. What is a tag? A tag identifies the field -- the kind of data -- that follows.
2. What is a subfield code? It is a one letter or number code that precedes a subfield which is a part of the larger field
3. What is a delimiter? A delimiter is a character used to separate subfields.
4. What are indicators? They are two separate numbers that give information about filing or tracing or other information as defined by MARC 21
5. Why are these important? This is how a computer can read bibliographic information for an item

# EXERCISE

## 2

Does the record match the book?

- 1)
- 2)
- 3)

WorldCat: Age of progress

<b>OCLC 8837208</b>		<b>No holdings in TQO - 32 other holdings</b>					
<b>Books</b>	<b>Rec Stat</b> c	<b>Entered</b> 19821006			<b>Replaced</b> 20001226		
<b>Type</b> a	<b>ELvl</b> I	<b>Srce</b> d	<b>Audn</b>	<b>Ctrl</b>	<b>Lang</b> eng		
<b>BLvl</b> m	<b>Form</b>	<b>Conf</b> 0	<b>Biog</b>	<b>MRec</b>	<b>Ctry</b> nyu		
	<b>Cont</b> b	<b>GPub</b>	<b>LitF</b> 0	<b>Indx</b> 1			
<b>Desc</b> a	<b>Ills</b> abch	<b>Fest</b> 0	<b>DtSt</b> r	<b>Dates</b> 1970,1968			

040 EZL Ꞥc EZL Ꞥd OCL  
 090 CB417 Ꞥb .B8 1970  
 090  
 049 TQOO  
 100 1\_ Burchell, S. C.  
 245 10 Age of progress / Ꞥc by S.C. Burchell and the editors of Time-Life Books.  
 260 New York : Ꞥb Time-Life Books, Ꞥc 1970.  
 300 192 p. : Ꞥb ill. (some col.), facsims., col. maps, ports. ; Ꞥc 28 cm.  
 440 \_0 Great ages of man.  
 500 Revised 1968, reprinted 1970.  
 504 Bibliography: p. 186.  
 500 Includes index.  
 650 \_0 Nineteenth century.  
 650 \_0 Progress.  
 710 2\_ Time-Life Books.

<b>Action Status</b>	Delete Holdings <input type="checkbox"/>	Export <input type="checkbox"/>	Label <input type="checkbox"/>	Produce <input type="checkbox"/>	Update Holdings <input type="checkbox"/>
	Validate <input type="checkbox"/>				

Great Ages of Man  
A History of the World's Cultures

**AGE OF PROGRESS**

by

S.C. BURCHELL

and

The Editors of TIME-LIFE Books

Time Incorporated, New York

(Title page 1)

The Author

The Consulting Editor

The Cover

TIME-LIFE BOOKS

GREAT AGES OF MAN

Additional Information

Age of Progress ©1966 Time Inc.  
Library of Congress card number 66-29771

(Verso 1)

WorldCat: The Seventies.

<b>OCLC 73571</b>		<b>No holdings in TQO - 126 other holdings</b>				
<b>Books</b>	<b>Rec Stat c</b>	<b>Entered 19700525</b>	<b>Replaced 20010530</b>			
<b>Type a</b>	<b>ELvl</b>	<b>Src</b>	<b>Audn</b>	<b>Ctrl</b>	<b>Lang eng</b>	
<b>BLvl m</b>	<b>Form</b>	<b>Conf 0</b>	<b>Biog</b>	<b>MRec</b>	<b>Ctry nju</b>	
	<b>Cont</b>	<b>GPub</b>	<b>LitF 0</b>	<b>Indx 0</b>		
<b>Desc</b>	<b>Ills</b>	<b>Fest 0</b>	<b>DtSt s</b>	<b>Dates 1970,</b>		

010 70-118873  
 040 DLC Ꞥc DLC  
 020 0871284553  
 050 00 CB427 Ꞥb .S42 1970  
 082 00 917.3/03/9  
 090  
 049 TQOO  
 245 04 The Seventies.  
 260 Ꞥb Dow Jones Books Ꞥc [1970]  
 300 165 p.  
 505 0\_ Whither the '70s? By J. R. Dickenson.--Space pace, by P. Young.--The economy, by M. C. Paulson.--Medicine outlook, by P. Young.--Foreign policy, by W. Pruden, Jr.--The living ahead, by D. W. Hacker.--On Vietnam, by P. T. Chew.--The "Arts", by C. A. Ridley.--Consider rats, by E. A. Roberts, Jr.--Oceanography, by P. Young.-  
 -Our politics, by J. M. Perry.--American education, by J. K. Footlick.--Observing travel, by W. A. Damtoft.--Manners and mores, by D. S. Greene.--America from abroad, by W. Pruden, Jr.  
 650 \_0 Civilization, Modern Ꞥy 1950-  
 650 \_0 Nineteen seventies.  
 730 0\_ National observer, Silver Spring, Md.

<b>Action Status</b>	Delete Holdings _	Export _	Label _	Produce _	Update Holdings _
	Validate _				

HVF Winstone

---

# Gertrude Bell

QUARTET BOOKS INC.  
NEW YORK

(Title page 2)

First published in the  
United States of America 1978  
By Quartet Books Inc.  
New York 10021

©1978 y H. V. F. Winstone

Library of Congress Catalog Card Number 78-62346

ISBN 070432203X

(verso 2)



**THE  
SEVENTIES:**

**A Look Ahead  
at the New Decade**

**From the pages of  
THE NATIONAL OBSERVER**

**DOW JONES BOOKS  
Princeton, New Jersey**

(Title page 3)

Copyright © 1969 and 1970 by Dow Jones & Company, INC.  
All rights reserved  
Manufactured in the United States of America  
Standard Book number 871284553

Library of Congress card number 70-118873

(verso 3)

Does the record match the book? Here are the answers

- 1) Yes.
- 2) Yes. Minimal level record
- 3) No. Different publisher

## Match points

You've found a record that you think matches the item in hand. What needs to match for the item to be declared a match?

1. **The ISBN (020) is not a match point.** It is a great way to search but you need to compare the record to the item in hand.
2. The absence or presence of a bibliographic field does not indicate a mismatch.
3. The absence, presence or difference in main entry (1xx) and added entries (7xx) do not indicate a mismatch.
4. Title/Statement of responsibility (245 \$a, \$b, \$c) – Title and statement of responsibility needs to match from book to record. The presence or absence of the subtitle does not mean that the record is not a match. A difference in the subtitle does and you need to find a record that matches. In some cases catalogers will chose to put some information in a note area. Check note area if some information is missing.
5. Edition statement (250) – Editions must match from item to record. Exception, the absence or presence of 1<sup>st</sup> edition is not needed for a match. The placing of the edition statement in the notes area does not indicate a mismatch.
6. Place (260 \$a) - Place may vary. A difference, absence or presence of does not indicate a mismatch.
7. Publisher (260 \$b) – Publisher must match. If more than one publisher, then at least one publisher must match. In some cases the publisher on the t.p. may differ from the one on the record. Is the publisher identifier the same in the ISBN for both the publisher on the item and on the record? For example, Puffin is part of Penguin. A cataloger may choose to use Penguin as the publisher instead of Puffin. If everything else matches do not discount using the record because of difference in the choice of publisher.
8. Date (260 \$c) - Publication dates must match. Copyright date must match if that is the ONLY date available, otherwise ignore copyright dates. Ignore printing dates unless the printing date shows a correction or update or other wording that indicates a significant change in the item (which should be reflected in the edition area (250) or note area (500).
9. Pagination (300 \$a) – Pagination may differ by 10 pages. Over 10 pages look for a different record. If record is for single volume and the item in hand is a two-volume look for a two-volume record.
10. Physical details (300 \$b) – Absence or presence of does not indicate a mismatch. Specific technical details such as sound vs. silent or b&w vs. col. must match between item and record.

7/11/2003

Created by Donna Schroeder

11. Size (300 \$c) - The difference of a few (2) centimeters is not a problem. A difference of several centimeters, for example from 26 to 48, calls for a different record.
12. Publisher number (028) – Specific differences in numbering indicates a mismatch.
13. System requirements note (538) – Specific differences indicate a mismatch.
14. Is the item a serial? The above match points may not work for serials. Consult Bibliographic Formats and Standards, Chapter 4 for information on matching.

The above is a basic guide for determining a match between an item and a record. Consult Chapter 4 of the Bibliographic Format and Standards for additional information.

**Effective Web Searching**

**John Burke  
Miami University Middletown**

**Monday, August 4, 2003**

## Effective Web Searching Strategies

John J. Burke, MSLS  
Ohio Library Support Staff Institute  
August 4, 2003

### Goals for the session

- Understand how to search the Net successfully by thinking strategically
- Identify categories of search tools
- Explore Internet search strategies for topics and types of information
- Practice searching with the tools
- Learn where to turn for help and reference guidance online
- Consider how to evaluate Internet information

### My perspectives on Internet searching

- The Internet is an exciting reference tool
- Uses age-old techniques in a new environment
- First explore what is available
- Use a variety of sources
- Build your strategies over time and learn from others
- Remember to evaluate the information you find

What's your favorite  
search tool?

What do you wish you could  
do when searching?

What should Internet  
searching look like?

### What is out there?

- Formal documents (articles, reports, etc.)
- Current news and opinions
- Discussion groups, lists, and archives
- Information about organizations
- Personal and expert pages
- Pointers to Net resources
- Electronic journals
- Government publications
- Product and service information

## What do people **think** is out there?

- All government documents (many major sources, but not everything)
- Every book  
(<http://digital.library.upenn.edu/books/>)
- Every periodical article (free full-text at [findarticles.com](http://findarticles.com) and [magportal.com](http://magportal.com))
- All movies and audio recordings and video recordings
- Every conference paper and dissertation
- All diaries, letters, photographs, maps, etc.

## The Internet . . . revealed!

- Free, visible web
  - Publicly mounted web pages
- Free, invisible web
  - Content not accessible via search engines
- Subscription databases
  - Commercially produced, paid services
  - Includes typical library resources (indexes, etc.)

## Where do search tools come from?

- Dot-com and established IT businesses
- Practical applications of computing technology for students
- Organizations of all kinds
- Interested individuals filling gaps
- Size, quality, and interfaces vary

## How do patrons search?

- Internet users tend to . . .
- Use search engines (80% have)
- Expect to find information on health, government agencies, news, and shopping online
- Enter two words per search on average
- Pick from the first page of results (10)
- Believe they are mostly successful in finding what they need

## Search tool categories

- **Search engines** – software selected sites/pages
- **Search directories** – human-collected sites
- **Meta-search engines** – many tools at once
- **Electronic reference sources** – e-collections of traditional/new reference sources
- **Active information sources** – search for discussions (chat, lists, message boards) and archives
- **Search tool directories** – subject collections of search tools (invisible Web)

## How do search tools work?

- Search engines use “robots” or “spiders” to index some amount of Web pages
  - Proprietary algorithms
  - Google claims three billion pages,
  - Paid placement of links
- Other tools add human-collected or human-submitted sites
  - These are then searched by subject or keyword (or both)
  - Tend to be smaller in size
- Relevance
- Currency

## A brief history of search tools

- Once, no real way to search
- Early 90's: "resource-specific" search tools
  - Veronica for Gopher sites
  - Archie for files and FTP sites
  - WAIS for collected public databases
- 1994 – Web begins to grow – Yahoo is born
- 1995+ – phenomenal growth in search engines and directories and the number of sites they contained (multiple types)
- Today – fewer general engines; more specialized engines; continued growth in depth of coverage

## Paying for placement & databases

- Overture.com & LookSmart.com
- Inktomi, Open Directory, Google, & InfoSpace
- Are paid results labeled clearly enough?
- Survey: users tend to unknowingly pick "paid" sites (2/5)

## General search tips

- All tools are not created equal: use several tools
- Be as specific as possible (and backtrack or narrow from there)
- Pay attention to how words are searched in the tool (all, any, exact phrase)
- Most tools assume a Boolean AND, but OR and NOT are usually accepted
- Use quotes around phrases
- Assume, attempt, and accept misspellings

## Where have all the search tools gone?

- Some fade away, some are merged together, some pretend to exist, some change their focus
- SavvySearch, Inference Find, Open Text Index, **GO.com**, **Excite**, **Webcrawler**, Magellan, Infoseek, Snap (NBCi), **iWon**, Northern Light, **Lycos**, DejaNews
- "Survivors" use someone else's database to provide results (Inktomi, Overture, Looksmart, Google, InfoSpace, etc.)

## Search tool features

- Portal approach
- Combinations of directory and engine information
- Image, news, MP3, etc., searches
- Advanced searching features
- Suggested spelling corrections
- "Safe searching" features – filtering & not
- Toolbars, etc.

## Basic search strategy

1. Identify the important concepts
2. Choose keywords
3. Pick synonyms and related terms
4. Think about truncation and Boolean
5. Choose a search engine
6. Read the instructions
7. Enter your search expression
8. Evaluate the results
9. Modify/narrow your search (if needed)
10. Move to a new search engine (if needed)

## My strategic approach to searching

- Recipe: make your own:
  1. Consider the categories of tools
  2. Find individual tools that fit your topic (requires an understanding of the question and knowledge of the sources)
  3. Organize them and use them in an order that works (in advance or on-the-fly)
  4. Try the strategy in your searches (trial and error)

## Broad topic strategy

1. Search directories
2. Search tool directories
3. Search engines
4. Active information sources
5. Meta-search engines

## Health information strategy

- Standard reference source – Merck Manual (home edition)
- Consumer health guide – NOAH or MEDLINE Plus
- Periodical index – PubMed
- Search directory – Hardin Meta Directory of Internet Health Sources

## Quick facts strategy

1. Search engines
2. Meta-search engines
3. Search tool directories
4. Electronic reference collections

## Narrower topic strategy

1. Meta-search engines
2. Search engines
3. Search tool directories
4. Search directories
5. Active information sources

## Images strategy

- AltaVista – choose the “Image” tab
- Google Images
- AlltheWeb.com – choose “Pictures” tab
- Image Finder
- WebSEEK
- Search engine search with description of image and (.jpg or .gif or .bmp, etc.)

## Links to search tools

[www.users.muohio.edu/burkejj/ewss.html](http://www.users.muohio.edu/burkejj/ewss.html)

## Search directories

- Yahoo!
- Open Directory Project
- INFOMINE
- Librarians' Index to the Internet
- WebRing

## Active information sources

- Google Groups
- CataList
- Virtual Reference Desk
- Pitsco's Ask An Expert
- Allexperts.com
- Ultimate Chatlist

## Search engines

- Google
- AllTheWeb
- Teoma
- Hotbot (Inktomi)
- MSN Search
- Wise Nut
- Alfa Vista

## Electronic reference collections

- DeskRef
- Internet Public Library Reference Collection
- The Best Information on the Net ("Online Reference Resources")
- Louisiana State University Reference Categories
- Bartleby.com
- Infoplease.com

## Meta-search engines

- ixquick
- InfoSpace
- Dogpile
- MetaCrawler
- Mamma
- Guidebeam.com

## Search tool directories

- Beaucoup
- Profusion
- The InvisibleWeb
- The Invisible Web Directory
- Scout Report Archives
- WWW Virtual Library
- Internet Public Library "Subject Collections"

## Finding help online

- Contacting library colleagues
  - LIBREF-L, STUMPERS-L, LIBSUP-L
  - Groups at liblists.wrlc.org/home.htm
  - Stumpers-L archives
  - Internet Public Library Frequently Asked Reference Questions
  - Fugitive Fact File
- Ask-An-Expert Sites
- Other Active Information Sources

## Sneaking suspicions

- The Internet can be an unstable source of information:
  - It can be inaccurate
  - It changes rapidly
  - It may disappear without warning
- Leads some to distrust the Internet altogether
- Spotting scams
- Avoiding misleading pop-ups
- Medical searching: AMA Guidelines

## Evaluating Web Information

- Crucial because of fluidity/lack of standards
- Some possible criteria for any source:
  - **Who** wrote or created the source?
  - **What** audience was the source written for?
  - **Where** did you (or can you) find the source?
  - **When** was the source written or created?
  - **Why** was the source written?
  - **How** can you verify the information contained in the source?
- Look carefully at URL (.com, .edu, etc.)

## The "perfect" search tool

- Greater/unlimited access to invisible web
- Increased relevance: natural language & "mind-reading" from past searches
- Automatic narrower/broader modifications
- Simple interface/complex mechanics
- Organize similar results: no duplication
- Trust as a feature: no paid placement
- Readable synthesis of results
- Combination of human and machine results: AI
- Free, or small monthly charge
- Voice recognition

## What does the future hold?

- A bigger Internet; bigger search engines
- Regular improvements to search tool relevance, currency, and features
- Loss of some free information
- Copyright concerns affecting online publication
- Privacy concerns driving personal information away
- Greater reliance on Internet information
- Fee-based expert sites: Google Answers
- Interesting free blends: Wondir.org
- Library staff helping patrons search
- Same skills, different tools

## More information on search tools

- Search Engine Watch
- SearchEngineShowdown.com
- ResourceShelf
- ResearchBuzz
- Updates in Online magazine
- Internet Scout Report
- Free Pint

## Questions?

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**Support Staff as Supervisors**

**Susan Weldon & Bonnie VandenBos  
Wright State University**

**Monday, August 4, 2003**

## Analysis of Personal Change Quotient

Add all numbers you have circled. Total \_\_\_\_\_

- |           |  |
|-----------|--|
| 80 and up | You enjoy a great deal of change in your personal life.  |
| 60-79     | You enjoy a moderate amount of change and do not Find it uncomfortable.                            |
| 40-59     | You prefer stability and do not enjoy much change in your personal life.                           |
| 20-39     | You are very happy with the status quo and are Likely to strongly oppose much change in your life. |

**Everybody,  
Somebody,  
Anybody, and  
Nobody...**

**There once were four people named  
Everybody, Somebody, Anybody, and  
Nobody.**

**There was an important job to be  
done and EVERYbody was sure  
SOMEbody would do it. ANYbody  
could have done it, but NObody did it!  
SOMEbody got angry about that,  
because it was EVERYbody's job.  
EVERYbody thought ANYbody could  
do it. It ended up that EVERYbody  
blamed SOMEbody when NObody did  
what ANYbody could have.**

## Analysis of Library Change Quotient

Add all numbers you have circled. Total \_\_\_\_\_

- |           |   |
|-----------|---|
| 80 and up | Your library is very change oriented and not only adjusts to new conditions, but encourages innovation and new methods. |
| 60-79     | Your library is somewhat change oriented, but may have difficulty implementing significant change on a rapid basis.     |
| 40-59     | Your library prefers stability to change.   |
| 20-39     | Your library seeks to preserve the status quo at almost all costs.  |

*The greatest compliment  
that was ever paid me was when someone  
asked me what I thought and attended to my answer.*  
--Henry David Thoreau

## **L.A.D.D.E.R. To Better Listening**

- |                                     |  |
|-------------------------------------|--|
| <b>LISTEN/<br/>LOOK</b>             | <b>Listen to the person and remain focused on what they saying, not what you will say in return.</b>                                     |
| <b>ASK</b>                          | <b>Ask questions when you do not understand to enlarge the speaker's ideas and to show your interest.</b>                                |
| <b>DON'T<br/>INTERRUPT</b>          | <b>Allow the speaker to express his/her ideas without interruption and pause before responding.</b>                                      |
| <b>DON'T<br/>ALLOW<br/>EMOTIONS</b> | <b>Don't allow emotions to get in the way of good listening. Be aware of how your own emotions may color what the speaker is saying.</b> |
| <b>EMPATHIZE</b>                    | <b>Empathize and demonstrate understanding by responding to the speaker by using your body, eyes, voice, gestures and posture.</b>       |
| <b>RESPOND</b>                      | <b>Reflectively respond to the information you have heard through paraphrasing.</b>  |

## WHAT'S YOUR LIBRARY'S CHANGE QUOTIENT?

For each statement below indicate the extent of your agreement or disagreement on a 1-5 scale, with 5 = "strongly agree" and 1 = "strongly disagree." Circle the number that best represents your belief.

	Strongly Disagree		Neutral		Strongly Agree
	1	2	3	4	5
1. My library regularly updates its policies and procedures to keep them current.	1	2	3	4	5
2. My job description is current.	1	2	3	4	5
3. For higher-level positions, my library hires from the outside more often than it promotes from within.	1	2	3	4	5
4. The managers in my library are very change oriented.	1	2	3	4	5
5. My library is always looking for new product/service offerings to the user.	1	2	3	4	5
6. "Finding a better way to do it" characterizes the philosophy of my library.	1	2	3	4	5
7. My library spends a great deal of time and money in research and development work.	1	2	3	4	5
8. I'd characterize the top management group at my library as change agents or catalysts.	1	2	3	4	5
9. My library regularly uses outside consultants to do studies and usually follows their recommendations.	1	2	3	4	5
10. I have little trouble getting my ideas and suggestions for improvement accepted in my library.	1	2	3	4	5

	Strongly Disagree	2	Neutral	4	Strongly Agree
11. My boss moves pretty quickly on new ideas and programs.	1	2	3	4	5
12. I can actually characterize my boss as innovative and creative.	1	2	3	4	5
13. I have little trouble in getting my colleagues to try new methods and ideas.	1	2	3	4	5
14. We have an employee suggestion system that really works at my library.	1	2	3	4	5
15. My library is generally viewed as being very progressive in our industry.	1	2	3	4	5
16. When we set goals in my library, it's pretty easy to revise and fine-tune them, even after they are set, as conditions change.	1	2	3	4	5
17. The structure of my library is best characterized as flexible and adaptive; there is little, if any, bureaucratic red tape.	1	2	3	4	5
18. The outside environment within which my library exists is constantly changing.	1	2	3	4	5
19. Most of the managers in my library see change as a challenge rather than a threat.	1	2	3	4	5
20. The budgets we use in my library are rather flexible and allow us to change allocations (both amounts and categories) as amounts and conditions change.	1	2	3	4	5

## WHAT'S YOUR CHANGE QUOTIENT?

For each statement below indicate the extent of your agreement or disagreement on a 1-5 scale, with 5 = "strongly agree" and 1 = "strongly disagree." Circle the number that best represents your belief.

	Strongly Disagree	2	Neutral	4	Strongly Agree
1. If I had a chance, I would rather try a new restaurant than go to one I like.	1	2	3	4	5
2. Every year I take a vacation at a new place rather than go to the same place.	1	2	3	4	5
3. I usually try to vary my morning routine prior to going to work rather than follow the same schedule.	1	2	3	4	5
4. My weekend are always different—I seldom do the same thing each weekend.	1	2	3	4	5
5. I try to vary my routine at work as much as I can.	1	2	3	4	5
6. I continually look for new challenges at work.	1	2	3	4	5
7. If I had my choice, I would like to switch jobs and residences at least every four or five years.	1	2	3	4	5
8. I enjoy redecorating my home or apartment and do it as often as my budget allows.	1	2	3	4	5
9. I always buy the latest clothing fashions (within budget) rather than buying something that will last for a long time.	1	2	3	4	5

	Strongly Disagree		Neutral		Strongly Agree
	1	2	3	4	5
10. If I had a choice for spending a \$200,000 inheritance, I'd like to tour Europe rather than invest the money.	1	2	3	4	5
11. I try to trade my car as often as possible so I can have the latest model.	1	2	3	4	5
12. I get bored easily.	1	2	3	4	5
13. Variety is the spice of life.	1	2	3	4	5
14. I regularly try to fix (or have my spouse fix) at least one meal a month that I've never had before.	1	2	3	4	5
15. Vacations should be a time to take trips rather than catch up on chores around the house or apartment.	1	2	3	4	5
16. I enjoy parties where I don't know many people.	1	2	3	4	5
17. I enjoy taking on new assignments at work because of the challenge they usually present.	1	2	3	4	5
18. If I had a choice, I'd rather have a job with a lot of travel instead of one that requires me to be in the office all of the time.	1	2	3	4	5
19. I made it a point to learn what new things managers in other organizations are doing so that I can use them on my job.	1	2	3	4	5
20. I prefer a job that requires me to learn and do new things just about every day to one that requires me to practice what I already know.	1	2	3	4	5

## WHEN TO CHECK WITH ASSISTANT

### STUDENT SCHEDULING/PROBLEMS: (when student supervisor is not here)

- Phone messages from students
- Scheduling problems
- Time cards
- Interviewing/hiring procedures
- Performance problems (in the absence of department head)

### LOCAL NOTICES/REQUESTS (when notice processor is not here):

- Process print overdue and fine notices
- Process local paging slips, pull materials, process materials

### OHIOLINK:

- Run paging slips (when notice processor is not here)
- Assist as needed with processing for OhioLINK (stack manager is first backup)
- Email replies from patrons
- Regularly:
  - Requested too long (email holds on OhioLINK records to notice processor; email OhioLINK loan requested to department head)
  - OhioLINK items that will not check in when received

### PATRON PROBLEMS:

- Each supervisor can resolve using current guidelines
- Refer to Bonnie as necessary (unless they specifically would like to talk with department head)

### QUESTIONS ABOUT RENEWALS:

- All staff may renew without fines if billed within 6 months or less (with one of these stipulations)
  - The item be returned
  - Replace the item with an exact match and pay processing fees
  - Renew one more time from that date and then a bill will be generated
- All staff may renew with fines
- All steps possible will be taken to assist the student in registering for the new quarter

### OPENING/CLOSING OR SCHEDULE CHANGES

- When department head is not here, staff may contact assistant on a case-by-case basis as backup for opening or closing the building or working weekends.
- Whenever possible, request for backup for opening or closing should be made at least 1.5 hours before expected reporting time. Dunbar Circulation and Interlibrary Loan staff report **unexpected** absences to assistant by phone or by e-mail at least 30 minutes prior to expected reporting time when department head is not here. As with all schedule changes, follow-up as soon as possible (no later than 24 hours) with call or e-mail to department head and turn in appropriate leave request form (as necessary). Work out schedule changes to make up hours with department head (or assistant if department head is not here). Current Periodicals/Media staff may report **unexpected** absences to their coordinator or assistant at least 30 minutes prior to expected reporting time.

**CURRENT PERIODICALS/MEDIA:**

In the absence of the regularly scheduled staff member, open or close the area. Print and prepare the days deliveries and pickups. Instruct student workers as necessary. Assist with the reader/printers and scanning process. Assist with any questions that may arise in that area.

**Ohio Authors, Literature and Resources**

**Linda Hengst  
OHIOANA Library Association**

**Tuesday, August 5, 2003**

## OHIOANA LIBRARY ASSOCIATION

*The mission of the Ohioana Library Association is to recognize and encourage the creative accomplishments of Ohioans, preserve and expand a permanent archive of books, manuscripts, and other materials by Ohioans and about Ohio, and disseminate information about the work of Ohio writers, musicians, and other artists to researchers, schools, and the general public. We carry out this mission through:*

- The Ohioana Collection
- The *Ohioana Quarterly* and other educational materials
- The Ohioana Awards

The three-part program works like a tripod—each leg of the program is dependent on the others. Each generates independent funds and donations to help carry the direct costs, but the program overall is dependent on state funds for core staffing, for additional program costs, and for funding used to leverage additional funding.

### **Ohioana Collection**

The Ohioana Library's collection is currently insured for more than \$1 million, yet because the collection contains many rare, scarce, or out-of-print volumes, the actual value is inestimable.

- 99% of the material in the collection is donated to Ohioana at a value of more than \$22,000 a year. The value of these donations only increases over time and Ohioana often has the only copy of a book accessible to the public.
  - Paul Laurence Dunbar's *Oak and Ivy* originally sold for \$1. Our copy is now worth more than \$3,500.
  - Rita Dove's Pulitzer Prize-winning *Thomas and Beulah* originally sold for under \$20; a recently donated copy is now worth \$425.
  - Dard Hunter's *Papermaking by Hand in America*, donated by one of our early supporters, is currently worth \$10,000.
- The funds that we receive from the state supports staffing to:
  - research and request donations for the collection.
  - acknowledge the receipt of the donations.
  - accession and catalog books and materials donated.
  - handle reference requests—our reference requests have increased 1,000 % since the move to our new location.

### **Ohioana Quarterly & Other Educational Materials**

Publishers and authors are willing to donate books because of exposure in the *Ohioana Quarterly* and other educational materials distributed by the Ohioana Library.

- Each year, approximately 1,000 books are annotated and more than 300 books are reviewed more extensively in the *Ohioana Quarterly*.
- The Ohioana Library also maintains nine major educational resource lists that detail information about Ohio authors. These lists are updated yearly and are distributed free of charge to educators, librarians, and the public at large upon request. The educational resources have received grant support in the past, but the support covers only printing and distribution costs, not the research needed to generate and update the lists.
- Both the quarterly and the lists receive some outside support, but these funds are specific and do not cover the staffing needed to generate them.

- The quarterly generates support through memberships and subscriptions, which covers printing and mailing costs, but doesn't cover staffing. The editor solicits books, recruits and coordinates the work of more than 100 reviewers, annotates and reviews books; does the layout of the publication; and oversees the printing. The office manager maintains membership records and mailing lists that are needed to distribute the quarterly.

### **Ohioana Awards**

The Ohioana Awards Program honors Ohioans who have contributed to the literary and cultural life of the state and gives state and national prominence to these individuals. It is a *key* factor in helping to recognize and promote Ohio's writers, artists, and musicians.

- Though the program generates income through luncheon tickets, donations (including endowments) that help to underwrite the monetary awards, physical awards, and the distribution of nominations, the program, even conducted as economically as it is, is not self-sustaining.
- Funds are used for staffing (the director, editor, and office manager) to coordinate the event and to help support the actual cost of the event.

### **An Addendum**

The Ohioana Library makes a concerted effort to work in conjunction with other literary and cultural organizations to support and promote the work of Ohioans. However, the library receives no outside funding for these activities. Below are just two of the many:

- **Bicentennial Commission**—The Ohioana Library served on the Bicentennial Commission's Literary Subcommittee and the Women's History Subcommittee. Partially through our efforts, the commission funded an Ohio Literary Homecoming and the publication of a book on women in Ohio's history. Though the library is the conduit for the funding of these special projects, it does not receive funding from either, even though staff time is given over to help coordinate the projects and administer the funds.
- **Ohio Preservation Council**—Ohioana staff worked with the council to develop a poster for the Bicentennial which included providing the largest number of books depicted on the poster and the necessary research about each book. Again, staff time was given over to this project, which was done as a public service.

### **Summary:**

The Ohioana Library has never been in a better position to serve the needs of Ohioans. In 2001, we moved, along with the State Library of Ohio, into a new, state-of-the-art facility; our board has just adopted a new long-range plan designed to increase our visibility and improve the reach of our services; and we are in the process of launching a capital campaign designed to reduce our dependence on state funding and strengthen our services and programs even more.

## **ORGANIZATION BACKGROUND**

The Ohioana Library Association's mission is to recognize and encourage the creative accomplishments of Ohioans, preserve and expand a permanent archive of books, sheet music, manuscripts and other materials by Ohioans and about Ohio, and disseminate information about the work of Ohio writers, musicians and other artists to researchers, schools, and the general public.

The Association began in 1929 when Martha Kinney Cooper, the First Lady of Ohio, invited representatives of many groups from around the State to assist in gathering a collection of Ohio books for the Governor's Mansion. The collection outgrew the Mansion and in 1935 it was moved to the Ohio Departments Building at 65 S. Front St., Columbus. In January 2001 Ohioana, along with the State Library of Ohio, moved to the renovated Jeffrey Manufacturing Center at 274 E. First Ave. in the historic Italian Village district near downtown Columbus, Ohio.

The Association is a 501(c) (3), tax exempt, not-for-profit organization, governed by a Board of Trustees composed of up to 28 members from throughout Ohio. The members have interests and expertise in the various program areas in which Ohioana provides services. Members of the Board of Trustees serve a term of four years and are elected by the membership of the Association. The Governor of the state of Ohio may appoint one member to the Board each year, and the spouse of the Governor is an ex-officio trustee. In October 2001 the Board adopted a Long Range Plan for 2001 – 2004.

Ohioana's current holdings includes approximately 45,000 books, 10,000 pieces of sheet music, scrapbooks, and biographical files on more than 23,000 Ohio writers, artists, musicians, and other notable Ohioans. The books are written by Ohioans, or are about Ohio or Ohioans. They include a wide range of literature, fiction, history, biography, poetry, humor, children's literature, county atlases, and local, church, and family histories. New books are added to the collection daily. This year 1,148 new titles were added to the collection. In January 2000, Ohioana's holdings began to be added to the State Library of Ohio's electronic catalog, and in March 2002 they were released to the 90 OhioLINK institutions. This makes information about the collection easily accessible to anyone who has access to the Internet. As an archive, Ohioana has continued to maintain its old paper cards, but only shelf list cards are added for new books.

Many of the books are rare and date back to the 1800s. These, and many newer books, are often unavailable to the public anywhere else. The collection does not circulate, but the public may use the collection on site. Ohioana's new facility is easily accessible and has adequate parking. It has a state-of-the-art climate-controlled room that dramatically improves Ohioana's ability to properly store and care for its growing collection. It also has a large, comfortable, well-furnished, well-lit public area where both student groups and individual researchers may use Ohioana's resources. Usage between February 2001 and July 31, 2001, increased nearly 1,000% compared to the same time period the previous year, and reference requests from remote locations increased more than 50%.

The Association recognizes and encourages the literary and creative accomplishments of Ohioans through nine different Ohioana Awards programs, and by publishing the *Ohioana Quarterly*. The Awards are presented on Ohioana Day; a celebration held each autumn. Other events held around the state are the Hamilton County Authors Tea, held in cooperation with the Cincinnati and Hamilton County Public Library, and the Central Ohio Authors Tea, co-sponsored with the Friends of the Columbus Metropolitan Library.

The *Ohioana Quarterly*, published since 1958, highlights the work of Ohio writers, musicians and other artists. It contains reviews of recent books, essays about Ohio's literary figures, news

about Ohio's literary and arts world, and an annotated list of new books as they are received each quarter by the library. The Association has also published the book *Ohio Authors and Their Books*, and the Ohioana Ohio Literary Map, as well as other educational resources.

The Ohioana Library is supported through memberships, subscriptions, contributions, and a subsidy from the State of Ohio. Members and subscribers live in 36 states, the District of Columbia, and three European countries.

## COMMENTS ABOUT OHIOANA'S COLLECTION

Ohio has a unique and special treasure: the Ohioana Library Association.

Ohio has been the home of thousands of great writers, musicians, entertainers, and artists. The Ohioana Library serves as the "caretaker" of the state's literary heritage and the resource for information about Ohioans in the arts.

Playwrights Jerome Lawrence and Robert E. Lee, Ohio-born authors of "Auntie Mame," "Inherit the Wind" and "The Night Thoureau Spent in Jail," have said:

*The Ohioana Library is the literary Fort Knox of Ohio literature; it has been mining, preserving, and honoring the gold of our native poetry, fiction, history, journalism, biography, and drama since 1929. The most enduring riches in Ohio can be found on the shelves of this library.*

Comments from historian John Sugden's response to receiving the 2001 Ohioana Book Award for his book "Blue Jacket: Warrior of the Shawnees," about one of Ohio's most captivating historical figures.

*Few tasks are more important than the promotion of literature, for literature is the principal means by which we connect with those who have gone before. It is the greatest guardian of our heritage. Music and the visual arts can hit our souls more immediately, but it is the written language that captures and interprets us most comprehensively, with all our complexities. It is primarily through literature that posterity will come to know who we were, what attitudes and values we held, and what we did. The Ohioana Library Association, therefore, labors in a great cause. The many different genres of writing it honors testify to the earnestness you bring to your task.*

and

Comments of Hope Taft, First Lady of Ohio.

*More than ever, Ohioans need to support and celebrate the writers and artists who are alive now to promote continued creation of literature and art in Ohio. The Ohioana Library Association is a one-of-a-kind organization designed to carry out this mission.*

**EBSCO Database Training  
Dorrie Sacksteder**

**Tuesday, August 5, 2003**

## EBSCOhost Information

- Main EBSCO support page  
<http://support.epnet.com>
- EBSCOhost Web User's Guide  
[http://support.epnet.com/custsupport/UserDocumentation/ebs\\_2065.pdf](http://support.epnet.com/custsupport/UserDocumentation/ebs_2065.pdf)
- EBSCOhost Tutorials  
<http://support.epnet.com/custsupport/Tutorials/Tutorials.asp>
- Title Lists available for print or download  
<http://www.epnet.com/titlelists.asp>
- Library Reference Center  
<http://search.epnet.com/reflogin.asp>







## Mount Vernon...Not the Official Version

Hello, and welcome to Knox County. If you wish to visit Mount Vernon on your free evening, I have some suggestions. Downtown shops close as early as 5:00, so you might want to leave Gambier, drive to Mount Vernon, park, and start with a walk along Main Street before dinner.

From Caples Hall, turn right on Gaskin, then left on Windsor and right on Chase Road / SR 308. Heading North, you'll deadend at SR 36. Turn left, and you'll be on Coshocton Road / SR 36. Follow this for about two miles. The first stoplight is at Upper Gilchrist Road. Left takes you to the movie theatre as well as the Greenleaf Restaurant. If you continue to the second stoplight and turn left you will go up a hill to a shopping area which includes a fine Chinese restaurant, the Hunan Garden. Walmart, grocery stores, and a variety of quick service restaurants, including Wendy's, Ryan's Steakhouse, and Ruby Tuesday's are located in this area of Coshocton Road or on adjacent access roads.

Continue on Coshocton Road / SR 36, which narrows after Bob Evans' Restaurant and before Friendly's. After you cross Division Street (Flynn's Guitar Center on your right) you will turn left at the stoplight at North Park Street. Follow the 36 West sign, and be aware that this is a tricky intersection. Turn right at East High and proceed two blocks to the Square in Mount

Vernon. You must turn right to circumnavigate the square.

If you go one quarter of the way around the Square and exit to the North, you will be on North Main Street. Down Home Leather (gorgeous bags and small leather items) and Craftsman Hill Yarns are on this block.

If you go one half way around the Square and continue West, you will be on West High Street, on your way to Mazza's Italian Restaurant, Fiesta Mexicana Restaurant, and Donato's Pizza.

If you go three quarters of the way around the Square and exit to the South, you will be on South Main Street. South Main Street is undergoing a substantial renovation, and to be honest, it looks like a construction site. Do not despair. Everything seems to be open and merchants will be happy to see you. The Woolson Company, Farley & Moore's antique mall, the Alcove Restaurant, Sip's Coffee, Alexander & Rhodes Mercantile & Art House, Jordan's Quilt Shop, and Bead Therapy are among the charming shops in this area.

If you go all the way around the Square you can exit on East High and head back, or you can just circle a few times. You will not be the first person to drive around the Square more than once to get your bearings. On the South East section of the Square is

Henry's Restaurant at the Curtis Hotel. One of my colleagues particularly recommends the prime rib and the Cosmopolitans.

You may wish to join me for a tour of the Public Library of Mount Vernon & Knox County. We are at the intersection of Sugar Street and North Mulberry Street. North Mulberry Street is one way heading south. From the Square, you will go North on North Main Street through three stoplights to Hamtramck Street (the street sign is pretty rusty). Turn left on this one way street and go one block to North Mulberry, where you will turn left onto Mulberry. There is on-street parking, or we share a long lot which goes from the church parking you see from the intersection down to parking behind the Library. The Library is a brick building with a green roof. Our telephone number is 740-392-2665, and choose 2 for Reference.

When you leave the Library, go south on Mulberry Street two blocks south to West High (oddly, there isn't a SR 36 sign here). Turn left, then right around the Square and right onto East High. Follow the SR 36 signs as you turn left on Park, then right on Coshocton. Follow the SR 36 East signs as you take Coshocton Road back to SR 308 and Gambier. Watch out for deer.

No really, Watch Out For Deer!



OLSSI

*Certificate of Completion*

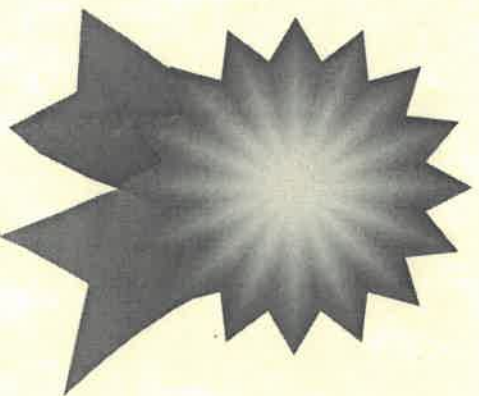
*is hereby granted to:*

*Michael Bradshaw*

*to certify completion of the*

*Ohio Library Support Staff Institute*

*August 3-6, 2003*



*Douglas Morrison*

*Douglas Morrison, OLSSI Chair and Founder*