

Oshkosh Staff and the Shared Automation System

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Background and Philosophy

When the first libraries joined WALs in 1990, there were discussions about compensating Oshkosh for the time staff time it would take to maintain the system and the shared database. At the time, all of the staff supporting the automation system were employed by Oshkosh. Oshkosh staff had, and still has, detailed, hands-on expertise with the library automation system modules and functions: Circulation, holds, acquisitions, cataloging, and barcoding. The computer system maintenance and operations are now done by Winnefox staff.

The work of supporting the shared automation system falls into the following major areas:

A. Training

Oshkosh staff trained each Winnefox library at startup and continues to offer training to new library directors or heads of circulation departments. When a library hires a new director, that person is encouraged to spend the major part of a day at Oshkosh working at the circulation desk with Ruth Percey or other Oshkosh staff learning the system in a high-volume, varied-transaction situation. While at Oshkosh, the person may also meet with Kathy Grace on barcoding issues and WALs staff on the automation system policy files and reports.

B. Circulation Support

For both circulation and the holds system, Oshkosh staff answers questions, solve problems, develop procedures, test reports, test new versions of the software, and serve as a resource for all users of the shared system.

C. Printing notices

Oshkosh staff prints the paper notices that are mailed. About 75 are printed daily, taking 1 hour per day to print and run through the postage meter. Oshkosh pages handle the notices.

D. Procedure development and documentation

Oshkosh staff test new procedures and assist with writing the documentation for those procedures. Examples include withdrawal, teacher card, duplicate patron records, and in-process procedures.

E. Problem solving

When a library reports a problem that Oshkosh is not having, WALs staff works with Oshkosh staff to try to replicate the problem. Some problems can be fixed by WALs staff; others need documentation before logging them with SirsiDynix. Some problems are not fixable, but Oshkosh staff work with WALs to create acceptable workarounds.

F. Cataloging

The shared automation system has always had centralized control and management of the bibliographic database, including authority control, with all of that work being done by Oshkosh staff. Oshkosh has always been reimbursed for this responsibility. Because it is a shared database, with multiple libraries attaching their copies to the same bibliographic record, the idea of billing for the first use of a record was rejected. The reimbursement to Oshkosh is based estimate of the time needed to support the shared database adequately. That work is done by five staff (2.5 FTE) in the Oshkosh technical services department.

The basic barcoding procedure performed by each of the WALs libraries is not cataloging because those libraries are not responsible for the bibliographic record—the description, subject analysis, and authority work. Instead, each library is responsible for creating the call number and copy record for each item added to the collection for their library. WCTS does this step for the items it processes for its members.

The barcoding process includes deciding the call number for the item (classification), the Item Type, the Item Location, and the Item Category. For each item, the database is searched. If a record is found, the call number and copy record are attached to that database record. If a record is not found, the library, or WCTS, enters a short bibliographic record and then proceeds with creating the call number and copy record. Oshkosh staff is responsible for upgrading that short record into a fully cataloged record.

Cataloging steps done by Oshkosh technical services staff for the shared system are:

1. Download OCLC bibliographic records.

The basis for all of the records in the database is an OCLC record. Oshkosh staff search OCLC for a bibliographic record at the time Oshkosh does its own ordering.

Oshkosh puts in short records for its own titles if there are no OCLC records and continues searching OCLC in the subsequent weeks.

2. Overlay short records with full OCLC records.

Oshkosh runs reports that list short records that have been added by all of the libraries—usually about 1500 short records each month. Oshkosh staff search for the titles on OCLC and when a match is found, use Symphony procedures to overlay/replace the short record with the full OCLC record.

3. Select electronic Wisconsin documents and download records.

Oshkosh staff review lists of Wisconsin documents that are available online and select titles that are appropriate for our database. For those documents, a bibliographic record is downloaded from OCLC and a copy created for each library. This means that any search limited by library will include the electronic documents.

4. Download bibliographic records for Overdrive titles.

Oshkosh Tech is notified by email when a new batch of records is available for Overdrive titles. Oshkosh staff downloads the file of titles and create a copy for each Winnefox library. This means that a search limited by library will include the Overdrive titles.

Titles ordered through the Winnefox Advantage account must be addressed separately and include identifying the unique titles (not owned by WPLC), finding the appropriate OCLC record and then copying the url for each title from the WPLC/Overdrive site to the appropriate bibliographic record.

5. Edit records (copy cataloging) to match local practice.

a. Each OCLC record is reviewed to clean up subject headings, dropping the subdivisions United States, juvenile literature, popular works, etc. This improves the display results in the by consolidating adult and children's titles into a single subject heading entry.

b. Specific information for specific types of material is moved or added so the titles display consistently on the hit-lists in the online catalog:

Large print is moved to the edition statement

Wide screen/full screen is moved to the edition statement

Unabridged/abridged is moved to the edition statement

The General Material Designator (GMD) in the bibliographic record is changed to a specific designation. Video recording is changed to DVD; audio recording is changed to Compact Disc, etc.

c. Staff reviews subject headings for audio formats of books to make sure they have the same subject headings as the print book.

6. Download OCLC authority records and do authority control work—for names, series, and subjects

As part of the copy cataloging process, staff uses Symphony routines that compare headings in the record to the authority records. Headings that do not match against the authority file are marked as unauthorized.

For unauthorized headings, staff searches the bibliographic database to see if there are other occurrences of the heading. If there are three or more matches, an authority record is downloaded from OCLC and the bibliographic records are linked to the authority record.

Authority work also includes managing headings that Library of Congress has changed. Oshkosh regularly retrieves changes from the LC website, overlays the

existing authority record, and, if necessary, runs Symphony routines to update old headings in the database.

7. Original cataloging—Contribute new records to OCLC and the local database for items from all libraries that need original cataloging.

After several searches of the short-record report over several weeks, if a record is not found on OCLC, Oshkosh creates one on OCLC and then downloads it into our database.

8. Consolidate bibliographic records when the content is identical.

Because of how audio material is sold—with replacement rights or without—there can be two separate bibliographic records for the same title. Oshkosh staff combines the copies to one of the records and add the ISBN to the record from the one that will be deleted. Holds are transferred also. This is a common practice for Brilliance and Listening Library titles.

9. Ongoing data cleanup

Oshkosh staff fixes problems by changing headings when problems are noticed or reported. Others are typos, requests for added headings, etc. About 50 items per month are cleaned up from online forms submitted by library staff.

10. Add and manage magazine titles

Each year Oshkosh adds a new bibliographic title for each magazine so the copies for the year can be attached to the correct year.

Oshkosh maintains a master list of magazine titles owned by other libraries but not owned by Oshkosh. This list is reviewed before titles are added so if a library has dropped its subscription, a new record doesn't get added. (There are 287 unique title owned by other libraries and not owned by Oshkosh.)

G. Item/Copy/Barcoding Issues

Libraries report problems they cannot fix. Some are fixable by Oshkosh; others need to be logged with SirsiDynix. There are a few of these per month but they are reported by email or a phone call and need more immediate attention so the item can circulate.

H. Database Issues and Holds

1. Add an on-order copy for all DVD titles owned only by libraries that use local holds

Because of how the automation system handles local holds the user cannot place a hold if all of the copies are local hold for other libraries. Oshkosh staff adds a “fake” on-order item for Winnefox so all users can place holds on these titles. The hold will not be filled until a library removes their copy from local hold.

2. Remove on-order copies for DVDs

Oshkosh staff reviews the “fake” Winnefox on-order items bi-monthly and removes item once a copy is available for all libraries. These items must be removed so when the bibliographic record is available for removal from the database (all copies withdrawn), the system will allow the record to be removed.

3. Fix hold problems

Oshkosh staff will notice, or libraries will report problems with holds being attached to the wrong bibliographic record. The problem will be fixed by identifying and moving the hold to the correct record

4. Remove old holds

Monthly a report is run identifying holds placed by patrons more than nine months prior. Nineteen of the libraries have requested Oshkosh staff address these reports. This includes identifying titles still on-order, moving holds when needed to another bibliographic record or removing holds for items that are lost, missing or withdrawn/discarded.

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I. Item record maintenance.

1. Long in-transit items

A report is run monthly to identify all items that have been In-transit more than three months. Oshkosh staff changes the status on these items to Missing.

2. Damaged item

A report is run monthly to identify all items have been damaged more than eighteen months. Oshkosh staff changes the status on these items to Missing.

J. Acquisitions (Menasha, Neenah, and Oshkosh)

1. Review and fix errors in acquisitions reports.

When invoice reports error out because of a missed step on the part of a library, Oshkosh retrieves the appropriate file from the server and forwards it to the library for handling.

When order reports fail because of missing ISBN numbers, Oshkosh resubmits an amended report after the library has made corrections. Some libraries need to be contacted by Oshkosh to make a correction. Others monitor their own reports.

Oshkosh staff monitors the invoice reports that are run once for all of the acquisitions libraries. When these fail, they identify the problem and report it to the library.

2. Do annual acquisitions account roll-overs

This involves running a series of five reports for each library, timed for the actual closing of the each library's books for the fiscal year.

3. EDI for materials vendors

Oshkosh staff sets up individual vendors for EDI (Electronic data interchange). This enables the Sirsi/Dynix system to load invoices directly to the acquisition module. Configuration of a vendor for EDI involves multiple steps and can be very time-consuming depending on the vendor.

K. OCLC updating

Oshkosh staff manages the process of maintaining accurate OCLC holdings. New holdings are set on OCLC by submitting a file. The file is created with a Symphony report. Oshkosh does this quarterly.

OCLC holdings are deleted twice a year with another set of files created by other reports.

When the files are processed by OCLC, they return a file of exceptions—titles that they can't process for a variety of reasons. Oshkosh handles these manually.

L. Special projects

1. Change in catalog interface

Because of cataloging knowledge Oshkosh staff must work closely with WALIS staff when there is a change in the catalog interface.

Oshkosh staff does all item and bibliographic changes that are associated with a different catalog interface

2. Migrating from AACR2 cataloging rules to RDA (Resource Description and Access)

Oshkosh staff is trained in the new standards for RDA

Oshkosh staff works with WALIS to determine how new fields and changes in the cataloging standards affect display in the public catalog and Workflows.