

**SERIALS DEPARTMENT
ANNUAL REPORT
2000/2001**

Submitted August 30, 2002

I. Introduction:

A. Departmental Mission Statement:

The Serials Department acquires, organizes, preserves, and provides access to serial publications in all formats, in support of the overall Library mission of nourishing and enhancing all University programs.

B. Strategic Initiatives of the Department:

- Enhance, preserve, and provide access to the library's serials collection
- Build the library's electronic serials collection
- Make serials processing more efficient through advances in automation

Our achievements of 2000/2001 toward these initiatives are detailed below.

C. Relationship to Division and Library-wide Strategic Plan:

The above facets of the strategic plan for the Serials Department relate to the following two items from the library-wide strategic plan:

- Enhance and preserve library collections in all formats
- Build digital library services and operations

II. Progress toward current goals (for 2000/2001, A-K, in italics below)

ENHANCE, PRESERVE, AND PROVIDE ACCESS TO THE LIBRARY'S SERIALS COLLECTION.

A. *Work with Collection Development Coordinating Committee to support their collection assessment; participate in Serials Enhancement and Access Project (SEAP) until bound periodicals have been returned to Hamilton Library.*

Resources used: Initial tasks and strategy were established, including assessing and enhancing the library's current periodical collection and determining retention and formats of backfiles (1999/2000). No additions were made to tasks and strategies during 2000/2001.

Outcome achieved: Selectors began reviewing bound periodicals currently located in Sinclair Library to evaluate what should be returned to Hamilton after renovation.

B. *Begin ongoing cleanup and standardization projects for serials bibliographic and summary holdings data in Hawai'i Voyager.*

Resources used: Data migration from CARL to Voyager resulted in many problems. Members of the Serials and Cataloging departments analyzed data loads throughout the migration and the production database to determine size and scope of resulting problems. Problems included serials bibliographic record duplication and multiple holdings records for each title.

Outcome achieved: Members of the Cataloging and Serials Departments formed the MFHD (Multiple Format Holdings Display) Group to set policies and procedures for serial bibliographic record de-duplication and for MFHD clean up. Stephanie Nelson created an excel file to coordinate the completion of this data clean up project.

C. *Collaborate with Public Services staff to determine the best way to display serials data in the Hawai'i Voyager public web catalog.*

This project has been tabled until migration related serials bibliographic and holdings problems are resolved. Throughout the migration related clean up process, consultation between the Serials Department and Public Services will continue.

BUILD THE LIBRARY'S ELECTRONIC SERIALS COLLECTION.***D. Revise Serials website using already completed evaluation and recommendations to increase accessibility and aesthetic appeal.***

Resources used: The Department's LIS intern, Nobuko Miyairi implemented a comprehensive cleanup and redesign of the Electronic Resources management database, and began drafting new versions of website architecture and interface under the direction of the Electronic Resources Librarian.

Outcome achieved: Significant progress towards a complete website revision was accomplished. 71 categorized links to electronic resources were added, 104 removed, and 936 updated, for a total of 1062.

E. Create a consolidated web portal for electronic resources, providing a single point of access; investigate and implement advanced database solutions to supply instant access to all aspects of electronic resources.

Resources used: The Electronic Resources Librarian began developing plans for a consolidated database-driven web portal and entered into discussions with Public Services and technical staff.

Outcome achieved: Consortial projects and the shared nature of the Voyager database greatly increased the needs and scope of a consolidated web portal. Further planning and development will take place on a system-wide level.

F. Explore consortial agreements with other UH System Libraries and similar Hawaii State entities, following models in other states.

Resources used: The Electronic Resources Librarian, Ms. Stephanie Nelson attended UH System Libraries Consortial Database Purchasing Committee and Statewide Database Purchasing Committee meetings.

Outcome achieved: Ms. Nelson conceived and spearheaded a project to collect data from statewide libraries to calculate an average database cost per user, available at <http://www.hawaii.edu/serials/consortial/peruser.html>. Ms. Nelson coordinated and negotiated a highly discounted group purchase of three databases from the Gale Group, for UH-Manoa, UH-Hilo, Honolulu Community College, Leeward Community College, and Maui Community College. Ms. Nelson also began coordinating a comparison project for a large-scale consortial database purchase for all libraries in the UH system.

G. *Develop policies and procedures regarding serials ordering and processing for materials in electronic or web-based formats.*

Resources used: The Electronic Resources Librarian met with Cataloging and Serials staff to discuss procedures for electronic resources. Ms. Nelson joined ERIL, the Electronic Resources in Libraries email discussion group.

Outcome achieved: Cataloging and Serials staff are developing procedures for cleanup of the electronic resource holding records (MFHDs). Processing issues for print serials that switched to online-only format were described and submitted to CDMC for discussion.

MAKE SERIALS PROCESSING MORE EFFICIENT THROUGH ADVANCES IN AUTOMATION.

H. *Migration to Endeavor's Voyager*

Resources used: Throughout November and early December of 2000, Endeavor loaded the vendor, order and bibliographic records. Serials staff reviewed each load for possible problems and to determine acceptance of each record load. Stephanie Nelson and Karen Choy coordinated the review and acceptance process.

Outcome achieved: Endeavor completed the migration of data from CARL to Voyager in December 2000. On January 8, 2001 formal use of Voyager for public functions began for the University of Hawaii System Libraries. Coordination of workflow and evaluation of data migration related projects began in the Serials Department and throughout Collection Services.

I. *Establish policies, procedures, and workflow for serials processing in Hawaii Voyager.*

Resources used: In February 2001, Supervisors from the Acquisitions and Serials Departments formed a committee to standardize vendor record and purchase order creation and clean up. The System wide Acquisitions Coordinating Committee (SACC) was formed by Thelma Diercks and co-chaired by Eileen Yara and Amy Carlson in May 2001.

Outcome achieved: Through the creation of both groups, information about the new Voyager System was distributed. By sharing the information about the new system, as well as analyzing data problems, both the Acquisitions/Serials group and the SACC were able to develop areas of standardization of inputting on a system wide level while considering a variety of information needs. Examples of specific standards: use of Voyager site prefix for PO numbers, use of Voyager site prefix on serials check-in component names. Establishment of policies and procedures for the Serials Department will continue through 2001/2002.

J. Implement macros to eliminate repetitive and time-consuming procedures.

Resources used: Paul Beck in CatSS evaluated multiple macro programs. Based on his evaluations, the Acquisitions, Cataloging and Serials Departments requested the installation of Keyboard Express. Desktop Networking Services installed Keyboard express on November 22, 2000.

Outcome achieved: Members of the Serials Department utilized and wrote macro programs using Keyboard express to help specifically with rote and repetitive motion data clean up resulting from the migration to Voyager in January 2001.

K. Complete the Hawaii Pacific Journal Index migration from CARL to Hawaii Voyager.

Inputting data and the accessing of the Hawaii Pacific Journal Index continued on CARL. The data migration from CARL to Voyager was not completed during 2000/2001.

III. Other activities, projects, accomplishments, or changes (e.g. personnel, physical, equipment)

Select and hire Interim Head of Serials: Stephanie Nelson and Kim Haines participated on the screening committee for the new Head of the Serials Department. Amy Carlson began working as the Interim Head of Serials on October 2, 2000.

Space Planning: Staff continued to work with the Building Planning Officer to assess the space needs of the Serials Department in both our temporary Phase III space and our permanent Phase II space. Nelson, Carlson and the Department's LIS Intern, Nobuko Miyairi, coordinated all electrical, phone, datajack, and square footage allotments and produced detailed floor plan layouts for an easier move transition to the new space in Phase III.

Move Department staff and materials into temporary space on the Ground Floor of Phase III: Serials Department staff and materials moved into temporary space on the ground floor of Phase III February 20, 2001.

Assist the Preservation Department in their microform conditioning and re-boxing project. Periodical/Microforms Room students, under the supervision of Verna Young, assisted the Preservation Department with the re-boxing and re-labeling of microforms. Reboxing and re-labeling assistance continued until the transfer of Current Periodicals/Microforms Room from the Serials Department to Access Services.

Transfer management of Current Periodicals/Microforms Room: The transfer of management for the Current Periodicals/Microforms Room coincided with the move of the Serials Department Staff from the first floor of Phase I/II to the ground floor of Phase III. In February 2001, Access Services took over the management of the Periodicals/Microforms room, including, management of student staff and microform readers.

Personnel: Susan Chow was selected and hired for the Library Assistant IV on May 14, 2001.

IV. Goals for 2001/2002

ENHANCE, PRESERVE, AND PROVIDE ACCESS TO THE LIBRARY'S SERIALS COLLECTION.

- Continue ongoing cleanup and standardization projects for serials bibliographic and summary holdings data in Hawai'i Voyager.
- Complete Hawaii Pacific Journal Index migration from UHCARL to Hawai'i Voyager.
- Establish policies, procedures, and workflow for serials processing in Hawai'i Voyager.

BUILD THE LIBRARY'S ELECTRONIC SERIALS COLLECTION.

- Revise Serials website and management database to increase accessibility and aesthetic appeal and streamline updating procedures.
- Implement a proxy server for remote access to restricted electronic resources.
- Investigate and implement advanced database solutions to supply instant access to all aspects of electronic resources.
- Explore consortial agreements with other UH System Libraries and similar Hawai'i State entities, following models in other states.
- Develop policies and procedures regarding serials ordering and processing for materials in electronic or web-based formats.

MAKE SERIALS PROCESSING MORE EFFICIENT THROUGH ADVANCES IN AUTOMATION.

- Create initial workflow for Voyager 2000.1.2, integrating migration related clean up and Serials departmental work.
- Implement **E**lectronic **D**ata **I**nterchange (EDI) with Swets Blackwell.
- Develop reports and reporting mechanisms with the Systems Office to manage data clean up projects.

OTHER ACTIVITIES, PROJECTS, OR CHANGES.

- Select and hire new staff for two, open Library Technician V positions.
- Continued participation in the MFHD group.
- Participation in System wide Acquisitions Coordinating Committee.
- Select and Hire a permanent Head of the Serials Department.

STATISTICS
SERIALS DEPARTMENT

	<u>1997/98</u>	<u>1998/99</u>	<u>1999/2000</u>	<u>2000/2001</u>
Total serials issues checked in:	102,890	104,482	105,896	97,363
New/added grids created:	13,905	13,519	12,651	
Total expenditures for serials:	\$2,775,368.55	\$3,062,034.80	\$3,275,807.39	\$3,437,791.00
Periodicals Room questions asked:	9,191	11,012	9,947	
Directional/informational:	4,555	3,934	2,470	
Reference:	527	2,290	2,545	
Mechanical answered:	4,060	4,758	4,912	
Mechanical referred:	49	30	20	
Microforms added to collection:	31,101	29,793	25,269	
Microprint:	0	0	0	0
Microfilm:	1,868	1,817	2,193	
Microfiche:	29,233	27,976	23,076	
Microforms reshelved:	74,390	79,703	79,571	
Periodicals reshelved:	Discontinued	-		
Serials sent to bindery:	12,500	13,900	13,000	12,500

Department Member's Activities/Committees

Serials Department Voyager Acquisitions Module Training 2000.1.2

(2/20/01)

Stephanie Nelson
Amy Carlson
Karen Choy
Lynn Furusawa

Lynn Gibo
Kim Haines
Jean Kubo
Pauline Kurosumi

Debra Okuno
Sandra Suzuki
Evelyn Tsukamoto
Verna Young

Acquisitions/Serials Committee

Amy Carlson
Karen Choy
Jean Kubo
Evelyn Tsukamoto
Verna Young

SACC

Amy Carlson, co-chair
Stephanie Nelson
Karen Choy
Jean Kubo
Evelyn Tsukamoto

MFHD Group

Amy Carlson
Karen Choy
Jean Kubo
Evelyn Tsukamoto

EOY Party Planning Committee 2001

Lynn Furusawa
Pauline Kurosumi
Evelyn Tsukamoto

Library Staff Association Departmental Assignment: Serials Department 2001

Library Staff Association Officers:

Co-Treasurer: Marc Nitta
Staff room co-chair: Stephanie Nelson
Library Staff Association President (2001): Amy Carlson

Department Head's Other Miscellaneous Activities and Committees:

Attendance: Voyager User's Group Meeting 2001 (Amy Carlson and Stephanie Nelson).
Hawaii Library Association: Technical Services Section Chair
Voyager Steering Committee

Additional Information Regarding the migration from UHCARL to Hawaii Voyager:

Migration related problems:

- **Serial bibliographic records were not de-duplicated prior to bibliographic record load.** Over 30% overlap in records exists between University of Hawaii at Manoa and the other University of Hawaii Systems Libraries. Although the monographic bibliographic records were de-duplicated by an outside vendor, the serials bibliographic records could not.
- **Item records migrated with incorrect location and circulation status.** All serial item records migrated with location and circulation status of Library Use Only. Item record notes did not migrate from UHCARL to Hawaii Voyager and must be input by each Serials Staff member.
- **Multiple Holdings records were created during the order, bibliographic and item record loads.** For each title, at least holdings records were created: one for the order with only an 'in pre-order process' note, one for the items with only item information and call numbers and one for our holdings and note information from UHCARL.
- **Holdings record information fields and the holdings leader migrated as blank.** Fixed field information in the holdings records migrated without values. Over 10 fields of information in the leader and 008 must be input by a Staff member. The information contained in these fields include retention policy, lending policy and whether or not the holdings record is for a single-part or for serial items.
- **Migrated items created individual summary holdings statements.** For the holdings record with all of the item records, the load created an individual summary holdings statement for each item. This created a display problem in the Hawaii Voyager Public Catalog. Not only is the information inaccurate, we may have many items not yet linked to the bibliographic record in an item record, but also it created a lengthy and confusing display for the student, faculty, staff member or Reference Librarian.
- **Purchase order linked to the incorrect holdings record.** In Voyager, the purchase order must be linked to both a bibliographic and holdings record. Through the migration, the purchase order was linked to the incorrect holdings record. In order to break the migrated link, Endeavor informed the Serials Department that we would need to delete the copy on order. Over 24,000 serial purchase orders migrated and over 85% had this problem.
- **Purchase order linked to incorrect fund or ledger.** Most of the serial purchase orders were linked to the incorrect ledger and/or fund.
- **Vendor record clean up:** All vendor records required data clean up in the notes, addresses, phone and vendor type fields.

- **Purchase order recreation.** Some purchase orders did not migrate from UHCARL to Hawaii Voyager. Through use of UHCARL, the CARL Electronic Archive and other archived information, Serials Staff members must recreate these purchase orders in Voyager.

Migration related set-up:

- **Serials check-in pattern set-up.** For each of roughly 24,000 titles a Serials Department staff member must choose an appropriate pattern and input enumeration and chronology information along with expected dates. This information is used by the system to generate an expected receipt cycle for the title.
- **Inputting vendor reference number information into the purchase order.** To prep for receipt and posting of invoices from Swets Blackwell through EDI, the Serials Department Staff had to transfer the vendor reference number from where it migrated to the specific EDI linking field. In some cases, no number transferred from UHCARL as it had not been input.