

SERIALS DEPARTMENT ANNUAL REPORT 2001/2002

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 2001/2002, A-O, in italics below)

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

A. Continue ongoing cleanup and standardization projects for serials bibliographic and summary holdings data in Hawai'i Voyager.

Resources Used:

Bibliographic record duplication:

Members of the Cataloging and Serials Departments participated in the de-duplication of bibliographic records and holdings record data clean up.

Holdings data:

Serials Department Head and Supervisors (Karen Choy, Jean Kubo, Evelyn Tsukamoto and Verna Young) collaborated with members of the Cataloging department as the Multiple Format Holdings (MFHD) Group.

*Outcome achieved:***Bibliographic record duplication:**

Eliminating duplication of bibliographic records includes modifying the previous policy of latest entry cataloging to successive cataloging. This required extensive work with multiple bibliographic records as well as determining previous title changes as they relate to the holdings. The Serials Department identified over five thousand priority titles. By November 2002, duplication of these priority titles had been eliminated. In addition, Catalogers and Serials Supervisors replaced the single latest entry bibliographic records with multiple records when necessary by successive cataloging standards.

Holdings data:

Members of the Serials and Cataloging Departments decided upon policies for holdings records at University of Hawaii at Manoa Libraries. These policies work in conjunction with University of Hawaii System Libraries Cataloging Policies as developed by System wide Cataloging Coordinating Committee (SCCC). Serials Supervisors continue with the holdings record data clean up resulting from the migration. Clean up will continue throughout FY 2003 and into 2004.

B. Complete Hawaii Pacific Journal Index migration from UHCARL to Hawai'i Voyager.

Resources used: The Hawaii Pacific Journal Index (HPJI) migrated from UHCARL to Hawaii Voyager in December 2001. Data loads into the database began in November. Karen Choy created and implemented templates for inputting citations into the HPJI database.

Outcome achieved: Karen Choy, Serials Coordinator for the Hawaii Pacific Journal Index, reviewed each data load with members of the Special Collections, Cataloging and Systems Departments. The citations migrated with some problems, resulting in an additional data clean up project. The HPJI students began to input new citations, utilizing the templates, in Spring 2002. At the end of FY 2002, Karen Choy finished over 50% of the migration related data clean up.

C. Establish policies, procedures, and workflow for serials processing in Hawai'i Voyager.

Resources used: In May 2001, Carlson divided the Serials department Staff into two functional groups. One group concentrated on serials check-in in the Voyager Acquisitions module. All members of the serials Department assisted with the development of the alternative check-in system.

Outcome achieved: The Serials Check-in group had a charge to try out the new software, to test the over 1800 patterns from the Library of Congress, to develop a serials check-in guide and to help train the remaining staff. In August 2001, all of the Serials Department Staff helped to create an alternative check-in system. The manual check-in files reduced the amount of processing time and increased the materials flow to the Collection shelves, without requiring the staff to learn another networked or online system. On July 2001 tracking receipt of materials in UHCARL ceased. At that time, Staff processed only a handful of materials in Voyager. In July 2002, over 7000 titles are actively received in Voyager.

BUILD THE LIBRARY'S ELECTRONIC SERIALS COLLECTION.

D. Revise Serials website and management database to increase accessibility and aesthetic appeal and streamline updating procedures.

Resources used: Electronic Resources Librarian and LIS intern Nobuko Miyairi designed macro programs in Microsoft Access and Microsoft Word to automate website updating procedures. Ms. Miyairi learned Server-Side Include (SSI) and Cascading Style Sheet (CSS) webpage formats. Electronic Resources Librarian designed and created a comprehensive web-based Troubleshooting Flowchart for eResource access, and a Feedback Form.

Outcome achieved: Released completely redesigned version of the Serials Department Electronic Resources Gateway on 7/31/01, followed by major updates and additions on 1/30/02. New procedures resulted in 60% more efficient updating. 70 questions, comments, and requests for assistance received via Feedback Form since release on 2/28/02.

E. Implement a proxy server for remote access to restricted electronic resources.

Resources used: Electronic Resources Librarian worked with Public Services Division Head, Desktop Network Services Department Head, Kapiolani Community College Systems Librarian and Systems Department Head and staff for extensive planning, configuration, setup, and testing of EZProxy software.

Outcome achieved: New Electronic Resources Gateway released on 7/31/01 included additional "off-campus" links for all restricted eResources, enabling UH-Manoa users to access them at any time from home or any other off-campus computer.

F. Investigate and implement advanced database solutions to supply instant access to all aspects of electronic resources.

Resources used: Electronic Resources Librarian attended North American Serials Interest Group (NASIG) Annual Conference in Williamsburg, VA, June 20-23. Attended presentations, met with several vendors of eResource management tools, consulted with other attendees regarding solutions at other libraries.

Outcome achieved: Determined that all libraries are seeking similar solutions, but that no currently available commercial software package satisfies the complex needs of UHM's situation. The most successful libraries have implemented comprehensive in-house programming, currently beyond the reach of existing staff resources. Continuing to refine specifications for ideal solution.

G. Explore consortial agreements with other UH System Libraries and similar Hawai'i State entities, following models in other states.

Resources used: Electronic Resources Librarian worked closely with vendors and contacts at each UH System Library to gather comparative pricing data and database specifications, solicit and coordinate questions and responses, negotiate licensing terms, and implement setup for several large databases. Participated in Hawaii Library Consortium Statewide database initiative.

Outcome achieved: Implemented UH-Manoa purchase and access for the entire UH System to 320 UH Press eBook titles via netLibrary on 10/1/01; for ProQuest Digital Dissertations Full Text on 12/31/01; and for 1150 full-text scholarly journals via ScienceDirect on 1/17/02. Coordinated UH Systemwide contract for access to suite of full-text EBSCOHost databases on 1/1/02, which was used as the foundation for the Statewide Hawaii Library Consortium decision to purchase an expanded suite of databases from the same vendor in late June 2002.

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

Resources used: Electronic Resources Librarian consulted and worked with Serials, Cataloging and Acquisitions staff and the LIS Intern to develop clear and comprehensive procedures covering many aspects of eResource processing. Completed American Library Association Office for Information Technology Policy's Online Licensing Tutorial.

Outcome achieved: Completed procedures for cleanup of eResource holding records (MFHDs) on 10/8/01. Determined initial procedures for online-only resource processing after extensive discussions with CDMC and other staff. Created a draft revision of the entire serials fund structure in Voyager to track and manage eResource budgets with greater accuracy and detail. Developed eResource Serials/Cataloging Workflow document, drafted eResource Web Request Form, created eResource essential licensing terms checklist and contract procedures checklist.

MAKE SERIALS PROCESSING MORE EFFICIENT THROUGH ADVANCES IN AUTOMATION.

I. Create initial workflow for Voyager 2000.1.2, integrating migration related clean up and Serials departmental work.

Resources used: In July 2001, the Serials Department stopped paying invoices, claiming, and checking in materials in UHCARL.

Outcome achieved: In order to accomplish multiple migration clean up projects and continue to process renewal invoices, new orders and over 500 incoming materials each day, the Serials Department staff were divided into two groups. One group focused on pattern work and check-in. The other group concentrated on purchase order clean up and creation. In addition, all members of the Serials Department helped to develop solutions to problems encountered with the new workflow. Stephanie Nelson, Nobuko Miyairi (Serials LIS intern) and Amy Carlson created a flowchart to help guide the staff with serials check-in. By July 2002, over 7,000 titles were patterned and checked in on Voyager, over 3.9 million dollars worth of invoices were paid in the Voyager Acquisitions module and over 1600 purchase orders were created¹

J. Implement Electronic Data Interchange (EDI) with Swets Blackwell.

Resources used: Amy Carlson and Stephanie Nelson worked with Swets Blackwell representatives. Maureen Grant, Associate Information Processing Consultant from the Acquisitions and Serials Department for the General Library System and the University of Wisconsin-Madison, consulted.

Outcome achieved: Over five thousand titles from Swets Blackwell required completion of data migration problems: bibliographic de-duplication, holdings work, purchase order clean and moving the EDI match point number from the migrated field to the Vendor reference number field. The Systems Office provided the Serials Department with specific and frequent reports to monitor the project. Member of the Cataloging, Government Documents and Serials Departments completed the necessary clean up on over five thousand requires by early November 2001. Sixty-seven invoices, each with seventy-five line items each, loaded successfully into Hawaii Voyager in early December 2001.

K. Develop reports and reporting mechanisms with the Systems Office to manage data clean up projects.

Resources used: Members of the Serials and Systems Departments developed a variety of targeted reports to monitor migration related projects and to archive information from UHCARL.

Outcome achieved:

Reports completed during 2001/2002:

CARL Electronic Archive—Stephanie Nelson and Sean Lai Hipp made the original specifications. This report archives receipt, payment and purchase order information from UHCARL.

Subscriptions Pattern Online—Dave Brier worked in conjunction with Linda Miller, Senior Automation Planning Specialist at the Library of Congress. Amy Carlson assisted and reviewed the report. Through use of the Subscription Pattern online report, the Serials Department can quickly and easily see what pattern, out of a list of over 2000, the Library of Congress has chosen for the same title.

¹ Over 1600 purchase orders were created in Voyager between July 1, 2001 and June 30, 2002 for either new orders or to recreate orders lost in the migration order load.

Serials Check-in Count—David Brier, and Randy Takehara worked with Amy Carlson. The Serials Check-in Count report mirrors a standard report in UHCARL that was unavailable in Hawaii Voyager. For any specified amount of time, this report will calculate the number of journal issues are received or checked-in.

Additional reports--Members of the Systems and Serials Departments created specific and targeted reports to monitor clean up, data inputting or migration related projects. Projects related to these reports include: prep for EDI with Swets Blackwell titles, monitoring the number of serial titles with patterns, holdings record and purchase order clean up.

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

Continued participation in the MFHD group:

Amy Carlson, Karen Choy, Jean Kubo, Evelyn Tsukamoto, and Verna Young continued to participate in the MFHD Group. Decisions made by the group include such topics as holdings record procedures for limited retention materials, handling of monographic series with separate numbering, supplements and indexes.

Participation in System wide Acquisitions Coordinating Committee: The System wide Acquisitions Coordinating Committee met throughout 2001/2002 to discuss implementation of Voyager Acquisitions and required set-up. Following the Voyager User's Group Meeting (VUGM) in April 2002, Amy Carlson and Dave Brier presented information gathered from the user group sessions.

Select and hire new staff for two, open Library Technician V positions: In September 2001, Carol Fukomoto joined the Serials Department. In November 2001, Milton Mukai joined the Serials Department.

Select and Hire a permanent Head of the Serials Department: Stephanie Nelson and Verna Young served on the screening committee for the Head, Serials Department. In June 2002, the position was offered to Amy Carlson.

IV. Goals for 2002/2003

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

- Continue ongoing clean up and standardization projects for serials bibliographic and summary holdings data in Hawai'i Voyager.
- Train additional staff members to participate in holdings record
- 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.

BUILD THE LIBRARY'S ELECTRONIC SERIALS COLLECTION.

- Refine Serials Department Electronic Resources Gateway and management database design and content for increased efficiency, accuracy, and usability.
- Design and implement tracking and reporting procedures for eResource User Support done via phone, email, and online Feedback Form.
- Develop standardized procedures for collecting, analyzing, and archiving eResource usage statistics.
- In conjunction with appropriate library committees, review and revise list of IP address ranges used for authentication of remote access to restricted eResources.
- Expand and improve consortial purchasing agreements with other UH System Libraries and the statewide Hawaii Library Consortium by establishing clear guidelines and procedures.

MAKE SERIALS PROCESSING MORE EFFICIENT THROUGH ADVANCES IN AUTOMATION.

- Create an online or networked Serials Departmental Policies and Procedures manual.
- Complete serials pattern set-up for up to 15,000 titles in Hawaii Voyager.
- Set procedures for and implement claiming in the Voyager Acquisitions Module.
- Implement **Electronic Data Interchange (EDI)** with Otto Harrassowitz.
- Continue to 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 Library Assistant IV
- Select and hire new staff for Library Technician VII
- Assist in implementation of the Voyager Acquisitions module at the University of Hawaii Systems Libraries.
- Upgrade Serials Staff computers with new PCs or with additional memory.
- Purchase label printers for each staff member.

STATISTICS
SERIALS DEPARTMENT

	<u>1997/98</u>	<u>1998/99</u>	<u>1999/2000</u>	<u>2000/2001</u>	<u>2001/2002</u>
Total serials issues checked in:	102,890	104,482	105,896	97,363	95,148
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	\$3,909,930.00
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 reshelfed:	74,390	79,703	79,571		
Periodicals reshelfed:	Discontinued	-			
Serials sent to bindery:	12,500	13,900	13,000	12,500	12,800

Department Member's Activities/Committees

MFHD Group

Amy Carlson
Karen Choy
Jean Kubo
Evelyn Tsukamoto

SACC

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

Serials Check-in Group:

Verna Young, leader
Susan Chow
Kim Haines
Lynn Furusawa
Marc Nitta

Serials Order Group:

Evelyn Tsukamoto, co-leader
Jean Kubo, co-leader
Beryl Chu
Lynn Gibo
Sandra Suzuki

Electronic Resource Librarian's Other Miscellaneous Activities and Committees:

Hawaii Library Association Annual Conference 2001, Maui, November 3-4
Presentation at HLA: "Mergers, Aggregators and Consortia" November 3, 2001
North American Serials Interest Group (NASIG) Annual Conference, Williamsburg VA, June 20-23, 2002
Screening Committee: Head, Serials Department Spring 2002
Memberships: NASIG, Collection Services, CDMC, SACC.

Department Head's Other Miscellaneous Activities and Committees:

Hawaii Library Association Annual Conference 2001, Maui, November 3-4
Hawaii Library Association Board Member; Technical Services Section Chair 2002
Screening Committee: Systems Department, Temporary Librarian, January 2002
Attendance: VUGM 2002, April 25-27
Voyager Steering Committee member
SCCTP: Basic Serials Cataloging, Las Vegas Library June 4-5, 2002
SCCTP: Serials Holdings, Las Vegas Library June 6, 2002
Memberships: HLA, NASIG.