

**SERIALS DEPARTMENT
ANNUAL REPORT
1999/2000**

Submitted November 3, 2000

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 1999/2000 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 1999/2000, A-G, 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).

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.

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

B. Work with Collection Development Coordinating Committee to support their collection assessment. Add or cancel serial titles as appropriate.

Resources used: Stephanie Duennebier participated in the Collection Development Coordinating Committee and provided serials data and assessment as necessary.

Outcome achieved: Seven titles were cancelled, and the funds used by selectors to purchase equivalent titles in online format. In many cases, web access was less expensive than the print version. Additional orders for 42 new serial titles were processed.

BUILD THE LIBRARY'S ELECTRONIC SERIALS COLLECTION.

C. Evaluate and revise Serials website to provide better access to electronic resources.

Resources used: The Department's LIS Intern, Xi (Steven) Zhou conducted a usability survey of the Serials Department Website at <http://www.hawaii.edu/serials>. Users of different skill levels were tested and timed as they attempted to browse the site and to find specific information.

Outcome achieved: 234 categorized links to electronic resources were added, 29 removed, and 10 updated, for a total of 1022. New subject categories were introduced, and additional categories were added to existing links, providing new access points for users. A program that counts and tracks visitors to the website was researched and implemented, and the resultant statistics were analyzed. The HyperText Markup Language (HTML) code on all 77 pages of the website was streamlined and all contact information and internal navigation links were verified and standardized.

D. Consider vendor linking services such as EBSCO Online and SwetsNet.

Resources used: Information gathering from each vendor included examining websites, communication with the vendors and reading print information.

Outcome achieved: The aggregated electronic journal linking services provided by many vendors could provide enhancements to the library's web catalog and simplify vendor interactions. However, standardization of online services and software compatibility concerns compelled us to postpone our decision until consideration of additional vendors is complete. The ENCompass service from Endeavor Information Systems, Inc. will work in tandem with Hawai'i Voyager, with an expected release in early 2002.

E. Standardize license agreements for electronic journal subscriptions as much as possible; collect and organize subscription information to streamline processing.

Resources used: Stephanie Duennebier joined three email discussion lists pertaining to electronic resources and monitored discussions on the standardization of contracts and licenses. Additional research and consultation regarding standardized licenses was conducted. Existing licenses were reviewed and updated.

Outcome achieved: Work with licenses of all types increased understanding of requirements, formats, and procedures for electronic resource agreements. New licenses

were established for several electronic resources. The database maintained by Duennebier for the management of electronic resources was upgraded with the addition of new data fields, standardizing and verifying information, and converting the database from Microsoft Excel to Microsoft Access format.

MAKE SERIALS PROCESSING MORE EFFICIENT THROUGH ADVANCES IN AUTOMATION.

F. Continue to test Y2K software and solve related problems, including identification of non-standard practices.

Resources used: Stephanie Duennebier, Karen Choy, Pat Gates, and other Serials and Systems Department staff completed a detailed analysis of chronology fields in SERLEV4 (detailed holdings/grids), determined standard formats, and implemented programs to globally change all affected records. In addition, they identified several non-standard workarounds.

Outcome achieved: Y2K testing and chronology conversion was successfully completed by November 1999. The information specifically gathered for Y2K testing also aided the data migration to Voyager.

G. Participate in selection of new Integrated Library System, especially as regards serials functionality; prepare for and implement migration to new system, including hardware upgrades and training.

Resources used: Stephanie Duennebier and Karen Choy participated in the Review of Library Systems (ROLS) Technical Services Subcommittee and the Acquisitions, Serials, and Cataloging Sub-subcommittees. Duennebier was also a member of the Fiscal Sub-subcommittee. Data migration specifications were developed by Duennebier in collaboration with the Systems Department and Serials supervisors and staff. The Department's computer hardware was inventoried and evaluated. Disposal of obsolete equipment and replacement with new workstations was coordinated by Duennebier. All Department supervisors attended training sessions presented by the vendor of the new system. Duennebier designed training materials and conducted instructional group sessions for all Serials staff.

Outcome achieved: The Voyager system of Endeavor Information Systems, Inc. was ultimately selected on 1 February 2000 as the optimal combination of acquisitions, cataloging, circulation, and related functions. Complex serials data will be migrated from UHCARL to Hawai'i Voyager as fully and accurately as possible. Each staff member has a workstation capable of running the client software, and is trained to use the Voyager Acquisitions Module.

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

Collection Development: In May 2000, the Department was offered an extensive list of periodicals that were to be withdrawn from the collection at UH-Hilo. Serials staff analyzed the list and selected issues to fill in gaps in Mānoa's holdings.

Microforms: In February 2000, Stephanie Duennebier completed an inventory of the Asian Microfilm room. The inventory consisted of a call number listing, estimated count of reels per

box, and a spot check for acetate deterioration. She compiled the inventory and condition ratings into an Excel file for future use and reference. At the time of the survey, approximately 24,300 reels were stored on shelves and 21,000 reels were stored in cabinets, for a total of 270 square feet and 1,453 call numbers. A condition survey and inventory of these microfilms aids us in anticipating deterioration of films, preservation needs and possible disruption of public service with heavily used microfilms. Duennebier determined that 10% of the reels housed in cabinets are moderately to highly deteriorated.

Space Planning: Staff worked 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. Duennebier coordinated all electrical, phone, datajack, and square footage requirements and produced detailed floorplan layouts for both locations.

Personnel: In order to coordinate the selection, licensing, purchase of electronic resources and web-based databases, we selected and hired Stephanie Duennebier as our Electronic Resources Librarian in June 2000. Developing policies and procedures for electronic subscriptions, vendor negotiation, and facilitating resource sharing with UH System Libraries, the Electronic Resources Librarian fully organizes access to electronic materials. We selected and hired Ellen Solomon as the permanent replacement for Reuben Harper (Position No. 15589, Periodicals/Microform Room Desk Operations).

IV. Goals for 2000/2001

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

- 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.
- Begin ongoing cleanup and standardization projects for serials bibliographic and summary holdings data in Hawai'i Voyager.
- Collaborate with Public Services staff to determine the best way to display serials data in the Hawai'i Voyager public web catalog.

BUILD THE LIBRARY'S ELECTRONIC SERIALS COLLECTION.

- Revise Serials website using already completed evaluation and recommendations to increase accessibility and aesthetic appeal.
- 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.
- 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.

- Complete migration from UHCARL to Hawai'i Voyager.

- Establish policies, procedures, and workflow for serials processing in Hawai'i Voyager.
- Implement macros to eliminate repetitive and time-consuming procedures.

OTHER ACTIVITIES, PROJECTS, OR CHANGES.

- Transfer management of Current Periodicals/Microforms Room.
- Move Department staff and materials into temporary space on the Ground Floor of Phase III.
- Select and hire Interim Head of Serials.
- Assist the Preservation Department in their microform conditioning and reboxing project.

STATISTICS
SERIALS DEPARTMENT

	<u>1995/96</u>	<u>1996/1997</u>	<u>1997/98</u>	<u>1998/99</u>	<u>1999/2000</u>
Total serials issues checked in:	113,580	107,093	102,890	104,482	105,896
New/added grids created:	13,662	14,096	13,905	13,519	12,651
Total expenditures for serials:	\$2,722,241.60	\$2,748,730.02	\$2,775,368.55	\$3,062,034.80	\$3,275,807.39
Periodicals Room questions asked:	18,602	13,904	9,191	11,012	9,947
Directional/informational:	8,746	7,133	4,555	3,934	2,470
Reference:	3,197	1,389	527	2,290	2,545
Mechanical answered:	6,577	5,369	4,060	4,758	4,912
Mechanical referred:	82	13	49	30	20
Microforms added to collection:	38,568	26,454	31,101	29,793	25,269
Microprint:	2,197	1	0	0	0
Microfilm:	8,849	1,007	1,868	1,817	2,193
Microfiche:	27,522	25,446	29,233	27,976	23,076
Microforms reshelfed:	49,891	54,229	74,390	79,703	79,571
Periodicals reshelfed:	28,627	26,872	Discontinued	-	
Serials sent to bindery:	7,200	9,800	12,500	13,900	13,000

Department Member's Activities/Committees

Serials Department Voyager Acquisitions Module Training (5/19/00 – 6/30/00)

Stephanie Duennebier	Lynn Gibo	Debra Okuno
Amy Carlson	Kim Haines	Sandra Suzuki
Karen Choy	Jean Kubo	Evelyn Tsukamoto
Beryl Chu	Pauline Kurosumi	Verna Young
Lynn Furusawa	Marc Nitta	

Voyager Modular Training: Acquisitions (5/30/00 – 5/31/00)

Stephanie Duennebier
 Karen Choy
 Jean Kubo
 Evelyn Tsukamoto
 Verna Young

Department Head's Other Miscellaneous Activities and Committees:

Endeavor Implementation Project UH Manoa Serials Committee	March 2000-
Co-Presenter, Waipahu Intermediate Comprehensive School Alienation Program with David Brier, Patrick Gates, and Vickery Lebbin	16 March 2000
Trainer, Hawaii Voyager Acquisitions Module Training	
- Level 1, Introduction, Defaults, Preferences	19 May 2000
- Level 2, Purchase Orders and Invoices	7 June 2000
- Level 3, Subscription Components	19 June 2000
Endeavor Implementation Project Steering Committee	May 2000-
Guest lecturer, Digital Librarianship (LIS 694) 30	June 2000