2011

Scholarship Recipient Report: Ohio Valley Group of Technical Service Librarians

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2011 OVGTSL Newsletter
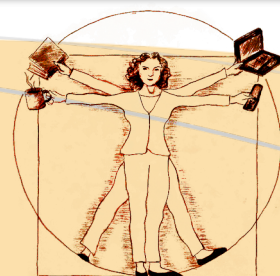## The Ohio Valley Group of Technical Services Librarians

Thank you to all attendees of the 2011 OVGTSL conference at Miami University in Oxford, OH. Although the weather wasn't very cooperative, we had a strong turnout and many excellent presentations. We had registrants from as far away as Florida (1), Pennsylvania (5), Maryland (1), Missouri (1), Michigan (3), and Tennessee (2), along with many registrants from Ohio (65), Kentucky (37), and Indiana (33). We had 19 presenters in addition to our two keynote speakers, Karen Coyle and Susan Gibbons.

In choosing the theme of "Technical Services Renaissance", we wanted to identify forward-thinking and innovative ideas in technical services, and we felt that all of the presentations captured the theme. A number of presenters sent us their presentations and they are posted on the OVGTSL 2011 website at: http://techserv.lib.muohio.edu/ovgtsl11/program

We hope that you enjoyed the 2011 conference (despite the weather!) and we look forward to seeing everyone at the 2012 conference in Evansville, Indiana.

Jennifer Bazeley, OVGTSL Treasurer, 2011

New Models for Metadata: Linked Data and the Semantic Web

Karen Coyle, Librarian and Consultant

Report by Carrie Preston

Coyle discusses the semantic web as a model for library metadata. Where the "regular" Web is a web of documents that point to each other, the semantic Web is meant to be a Web of data, or "the Web as a giant database."

Basic principles of linked data include
- Data, not text
- Identifiers, not words (for things and relationships)
- Statements, not records

"Data, not text" points out that many elements of typical catalog records (for example, "23 cm." or "Based on the novel by…") are difficult for computers to parse. Description based on data would separately and unambiguously store the unit of measurement and number of units, or the title, author, etc. of a book that had a specific relationship ("based on") to a movie.

"Identifiers" take the form of a Uniform Resource Identifier (usually an URL). Identifiers can represent "things" (people, books, places, data elements, etc.) or relationships between things (has author, has subject, etc.). The URI clearly identifies the work, person, concept, etc. being referenced and may provide further information about it. Identifiers can alleviate problems of language ambiguity and can aid in internationalization (since multiple languages' words for a concept can be associated with the same identifier).

"Statements, not records" means that resources are described in terms of subject-predicate-object statements or "triples" such as "[book X] has author [person Y]", "[book X] has subject [concept Z]", etc. Individual statements can be added or changed without having to disrupt or replace an entire "record," and statements can link resources to other resources that share some specific relationship.

Ideally, a linked data creation system would allow data to be entered without too much interaction with the underlying code (unlike MARC, which requires operators to remember arbitrary numeric codes). There is not yet a major linked data creation system for libraries, nor library software that supports it. However, many working examples exist, including databases like Open Library, Freebase, and VIAF and standards like FRBR, FRAD, and the RDA vocabularies. These and other examples are available at available at http://kcoyle.net/presentations/links.html

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DIY E-Resources: Break out and Build Your Own

Gwen Evans, Assistant Professor and the Coordinator of Library Information and Emerging Technologies, Bowling Green State University
Kellie Tilton, Associate Librarian for Government Documents, Bowling Green State University

Report by Ruth A. Light

Gwen Evans and Kellie Tilton of Bowling Green University offered a presentation about e-resources that are public-ready and can be used by libraries without a need for programming or specialized technology expertise. The presentation explained three levels: "Talented Amateur," for projects with plenty of time to plan, develop, and pick up a few new skills; "Weekend Warrior," for projects with a short timeline, but still time to develop a fuller product; and "2 Hours and No Special Tools," for those projects that need a solution as soon as possible, and do not necessarily need a highly customized user interface. Each level focused on a particular product currently available online (either free or available for a small fee) and showed examples of how librarians had used the products to provide services to their patrons.

The "Talented Amateur" level focused on Omeka, a product for online digital collections. It was the most advanced resource examined, and Evans and Tilton targeted it to those who are more comfortable with working with e-resources. Omeka is built on Dublin Core, and of the products examined is the most library-similar in its workflows. Created by George Mason University, the product allows for extensive customization or it can be used 'out of the box'. It is useful for museums and cultural heritage organizations, as well as for libraries.

The "Weekend Warrior" level featured WordPress, a blogging product that is highly customizable. A hosted version of WordPress is available or it can be installed and hosted locally. Evans and Tilton focused on the ways that WordPress can be set up to be used as a catalog for small, specialized collections. The example catalogs made interesting use of WordPress features, with the "categories" feature used for genre-level tagging and the "tags" feature used in a way similar to subject headings (e.g. directors of films). This allowed the user to browse by broad topics, but also provided the opportunity to search for more specific concepts.

The final and most basic level of e-resources examined was that for "2 Hours and No Special Tools". This level focused on the Google Docs products, e-resources that could be put together in just a few hours and could be used by anyone with little instruction. Tilton and Evans showed examples of using Google Spreadsheets and Google Forms as basic catalogs for fanzines, lab software, and slides for professors. Google Refine was also demonstrated as a tool to correct data, and Google Fusion was shown as a visualization tool.

"I'm Prepared for IP Rights Governance": Creative Commons Licensing, Media Assets Management, and the Role of Technical Services as IP Rights Administrator
Tom Adamich, President, Visiting Librarian Service (VLS)

Report by Carrie Preston

It is increasingly common for students in grades K-20 to create student work portfolios. These may be used to support learning (formative portfolios), assessment (summative portfolios), or employment (marketing or showcase portfolios). Portfolios may contain photographs, graphics, artwork, handwritten documents, video files, and audio files. Online files may be composed of "learning objects" each of which may have its own metadata. Intellectual property rights management is a necessary part of maintaining a portfolio repository and may be integrated into the metadata associated with digital objects.

The primary goal of Global Intellectual Property Rights Governance Management is to "promote the use of common practices for rights assignment and rights access." Creative Commons "ccREL" metadata is based on semantic web concepts using linked data "triples." Rights metadata both acts as a container for rights information, and can facilitate discovery of objects bearing a creative commons license, via search engines such as CC Search (http://labs.creativecommons.org/demos/search/). It should be noted that Creative Commons licenses may not align with the intellectual property laws of a particular jurisdiction, and that all intellectual property rights management must adhere to the principles established by major international organizations.

Examples of portfolio repositories using rights metadata include Worldwide Center of Mathematics (http://www.centerofmath.org/), The Orange Grove (http://florida.theorangegrove.org/og/), the Australian National Data Service (http://ands.org.au/services/register-my-data.html), and Australian Creative Resources Online (http://www.acro.edu.au/). When developing a school-wide portfolio repository, technologies must be agreed upon and policies developed for database support, storage/hosting, materials input and metadata. Adamich suggests presenting information on IPRGM and Creative Commons licensing to all stakeholders, and proposing a Portfolio Repository Advisory Board to govern these issues.

The Hidden Library: Share Your Worth by Marketing Your Electronic Resources
Benjamin Rawlins, Systems Librarian, Kentucky State University
Amanda Peach, Education Curriculum Librarian, Kentucky State University
Dantrea Hampton, Periodicals/Reference Librarian, Kentucky State University
Debbra Tate, Acquisitions and Resource Planning Librarian, Kentucky State University

Report by Lisa Britt Wernke

When a significant percentage of a library's collection budget is spent on intangible resources, how do librarians and library staff make sure these items are not overlooked? At Kentucky State University's Blazer Library they've made marketing their hidden library a priority.

The group's presentation began by focusing on why libraries should market their e-resources. There are several reasons: first, a percentage of the library's budget is spent on e-resources, so you are improving your library's worth by drawing attention to them. Second, it is an opportunity to educate users about the information resources that are available for their research needs. Finally, marketing your resources increases the value of your collection.   Drawing attention to your collection does not have to be taxing on your budget--it can be done for free or near to free. Libraries should never miss a chance to promote their resources. One idea for cost effective (or free) promotion is to create a brochure tailored to your faculty, staff and students and distribute it during orientation. One could also use vendor materials, such as bookmarks and posters for displays.

Another way to market your resources to your users is through social media. Social media provides a fast and free way to make contact with students and faculty and to disseminate information immediately. Websites like Facebook, which allow libraries to link to databases from their pages, can be used for to market library functions and workshops. It also allows page administrators to see usage statistics, such as the number of times a page is viewed. In addition, creating a blog for your library can provide a lot of the same features as Facebook, but it provides a lot more space. Blazer Library has redesigned their webpage to make it more user-friendly and created a place to highlight e-resources that are available to users. Creating a "Featured Resource" spotlight on your website is a simple way to market an intangible item. They have also created a "Mobile Resources" link and brochure, so that users with a smart phone are able to access library databases and the catalog.

Gearing up to promote and market your hidden library is a group effort. Everyone employed at the library needs to know what the library has – if you don't know your library's worth, how can you market it? When marketing your resources, you need to keep in mind who you are serving: students, faculty and staff. Users should be able to access databases easily and know where to find answers to their questions, whether it is through the website, the reference librarians, or the marketing tools you have created. Marketing the virtual in the physical is a reality for all libraries so that their hidden library can be found.

Automated Metadata Generation and the Critical Role of Catalogers and Indexers in Technical Services of the Future
Denise A.D. Bedford, Goodyear Professor of Knowledge Management, Kent State University

Report by Richard Wisneski

Dr. Bedford's presentation was delivered via Skype. She spoke of advances in semantic analysis methods from the early 1980s through the 2000s, and natural language processing. She argued that automated metadata generation allows users to:
• increase the number of resources that have metadata
• decrease time devoted to creating metadata
• improve quality and consistency of metadata
• meet the demand for personalized views of information

However, Dr. Bedford pointed out that no single technology is suitable for all knowledge processing; each productive use of technology requires use of existing human knowledge. Technologies' results aren't necessarily good results. To process information, we need to start at the point of teaching technology experts how to understand language.

Dr. Bedford then expounded on the idea of the future being semantic. Semantic analysis, she explained, relies on formal models of representations of knowledge. Good automated metadata generation is grounded in quality semantic analysis. Catalogers, not statistical analysis, should be used for semantic analysis. Catalogers' underlying tacit knowledge must be integrated into a system that generates metadata automatically to produce high quality metadata. Simply representing a word or a concept does not assume it can be effectively used by a computer. Neither is simply plugging in a classification scheme. Further, catalogers' knowledge and ways of thinking and working will be the basis of well designed semantic analysis applications.

Dr. Bedford emphasized that the future information landscape is inherently semantic, which aligns closely with a cataloger's tacit knowledge. Her session was well-attended and well-received.

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Adding "Free E-Books": Providing User Access to Public Domain HathiTrust Resources in the KentLINK and OhioLINK Catalogs

Roman S. Panchyshyn, Catalog Librarian, Assistant Professor, Kent State University Libraries

Report by Alice Crosetto

Free e-books! Is there any sweeter music to a librarian's ears? Roman Panchyshyn, Catalog Librarian at Kent State University Libraries, answered that question with his presentation on loading public domain records from the HathiTrust.

Two factors in 2009 led Kent State University Libraries to undertake the investigation of loading bibliographic records for public domain digital materials held by the HathiTrust into both the Kent and OhioLINK central catalogs: first, the OhioLINK Reference and User Services asked the OhioLINK Database Management and Standards (DMS) Committee to load the records of five openly available e-book collections (Hath Trust, Internet Archive, National Academies Press, Policy Archive, and Project Gutenberg); second, Jeffrey Beall's Cataloging & Classification Quarterly article detailing the loading of brief MARC records from the HathiTrust into Denver's Auraria Library provided inspiration and guidelines. By October 2009, Roman and Mike Kreyche, Kent's Systems Librarian, began the project.

Roman described the preliminary steps undertaken before proceeding with the actual project: the cataloging utility tool MarcEdit was identified for harvesting MARC records and subsequent batch editing for loading, and a preliminary test revealed what data (MARC tags) had been intentionally omitted from the public domain records. Based on this test, Roman and Mike identified the pros and cons which determined what steps needed to be taken, with the need to obtain better records being the top priority. After securing permission from the University of Michigan to use its Bib API (Application Programming Interface), they began downloading records in April 2010. While this project was making significant progress, the number of records in the public domain continued to increase substantially (almost doubling to 800,000 at the time of this OVGTSL presentation), requiring adjustments to their initial time and cost projections.

As Roman and Mike proceeded with retrieving and preparing the records to meet local and consortial standards, numerous consultations were held with public services and members of the Kent Cataloging Committee in order to resolve display and indexing issues. At the same time, there were changes made to HathiTrust Records such as OAI (Open Archives Initiative) header numbers being placed in the 001 field and the prefix (OCoLC) being added to records that contained an OCLC number for the print version in the 035, which again forced them to make adjustments.

A practicum student, trained in the use of MarcEdit, was employed to make all the changes in batch to the HathiTrust records. At this point, the total number of public domain records was 471,950. The next step was to assess successful matching against the Kent catalog or the OCLC Authority File. With a no-match rate of 30%, they decided to obtain quotes from authority vendors in order to move the project along in a timely manner. After deciding upon the vendor Backstage, the HathiTrust records were processed and returned in September (2010); by November 2010, all records, now deemed of acceptable quality, had been loaded into the OhioLINK central catalog.

The evaluation of the project revealed that they had fulfilled OhioLINK's request to add public domain MARC records to its central catalog. However, numerous issues had been raised about the project over the previous 6 months, such as the display of title searches, the need to adjust various fields, and several comments that the catalog had become too cluttered. Roman pointed out that librarians should keep in mind the potential use of the HathiTrust records for weeding duplicates held at the local level.

Roman noted that the HathiTrust is undergoing major changes at this time which may impact its value and future potential. He also stated that obtaining accurate usage statistics is not currently an option for HathiTrust records. Therefore, libraries need to decide the value (and justify the cost) before replicating this project.

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Cooperative E-Book Cataloging in the OhioLINK Library Consortium
Carrie Preston, Continuing Resources/Database Maintenance Librarian, Ohio University Libraries

Report by Alice Crosetto

Many believe that cataloging is of interest to only catalogers. However, most librarians understand the importance and value of cataloging as well as the subsequent impact of having accurate and reliable records in local and consortial catalogs. Carrie Preston, the Continuing Resources and Database Maintenance Librarian for the Ohio University Libraries, presented an interesting session about projects undertaken by OhioLINK volunteers that involved the cooperative cataloging of e-book collections that had been purchased by OhioLINK. Carrie described cooperative cataloging projects that Ohio librarians have been working on since 2004. Using her experience and knowledge as one of the active volunteers, Carrie not only provided the audience with a thorough background of the OhioLINK projects coordinated by OhioLINK's Database Management and Standards Committee, but also humorously addressed the challenges of working within a consortial environment.

Carrie presented two case studies: the Chadwyck-Healey literature collections & the Springer Backfile. As of 2003, there were over 11,000 records within 15 sub-collections in the Chadwyck-Healey literature collections. The initial plan was to divide one sub-collection (English Poetry) among volunteers. Since numerous problems were identified, such as bad MARC records and inaccurate metadata, in December 2007 the librarians placed a moratorium on the project. By spring 2009, the project was rebooted with a new plan to divide the collections, and by March 2010 this project was completed. The second case study involved cataloging the Springer Backfile. In late 2007, over 13,000 e-books were identified for cataloging. The first sets were distributed in summer 2008. This project was successful due to the numerous lessons learned from the Chadwyck-Healey project.

Carrie then shared the challenges for undertaking cooperative e-book cataloging. By dividing these challenges into internal and external categories, she was able to provide the audience with a better understanding of the concerns encountered in the two shared case studies as well as identifying possible factors to be addressed in future projects. The internal factors included: unclear deadlines, being too dependent on specific individuals, and lack of documentation. Carrie also identified the following external factors: providing vendor neutral records (individual records that could overlay in the OhioLINK central catalog), deciding to catalog e-books purchased through patron-initiated acquisitions, and addressing the requirements of mobile e-books.

Carrie's insightful recommendations for future cooperative cataloging were as follows:
- Technology training is essential
- Documentation of all processes must be completed
- Clear statements of expectations, including timelines, must be stated
- The supervisors of all volunteers need to be engaged so that workloads and time spent are understood and agreed upon in order to eliminate any conflict at the volunteer's institution
- Most importantly, the efforts of all volunteers engaged in the project must be recognized and acknowledged

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Validating Online Serial Holdings with Help from a Worldcat API
James van Mil, Electronic Resources Librarian, University of Cincinnati Libraries

Report by Jennifer Bazeley

This presentation focused on solving the problem of keeping the University of Cincinnati's Serials Solutions knowledgebase accurate in regard to title/publisher changes and coverage dates for online journals. The task of updating this information in a knowledgebase manually is daunting and tedious. While we sometimes ask student employees to do tedious work, serial title change rules are complex, so trying to train a student employee to do this is not an ideal solution. For full time staff, this work often becomes low priority because it is so time-consuming. As libraries add more software and systems to workflows which utilize the information in their knowledgebases, the errors in the knowledgebase begin to show up more prominently in the catalog.

One of the things that inspired James was the creation of standards like KBART and PIE-J, both aimed at standardizing the way publishers communicate journal changes to libraries. While publishers are getting better at communicating change, there are still problems when titles change and coverage volumes/dates are erroneously appended to old titles. James is using an API (Application Programming Interface) from OCLC called xISSN to rectify differences between information in his knowledgebase and the information for the same titles provided to him by the publisher. He created a script which first compares the title and coverage date information in his knowledgebase with the title and coverage date information provided to him by the publisher. Using the xISSN API, the script matches titles from these two lists on ISSNs, compares coverage dates, and updates the knowledgebase holdings if a match occurs. When a problem in matching occurs, the script identifies and separates the problem titles for manual update. Problems generally occur when title changes cause coverage dates to become inaccurately applied to the old and new titles. Additionally, the script looks for titles which their institution no longer has access to, and titles with unclear relationships. The script generates two spreadsheets—one which is uploaded into the knowledgebase and a second with a list of identified problems. James noted that the system isn't completely perfect—sometimes errors in ISSN data can lead to errors in the process. Because the script still creates work for staff, James recommends running a script like this one to two times per year.

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Lightning Round Session
Multiple Authors

Report by Sharon Purtee

Sharing Knowledge: Using the Wiki Tool to Instruct and Inform
Lori Dekydtspotter, Rare Books Cataloger, Lilly Library, Indiana University

Lori Dekydtspotter presented her talk on the experience of using a Wiki as both an interactive teaching tool as well as a training tool for job-related information. A Wiki is collaborative and allows multiple users to create content; it also fits different learning styles and fosters a sense of shared ownership and knowledge. They are also inexpensive, a good way to organize and transmit information in a timely fashion, and effective in maintaining group cohesion, especially when working on a project. Ms. Dekydtspotter noted the following keys to making any Wiki successful: preparation, training, guidance, structure, accountability and quality feedback.

The Not-only Accidental but Reluctant, Dragged-into-it-Kicking-and-Screaming Manager: How Learning to Think like a Manager Changed my Life and Helped me Love my Job Again
Diana Nichols, Monographs Cataloger, Ohio University Libraries

Diana Nichols presented her talk on her personal experience transitioning from a cataloger into a middle manager due to a work redesign. Her advice and guiding principles for the first year included:
*   Breathe – don't panic. Do not become a workaholic. Take time for yourself. Do not make decisions too quickly. Redefine your relationships with co-workers if necessary.
*   Ask for help. Go to conferences and attend classes on management, including management outside the field of librarianship. Find a mentor.
*   Learn as much as you can. Read management texts, find out about personality types, and then apply what you learn. Build your communication skills.
*   Reflect on your experience. Learn from your successes and your mistakes. All experiences are teachers.
*   Enjoy your new role; empower yourself with knowledge.

Is There Value in Value Added Cataloging?
Mina Chercourt, Unit Leader, Database Maintenance, John Carroll University
Lauren Marshall, Database Maintenance Librarian, John Carroll University

Mina Chercourt and Lauren Marshall discussed a project they conducted to identify whether adding table of contents and analytics to certain materials in the collection would increase their circulation. They selected monographic series in the Q classification that were titled separately and five or six large series in the Ps for analysis. Their work resulted in significant increases in circulation of the materials (anywhere from 59% to 186%). Mina and Lauren indicated that the work was labor intensive, but the increased use of the materials made it worthwhile.

Cataloging Remote Access Multimedia: An Open Access Virtual Guide
Marielle Veve, Interim Cataloging & Metadata Leader, Adjunct SIS lecturer, University of Tennessee Libraries

Marielle Veve demonstrated her free online guide to cataloging remote access multimedia (http://www.newfoundpress.utk.edu/pubs/veve/index.html). Some of the chapters have audio, but most are text guides that direct the user through the process. The guide covers materials such as podcasts, streaming video and audio, e-books, and web games.

This Relationship Isn't Working … But Hopefully We Can Still Be Friends: How to Choose and Move to a New Vendor

Jenny Kunkler, Catalog and Serials Librarian
Kathleen Baril, Collections and Electronic Resources Librarian, Ohio Northern University

Jenny Kunkler and Kathleen Baril presented their experiences as they discontinued their library's long-standing relationship with one serials vendor and signed on with a new vendor. Jenny and Kathleen identified a list of needs for a serials vendor, including items such as strong communication, reliability, a good online interface, and value for the money spent. The selected vendor worked with them by providing timelines, training for all staff involved with any part of the process, and reviewing existing licenses. Jenny and Kathleen learned two things from this experience. First, they should have talked to the former vendor much earlier when they were not pleased with service rather than letting their frustration build. It likely would not have changed the outcome, but the element of surprise ("we thought everything was OK") would have been lessened. Second, just because you have left a former vendor does not mean you have to stop working with them. There are old claims and multiple year subscriptions that may still be in existence that require attention.

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Charting Strange Lands: the Acquisition of E-Books

Kate Seago, Head of Acquisitions, University of Kentucky Libraries

Report by Carrie Preston

Seago notes that while e-journals have become something of a "known quantity," e-books remain unstandardized with wide variation in licenses, business models, and other considerations. She asserts that e-books are nonetheless here to stay and demand for them is increasing, so libraries must rise to the challenge of dealing with a volatile acquisitions environment. E-books may be purchased outright, or leased on a subscription basis, under a variety of licenses. If purchased, the library may still own only the data, not the platform. Publishers may include terms that libraries find objectionable, such as HarperCollins' stipulation that e-books may be used only 26 times before the library is required to purchase another "copy." Interlibrary loan rights may or may not be included.

E-book purchasing models include package deals organized by subject and/or publisher, and title-by-title purchasing. Packages can be economical, but their content can overlap with that in other packages or with individual purchases. Package deals often include MARC records (of varying quality), but catalog maintenance will still be required if titles are added to or removed from the collection.

In the newer patron driven acquisitions models, MARC records for a collection of e-books are added to the library catalog. Individual titles from the collection are then purchased when a patron "uses" them (as signaled by triggers such as number of clicks or length of browsing). Though this provides "instant gratification" and ensures that items purchased are being used, it can quickly deplete funds, so safeguards should be in place to prevent overspending and duplicate purchases.
Seago also considers documents provided on CD or DVD as e-books. These are generally handled like other media items, but issues such as licensing and software compatibility may come into play.

A variety of other policy issues should be considered when purchasing e-books. New technologies such as e-readers may support the "lending" of e-books, either by lending devices or by providing temporary access to books on the patron's device; in these cases, circulation policies must be developed. Collection development issues include whether to purchase both electronic and print, and duplication of titles across e-book platforms and collections. Reference books often become more like databases or e-journals when moved online, offering convenient features but requiring attention to licensing and purchase models.

Electronic Theses and Dissertations Initiative at Indiana State University: Where to Start and Where to Go

A Xiaocan (Lucy) Wang, Digital Repository Librarian, Indiana State University Library
Valentine Muyumba, Chair of Cataloging / Interim Chair of Acquisitions/Serials, Indiana State University Library

Report by Tammera Race

Xiaocan Wang and Valentine Muyumba discussed goals, important factors, key partners, planning, workflows, and long-term preservation needs for the ISU ETD program. The goals of the ETD initiative are to store theses and dissertations electronically, increase access to student research, and provide long-term secure storage. To address these goals, ISU formed a Digital Repository Committee in 2008. This committee included representation from the College of Graduate and Professional Studies, the Dean of Cunningham Memorial Library, and librarians from Special Collections, Cataloging & Acquisitions, Systems and Reference. The committee developed five components:

Storage. After setting a timeline ending the production of paper theses, the committee determined where the ETDs would be stored. The resulting institutional repository, Sycamore Scholars, collects, preserves and provides open access to the ISU ETDs.

Collection. ISU uses DSpace, which includes an automated ETD submission feature. ISU created a submission form template, based on NDLTD (Networked Digital Library of Theses and Dissertations) ETD-MS schema and Dublin Core ETD metadata schema. For inclusion in Sycamore Scholars, students must agree to a non-exclusive distribution license. Students agree to provide access, and ISU promises to use best practices to ensure preservation and/or distribution.

Cataloging. ETDs are submitted from the College of Graduate Studies to the Special Collections Department. Catalog librarians review and modify the records, and the ETDs are entered into Sycamore Scholars. The WorldCat Digital Collection Gateway harvests metadata from Sycamore Scholars, and adds that information to WorldCat. OCLC transfers the records, formatting them into MARC. Patron-contributed metadata are initiated via keyword searching. Librarians maintain authority control according to the Library of Congress subject headings and name authority. Finally, records from the Gateway are submitted to the ISU online catalog.

Circulation. One of the main goals and benefits of the ETD initiative is to increase the visibility of graduate research. To this end, theses are indexed for Google, Google Scholar, OAIster (Union Catalog of Digital Resources), OpenDOAR (Directory of Open Access Repositories), and ROAR (Registry of Open Access Repositories). Full-text ETDs are openly available via the above routes, Sycamore Scholars, the ISU OPAC, and WorldCat.

Preservation. ISU became a member of the MetaArchive Cooperative in order to provide secure long-term preservation. The Cooperative functions according to the premise "Lots of Copies Keep Stuff Safe" (LOCKSS). As a Cooperative member, ISU ETDs are stored on secure file servers run by multiple members in multiple locations. This replication of storage distributed geographically ensures the long-term preservation of the ETDs.

Librarians beginning an ETD project will find this detailed guide very useful in implementing their own initiative.

Incorporating Text Encoding Initiative (TEI) Projects in Technical Services: an Examination of Possibilities and Potential Pitfalls

Richard Wisneski, Head of Bibliographic and Metadata Services, Kelvin Smith Library, Case Western Reserve University
Suzhen Chen, Cataloging Librarian, Kelvin Smith Library, Case Western Reserve University
Stephanie Church, Assistant Acquisitions Librarian / Metadata Assistant, Kelvin Smith Library, Case Western Reserve University

Report by Jennifer Liss

Richard Wisneski opened the presentation with an assertion that library involvement in text encoding activities, which traditionally fall within the realm of digital humanities, will lead to enhanced user interface functionality and improved information retrieval. The presenters provided an introduction to text encoding and the TEI schema, described how three technical services librarians have implemented a text encoding workflow, and highlighted some of the unique challenges of text encoding. Underpinning the entire presentation was the question: what roles will libraries—and technical services departments in particular—have in text encoding initiatives in the future?

For the last year, Richard Wisneski, Suzhen Chen and Stephanie Church, of the Case Western Reserve University, Kelvin Smith Library, have been involved in text encoding the archival collection, Manuscripts Relating to the Early History of the Western Reserve, 1795-1869. Wisneski, Chen and Church are responsible for text encoding 230 documents in this collection which includes, among other things, business records, government documents, diaries, correspondence, and newspaper clippings. Encoding is being performed according to the TEI P5 specification. As the project has been designated as a robust Level 4 encoding project, as described in the Best Practice for TEI in Libraries (http://purl.oclc.org/NET/teiinlibraries), technical services librarians are able to leverage their metadata expertise to enrich and give context to the texts they are transcribing. In addition to TEI metadata, librarians create Dublin Core, MODS and METS records to aid in the sharing of metadata.

Wisneski, Chen and Church each discussed challenges of implementing a text encoding project. Among the challenges of text encoding work are new tools to learn, nuances of transcription and application of the TEI schema to consider, and contextual information to seek out to aid in encoding decisions. Barriers to implementing a text encoding workflow in a technical service department include shortage of resources (staff time, public interface development, storage and retrieval architecture, etc.) and too few opportunities for further staff training. None of these challenges are more considerable than the flagging support of library administration for time-consuming text encoding projects. The above challenges raise the questions, where does a text encoding service fit into the library's broader service model? What role should librarians be taking in text encoding initiatives?

Attendees grappled with these questions in the discussion that followed the presentation. An audience member suggested that technical services librarians pursue partnerships with digital humanities researchers who might be interested in an encoded text project. Another suggested that perhaps librarians should take an advisory role in text encoding projects. A libraries-supported text encoding service might include tasks for librarians such as designing the public interface, defining metadata specifications, providing metadata crosswalks for sharing, and offering training and support for text encoding efforts centered in other units within or outside of the library.

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A Library Renaissance in Technical Services

Susan Gibbons, Vice Provost and the Andrew H. and Janet Dayton Neilly Dean of the River Campus Libraries, University of Rochester

Report by Sharon Purtee

Dr. Gibbons introduced her talk as an opinion piece on technical services in the year 2020 and what might be happening along the way. She opened her talk with comments about trends in circulation rates and what they say about libraries' purchasing/collection development over the last two decades.

For example, at Cornell, only 55% of the monographs purchased with publication date since 1990 have circulated; at Rochester, that number is only 48%. She foresees a merging of interlibrary loan and acquisitions, with patron-driven acquisitions taking the lead. Another trend which she sees impacting libraries and acquisitions in the very near future is print-on-demand. Currently the equipment is extremely expensive, but the potential exists for this to completely change the economics of the publishing marketplace.

Dr. Gibbons also addressed the fact that libraries have been buying the same material over and over – just in different formats. For instance, a library may have purchased a book in print format upon publication, later purchasing the same title in audio format, and are now considering purchasing the title in electronic format. However, she does not foresee electronic formats pushing print formats out of existence-- there are needs and uses for all formats. She feels that electronic books have allowed for new forms of research to occur across literature and have opened up new and old information to broader audiences.

Her talk tackled one of the most current problems facing libraries – the weeding of library book depositories and the question of how many copies are enough. She described the West Regional Storage Trust, a cooperative project supported by a Mellon Grant with up to sixty plus partners involving 8,000 journal and 150,000 volumes. It is planned to be a distributive print depository service, preserving print and reducing unnecessary duplication. The agreement is for a period of twenty-five years (the partners anticipate that the technology, access and legal issues will have been sorted out by then). The coordination challenge will be to determine how many copies are enough, who determines the quality of those copies, who will oversee the environmental quality of the sites, how the digital copies be preserved, how trust will be preserved as the administrators change over the twenty-five years, and what mechanisms will be in place to share decisions.

She then discussed other notable models of collaboration. The Five Colleges (Mt. Holyoke, UMass, Amherst, Smith, and New Hampshire), Research Triangle Park (Duke, UNC, and North Carolina State University) and 2-CUL (Cornell and Columbia) were highlighted. Each of these has Provost level support for collaboration, not just between the libraries, but where it makes sense for the university programs across the institutions.

Dr. Gibbons addressed how our users discover the materials we purchase. She suggested that we study our collection's users to determine how they query the system, and then consider adding metadata to respond to those needs. How patrons want to use the collection should be the driving force behind our decisions, not the rules we have commonly used.

Her final topic was institutional repositories and library involvement. It makes sense for libraries to run them and for technical services staff to do the metadata tagging in them – who better understands the institution? She also advised librarians to stay abreast of the NSF and NIH requirement in grants awarded to our institutions for open data.

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Tailoring Technical Services Data to Fit the Changing Needs of Academic Liaisons
A Heath Martin, Head of Collection Management, University of Kentucky Libraries
Ashley Tussing, Graduate Assistant, Collection Management Department, University of Kentucky Libraries

Report by Mykie Howard

During this session, Heath Martin and Ashley Tussing discussed ways that they have recently used existing data pulled from their ILS (ExLibris Voyager) to help academic liaisons better evaluate the collections and make important decisions as times and needs change. Although the crucial information academic liaison librarians need is contained in their library's ILS, it may be a challenge for them to get that information out. The records kept by an ILS can help in selecting resources and tracking funds, working with emerging formats, managing print collections, maintaining approval plans, and reviewing collections.

The speakers shared how they created personalized liaison fund balance reports at the University of Kentucky Libraries by utilizing Excel spreadsheets for tracking how the budget was spent throughout the fiscal year. These monthly budget reminders were sent to liaisons and documented the amount of money spent, the amount encumbered, and the amount left to spend in order to avoid end-of-year surprises and spending sprees. Liaisons were also provided with e-book usage statistics as well as non-COUNTER compliant statistics (specifically for streaming audio and video resources) to facilitate decision-making. The task of gathering this information was folded into the existing e-journal usage statistics workflow. Information was extracted from the ILS to assist in other ways as well. Technical services data for print usage statistics was used to relocate underused collections to storage, help manage approval plans, review collections as a whole, and to assess priorities for serials cancellations.

"You get out of it what you put into it" is a familiar phrase to most, and the same can be said about a library and its ILS. Library staff spend a significant amount of their day entering information into the ILS that we don't take always take into consideration--journal issue check-ins, invoices, bib records, check-outs, and browses. Librarian liaisons should take advantage of this rich data collected by the ILS to better develop and care for the collection. Using such data can aid in making better decisions during times of change, because, as Will Rogers said, "even if you're on the right track, you'll get run over if you just sit there".

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To Establish or Not to Establish? The Question of Establishing Name Authority Records for Theses and Dissertation Authors
Melanie McGurr, Assistant Professor, Ohio State University Libraries

Report by Lisa Britt Wernke

Ms. McGurr's presentation focused on the necessity of establishing name authority records for dissertation authors and the complications that arise from privacy issues and RDA implementation. As the coordinator for authority control and database management control for the Ohio State University Libraries and the coordinator for the Ohio NACO funnel, Ms. McGurr has first-hand experience with creating and training catalog librarians to create name authority control records.

One of the easiest ways to establish a unique name authority record is to include the author's birth date and until recently obtaining that date was relatively simple, since it was generally included in accompanying curriculum vita with the dissertation. In recent years, however, submitting your birth date on the accompanying curriculum vita of a dissertation has fallen out of practice, especially with the advent of electronic submissions of thesis and dissertations.

As Ms. McGurr posed, should the birth date be included in the name authority record, and if so, where do catalogers obtain said information? While the answer to the latter isn't always clear (perhaps from the author, the registrar's office, or the CV), Ms. McGurr is a proponent of including the birth date in the authority record. Ms. McGurr listed several pros to establishing the authority record with a birth date including: it encourages cooperative cataloging among colleagues, promotes the graduates of your university, helps patrons to identify the correct author, and it increases your OCLC statistics. On the other hand, training your cataloger to create name authority records is an expensive and time-consuming process, but clearly the pros outweigh the cons in this case.

There are several complications that may arise when establishing name authority records in your system. As discussed previously, privacy issues are becoming a concern with using birth dates and other information that RDA records recommend obtaining, such as address, field of activity, affiliation, gender, family information, and so on. Ms. McGurr provided examples of authority records in her presentation that ranged from bare bones, without birth dates, to a record with meaningful information that would be helpful to future catalogers.

Ms. McGurr concluded her presentation with a summary of the importance of establishing name authority records for dissertation authors. Ideally, catalogers should create a unique record by including as much information about the author as possible. Catalogers should consider it a "best practice" to create unique name authority records in order to help both patrons and catalogers in the future.

Birds of a Feather Session: Transforming the Non-Traditional into Traditional: Cataloging for Library Digital Collections
Diana Nichols, Monographs Cataloger, Ohio University Libraries

Report by Jennifer Liss

Diana Nichols facilitated an informal discussion of how technical services staff might support library digital collections. The attendees represented libraries of all types with varying degrees of involvement in digital collections services. Numerous challenges to supporting digital collections were discussed, such as how to incorporate digital collections services into traditional workflows, how to train and transition catalogers into new metadata and technology roles, and how to describe formats unfamiliar to catalogers.

The foremost concern was a practical one: how do technical services departments make time to pursue services supporting digital collections? Those attendees whose departments participate in the delivery of a digital collections service reported that reducing the amount of monograph cataloging was crucial to the successful rollout of digital services workflows. Obtaining monograph records through shelf ready or receipt processing programs have proven to be successful strategies for making time for new initiatives. Others suggested that improving cataloging efficiency would help make time for new workflows; however, no specific strategies for improving efficiency were mentioned. In response to the question of how to manage rolling out a new service, an attendee recommended taking a "macro" view of project management. Those in attendance recommended using project management services such as GoogleApps (free) and 5pm (subscription) to manage a digital collections service workflow.

More specific problems in implementing digital collections services were expressed as the session progressed. A few present expressed frustrations that their technical services units were not being approached as planning partners when grants were being drafted to support digital projects. Many present expressed that, while their units could support digitization and metadata work, their institution lacked the staff necessary to plan and implement a technical infrastructure and delivery interface. While custom-built digital collection websites are not feasible for most institutions, a number of open source alternatives are available such as Omeka and WordPress.

Also discussed was how library technical services departments approach the creation of EAD records. Archivists' Toolkit and Archon were both mentioned as archives management tools that are capable of creating EAD records. Interest was also expressed in EAD-to-MARC and MARC-to-EAD crosswalks using XSLT stylesheets.

As the session drew to a close, the group suggested places where this discussion could continue. A Digital Library Federation wiki was mentioned as well as the Metadatalibrarians listserv. The OVGTSL-L listserv was also mentioned as a place where resources could be shared.

OVGTSL Conference Summary, Scholarship Recipient Report

Craig Boman, Kent State University

First and foremost, I would like to thank OVGTSL for their student conference scholarship. The conference got off to a great start with a wonderful presentation about linked data presented by the opening keynote speaker Karen Coyle. Her explanation of an often complex topic was succinct and thought-provoking while providing a clear recommendation of how libraries should play a greater role in the semantic web.

During the course of the conference I attended many fantastic presentations for which I would like to share my responses. As an aspiring e-resource librarian, I was very interested in the first session, "DIY E-Resources: Break out and Build Your Own". This wonderful presentation discussed some innovative ways libraries at Bowling Green State University are providing access to e-resources. Some of these catalog alternatives I will use to implement some special collections at my employer.

After Monday's OVGTSL business meeting, the presentation "The Hidden Library: Share Your Worth by Marketing Your Electronic Resources" covered some wonderful ways to promote library e-resources with little to no cost for the library. The presentations during the lightning round were also informative. These sessions covered topics such as using wiki tools to share knowledge, recommendations of a first year manager, value-added cataloging, and managing vendor relationships.

The text encoding initiative presentation "Incorporating Text Encoding Initiative (TEI) Projects in Technical Services: an Examination of Possibilities and Potential Pitfalls" also provided very valuable information. This complex topic provided great insight into what other libraries should expect when beginning to make electronically available manuscripts where optical character recognition is not possible.

Tuesday morning's closing keynote speaker Susan Gibbons discussed with much eloquence how libraries might expect to provide services in the coming years of change and uncertainty. Leaving this year's OVGTSL conference, I felt tremendously confident in how I should expect to provide library services. And the opportunity to meet so many wonderful librarians is something for which I am very grateful. I hope to see everyone next year in Evansville, Indiana.

David M. Broussard, University of Kentucky

I am very happy and honored that I was chosen to be Kentucky's scholarship recipient for the OVGTSL 2011 Annual Conference at Miami University in Oxford, Ohio and I would like to thank the Scholarship Committee for selecting me.

Although we endured three days of rainy weather, that did not dampen the spirit of the occasion; there was still much learning and enjoyment to be had all around. I attended the following sessions:
- Opening General Session: New Directions for Library Data
- DIY E-Resources: Break Out and Build Your Own
- Automated Metadata Generation and the Critical Role of Catalogers and Indexers in the Technical Services of the Future
- Cooperative E-Book Cataloging in the OhioLINK Library Consortium
- Charting Strange Lands: The Acquisition of E-Books
- Tailoring Technical Services Data to fit the Changing Needs of Academic Liaisons
- Closing General Session: A Library Renaissance in Technical Services

The concurrent sessions that I attended were selected because I wanted a conference experience that covered a breadth of current/future technical services issues that included acquisitions, cataloging, and collection management.

Karen Coyle gave us much to think about concerning new models for metadata—linked data and the semantic Web. In Gwen Evans and Kellie Tilton's session "DIY E-Resources: Break Out and Build Your Own", we were introduced to a few of the current tools that librarians can use to build more specialized e-collections. In what was my favorite session, Denise Bedford discussed automated metadata generation virtually, touching on artificial intelligence and related issues as well as how in the future catalogers will change from being "doers" to designers, or knowledge engineers. Carrie Preston spoke about her experiences with and some of the difficulties in the cooperative cataloging of e-books in the OhioLINK Consortium.   Kate Seago introduced us to some of the e-book issues facing acquisitions librarians including the pros and cons of patron-driven acquisitions. Susan Gibbons talked about how technical services and collection development will change in the coming years due to the increasing diversity in how users experience information. And Heath Martin and Ashley Tussing of the University of Kentucky talked about the five general areas where communication between technical services and academic liaisons can take place with a collection management department as the mediator.

This was my first library-related conference, and I am glad that I had the opportunity to spend it with you all. I will see you next year in Indiana!

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Rachel Wheeler, Indiana University

As a student and working parent, I have never had the opportunity to attend and participate in a library conference. Therefore, I took advantage of everything OVGTSL offered: beginning with the welcome reception at the Miami University Art Museum and ending with the King Library tours. I found Karen Coyle's opening session to be highly relevant since I just completed a metadata course project using the RDF/RDFS architecture. Ms. Coyle has a knack for explaining complex concepts; she discussed the possibilities for exposing our rich data to the web. Dr. Bedford's session augmented Ms. Coyle's presentation and highlighted semantic analysis.

Librarians have always faced challenges due to shrinking budgets and inadequate software. In the "DIY E-Resources: Break Out and Build Your Own" session, I discovered how librarians were able to quickly and cheaply create customizable solutions. The Lightning Round sessions were fun and informative. Presenters highlighted technologies, principles, strategies, and also some of the challenges they overcame. In addition, the TEI project at Case Western Reserve University was noteworthy because I was not aware of the controversial issues that could arise in a library's TEI project. It was valuable to have the three speakers present on their subsequent roles in the project.

The session dedicated to issues in establishing name authorities for theses and dissertation authors was extremely intriguing; Dr. McGurr discussed whether these names should be established locally or internationally. She also discussed how the proposed RDA adoption will impact the authority records and gave some interesting examples. Dr. Gibbons' closing session focused on trends that may occur by 2020. I've already had some lively discussions with colleagues on several of her predictions.

I found myself asking attendees a similar question, "So, what was your favorite session thus far?" The information I gleaned from the sessions was extremely valuable, but I also valued the feedback and camaraderie among my fellow attendees. Thank you for this opportunity; I was honored to attend a conference that promotes professional development for technical service employees.

Minutes
OVGTSL Business Meeting
16 May 2011

Mykie Howard, Morehead State University called the meeting to order at 12:30 p.m.

Minutes from the 2010 business meeting were distributed. Motion was made, seconded, and approved without corrections to accept minutes as presented.

Becky Yoose, Miami University recognized the 2011 conference planning committee and conference sponsors.

Scholarship winners to attend the 2011 conference were announced and recognized.
>Craig Bowman, Kent State University
>David Broussard, University of Kentucky
>Rachel Wheeler, Indiana University

Treasurer's report was presented by Jennifer Bazeley.
>3,184.34 checking acct. balance 6/1/2010   6,500.00 estimated checking acct. balance 6/1/2011
>6,521.19 savings acct. balance 6/1/2010   6,500.00 estimated savings acct. balance 6/1/2011
>4,400.00 incomes from 2011 sponsors
>12,835.00 incomes from conference registrations and membership fees
>14,000.00 estimated conference expenses

Old Business conducted by Becky Yoose
- Report of the ad hoc committee on OVGTSL Archives was presented by Amanda Drost, Western Kentucky University. Five recommendations were presented by the committee. These recommendations were discussed by the membership and was moved that each recommendation be voted on separately.
- Each recommendation was amended and passed as amended.
- Recommendation 1, amended: Appoint a committee for developing guidelines for inclusion in the print and digital archives. The committee should create a fact sheet for what should be archived that will be posted on the OVGTSL website.
- Recommendation 2, amended: The next slate of officers should look at revise and update the conference hosting procedures. The revised, updated procedures should be approved by the membership and posted on the OVGTSL website.
- Recommendation 3, amended: Transfer the print archives to Western Kentucky University for digitization and storage. Pending confirmation from committee within 60 days that University of Kentucky does not want to host print archives.
- Recommendation 4, amended: Transfer hosting of annual conference website hosting to Western Kentucky University.
- Recommendation 5, amended: Elect an archivist to serve a three year term. (This creates a change in the by-laws and 2/3 majority vote is needed by the membership)

>Approved amendment to the bylaws
>i. Article IV Section B2. The Vice-Chairperson (Chairperson-Elect) shall serve as Chairperson whenever the Chairperson is unable to do so. She/he shall serve as the Chairperson of the Planning Committee for the annual spring meeting and may be invited to other committee meetings when it seems advisable. The Vice-Chairperson will arrange an independent audit of the books within 30 days of the close of the annual meeting.

New Business

Approved to amend bylaws to include a privacy statement in which membership's contact information is not to be sold or given to vendors or sponsors without permission of a member. There is to be an opt in/out option on conference registration for permission to share contact information with conference sponsors if requested by the vendor/sponsor. (This change in the bylaws will require 2/3 majority vote of membership)

Becky Yoose announced that as of July 1, 2011 she will be resigning her office, due to accepting a new position in Iowa.

Officers for 2011/2012 were presented

Chairperson – Becky Yoose, Miami University (until 7/1/2011)
Dianne Grayson, University of Southern Indiana (after 7/1/2011)
Vice-Chair/Chair Elect- Dianne Grayson, University of Southern Indiana
Secretary – Margaret Foote, Eastern Kentucky University
Treasurer – Peter Whiting, University of Southern Indiana
Past Chairperson – Mykie Howard, Morehead State University

Dianne Grayson announced and information was distributed on the 2012 conference, which will be held in Evansville, Indiana May 2-4, 2012 and will be co-hosted by the University of Southern Indiana, University of Evansville, and the Evansville Vanderburgh County Library.

Becky Yoose adjourned the meeting at 1:25 p.m.

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OVGTSL 2012 Annual Conference
May 2-4, 2012
Evansville, Indiana
Catching the next wave of technical services
Hosted by University of Evansville
University of Southern Indiana
Evansville Vanderburgh County Public Library

Pictures

Top left: Karen Coyle
Top right: Susan Gibbons
Bottom: Conference Planning Committee

Pictures

Top: Scholarship Winners
Bottom: Becky Yoose

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