Eeny, Meeny, Miny, Moe: E-Books Changed Our Workflow

Denise D. Novak
Carnegie Mellon University, dn22@andrew.cmu.edu

Terry Hurlbert
Carnegie Mellon University, th15@andrew.cmu.edu

Follow this and additional works at: <https://docs.lib.purdue.edu/charleston>

Part of the [Cataloging and Metadata Commons](#), and the [Collection Development and Management Commons](#)

An indexed, print copy of the Proceedings is also available for purchase at:

<http://www.thepress.purdue.edu/series/charleston>.

You may also be interested in the new series, Charleston Insights in Library, Archival, and Information Sciences. Find out more at: <http://www.thepress.purdue.edu/series/charleston-insights-library-archival-and-information-sciences>.

Denise D. Novak and Terry Hurlbert, "Eeny, Meeny, Miny, Moe: E-Books Changed Our Workflow" (2015).
Proceedings of the Charleston Library Conference.
<http://dx.doi.org/10.5703/1288284316268>

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.

Eeny, Meeny, Miny, Moe: E-Books Changed Our Workflow

Denise D. Novak, Acquisitions Librarian, Carnegie Mellon University

Terry Hurlbert, Cataloging Senior Librarian, Carnegie Mellon University

Abstract

As the popularity and sheer number of e-books increased, it became evident that our existing process or workflow for acquiring and cataloging them would need some modification. This presentation will explain how the Carnegie Mellon University Libraries Technical Services implemented changes in workflow for ordering and cataloging e-books. Including the topics of technology, user expectations, and getting reference librarians on board, we'll cover the why of e-books, what has gone well, and where we go from here.

Carnegie Mellon University is a global research university of approximately 13,200 students, representing 114 countries. Over 5,000 faculty and staff representing 48 countries work and teach at the main Pittsburgh campus, Silicon Valley campus, and Qatar campus. The University Libraries in Pittsburgh are made up of three separate libraries. The Hunt library houses fine arts, humanities, and social sciences collections. It has recently become the home of the Integrative Design, Arts, and Technology Network (IDeATe). The Sorrells library holds the engineering, materials science, computer science, and robotics collections. The Mellon Institute contains biology, chemistry, and other life sciences collections. Users of these libraries need access to e-Books, and we're here to tell you how we do that.

Let's hop into Mr. Peabody's Way Back Machine for a moment. In 1999, Carnegie Mellon University Libraries purchased its first e-book collection through PALINET (now Lyasis). It consisted of a collection of computer science titles which immediately became very popular. I thought, "Wow, this is the future and we should buy more e-books." Unfortunately, it wasn't that simple. It took some persuasion to get the publishers and librarians on board with the idea of offering users e-books, and we're still working with publishers and librarians on this front. I've found our STEM librarians to be very amenable to the e-book format. Most of their journals and proceedings are electronic, and they realized electronic access for users made more sense. I need to add that one of the big drivers for purchasing e-books is space. Both the Hunt Library

and the Sorrells Engineering and Science Library have space issues. We needed more space for student study areas.

At this time, e-books were, for the most part, only available through the publishers who required license agreements for their titles.

License agreements with publishers are included in my routine. Our workflow for license agreements runs through the University Contracts Office. I do not sign license agreements, and the lawyers I work with understand the language much better than I do. When the publishers send me a contract, I read it over for items that are problematic. Ownership, usage rights, interlibrary loans, and library access (are all campuses included?). Then I send it over to University Contracts, who lets me know if there are issues they have questions about and then sign off on the license. I then forward an electronic copy of the signed license agreement to the publisher and in turn the publisher sends me a fully executed copy of the license. This is a pretty streamlined process.

In 2006, we signed licenses with ebrary and e-book Library (EBL), two aggregators of e-books. In addition we were still gathering licenses from publishers who weren't part of an aggregator's list.

When acquisitions staff began ordering e-books, the lines between acquisitions and cataloging began to blur. Acquisitions staff download the MARC records either from OCLC or the vendor/publisher website, and use MARC Edit to

Title: INTEGRATIVE ALEXANDER TECHNIQUE PRACTICE FOR PERFORMING ARTISTS: ONSTAGE SYNERGY.
Author: MADDEN, CATHY
Publisher: INTELLECT LTD
Pub Year: 2014 **ISBN:** [9781783202201](#)
Binding: eBook
Content Level: PROF
LC Class: PN2075.M34 2014
Subject Headings: ACTING--STUDY & TEACH.
YBP Interdisciplinary Topics: Psychological; Theatre/Drama
Approval Note: AUTH: UNIVERSITY OF WASHINGTON. GUIDEBOOK TO PSYCHOPHYSICAL MASTERY OF ACTING.
Aspects: Practical
Faculty Affiliation: U Washington
Language: English

OCLC: OCN892245928
NON-RETURN/NON-CANCEL YBP

[alt-ed slip sent \(12/17/2014\)](#)
[GobiTween \(2 Slips\) ▾](#)
[alternate editions \(1P/1E\) ▾](#)
[library activity \(54 sold\)](#)

Supplier	Purchase Option	Library DDA	List Price	Status	Library Availability	Preview
+ EBL	1 User		20.00 USD ▾	Available	Contract on file	Preview
+ EBL	3 User		25.00 USD ▾	Available	Contract on file	Preview
+ EBL	Non-Linear Lending™	Yes	20.00 USD ▾	Available	Contract on file	Preview
+ EBL	Unlimited		30.00 USD ▾	Available	Contract on file	Preview
+ ebrary	3 User		25.00 USD ▾	Available	Contract on file	Preview
+ ebrary	Multiple User Option (MUPO)		30.00 USD ▾	Available	Contract on file	Preview
+ ebrary	Single User Option (SUPO)	Yes	20.00 USD ▾	Available	Contract on file	Preview
+ ProQuest Ebook Central	1 User		20.00 USD ▾	Available	No contract on file	
+ ProQuest Ebook Central	3 User		25.00 USD ▾	Available	No contract on file	
+ ProQuest Ebook Central	Non-Linear		20.00 USD ▾	Available	No contract on file	
+ ProQuest Ebook Central	Unlimited Access		30.00 USD ▾	Available	No contract on file	

Library Note: [Add...](#)

Figure 1. User options.

add local information and load the records into our ILS.

Once YBP began offering e-books in the GOBI database we started ordering from them. This made sense to us because YBP is our primary book supplier. This change also meant we needed to sign a new license agreement with most publishers, reflecting the use of GOBI to order e-books. A portion of our approval plan with YBP, the Sciences, has become e-preferred.

Then something new was added to the confusion of e-books: different platforms. The decision to select the platform is made by the librarians requesting the title. It's not just the platform, but the number of users is also important. They know their users' needs.

E-book reader technology continues to change, and we do our best to stay on top of the latest technology so our users can download and read texts on a variety of devices. Our users' expectations are to be able to access e-books on

any device they may be using, from smart phones to tablets to whatever comes next.

Finally, usage statistics no longer come from reports from our ILS but from aggregators/publishers websites. These statistics become more important as annual circulation figures drop from our print collection, which is a story for another day. And now, I'd like to introduce Terry Hurlbert, the cataloging senior librarian who will tell you her side of the story.

I'd like to make it clear from the outset that I'll be talking about "purchased" collections, not titles acquired via DDA. And my main focus is the workflow for loading e-book MARC records into our catalog (Sirsi/Dynix).

From the cataloging side of things, here's a little history: E-books were first on our cataloging "radar" in 2004 as we began to acquire a substantial number of individual e-book titles. Initial titles were requests from selectors that came via the acquisitions process or free titles for

Figure 2. Workflows (cataloging interface) item.

Figure 3. Public catalog.

Figure 4. E-Book collections.

catalog. At this point, in addition to the bibliographic record, we needed to create an “item record” in our local system to make it clear(er) to users that the results they were retrieving included electronic books. Some standard vocabulary was needed, and we (acquisitions and cataloging staff) made some quick decisions about that terminology.

We chose the following terminology for the item record:

Library: E-RESOURCE

Call Number: URL

Item Type: E-Text

Location: WEB

This vocabulary has served us pretty well, and we haven’t changed it over the years.

Here is how the display of this terminology looks in our public catalog (VuFind).

During these early years I used the order record provided by acquisitions to complete the cataloging in WorkFlows, or if it was necessary, located a record in OCLC or did original cataloging. This required communication with the acquisitions department—there were cases when the order records didn’t exactly reflect what we eventually acquired. I had to be alert to such

Retrieving and Loading Files of MARC Records for E-Books

A. Retrieve MARC files for e-books from Vendor Web-Sites – Instructions

VENDOR XXX

Go to <http://www.abcdefghijklmnopqrstuvwxyz.xxx>

username: XXXXXX

password: XXXXXX

For recently purchased titles:

1. Login to XXXXX and go to the Reports tab and click on the Invoice Report link.
2. Create and save a list name, using “start list.”
3. If applicable, use the browse function in the upper right-hand corner to search for orders using “invoice by date.” Enter the dates for those orders for which you wish to download MARC.
4. Use the tick boxes in the right-hand column, “Select,” to choose the titles of the MARC you would like (be sure to click on “Save Changes” in the light blue toolbar above). Or you may want to use the “Actions” drop-down menu to select MARC for all titles on the page (be sure to then click on the “Save” button next to the Actions menu).
5. When your list is complete, click on the “view this list” hyperlink to review the list you’ve made.
6. Then select “XXX MARC Records” in the drop-down export menu, and click on the “Go” button.
7. Your download of free XXX MARC will begin immediately; Save the file (MRC format is the default).
8. Use “MarcEdit” to add holdings information to the records in the file. **SEE MarcEdit INSTRUCTIONS**
9. Use “MARC Import” utility to import the file to the server. **SEE IMPORT INSTRUCTIONS**
10. Use report “Bibload ebooks with holdings” to load the records into WorkFlows. **SEE BIBLOAD INSTRUCTIONS**
11. Once the records are in WorkFlows spot-check a title or two to make sure that the links work and the items are correct

EACH WEBSITE HAS UNIQUE INSTRUCTIONS FOR ACCESSING AND RETRIEVING FILES

Figure 5. Detailed instructions for retrieving files.

B. Edit MARC files with MarcEdit - Instructions

.mrc files are purple .mrk files are blue

1. Open the MARC file that you have retrieved from the vendor. Because it is a MARC file it should automatically open in the MarcEdit program.
2. The "Input File" box will contain the file that you opened. It has the .mrc suffix. The "Output File" box will automatically contain a new file name for the MARC records in their "broken" form. This file will have the .mrk suffix and the records in it are the ones to which you will add holdings information.
3. Check the "MarcBreaker" circle, then click "Execute"
4. In the "Results" box you will see the number of records that were processed and how long it took. (If it is a negative number something has gone wrong)
5. Click the "Edit Records" box. The file of MARC records ready for editing will appear.
6. Under the "Tools" pull-down select "Add/Delete Field"
7. In the "Field" box type in "945"
8. In the "Field Data" box type in "\$aURL\$aALPHANUM\$aWEB-TEXT"
9. Check the box for "Insert last"
10. Click the "Add Field" box
11. Close the "Edit Records" box
12. Close the file containing the MARC records. A window will pop-up asking if you want to save the changes. Click "Yes." The saved file will now appear as an .mrk file (blue)
13. Open the MarcEdit program. Select "MARC Tools."
14. In the "Input File" insert the .mrk file that you just created.
15. In the "Output File" name the file that you will use to import into Workflows. I usually put the word "READY" somewhere in the file name so that I know it is the version of the file that is ready to import. You must put ".mrc" at the end of this file name.
16. Check the "MarcMaker" circle, then click "Execute"
17. In the "Results" box you will see the number of records that were processed and how long it took. (If it is a negative number something has gone wrong)
18. You now have a file that is ready to import into Workflows and the records contain holdings information that will create items in Workflows.

ADD 945 HOLDINGS FIELD TO MARC RECORD

Figure 6. MarcEdit instructions.

discrepancies and to the fact that there might be many similar records for titles in OCLC for the same title. Since this was a new process we were aware that through experience and cooperation the process for ordering and then making titles available in the catalog needed to evolve.

As with many things in the cataloging world, you learn about a process, a standard, or an accepted practice by observing what others are doing and by exploring the topic on your own.

Between 2004 and 2011, I cataloged about 500 individual titles using this "system." Most were ordered through acquisitions, a few were requests sent directly to me, and a few required support from library information technology in order to store the purchased title on a library server and establish a URL/link.

Late in 2011, acquisitions staff began to do the "cataloging" of e-books, mostly individual titles, and smallish collections of titles including demand-driven acquisitions programs. As Denise has noted, they selected the appropriate record and after payment verified that the link was working.

Statistics for e-books that were added were reported to me (as compiler of all cataloging stats) by acquisitions staff.

Concurrently beginning around 2005, we began to acquire e-books via a variety of providers who delivered larger and larger numbers of titles as a package. Knovel, Credo, and Alexander Street Press were among them, and access to MARC records varied—some we ordered via OCLC, some we got directly from the vendor. I loaded these files of multiple records. One of my first memories associated with loading large numbers of records into the catalog was a huge file of records (thousands) delivered on tape/CD. I had to enlist the library information technology department to help load records that were provided in that format.

It didn't take long for files of MARC records to commonly be delivered via FTP or simple download. Individual instructions for retrieval of files for each vendor were a must. Keeping track of varying logins and differently designed websites became commonplace and time consuming. My activities focused on loading the MARC records,

C. Import and Bibload MARC files of e-books into WorkFlows - Instructions

IMPORT

1. In the "Utility" module select "MARC Import"
2. On the "Property" screen click "OK."
3. Under the "Import" tag fill in the "Source" box with the "READY" file that you created in MarcEdit.
4. Name the "Destination" file. (Usually I use the vendor name and date I created the file.)
5. Click "Import" at the bottom of the screen. This file will now appear in the list when you run the Bibload report.

BIBLOAD

1. In the "Reports" module select "Schedule New Reports."
2. On the "Set Session Settings" screen click "OK."
3. Under the "Templates" tab select the report, "Bibload ebooks with holdings."
4. Click "Set Up & Schedule."
5. Provide a "Report Name" in the box.
6. Click on the "Load" tab.
7. In the "File to Load" box insert the READY file that you already imported.
8. Click "Run Now."

BIBLIOGRAPHIC RECORD AND ITEM IN LOCAL SYSTEM

Figure 7. Instructions for importing records into ILS.

keeping up to date instructions for the sites, and compiling stats for records loaded.

The point here is not the content of the instructions, but that we needed unique instructions for each unique supplier of MARC records.

After file retrieval it was necessary to have instructions for editing the records in the files and loading the files into WorkFlows.

Steps 8–10 of the file retrieval instructions required additional levels of detail. For instance, step 8 involved using MarcEdit—a process that entailed additional steps.

I used MarcEdit to add a holdings field to each record and in some circumstances to add a local field to identify specific collections of e-books or subsets of a collection.

Another for instance, steps 9 and 10 of the retrieval instructions involved using the MARC Import utility and the Bibload Report in WorkFlows to load files of MARC records into our

catalog—two other processes that entailed additional steps.

If all of this seems heavy on the "instructions" aspect, that's because it is. Attention to detail has always been important in cataloging, and MARC records for e-books has not changed that. I made these instructions available for use by cataloging and acquisitions staff.

More recently (the beginning of 2015), OCLC WorldShare has come to the fore as a way to manage MARC record delivery for selected vendor sets that were once delivered via WorldCat Collection Sets (a service that was discontinued at the end of March 2015).

WorldShare allows us to:

- Set up a library profile in WorldShare Collection Manager
- Enable MARC record delivery
- Define record editing and delivery options
- Opt in to desired collections

It is very helpful as a centralized location for retrieving files. WorldShare does not provide access to everything that we purchase, but is still a good, time-saving tool.

Here are some other details to mention about the process:

1. I usually test the links to a few records from a file before loading the MARC file. Generally everything is fine, but I have discovered instances when links were not working—a problem that requires follow-up with the vendor.
2. I eventually devised a report in WorkFlows to load files of records that contained new as well as updated

records. It is important to be aware that everything is not necessarily a new record and plan for this possibility. It can be tricky in cases where I have added local information to records in a file, and then I have to overlay some of the records in that file. I don't want to lose the local information in the original file, so I have to plan accordingly.

3. The process of loading most large files is centralized with me. I trained another person on the cataloging team to retrieve files and load the records for our Qatar campus. This is a discrete task—not exactly simple but less prone to problems cropping up.

Keys to success:

- Communication between teams/departments—cataloging and acquisitions have not been territorial throughout this experience; we have shared information and know-how
- Document procedures—for the sake of consistency and time efficiency
- Be flexible—whatever comes next, in weeks, months, or years, we will embrace

The Future

?????

The Future

We're not sure what it will bring, but the same qualities and keys that have gotten us through this chapter with e-books will get us through the next.

Figure 8. Keys to success.