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Processing Foreign Language Books without Catalog Librarians at the University of Arizona Library

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Squeezing the Most from page 24

ther \$8,000 resulting in a combined reduction in the FY 1998-99 Blackwell Anglo-American approval plan expenditure by \$68,000. The FY 1998-99 allocation for the Blackwell's US/UK plan was \$645,000. Thus, the reduction in expenditures of \$68,000 represents 10.5% of the allocation for the entire year. If Paper Preferred and Preferred Edition were not used, the projected total expenditures for the year would have been: \$572,689 + \$60,000 (due to hardbound editions) + \$8,000 (due to UK editions received at no discount) = \$640,689. The percent reduction in expenditures over one year due to the combined effects of Preferred Edition and Paper based on the projected expenditures: $68,000/640,689 = 10.6\%$.

Conclusions

Negative aspects of this strategy: Because of the numerous complex variables in the approval plan as administered by Blackwell's Book Services, there are certain limitations that must be acknowledged in using the Preferred Edition and Paper Preferred services to reduce approval expenditures. It is important to note that the US edition of a UK title will not be selected under the Preferred Edition program if the UK edition exceeds the UK profile price limit. It makes no difference if the US edition is under the US profile price limit. Use of Paper Preferred option can cause a delay in receipt of a title if the publisher does not deliver the paper edition of that title to the vendor at the same time as the

sible. The use of Preferred Edition reduced expenditures by a fur-

ther hardbound edition. Also, neither cloth nor paper edition will be sent if the paper edition of a title is not available within the 60-day time limit and the hardbound edition exceeds the price limit set by the library. This prevents the library's price limit from being exceeded but can cause frustration if the expected paper edition never arrives. Librarians involved with approval plans using these options must be aware of the way the Blackwell's (or another vendor's) approval system works. Use of Blackwell's Collection Manager can eliminate confusion about editions as it shows US and UK editions, paperback and hardbound editions, and pricing information. Other vendors have similar online systems to check different editions.

Obviously the switch to paperback editions over hardbound editions may be controversial in some libraries, but it demonstrably reduces up-front expenditures. It should also be noted that, while the use of the Paper Preferred option was extended over the entire Library approval plan profile, it could have been implemented only on selected subprofiles (e.g. science and technology).

Positive aspects of this strategy: Obviously, the major advantage of using the Preferred Edition and Paper Preferred services is the large reduction in expenditures. The result is that it has been possible to retain the same amount of subject coverage even though there has been no increase in the plan's allocation. It has more than compensated for any inflationary factors. Furthermore, this reduction has actually allowed the Library to expand judiciously the subject and non-subject parameter coverage for the US/UK approval plan such that more titles can be received while still keeping expenditures below the same annual allocation. Price limits also were raised because the hardbound list price is the price that the Blackwell's system compares to the price limit set by the library. The Paper Preferred titles that are received instead of the more expensive hardbound titles offset the increase in price limits. Because of the Blackwell's plan success, the Library has implemented strategies with its other approval vendors offering similar options. As inflation pressures increase and as library budgets remain tight, approval plan options such as Preferred Edition and Paper Preferred allow libraries to retain or even increase their level of acquisitions even though actual expenditures remain constant. 🐾

Glen Worley Profile

Education: BS and ABD, chemistry.

Career: teaching assistant and assistant instructor for college chemistry classes; re-

search assistant in area of non-aqueous metal-amine solutions; guitarist/vocalist/manager for two rock 'n' roll bands in early 80's; 18 years of library service with the General Libraries, University of Texas at Austin; manager of Approval Unit, Acquisitions since 1996.

Family: Married, with one dog, two cats, two horses, and one motorcycle.

Proudest accomplishment: 1992 Beginner Rider of the Year, awarded by Austin Third Coast Eventers, an equestrian club devoted to combined training.

Educational highlight: Receiving an A in a graduate level course in quantum mechanics.

Life changing experience: raising a horse from birth to maturity.

My other life: Care and feeding of four horses and upkeep of 30 acres of horse habitat, and whenever possible, I enjoy a brisk ride on my 1978 BMW R80/7 motorcycle.

Last book read: Ron Ayres, *Against the Wind: A Rider's Account of the Incredible Iron Butt Rally*, Whitehorse Press, 1997.

Where I see myself in 5 years: I hope to be actively involved in the transition of what the library is now to what it will be in the future.

Pet peeve: Online information leads people to assume that books magically appear on library shelves with no time needed for shipping, processing, cataloging, etc.

Biggest surprise: How much poop four horses can generate in a short period.

Single most important piece of advice: There are two kinds of riders: ones who will fall off, and ones who will fall off again.

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enough vendors to meet the demand.

However, at some point in the future, as catalogers retire or move on, it may become a necessity. The number of library schools requiring cataloging courses has diminished. A study by Spillane comparing required cataloging courses from 1998 to 1999 noted a drop from 78.2% to 55.4% (Spillane 1999). As a result, libraries may have difficulty in the future recruiting librarians with the skills necessary to process foreign language material. But, the future is now at the UA Library and we believe that we have implemented an innovative solution to a difficult problem. 🐾

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Processing Foreign Language Books without Catalog Librarians at the University of Arizona Library

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Introduction

The University of Arizona (UA) Library is a major research library—ranked 27th in the latest ARL rankings (1998-99). With an annual materials budget of approximately \$8 million (fiscal year 1999-2000) the library collects heavily in both English and foreign language materials. The Library has been undergoing reorganization since 1992. One of the dramatic effects of this reorganization has been the downsizing of technical services staff and the complete transfer of all professional positions from technical services to public services. The loss of staff in technical services was not a *carte blanche* to create backlogs, however. In fact, one of the principles of the reorganization was to make materials available to customers more rapidly than before. The loss of professional catalogers in technical services has not been painless. The lack of professional expertise is especially felt in the processing of foreign language material. To accommodate this lack of expertise the Technical Services Team has had to adopt a combination of outsourcing and a “frontlog” to ensure the expeditious processing of material. A frontlog is a public book stack area where partially processed material is housed until it can be fully processed. This paper will focus on how one library currently processes and makes available foreign language materials written in western European languages—it will not discuss materials written in Cyrillic, Arabic or Asian languages.

Processing Then

Before the restructuring of the Library, foreign language books were received, searched against the OCLC database, and then either

given to copy catalogers to process if there was member contributed copy or to librarians to catalog if original cataloging was required. Materials that could not be cataloged promptly were placed in a backlog, where they could stay indefinitely. When the Library brought up its online catalog in 1993, order records for these books appeared in the catalog, and the backlogged books could be requested by the Library's customers. Requests would be given to cataloging staff who would retrieve the material and rush catalog it. Materials were accessible, but not immediately accessible.

Restructuring

The UA Library began a major restructuring in 1992, which has resulted in fewer classified staff in cataloging and no full-time professional catalogers. The reasons for this downsizing were primarily economic but were in concert with the Library's mission to place more librarians in public service positions to meet the demands of our students and faculty. Since no new positions were available from the university—and, in fact, the university demanded the return of vacant positions in a campus-wide cost-saving effort—the Library turned to technical services for the positions it needed.

Prior to restructuring there had been 8.5 FTE monographic catalogers devoted to cataloging monographs in Western European languages, including English. Their transition from catalog librarians to public service librarians had been gradual, while the procedures and mechanisms replacing them in technical services were implemented and tested. During the transition most of the catalog librarians held joint technical and public service appointments. In 1998 the transition was complete. At that time all remaining professional positions in cataloging were reassigned to full-time public service teams in the Library. Some of these former catalogers still perform roles as technical services consultants, but they have no formal cataloging responsibilities. The classified staff assigned to cataloging did not have the skills required for original foreign language cataloging, and their numbers diminished with restructuring as well.

Processing Now

The Library approached the loss of professional and support staff in technical services on several fronts. The first decision was that all of the books received from our major approval plan vendor, **Blackwell North America (BNA)**, would be purchased pre-processed and with bibliographic records. The second decision was that all material received from other vendors including foreign approval plan vendors (our major dealers are **Harrassowitz**, **Puvill Libros**, **La Liberia García Cambeiro**, **Susan Bach Ltd.**, **Casalini Libri** and **Vientos Tropicales**) would be processed upon receipt if bibliographic records were found on OCLC. If no usable records were found materials would be sent to the frontlog, which is accessible to the public (see below for a discussion of the frontlog). The third major decision was to outsource the cataloging of frontlog material if no usable cataloging record was available when the books were retrieved from the frontlog a year later.

The Library receives approximately 800 to 1,000 English

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Thomas Marshall Profile

Education: BA, Political Science, Ohio State University, 1973; MA, Latin American Studies, UCLA, 1978; MLS, UCLA, 1978.

Career: 1978-1982, University of Texas at Austin; 1982-present, University of Arizona.

Family: Wife Mary, and cats Delilah, McGee, and Jake.

Proudest accomplishment: Graduating from college (first in immediate family).

Educational highlight and life-changing experience: Going to graduate school at UCLA, where I discovered that people didn't have to live with snow if they didn't want to. I have yet to return (except to visit) to the snow belt.

My other life: I collect mystery fiction (and consequently read a lot), and play a lot of golf.

Favorite leisure reading: See above, although I read some golf books too.

Where I see myself in 5 years: Edging closer to retirement.

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language books a month from BNA, which arrive preprocessed, shelf-ready, and with a bibliographic record. Preprocessing for the UA Library includes labeling, property stamping, tattle-tapping and barcoding. The bibliographic records are from the Library of Congress, and where appropriate include enhanced contents notes. The average cost is \$3.55 per book for this service.

The Library receives a similar amount of material per month from foreign vendors, including English language material from vendors such as **Blackwell's** (UK) and **Coutts Library Services** (Canada). In fiscal year 1998-99 the Library received 11,535 titles from our western European language vendors in Europe and Latin America, for a dollar value of \$469,578. Staff in the Order Receiving Team search these books on OCLC upon receipt. They catalog them if there is a Library of Congress record, or they send them to the copy catalogers if there is a member contributed copy record that includes a subject heading. If there is a subject heading, but no call number, the staff attempts to assign a call number based upon that subject heading. For *belles lettres* without call numbers, the staff assign an appropriate author call number. Staff find records for approximately 25% of the foreign language titles. If there is no catalog record in OCLC but there are order records created by vendors such as **Casalini Libri**, **Harrassowitz**, **Librairie Jean Touzot**, or **Puvill Libros**, the staff exports these into our local OPAC with an accession number. This saves times in rekeying records, and it also can lessen the chance of error for foreign language materials when the staff cannot read these languages. If there is no vendor record, the staff create a brief record online and assign an accession number. These titles are then placed in the frontlog. For example, from July 1999 through January 2000 an average of 740 titles per month were sent to the frontlog.

The concept of a frontlog is not new. The Orange Public Library in New Jersey utilized a frontlog back in the 1960's to shelve unprocessed non-fiction books (Scilken 1969). It became a reality at the UA Library for three reasons. Our calculations indicated it was too expensive to outsource material for cataloging at point of receipt. Secondly, it was made clear in the beginning of Library restructuring that backlogging materials was not an acceptable solution to staff reductions. Thirdly, it was evident to us that it was too labor intensive to retrieve books from a backlog and process them on demand. It was much more efficient to allow customers to retrieve books from a public stack area.

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Jennalyn Tellman Profile

Born: San Francisco of temporarily displaced New Englanders.

Education: BA, Wellesley College; MSLS, Simmons College.

Family: Married, with daughter in graduate school.

My other life: Classical music, recreational reading of history and biography, gardening (especially antique roses), interacting with family and friends, puttering about the house, travel in Arizona, art museum visiting, and interior design.

Last book read: *Season of High Adventure: Edgar Snow in China*.

Where I see myself in 5 years: Older, but probably doing much the same.

Single most important piece of advice: Life is short; be swift to be kind.

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The frontlog books all have brief bibliographic records in the Library's online system (SABIO). Customers can find them in the catalog by author, title, or key word, or customers can browse the frontlog stack area. The books are given an accession number and arranged by date of receipt. After twelve months the books are brought down and searched again in the OCLC database. The frontlog was designed to hold only a year's worth of materials divided into monthly segments. At the same time books processed in February, 2000 are put in that area, the books from February 1999 are retrieved, searched and processed. In one month in which we analyzed the statistics, there were 898 books retrieved from the frontlog. Of the researched books there were nearly 60% with Library of Congress records; nearly 30% with member contributed records, including call numbers. About 7% had member contributed copy without call numbers and about 3% of the books had no catalog records available and needed original cataloging. Books needing original cataloging are sent to **OCLC TechPro** for cataloging as are other books lacking a call number which staff cannot resolve. Although there are no substantiating statistics, careful staff observation has shown that Spanish-language books are most likely to have OCLC records, whereas German-language books are the least likely to be found.

We are buying minimal level original cataloging records from OCLC TechPro. This service includes checking names in the Online Authority File, assigning a Library of Congress call number and labeling the book, and assigning at least one subject heading. Because costs with TechPro are negotiable, we will not go into a lot of detail, except to say that one can expect to pay around \$20 per original print title and \$6 for book copy cataloging. Our average turnaround time for TechPro shipments has been six weeks. TechPro adds the original records to the OCLC database with our holding symbol, or updates the copy cataloging records, and supplies us with the records on a disc for uploading to our OPAC.

Now that we have been using TechPro for several years, the process is finely tuned and not too labor intensive. However, the initial projects of setting up the profiles with the outsourcing agency, testing samples, and incorporating the process into the local workflow are very labor intensive, and there are costs associated with the time involved. The decision to adopt this approach to cataloging was driven by economic considerations and we have determined that it is much less costly than the salaries of librarians. Using an our average salary for a catalog librarian of \$40,000, and multiplying that times the number of monographic catalog librarians we had in 1992 (8.5 FTE), gives an annual cost of \$340,000. Although it is not directly comparable, in fiscal year 1998-99 our TechPro costs were \$15,000.

Conclusion

At the UA Library we have found a way to transfer all catalog librarian positions from technical services to public services and still ensure that foreign language material is made available to our customers. It is a system that has proved to be efficient enough to allow staff reductions in technical services as well. This is not to say that the solution is perfect. The decision to purchase only minimal level records from TechPro was not met with universal acclaim; but, on the other hand, there has been no customer outcry that access has been limited. The Technical Services Team still feels the lack of professional expertise—for example, there are many questions that staff cannot answer. In addition, with outsourcing there is a loss of local control, and vendors have to be monitored regularly to ensure that they are meeting our standards. Yet, in the end, it all can be made to work.

Is outsourcing the future for library technical service departments? At this point if every library chose to outsource cataloging for its foreign language receipts there probably would not be

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